

APPENDIX D - CALL OFF AGREEMENT FORM



| CALL OFF AGREEMENT FORM | | |
|---|-------------------------------|-----------------------------------|
| <p>This Form is to be used by the Client when requesting that work be undertaken within the terms of the Call Off Contract. The Parties agree that each completed and approved Form will form part of and be interpreted in accordance with the terms and conditions of that Call Off Contract.</p> | | |
| Project Title: Childminders & FHRS | Reference: | Social Research Call Off FS107010 |
| | Date: | |
| Client – Project Representative: [REDACTED] [REDACTED] | Tel: | |
| | E-mail: | [REDACTED] [REDACTED] |
| Supplier – Project Representative: [REDACTED] | Tel: | |
| | E-mail: | [REDACTED] |
| Project Start Date: | 2 nd November 2020 | |
| Project Completion Date: | 30 th April 2021 | |
| Specification/ Scope of Work: <i>To include Background, Scope of Work, Parties Inputs, Approach and Method, Skills required, Timetable:</i> | | |
| SPECIFICATION OF REQUIREMENTS Summary | | |

The FSA is seeking to conduct exploratory stakeholder research regarding attitudes towards and barriers to / enablers of the extension of the statutory Food Hygiene Rating Scheme (FHRS) to childminders in Wales.

Background

The FHRS <https://www.food.gov.uk/sites/default/files/media/document/wales-business-leaflet-fhrs.pdf> provides information on the standards of food hygiene in businesses providing food directly to consumers, like restaurants, pubs and takeaways, although some establishments are exempt. The [Food Hygiene Rating \(Wales\) Regulations 2013](#) provide details on the establishments that are exempt from the FHRS. This includes under Article 5(b), “an establishment used by any of the following persons for the purpose of providing caring services where the establishment is also used as a private dwelling — (i) childminders”.

In 2016, the First Minister of Wales announced the [Taking Wales Forward 2016-2021 programme](#), setting the target to offer 30-hours free childcare a week for working parents of three- and four-year-olds in Wales, giving families in Wales easier access to caring services involving the serving of food. In addition, the voluntary scheme operated up to 2013 allowed childminders to opt in or out of the Scheme. When the Scheme became statutory in Wales in 2013 the ability for childminders to opt in or out had to be removed. The decision at that point was to exempt them. It should be noted that childminders operating from a business premise are included in the Scheme. The FSA in Wales has also been approached by the Professional Association for Childcare and Early Years (PACEY) and Care Inspectorate Wales (CIW), who both have an interest in childminders / childminding in Wales.

As a result, in [FSA's three-year report of 2018](#) into the operation of FHRS in Wales (a statutory requirement) the FSA recommended it works with relevant stakeholders to review the current exemption for childminders and provides appropriate recommendations to the Welsh Ministers.

The next three-year review is due to be laid before the Welsh Parliament by the end of February 2021 and the Local Authority Partnerships team would like to advise the FSA is conducting / has conducted research to identify the evidence and options. This will lead to the delivery of a final, published report to include recommendations and conclusions that will help the FSA to understand stakeholders' needs and provide the evidence to help the FSA decide whether to extend the scope and ultimately amend legislation accordingly.

This will ensure that the FSA's final decision is based on evidence presented in an independent research project.

Research Method

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We wish to conduct research to establish the perception of a range of stakeholders towards this proposal. We envisage this will comprise:

Childminders

- A nationally representative survey of childminders, including those who already included in the scheme as they are operating from a business premise
- Focus groups with registered childminders. It is anticipated focus groups will be held in north, central and south Wales.
- Follow up depth interviews with a sample of childminders to explore issues in more detail

Parents

- Focus groups with parents of young children (pre-school age). It is anticipated focus groups will be held in north, central and south Wales. A deliberative approach to the focus groups may be required in order ensure participants have a sufficient understanding of the subject. FSA can provide supporting FHRS material

National stakeholders

- Depth interviews with national stakeholders, namely the Care Inspectorate Wales (CIW) and PACEY (Professional Association for Childcare and Early Years). If additional stakeholders are identified during the interviews, we may wish to extend the research to include them

Local Authorities (LAs)

- A workshop with all 22 Welsh local authorities (using a routine FSA / LA meeting. FSA can arrange in conjunction with Ipsos Mori)
- Follow-up LA depth interviews to explore issues in more detail. These LA's will be agreed with FSA following the workshop, however it is expected they will reflect both urban and rural LA's.

