



Department  
for Environment  
Food & Rural Affairs

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YO1 7PZ

[REDACTED]  
Renaissi  
[REDACTED]

**Your ref:** ITT\_4850  
**Our ref:** ecm\_53962  
**Date:** 19 November 2018

Dear Sirs

## **Award of contract for the supply of research evaluating and supporting increased environmental social action by young people**

Following your tender/ proposal for the supply of research evaluating and supporting increased environmental social action by young people to Defra, we are pleased to award this contract to you.

This letter (Award Letter) and its Annexes set out the terms of the contract between Defra as the Customer and Renaissi as the Contractor for the provision of the Services. Unless the context otherwise requires, capitalised expressions used in this Award Letter have the same meanings as in the terms and conditions of contract set out in Annex 1 to this Award Letter (the “**Conditions**”). In the event of any conflict between this Award Letter and the Conditions, this Award Letter shall prevail. Please do not attach any Contractor terms and conditions to this Award Letter as they will not be accepted by the Customer and may delay the conclusion of the Agreement.

For the purposes of the Agreement, the Customer and the Contractor agree as follows:

- 1) The Services shall be performed at the Contractor's premises.
- 2) The charges for the Services shall be as set out in Annex 3.
- 3) The specification of the Services to be supplied is as set out in Annex 2.
- 4) The Term shall commence on 19 November 2018 and the Expiry Date shall be 29 February 2020.

- 5) The address for notices of the Parties are:

**Customer**

Environment Analysis Unit,  
Department for Environment, Food and  
Rural Affairs

**Contractor**

Renaissi

- 6) The following persons are Key Personnel for the purposes of the Agreement:

- 7) The Customer may require the Contractor to ensure that any person employed in the provision of the Services has undertaken a Disclosure and Barring Service check. The Contractor shall ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Services, relevant to the work of the Customer, or is of a type otherwise advised by the Customer (each such conviction a "**Relevant Conviction**"), or is found by the Contractor to have a Relevant Conviction (whether as a result of a police check, a Disclosure and Barring Service check or otherwise) is employed or engaged in the provision of any part of the Services.

**Payment**

All invoices should be sent, quoting a valid purchase order number (PO Number), to: [Accounts-Payable.def@sscl.gov.uk](mailto:Accounts-Payable.def@sscl.gov.uk) or Shared Services Connected Limited, PO Box 790, Phoenix House, Celtic Springs Business Park, Newport, Gwent, NP10 8FZ. Within 10 Working Days of receipt of your acceptance of this letter via Bravo, we will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.

To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Customer contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment. If you have a query regarding an outstanding payment please contact our Accounts Payable section either by email [to Accounts-Payable.def@sscl.gov.uk](mailto:to Accounts-Payable.def@sscl.gov.uk) or by telephone 0845 603 7262 between 09:00-17:00 Monday to Friday.

## Liaison

For general liaison your contact will be [REDACTED]  
[REDACTED]

We thank you for your co-operation to date, and look forward to forging a successful working relationship resulting in a smooth and successful supply of the Goods. Acceptance of the award of this contract will be made by electronic signature carried out in accordance with the 1999 EU Directive 99/93 (Community framework for electronic signatures) and the UK Electronic Communications Act 2000. Acceptance of the offer comprised in this Agreement must be made within 7 days from the date of this Award Letter and the Agreement is formed on the date on which the Contractor communicates acceptance on the Customer's electronic contract management system ("Bravo"). No other form of acknowledgement will be accepted. Please remember to quote the reference number above in any future communications relating to this contract.

