This document sets out the Council’s requirements, quality standards and key performance indicators with respect to the proposed contract. Please ensure that you read this carefully and ensure these requirements are incorporated into your pricing submission and the quality of services provided.

1. Council’s Requirements

**Sample size and sampling**

We require a survey of adults aged 18+ using a suitable approach – either online and telephone methodology (if social distancing restrictions persist) or face-to-face methodology. The survey should provide a robust representation of Lambeth residents, and allow for meaningful sub-group analysis.

It would be helpful if the sampling approach employed for this survey was broadly consistent with that of previous research to allow for historical comparison. The Council is able to provide the successful agency with the relevant information – if needed.

**Questionnaire development**

We would anticipate that whilst many of the questions in the survey will be retained from previous years, we will both discontinue questions which we assess as no longer have any value or where the data collected by them is also available from other sources.

It is vital that the questions included in this survey meet the needs of various stakeholders and officers will carry out an internal engagement process to determine organisational priorities. Stakeholders in this context also include the borough’s residents, who are the ultimate beneficiaries of this information.

We expect the survey to be designed through a process of negotiation with the council, with contractors being responsible for providing technical advice to ensure that the final research tool is valid, reliable and fit for the purpose intended. The survey instrument should be adequately tested prior to application with the full sample.

While we expect some questions to be very specific to Lambeth Council’s outcomes and ambitions, it will be possible to benchmark other more longstanding questions with findings from other councils.

We would expect the questions to remain fairly static over future years of the survey but may require up to 30% of the questions to change in second and subsequent years.

It is valuable for the council to be able to directly contact consenting residents about issues or further research that is of interest to them. The survey should include a mechanism for gathering consent, topics of interest and contact details.

Although this survey is being contracted by the council it is hoped that, should they wish, partner organisations or departments within the council may be able to pay for additional questions on an ad hoc basis.

**Fieldwork**

Lambeth is an extremely diverse borough. We do not wish to exclude residents on the basis that they do not speak English, are disabled or have other characteristics that might mean that they are considered ‘hard to reach’ or ‘hard to hear’.

Nor do we wish to exclude people with childcare responsibilities, people with religious commitments at particular times of day or days of week, and people whose cultural or religious background means they would prefer to be interviewed by people of a particular gender.

We also do not wish to exclude residents who may have particular needs (physical disabilities or learning difficulties).

We want to see effective statistical/sampling processes; quality processes to ensure accurate and swift data processing; back-checking policies; sample sizes, quotas and any boosts, confidence levels, and information about fieldworker briefing and training.

**Analysis and reporting**

All data collected through survey work should be supplied to Lambeth Council within one calendar month of the close of fieldwork.

**Online panel**

This year, we are also interested in establishing an online Residents’ Panel which can be consulted to quickly answer follow up question that emerge as a result of the surveys carried out. We would like the commissioned agency to tell us how they would go about setting this up, how they would ensure the online panel is representative, how they would ensure residents are engaged with this channel and to demonstrate examples of data they have previously collected through this methodology.

**Experience**

Having a proven track record in delivering this type of consultancy is very important to us. Outline the skills and ideas that you would bring to the process, the personnel who would work on the study, including experience, role on the project, and time they have allocated. The agency needs to mention its experience of conducting online panels within their Method Statement response – if applicable.

1. Insurance Requirements

The research agency must maintain at its own cost and for a period of at least 6 years after the end of the contract policies of insurance to cover its liability in respect of any act or default for which it may become liable to indemnify the Council under the terms of this Contract in the following minimum sums:

(a) Employers’ liability of £5,000,000 (five million)

(b) Public liability of £5,000,000 (five million)

(c) Professional indemnity of £2,000,000 (2 million)

1. Quality Standards

Under the Public Services (Social Value) Act 2012, local authorities must consider economic, social and environmental well-being when commissioning contracts for public services. Contractors are asked to consider the economic, social and environmental sustainability in their proposals.

Contractors must abide by the MRS code of conduct and proposals should provide detail of quality assurance processes that will be in place.

In addition, please ensure your proposals are clear about which elements of this contract, if any, will be sub-contracted, and provide details of responsibilities allocated within these contractual agreements.

1. Experience

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1. Key Outputs

The key outputs we require are:

* Tables with cross breaks and significance testing for subgroups with at least 50 respondents including our 6 geographic town areas
* An Excel data file of responses
* Responses linked to contact details of respondents who consent to re-contact
* Responses broken down by pre-2022 Lambeth wards and Lambeth wards from mid-2022 onwards
* Top lines with historical trends and normative comparisons
* Final reports for the Q1, Q2, Q3 and Annual Residents’ Survey projects
* An online platform with engaged residents who are able to respond to ad-hoc research questions posed to them

1. Frequency of Contract Meetings

In terms of project management we require short weekly email updates from the contractor during the four fieldwork periods highlighting progress and any issues that are arising, as well as an inception and closure meetings

1. Contract Management Arrangements

The single point of contact will be Janet Ikharia, Research and Insight Manager (Policy, Equalities and Participation) - JIkharia@lambeth.gov.uk