Due to the on-going impact of COVID-19, it is expected all research will be conducted remotely. FSA may wish to observe the focus groups.

An analysis plan should also be provided. FSA may wish to attend analysis sessions.

Research Questions

Ipsos Mori should draft research questions to establish the attitude of participants regarding the desirability or otherwise of extending FHRS to include childminders and what issues, challenges and benefits may arise for the different stakeholders. For example, concerns they may have and what support they may need to overcome perceived obstacles to effective implementation and enforcement. In addition, the attitudes and

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concerns of childminders who are currently included within the current scheme due to their place of delivery.

Scope

The research is limited to Wales only.

Sampling and recruitment

Sampling and recruitment plans are required for all stakeholders.

Childminders

- It is anticipated registered childminders will be identified through local authorities,

Parents

- Demographic quotas for consumers should be set for gender, age, ethnicity, disability, working status and social grade. It is suggested that potential participants are screened for awareness / knowledge of the FHRS.

National stakeholders

- FSA can assist with accessing both LAs and representative organisations.

Local authorities

- All 22 local authorities have indicated to FSA they are willing to participate in this research via a routine FSA meeting.

Timing

Interim findings are required from each stage of the fieldwork as it progresses.

Headline findings are required by mid-January to inform the review, even if the full report is not delivered until after this time.

The final report must be delivered by the end of this financial year (2020/21).

FSA wish to review all fieldwork materials. It is expected that FSA will provide 2 rounds of comments. Timings should reflect this.

Outputs

A presentation of findings is required to an internal FSA audience.

A 1-3-25 style report with supporting methodological annexes should be provided.

This must meet FSA accessibility requirements.



Accessible documents requireme

The report will be published on the FSA website, as well as Smarter Communications - the latter is a platform for the Agency to communicate and engage with local authorities.

Ethics

The GSR Ethics Code should be adhered to. Informed consent must be gained, and participants assured of anonymity. FSA will need to review and sign off information sheets / consent forms

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/515296/ethics_guidance_tcm6-5782.pdf

Special Terms:

To include any terms or conditions not covered in the overarching contract or any terms amended for the purposes of this Call Off Agreement

| | |
|-----------------------------------|---|
| Deliverables: | See Annex A – Suppliers Response |
| Foreground IPR – Ownership | See Clause 15 – Intellectual Property Rights in overarching Contract |
| Personal Data (GDPR) | See Annex A – Suppliers Response |
| Price | See Annex B – Suppliers Financial Template |
| Payments & Invoicing | <p>Please submit invoices to [REDACTED] for work with FSA.</p> <p>Please include the referring FSA purchase order number in the email title and within the invoice to allow Invoice/Purchase Order matching. Note that invoices that do not include reference to FSA Purchase Order number will be returned unpaid with a request for valid purchase order through email.</p> <p>Further details can be found at Schedule 5 ‘Invoicing Procedure & No PO/ No Pay’ in the Call Off Contract.</p> |

We confirm receipt of this Form seeking approval for the above project to proceed. We agree to provide the goods and/or services requested according to the terms and conditions set out in the Call Off Contract between the FSA and Ipsos MORI

Signed on behalf of the FSA:

Name: [REDACTED]

Signature:

[REDACTED]

Position: [REDACTED]

Date: 04/11/2020

Signed on behalf of Ipsos Mori:

Name: [REDACTED]

Signature:

[REDACTED]

Position: [REDACTED]