Yours sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED]

Defra Group Commercial

Department for Environment Food & Rural Affairs  
[REDACTED]  
[REDACTED]  
[REDACTED]



Department  
for Environment  
Food & Rural Affairs

# Short Form Contract

## **Contract for research evaluating and supporting increased environmental social action by young people**

Contract Reference ECM\_53962

November 2018

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# 1. Interpretation

## 1.1 In these terms and conditions:

Term	Description
“Agreement”	means the contract between (i) the Customer acting as part of the Crown and (ii) the Contractor constituted by the Contractor’s acceptance of the Award Letter via Bravo;
“Award Letter”	means the letter from the Customer to the Contractor printed above these terms and conditions;
“Bravo”	means the Customer’s electronic contract management system
“Central Government Body”	<p>means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics:</p> <p>Government Department;</p> <p>Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal);</p> <p>Non-Ministerial Department; or</p> <p>Executive Agency;</p>
“Charges”	means the charges for the Services as specified in the Award Letter;
“Confidential Information”	means all information, whether written or oral (however recorded), provided by the disclosing Party to the receiving Party and which (i) is known by the receiving Party to be confidential; (ii) is marked as or stated to be confidential; or (iii) ought reasonably to be considered by the receiving Party to be confidential;
“Contractor”	means the person named as Contractor in the Award Letter;
“Controller”	has the meaning given in the GDPR;

Term	Description
“Customer”	means the person identified in the letterhead of the Award Letter;
“Data Loss Event”	means any event that results, or may result, in unauthorised access to Personal Data held by the Contractor under this Agreement, and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach;
“Data Protection Impact Assessment”	means an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
“Data Protection Legislation”	means (i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 to the extent that it relates to processing of personal data and privacy; and (iii) all applicable Law about the processing of personal data and privacy;
“Data Protection Officer”	has the meaning given in the GDPR;
“Data Subject”	has the meaning given in the GDPR;
“Data Subject Request”	means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
“DPA 2018”	means the Data Protection Act 2018;
“Expiry Date”	means the date for expiry of the Agreement as set out in the Award Letter;
“FOIA”	means the Freedom of Information Act 2000;
“GDPR”	means the General Data Protection Regulation (Regulation (EU) 2016/679);
“Information”	has the meaning given under section 84 of the FOIA;
“Key Personnel”	means any persons specified as such in the Award Letter or otherwise notified as such by the Customer to the Contractor in



Term	Description
	writing;
“Law”	means any law, statute, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body with which the relevant Party is bound to comply;
“LED”	means Law Enforcement Directive (Directive (EU) 2016/680);
“Party”	the Contractor or the Customer (as appropriate) and “Parties” shall mean both of them;
“Personal Data”	has the meaning given in the GDPR;
“Personal Data Breach”	has the meaning given in the GDPR;
“Processor”	has the meaning given in the GDPR;
“Protective Measures”	means appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it;
“Purchase Order Number”	means the Customer’s unique number relating to the order for Goods to be supplied by the Contractor to the Customer in accordance with the terms of the Agreement;
“Request for Information”	has the meaning set out in the FOIA or the Environmental Information Regulations 2004 as relevant (where the meaning set out for the term “request” shall apply);
“Services”	means the services to be supplied by the Contractor to the Customer under the Agreement;

Term	Description
“Specification”	means the specification for the Services (including as to quantity, description and quality) as specified in the Award Letter;
“Staff”	means all directors, officers, employees, agents, consultants and contractors of the Contractor and/or of any sub-contractor of the Contractor engaged in the performance of the Contractor’s obligations under the Agreement;
“Staff Vetting Procedures”	means vetting procedures that accord with good industry practice or, where applicable, the Customer’s procedures for the vetting of personnel as provided to the Contractor from time to time;
“Sub-processor”	means any third party appointed to process Personal Data on behalf of the Contractor related to this Agreement;
“Term”	means the period from the start date of the Agreement set out in the Award Letter to the Expiry Date as such period may be extended in accordance with Clause 4.2 or terminated in accordance with the terms and conditions of the Agreement;
“VAT”	means value added tax in accordance with the provisions of the Value Added Tax Act 1994; and
“Working Day”	means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London.

1.2 In these terms and conditions, unless the context otherwise requires:

1.2.1 references to numbered clauses are references to the relevant clause in these terms and conditions;

1.2.2 any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done;

1.2.3 the headings to the clauses of these terms and conditions are for information only and do not affect the interpretation of the Agreement;

1.2.4 any reference to an enactment includes reference to that enactment as amended or replaced from time to time and to any subordinate legislation or byelaw made under that enactment; and

- 1.2.5 the word 'including' shall be understood as meaning 'including without limitation'.