Date: 04/11/20

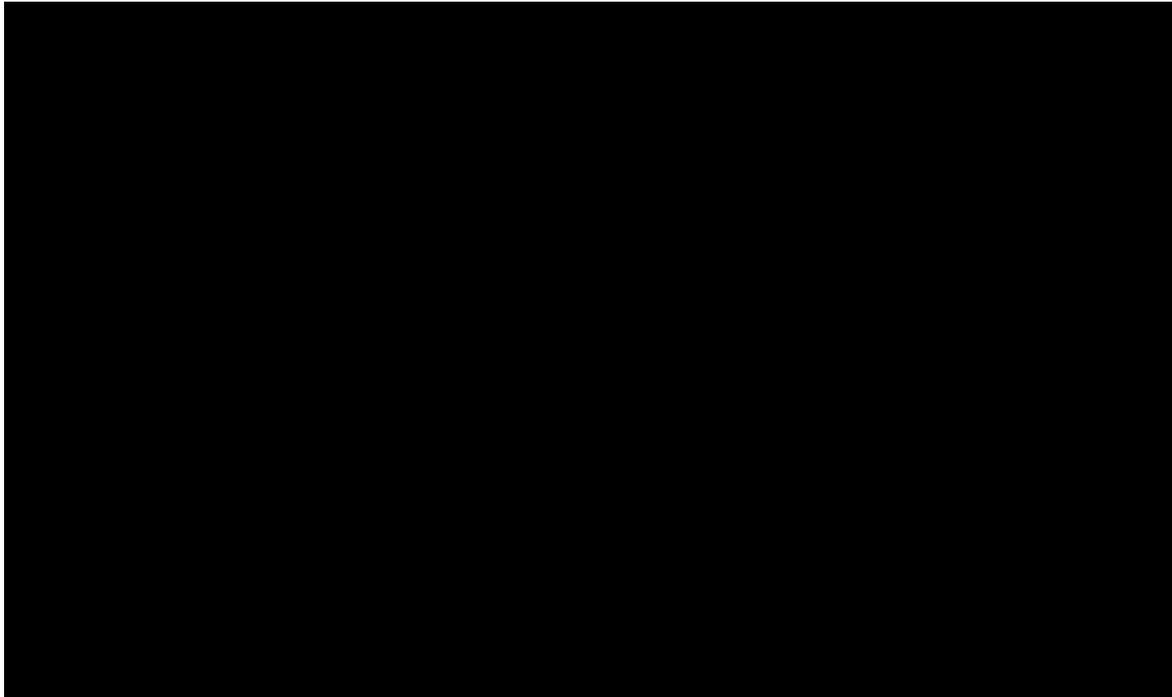
Annex A – Suppliers Proposal

Supplier response – please provide a brief overview of your approach including a detailed methodology of how you will deliver the requirements

The components of our approach as detailed in your brief are visualised in the chart below and are staggered to run sequentially so that learnings from each stage can be fed into the design of the research materials for the next stage. We acknowledge and agree that the FSA believe there could be merit in undertaking a series of depth interviews with parents following the focus groups, however we were unable to deliver this within the budget and have therefore provided a separate set of costs for this element.

Please note that we will ensure that there is an active offer to deliver the recruitment materials, surveys and fieldwork in Welsh and we will use the Welsh Language Translation Board to facilitate this.

The remainder of this section will take each of these components in turn and detail our assumptions and approach.



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[Redacted text block 6]

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[Redacted text block 8]

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Quality management – please set out you will embed quality management

Ipsos MORI's complete focus on quality and continuous improvement means we have embedded a 'right first time' approach throughout our organisation. Good research requires exhaustive quality procedures which are put into practice. We work to very strict quality management processes and standards, many of which *exceed* that required for the industry. These include:

ISO 9001:2008, international general company quality standard with a focus on continual improvement through quality management systems. *In 1994 we became one of the early adopters of the ISO 9001 business standard;*

ISO 20252:2006, International market research specific standard that supersedes MRQSA (BS 7911) & incorporates IQCS (Interviewer Quality Control Scheme); it covers the 5 stages of a Market Research project. *Ipsos MORI was the first company in the world to gain this accreditation.* We regard these as minimum standards and regularly exceed the requirements of these schemes – for example, IQCS requires only 12 hours of training for new interviewers/recruiters but we give a minimum of 18 hours. For face-to-face interviewing, we validate by telephone 10% of completed interviews, but should there be any cause for concern we arrange face-to-face validations, which are completed by a senior supervisory member of the quality team. As a minimum, we monitor 10% of all telephone interviews conducted;