## **2. Basis of Agreement**

- 2.1 The Award Letter constitutes an offer by the Customer to purchase the Services subject to and in accordance with the terms and conditions of the Agreement.
- 2.2 The offer comprised in the Award Letter shall be deemed to be accepted by the Contractor on receipt by the Customer of the Contractor's notification of acceptance via Bravo within [7] days of the date of the Award Letter.

## **3. Supply of Services**

- 3.1 In consideration of the Customer's agreement to pay the Charges, the Contractor shall supply the Services to the Customer for the Term subject to and in accordance with the terms and conditions of the Agreement.
- 3.2 In supplying the Services, the Contractor shall:
- 3.2.1 co-operate with the Customer in all matters relating to the Services and comply with all the Customer's instructions;
  - 3.2.2 perform the Services with all reasonable care, skill and diligence in accordance with good industry practice in the Contractor's industry, profession or trade;
  - 3.2.3 use Staff who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Contractor's obligations are fulfilled in accordance with the Agreement;
  - 3.2.4 ensure that the Services shall conform with all descriptions and specifications set out in the Specification;
  - 3.2.5 comply with all applicable laws; and
  - 3.2.6 provide all equipment, tools and vehicles and other items as are required to provide the Services.
- 3.3 The Customer may by written notice to the Contractor at any time request a variation to the scope of the Services. In the event that the Contractor agrees to any variation to the scope of the Services, the Charges shall be subject to fair and

reasonable adjustment to be agreed in writing between the Customer and the Contractor.

## **4. Term**

- 4.1 The Agreement shall take effect on the date specified in Award Letter and shall expire on the Expiry Date, unless it is otherwise extended in accordance with clause 4.2 or terminated in accordance with the terms and conditions of the Agreement.
- 4.2 The Customer may extend the Agreement for a period of up to 6 months by giving not less than 10 Working Days' notice in writing to the Contractor prior to the Expiry Date. The terms and conditions of the Agreement shall apply throughout any such extended period.

## **5. Charges, Payment and Recovery of Sums Due**

- 5.1 The Charges for the Services shall be as set out in the Award Letter and shall be the full and exclusive remuneration of the Contractor in respect of the supply of the Services. Unless otherwise agreed in writing by the Customer, the Charges shall include every cost and expense of the Contractor directly or indirectly incurred in connection with the performance of the Services.
- 5.2 All amounts stated are exclusive of VAT which shall be charged at the prevailing rate. The Customer shall, following the receipt of a valid VAT invoice, pay to the Contractor a sum equal to the VAT chargeable in respect of the Services.
- 5.3 The Contractor shall invoice the Customer as specified in the Agreement. Each invoice shall include such supporting information required by the Customer to verify the accuracy of the invoice, including the relevant Purchase Order Number and a breakdown of the Services supplied in the invoice period.
- 5.4 In consideration of the supply of the Services by the Contractor, the Customer shall pay the Contractor the invoiced amounts no later than 30 days after verifying that the invoice is valid and undisputed and includes a valid Purchase Order Number. The Customer may, without prejudice to any other rights and remedies under the Agreement, withhold or reduce payments in the event of unsatisfactory performance.
- 5.5 If there is a dispute between the Parties as to the amount invoiced, the Customer shall pay the undisputed amount. The Contractor shall not suspend the supply of the Services unless the Contractor is entitled to terminate the Agreement for a

failure to pay undisputed sums in accordance with clause 16.4. Any disputed amounts shall be resolved through the dispute resolution procedure detailed in clause 19.

- 5.6 If a payment of an undisputed amount is not made by the Customer by the due date, then the Customer shall pay the Contractor interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.
- 5.7 Where the Contractor enters into a sub-contract, the Contractor shall include in that sub-contract:
  - 5.7.1 provisions having the same effects as clauses 5.3 to 5.6 of this Agreement; and
  - 5.7.2 a provision requiring the counterparty to that sub-contract to include in any sub-contract which it awards provisions having the same effect as 5.3 to 5.7 of this Agreement.
- 5.8 In this clause 5.8, “sub-contract” means a contract between two or more Contractors, at any stage of remoteness from the Authority in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Agreement.
- 5.9 If any sum of money is recoverable from or payable by the Contractor under the Agreement (including any sum which the Contractor is liable to pay to the Customer in respect of any breach of the Agreement), that sum may be deducted unilaterally by the Customer from any sum then due, or which may come due, to the Contractor under the Agreement or under any other agreement or contract with the Customer. The Contractor shall not be entitled to assert any credit, set-off or counterclaim against the Customer in order to justify withholding payment of any such amount in whole or in part.

## **6. Premises and equipment**

- 6.1 If necessary, the Customer shall provide the Contractor with reasonable access at reasonable times to its premises for the purpose of supplying the Services. All equipment, tools and vehicles brought onto the Customer's premises by the Contractor or the Staff shall be at the Contractor's risk.
- 6.2 If the Contractor supplies all or any of the Services at or from the Customer's premises, on completion of the Services or termination or expiry of the Agreement (whichever is the earlier) the Contractor shall vacate the Customer's premises, remove the Contractor's plant, equipment and unused materials and all rubbish arising out of the provision of the Services and leave the Customer's premises in a

clean, safe and tidy condition. The Contractor shall be solely responsible for making good any damage to the Customer's premises or any objects contained on the Customer's premises which is caused by the Contractor or any Staff, other than fair wear and tear.

- 6.3 If the Contractor supplies all or any of the Services at or from its premises or the premises of a third party, the Customer may, during normal business hours and on reasonable notice, inspect and examine the manner in which the relevant Services are supplied at or from the relevant premises.
- 6.4 The Customer shall be responsible for maintaining the security of its premises in accordance with its standard security requirements. While on the Customer's premises the Contractor shall, and shall procure that all Staff shall, comply with all the Customer's security requirements.
- 6.5 Where all or any of the Services are supplied from the Contractor's premises, the Contractor shall, at its own cost, comply with all security requirements specified by the Customer in writing.
- 6.6 Without prejudice to clause 3.2.6, any equipment provided by the Customer for the purposes of the Agreement shall remain the property of the Customer and shall be used by the Contractor and the Staff only for the purpose of carrying out the Agreement. Such equipment shall be returned promptly to the Customer on expiry or termination of the Agreement.
- 6.7 The Contractor shall reimburse the Customer for any loss or damage to the equipment (other than deterioration resulting from normal and proper use) caused by the Contractor or any Staff. Equipment supplied by the Customer shall be deemed to be in a good condition when received by the Contractor or relevant Staff unless the Customer is notified otherwise in writing within 5 Working Days.

## **7. Staff and Key Personnel**

- 7.1 If the Customer reasonably believes that any of the Staff are unsuitable to undertake work in respect of the Agreement, it may, by giving written notice to the Contractor:
  - 7.1.1 refuse admission to the relevant person(s) to the Customer's premises;
  - 7.1.2 direct the Contractor to end the involvement in the provision of the Services of the relevant person(s); and/or

- 7.1.3 require that the Contractor replace any person removed under this clause with another suitably qualified person and procure that any security pass issued by the Customer to the person removed is surrendered,  
  
and the Contractor shall comply with any such notice.
- 7.2 The Contractor shall:
  - 7.2.1 ensure that all Staff are vetted in accordance with the Staff Vetting Procedures;
  - 7.2.2 if requested, provide the Customer with a list of the names and addresses (and any other relevant information) of all persons who may require admission to the Customer's premises in connection with the Agreement; and
  - 7.2.3 procure that all Staff comply with any rules, regulations and requirements reasonably specified by the Customer.
- 7.3 Any Key Personnel shall not be released from supplying the Services without the agreement of the Customer, except by reason of long-term sickness, maternity leave, paternity leave, termination of employment or other extenuating circumstances.
- 7.4 Any replacements to the Key Personnel shall be subject to the prior written agreement of the Customer (not to be unreasonably withheld). Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.