ISO 27001:2005, International standard for information security designed to ensure adequate and proportionate security controls are in place. *Ipsos MORI was the first research company in the UK to be awarded this in August 2008;*

MRS Company Partnership - By being an MRS Company Partner, Ipsos MORI endorse and support the core MRS brand values of professionalism, research excellence and business effectiveness, and commits to comply with the MRS Code of Conduct throughout the organisation. We were the first company to sign our organisation up to the requirements & self-regulation of the MRS Code; more than 500 companies have followed our lead;

Fair Data - In order to demonstrate our commitment to ensure personal data is processed fairly, ethically and in compliance with all relevant Data Protection & Privacy laws, including the Data Protection Act, we have signed up to the "Fair Data" accreditation scheme.



We have an integrated quality, compliance and information security management system, our 'Business Excellence System' (BES). Its objectives are:

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- To provide assurance to Ipsos MORI's clients that we will deliver reliable and robust research findings by, among other measures, meeting the requirements of the international quality standard for market research (ISO 20252); and
- To minimise risk to the business by focussing on quality and continuous improvement.

BES is led by a Business Excellence Management Team, which is made up of management representatives from all main business units who co-ordinate the implementation of our Business Excellence System throughout the business. They oversee strict adherence to these standards.

We have a large team of trained internal auditors from across the business, with spot checks carried out throughout the year. External audits to ensure that we comply with the standards we are accredited to. Findings from external audits are communicated to the business; any corrective and/or preventative actions are adopted where necessary.

The Management Team is underpinned by a Business Excellence Group, which includes representatives from all areas of the business. It meets regularly to discuss and address quality issues, feed them back to the business areas and test ideas. Our external client satisfaction monitor involves sending a survey to the client at the close of each project. Returned questionnaires are reviewed and followed up where necessary to learn from any issues which occur during a project.

This project will include other specific quality measures:

- A thorough script checking process during the online survey design. This includes testing answer codes, questions and routing to reduce the data editing that needs to take place at the output stage and ensuring respondents are not able to straight line through the survey.
- The data tables are thoroughly checked against a holecount which shows the position of the raw data. With bases sizes, question wording (and answers), routing, weighting, cross breaks and nets all checked thoroughly as standard by the exec team and checks repeated if edits to the data are required.

Before engaging any sub-contractors to assist Ipsos MORI in providing services to our clients, the sub-contractor has to satisfy our quality, compliance and information security requirements prior to being added to our list of approved service suppliers. The approval process consists of checks of the supplier's adherence to our quality requirements and an assessment of their data protection, information security and other relevant compliance requirements. These checks are carried out via due diligence assessment questionnaires with the responses assessed and followed up by our Compliance & Information Security Department.

Following approval, suppliers are issued a written service specification which clearly sets out the research services required for the project. We draw up detailed contracts with each of our sub-contractors. These include a detailed programme of work with full specifications of requirements, full delivery timescales and payment terms. Each contractor would have a nominated officer who would be responsible to us for their work and delivery.

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Suppliers are also constantly monitored by the Ipsos MORI research teams, with results fed back to our Compliance & Information Security Department as required. Further site visits and or assessment of the supplier may be carried out by our Compliance & Information Security Department as indicated by the results of feedback from research colleagues and the nature of the services being provided to us. More details of Ipsos MORI's supplier approval process are available on request.

Information security

Information is the main product produced by Ipsos MORI. It's therefore vital that the information we use is kept secure from accidental or deliberate loss, destruction or disclosure. It is also essential that information is accurate, complete and available when it's needed.

We comply with the MRS Code of Conduct and adhere to the eight principles of the Data Protection Act when it comes to personal data.

For this project, any data transfer required during project work will be transferred via a dedicated secure server (managed in-house by our compliance team) and be managed in accordance with our wider quality procedures outlined above.

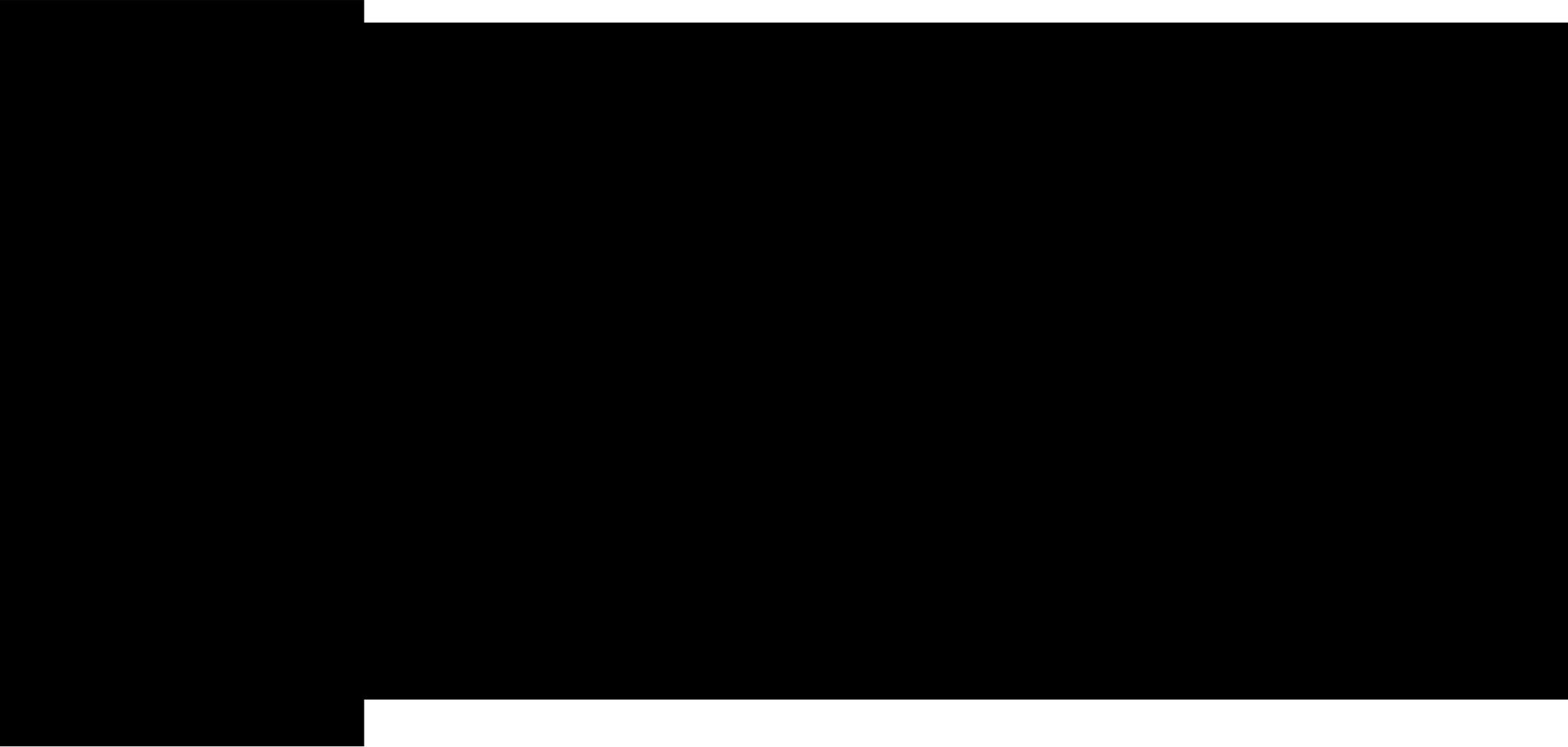
All of the above quality procedures are integral to any project we deliver. In short, the Business Excellence System, and quality procedures are central to everything we do.

Delivery timescales – Please provide a detailed plan of when you will deliver the specified outcomes

Please detail any assumptions you have made

A detailed Gantt chart of the different elements of the research is provided overleaf. The timings to deliver each of the elements of the research programme by mid-Jan are tight and we will require the FSA to turnaround the sign off of fieldwork materials in a timely fashion. If commissioned we would provide a detailed timetable highlighting these sign-off dates.