## **8. Assignment and sub-contracting**

- 8.1 The Contractor shall not without the written consent of the Customer assign, sub-contract, novate or in any way dispose of the benefit and/ or the burden of the Agreement or any part of the Agreement. The Customer may, in the granting of such consent, provide for additional terms and conditions relating to such assignment, sub-contract, novation or disposal. The Contractor shall be responsible for the acts and omissions of its sub-contractors as though those acts and omissions were its own.
- 8.2 Where the Customer has consented to the placing of sub-contracts, the Contractor shall, at the request of the Customer, send copies of each sub-contract, to the Customer as soon as is reasonably practicable.

- 8.3 The Customer may assign, novate, or otherwise dispose of its rights and obligations under the Agreement without the consent of the Contractor provided that such assignment, novation or disposal shall not increase the burden of the Contractor's obligations under the Agreement.

## **9. Intellectual Property Rights**

- 9.1 All intellectual property rights in any materials provided by the Customer to the Contractor for the purposes of this Agreement shall remain the property of the Customer but the Customer hereby grants the Contractor a royalty-free, non-exclusive and non-transferable licence to use such materials as required until termination or expiry of the Agreement for the sole purpose of enabling the Contractor to perform its obligations under the Agreement.
- 9.2 All intellectual property rights in any materials created or developed by the Contractor pursuant to the Agreement or arising as a result of the provision of the Services shall vest in the Contractor. If, and to the extent, that any intellectual property rights in such materials vest in the Customer by operation of law, the Customer hereby assigns to the Contractor by way of a present assignment of future rights that shall take place immediately on the coming into existence of any such intellectual property rights all its intellectual property rights in such materials (with full title guarantee and free from all third party rights).
- 9.3 The Contractor hereby grants the Customer:
- 9.3.1 a perpetual, royalty-free, irrevocable, non-exclusive licence (with a right to sub-license) to use all intellectual property rights in the materials created or developed pursuant to the Agreement and any intellectual property rights arising as a result of the provision of the Services; and
- 9.3.2 a perpetual, royalty-free, irrevocable and non-exclusive licence (with a right to sub-license) to use:
- a. any intellectual property rights vested in or licensed to the Contractor on the date of the Agreement; and
  - b. any intellectual property rights created during the Term but which are neither created or developed pursuant to the Agreement nor arise as a result of the provision of the Services,
- including any modifications to or derivative versions of any such intellectual property rights, which the Customer reasonably requires in order to exercise its rights and take the benefit of the Agreement including the Services provided.



- 9.4 The Contractor shall indemnify, and keep indemnified, the Customer in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, penalties, and reasonable legal and other professional fees awarded against or incurred or paid by the Customer as a result of or in connection with any claim made against the Customer for actual or alleged infringement of a third party's intellectual property arising out of, or in connection with, the supply or use of the Services, to the extent that the claim is attributable to the acts or omission of the Contractor or any Staff.

## **10. Governance and Records**

- 10.1. The Contractor shall:

10.1.1. attend progress meetings with the Customer at the frequency and times specified by the Customer and shall ensure that its representatives are suitably qualified to attend such meetings; and

10.1.2. submit progress reports to the Customer at the times and in the format specified by the Customer.

10.2. The Contractor shall keep and maintain until 6 years after the end of the Agreement, or as long a period as may be agreed between the Parties, full and accurate records of the Agreement including the Services supplied under it and all payments made by the Customer. The Contractor shall on request afford the Customer or the Customer's representatives such access to those records as may be reasonably requested by the Customer in connection with the Agreement.

## **11. Confidentiality, Transparency and Publicity**

- 11.1. Subject to clause 11.2, each Party shall:

11.1.1. treat all Confidential Information it receives as confidential, safeguard it accordingly and not disclose it to any other person without the prior written permission of the disclosing Party; and

11.1.2. not use or exploit the disclosing Party's Confidential Information in any way except for the purposes anticipated under the Agreement.