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| Project-specific risks and proposed mitigation measures | | |
|--|--|--|
| Risk | Assessment | Mitigation measures |
| <p>Failure to meet the reporting deadline</p> <p>There is a requirement that headline data is provided by mid-Jan which is within 15 weeks (assume contract commences w/c 5 Oct and data delivery w/c 18 Jan). There are three weeks of school holidays (half term and Christmas) which should be avoided when undertaking fieldwork to maximise participant engagement. Elements of the project delivery are sequential and so they cannot be run concurrently</p> | <p>Likelihood: Low</p> <p>Impact : Low</p> | <p>We will appoint two project managers so they can work together developing materials and delivering outcomes simultaneously so there is no lag between one element starting and another finishing.</p> <p>We will provide the FSA with a detailed timetable so that responsibilities and actions are clearly detailed, and you can resource accordingly to enable the swift sign off on research materials.</p> |
| <p>Low response rate to the online childminder survey which will impact on the robustness of the quantitative data</p> <p>Levels of engagement with the survey is unknown but evidence from the CIW suggests it may be low c100 responses</p> <p>The quality of the sample is unknown i.e. will we have full email addresses?</p> | <p>Likelihood: High</p> <p>Impact : Medium</p> | <p>In so far as is possible the online quantitative element of the fieldwork has been scheduled to be clear of the Christmas holidays so we can avoid the distraction and maximise the response rate.</p> <p>We will survey all eligible childminders rather than a sample</p> <p>As stated in our response we will</p> <ul style="list-style-type: none"> Design a survey which is device agnostic; Ensure the survey is clear, relevant and relatively short; minimise the use of open comment questions which can lead to participant fatigue. |

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| | | help the CIW to promote the survey by drafting reminder text which can be sent to those who have yet to respond to the survey |
| <i>Escalation of COVID-19 (Coronavirus) in the UK</i> | Likelihood: Medium Impact : Low | Ipsos MORI is an organisation that has taken precautions to protect staff from infection such as asking staff to work from home 1 week before the official Govt lockdown. Staff are working at home and using video conferencing facilities. Should a key member of the exec team become unwell, there is a team of social researchers at all levels within the business who have the necessary skills to deliver the work. Project management protocols require written weekly updates and so a record of project progress and current status would be available to aid transition to new team members. |

Ethical considerations

We must be mindful that the COVID 19 pandemic could not only be affecting an individual's mental and physical health, but for childminders it could also be having an economic impact. The implications of the extension of the statutory FHRs to their business could have a financial implication and/or may cause them additional stress. The team which will undertake the qualitative work are very experienced at discussing issues sensitively and will be vigilant in terms of identifying any individuals within the group setting which may find anything discussed challenging or upsetting.

Ethics Group

At Ipsos MORI our Social Research Institute Ethics Group exists to support researchers in delivering work which meets the ethical requirements of our clients helping them anticipate, manage and reduce risks in the research to our participants, staff and our clients

The group comprises staff members with a wealth of relevant experience with vulnerable audiences across a range of different areas including health. It is headed by Isabella Pereira, who works in Ipsos MORI SRI's Qualitative Social Research Unit and includes core members [REDACTED], a survey methods expert who sits on the Health Research Authority's Social Care Research Ethics Committee and contributes to the Social Research Association's ethics forum, and [REDACTED], a disabilities and mental health research expert who also sits on the Social Care Research Ethics Committee.

The Ethics Group provides an advisory and review function for all projects within the Social Research Institute at Ipsos MORI, with a specific focus on high-risk projects involving vulnerable individuals or sensitive issues. To fulfil SRI's mandatory ethics requirement, researchers complete an ethics form for all new projects which is then submitted to the Ethics Group for review. The Ethics Group provides advice and guidance

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on ensuring the project is carried out ethically and how to handle challenging issues. This approach ensures that research ethics are considered from the outset of all projects, minimising risks to clients, the research and our staff. At the heart of our approach are the GSR ethical principles; we also draw on other relevant ethical codes such as the ESRC Research Ethics Framework, the SRA ethical guidelines and the MRS code of conduct, with which we are fully compliant.

The Ethics Group develops our policies on safeguarding, disclosure and researcher safety, working closely with our Business Excellence team who lead on Data Security. A programme of training on ethics in research practice is also regularly delivered to staff of all levels and is mandatory for all researchers.