11.2. Notwithstanding clause 11.1, a Party may disclose Confidential Information which it receives from the other Party:

- 11.2.1. where disclosure is required by applicable law or by a court of competent jurisdiction;
- 11.2.2. to its auditors or for the purposes of regulatory requirements;
- 11.2.3. on a confidential basis, to its professional advisers;
- 11.2.4. to the Serious Fraud Office where the Party has reasonable grounds to believe that the other Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010;
- 11.2.5. where the receiving Party is the Contractor, to the Staff on a need to know basis to enable performance of the Contractor's obligations under the Agreement provided that the Contractor shall procure that any Staff to whom it discloses Confidential Information pursuant to this clause 11.2.5 shall observe the Contractor's confidentiality obligations under the Agreement; and
- 11.2.6. where the receiving Party is the Customer:
  - a) on a confidential basis to the employees, agents, consultants and contractors of the Customer;
  - b) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company to which the Customer transfers or proposes to transfer all or any part of its business;
  - c) to the extent that the Customer (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions; or
  - d) in accordance with clause 12.

and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Customer under this clause 11.

- 11.3. The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of the Agreement is not Confidential Information and the Contractor hereby gives its consent for the Customer to publish this Agreement in its entirety to the general public (but with any information that is exempt from disclosure in accordance with the FOIA redacted) including any changes to the Agreement agreed from time to time. The Customer may consult with the Contractor to inform its decision regarding any redactions but shall have the final decision in its absolute discretion

whether any of the content of the Agreement is exempt from disclosure in accordance with the provisions of the FOIA.

- 11.4. The Contractor shall not, and shall take reasonable steps to ensure that the Staff shall not, make any press announcement or publicise the Agreement or any part of the Agreement in any way, except with the prior written consent of the Customer.

## **12. Freedom of Information**

- 12.1 The Contractor acknowledges that the Customer is subject to the requirements of the FOIA and the Environmental Information Regulations 2004 and shall:
  - 12.1.1 provide all necessary assistance and cooperation as reasonably requested by the Customer to enable the Customer to comply with its obligations under the FOIA and the Environmental Information Regulations 2004;
  - 12.1.2 transfer to the Customer all Requests for Information relating to this Agreement that it receives as soon as practicable and in any event within 2 Working Days of receipt;
  - 12.1.3 provide the Customer with a copy of all Information belonging to the Customer requested in the Request for Information which is in its possession or control in the form that the Customer requires within 5 Working Days (or such other period as the Customer may reasonably specify) of the Customer's request for such Information; and
  - 12.1.4 not respond directly to a Request for Information unless authorised in writing to do so by the Customer.
- 12.2 The Contractor acknowledges that the Customer may be required under the FOIA and the Environmental Information Regulations 2004 to disclose Information concerning the Contractor or the Services (including commercially sensitive information) without consulting or obtaining consent from the Contractor. In these circumstances the Customer shall, in accordance with any relevant guidance issued under the FOIA, take reasonable steps, where appropriate, to give the Contractor advance notice, or failing that, to draw the disclosure to the Contractor's attention after any such disclosure.
- 12.3 Notwithstanding any other provision in the Agreement, the Customer shall be responsible for determining in its absolute discretion whether any Information relating to the Contractor or the Services is exempt from disclosure in accordance with the FOIA and/or the Environmental Information Regulations 2004.

## **13. Protection of Personal Data and Security of Data**

- 13.1. The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and the Contractor is the Processor unless otherwise specified in Schedule 1. The only processing that the Contractor is authorised to do is listed in Schedule 1 by the Customer and may not be determined by the Contractor.
- 13.2. The Contractor shall notify the Customer immediately if it considers that any of the Customer's instructions infringe the Data Protection Legislation.
- 13.3. The Contractor shall provide all reasonable assistance to the Customer in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Customer, include:
  - a. a systematic description of the envisaged processing operations and the purpose of the processing;
  - b. an assessment of the necessity and proportionality of the processing operations in relation to the Services;
  - c. an assessment of the risks to the rights and freedoms of Data Subjects; and
  - d. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 13.4. The Contractor shall, in relation to any Personal Data processed in connection with its obligations under this Agreement:
  - a. process that Personal Data only in accordance with Schedule 1 unless the Contractor is required to do otherwise by Law. If it is so required the Contractor shall promptly notify the Customer before processing the Personal Data unless prohibited by Law;
  - b. ensure that it has in place Protective Measures which are appropriate to protect against a Data Loss Event, which the Customer may reasonably reject (but failure to reject shall not amount to approval by the Customer of the adequacy of the Protective Measures), having taken account of the:
    - i. nature of the data to be protected;
    - ii. harm that might result from a Data Loss Event;