Subcontractors please specify on the need for, and selection/appointment of sub-contractors

We will use Criteria to recruit participants for the focus groups with parents and possibly the childminders. Please see the quality section on further detail as to how we vet and manage the relationship with our subcontractors.

Sustainability – pls set out measures to maximise sustainability

The research will be taking place remotely and will not involve any travel or consumables. As such, the recommended design is the most sustainable way to achieve the objectives

GDPR – Please complete the below table detailing personal data that will be processed as part of this work package

| Description | Details |
|---------------------------------------|--|
| Subject matter of the processing | The project is about the attitudes towards and barriers and enablers of the extension of the statutory FHRS to childminders in Wales. We require contact details of childminders and parents to undertake both qualitative and quantitative research |
| Duration of the processing | 5 October – 21 December |
| Nature and purposes of the processing | The contact details and special category information of participants in the qualitative research will be passed to Ipsos MORI by Criteria in a document which will be password protected and encrypted using a secure transfer system. These details will be used by Ipsos MORI to engage with participants on the day of the research. Special category information will be noted (not at an individual level) to ensure that we have broad representation of opinion. Once fieldwork is complete the contact and special category information will be destroyed using Blancco software. If the CIW choose to share their database of registered childminders, then Ipsos MORI would be the data processors and treat the data accordingly. |

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| | Using secure transfer methods, storage and deletion upon completion of the fieldwork. |
| Type of Personal Data | Name, address, telephone number and email address of individuals Special category data - race and disability |
| Categories of Data Subject | Registered childminders, members of the public, Local authority employees and stakeholder representatives |
| Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data | The data will be held for the length of the project (until March 31 2021 before being securely destroyed using Blancco software |
| | |
| Total Cost – Please provide the total cost for this work package. Please provide a detailed breakdown of costs in the financial template which is to be submitted alongside this Project Proposal Document. This should include payment milestones (where applicable) | |
| The total cost for undertaking this piece of work is £49,000+VAT.   | |
| Have you attached the financial template?: yes | |
| Completed by: Nicola Moss | |
| Date: 23 October 2020 | |

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Annex B – Suppliers Financial Template

Tender Reference

Tender Title

Full legal organisation name

Main contact title

Main contact forname

Main contact surname

Main contact position

Main contact email

Main contact phone

Will you charge the Agency VAT on this proposal?

***Please provide you**

Please state your VAT registration number:

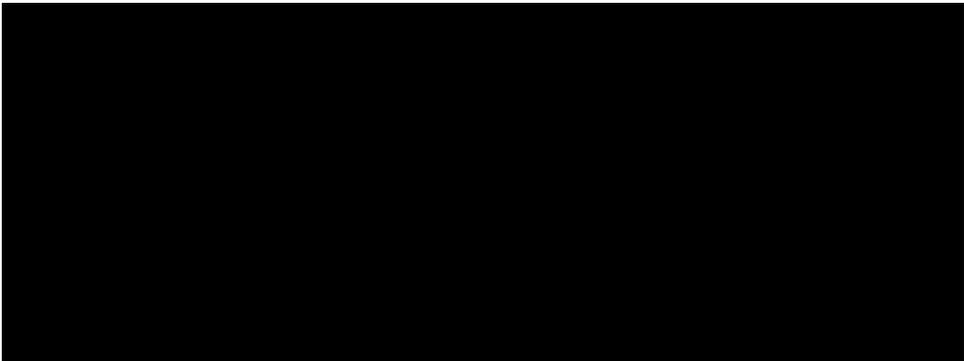
Project Costs Summary Breakdown by Participating Organisations

Please include only the cost to the FSA.

| Organisation | VAT Code* | Total (£) |
|--------------------------------------|---------------|-------------|
| <i>Ipsos MORI</i> | STD | £ 49,000.00 |
| <i>Insert name of Organisation 2</i> | Please select | £ - |
| <i>Insert name of Organisation 3</i> | Please select | £ - |
| <i>Insert name of Organisation 4</i> | Please select | £ - |
| <i>Insert name of Organisation 5</i> | Please select | £ - |
| | | £ - |
| | | £ - |
| | | £ - |

Total Project Costs (excluding VAT) **

Project Costs Summary (Automatically calculated)



Total Project Costs