- iii. state of technological development; and
- iv. cost of implementing any measures;
- c. ensure that :
  - i. the Staff do not process Personal Data except in accordance with this Agreement (and in particular Schedule 1);
  - ii. it takes all reasonable steps to ensure the reliability and integrity of any Staff who have access to the Personal Data and ensure that they:
    - 1. are aware of and comply with the Contractor's duties under this clause;
    - 2. are subject to appropriate confidentiality undertakings with the Contractor or any Sub-processor;
    - 3. are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Customer or as otherwise permitted by this Agreement; and
    - 4. have undergone adequate training in the use, care, protection and handling of Personal Data; and
- d. not transfer Personal Data outside of the European Union unless the prior written consent of the Customer has been obtained and the following conditions are fulfilled:
  - i. the Customer or the Contractor has provided appropriate safeguards in relation to the transfer (whether in accordance with the GDPR Article 46 or LED Article 37) as determined by the Customer;
  - ii. the Data Subject has enforceable rights and effective legal remedies;
  - iii. the Contractor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Customer in meeting its obligations); and

- iv. the Contractor complies with any reasonable instructions notified to it in advance by the Customer with respect to the processing of the Personal Data;
  - e. at the written direction of the Customer, delete or return Personal Data (and any copies of it) to the Customer on termination of the Agreement unless the Contractor is required by Law to retain the Personal Data.
- 13.5. Subject to clause 13.6 the Contractor shall notify the Customer immediately if, in relation to any Personal Data processed in connection with its obligations under this Agreement, it:
  - a. receives a Data Subject Request (or purported Data Subject Request);
  - b. receives a request to rectify, block or erase any Personal Data;
  - c. receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
  - d. receives any communication from the Information Commissioner or any other regulatory authority;
  - e. receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
  - f. becomes aware of a Data Loss Event.
- 13.6. The Contractor's obligation to notify under clause 13.5 shall include the provision of further information to the Customer in phases, as details become available.
- 13.7. Taking into account the nature of the processing, the Contractor shall provide the Customer with full assistance in relation to either Party's obligations under Data Protection Legislation in relation to any Personal Data processed in connection with its obligations under this Agreement and any complaint, communication or request made under Clause 13.5 (and insofar as possible within the timescales reasonably required by the Customer) including by promptly providing:
  - a. the Customer with full details and copies of the complaint, communication or request;
  - b. such assistance as is reasonably requested by the Customer to enable the Customer to comply with a Data Subject Request within the relevant timescales set out in the Data Protection Legislation;

- c. the Customer, at its request, with any Personal Data it holds in relation to a Data Subject;
- d. assistance as requested by the Customer following any Data Loss Event;
- e. assistance as requested by the Customer with respect to any request from the Information Commissioner's Office, or any consultation by the Customer with the Information Commissioner's Office.

13.8. The Contractor shall maintain complete and accurate records and information to demonstrate its compliance with this clause 13. This requirement does not apply where the Contractor employs fewer than 250 staff, unless:

- a. the Customer determines that the processing is not occasional;
- b. the Customer determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; or
- c. the Customer determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.

13.9. The Contractor shall allow for audits of its Personal Data processing activity by the Customer or the Customer's designated auditor.

13.10. Each Party shall designate its own Data Protection Officer if required by the Data Protection Legislation.

13.11. Before allowing any Sub-processor to process any Personal Data related to this Agreement, the Contractor must:

- a. notify the Customer in writing of the intended Sub-processor and processing;
- b. obtain the written consent of the Customer;
- c. enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause 13 such that they apply to the Sub-processor; and
- d. provide the Customer with such information regarding the Sub-processor as the Customer may reasonably require.

13.12. The Contractor shall remain fully liable for all acts or omissions of any of its Sub-processors.

- 13.13. The Customer may, at any time on not less than 30 Working Days' notice, revise this clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Agreement).
- 13.14. The Parties agree to take account of any non-mandatory guidance issued by the Information Commissioner's Office. The Customer may on not less than 30 Working Days' notice to the Contractor amend this Agreement to ensure that it complies with any guidance issued by the Information Commissioner's Officer.
- 13.15. When handling Customer data (whether or not Personal Data), the Contractor shall ensure the security of the data is maintained in line with the security requirements of the Customer as notified to the Contractor from time to time.
- 13.16. This clause 13 shall apply during the Term and indefinitely after its expiry.

## **14. Liability**

- 14.1 The Contractor shall not be responsible for any injury, loss, damage, cost or expense suffered by the Customer if and to the extent that it is caused by the negligence or wilful misconduct of the Customer or by breach by the Customer of its obligations under the Agreement.
- 14.2 Subject always to clauses 14.3 and 14.4:
- 14.2.1 the aggregate liability of the Contractor in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the Agreement, the supply or failure to supply of the Services, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed a sum equal to 125% of the Charges paid or payable to the Contractor; and
- 14.2.2 except in the case of claims arising under clauses 9.4 and 18.3, in no event shall the Contractor be liable to the Customer for any:
- a) loss of profits;
  - b) loss of business;
  - c) loss of revenue;
  - d) loss of or damage to goodwill;



- e) loss of savings (whether anticipated or otherwise); and/or
- f) any indirect, special or consequential loss or damage.

14.3 Nothing in the Agreement shall be construed to limit or exclude either Party's liability for:

14.3.1 death or personal injury caused by its negligence or that of its Staff;

14.3.2 fraud or fraudulent misrepresentation by it or that of its Staff; or

14.3.3 any other matter which, by law, may not be excluded or limited.

14.4 The Contractor's liability under the indemnity in clause 9.4 and 18.3 shall be unlimited.

## **15. Force Majeure**

15.1 Neither Party shall have any liability under or be deemed to be in breach of the Agreement for any delays or failures in performance of the Agreement which result from circumstances beyond the reasonable control of the Party affected. Each Party shall promptly notify the other Party in writing when such circumstances cause a delay or failure in performance and when they cease to do so. If such circumstances continue for a continuous period of more than two months, either Party may terminate the Agreement by written notice to the other Party.

## **16. Termination**

16.1 The Customer may terminate the Agreement at any time by notice in writing to the Contractor to take effect on any date falling at least 1 month (or, if the Agreement is less than 3 months in duration, at least 10 Working Days) later than the date of service of the relevant notice.

16.2 Without prejudice to any other right or remedy it might have, the Customer may terminate the Agreement by written notice to the Contractor with immediate effect if the Contractor:

16.2.1 (without prejudice to clause 16.2.5), is in material breach of any obligation under the Agreement which is not capable of remedy;

- 16.2.2 repeatedly breaches any of the terms and conditions of the Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Agreement;
- 16.2.3 is in material breach of any obligation which is capable of remedy, and that breach is not remedied within 30 days of the Contractor receiving notice specifying the breach and requiring it to be remedied;
- 16.2.4 undergoes a change of control within the meaning of section 416 of the Income and Corporation Taxes Act 1988;
- 16.2.5 breaches any of the provisions of clauses 7.2, 11, 12, 13 and 17;
- 16.2.6 becomes insolvent, or if an order is made or a resolution is passed for the winding up of the Contractor (other than voluntarily for the purpose of solvent amalgamation or reconstruction), or if an administrator or administrative receiver is appointed in respect of the whole or any part of the Contractor's assets or business, or if the Contractor makes any composition with its creditors or takes or suffers any similar or analogous action (to any of the actions detailed in this clause 16.2.6) in consequence of debt in any jurisdiction; or
- 16.2.7 fails to comply with legal obligations in the fields of environmental, social or labour law.
- 16.3 The Contractor shall notify the Customer as soon as practicable of any change of control as referred to in clause 16.2.4 or any potential such change of control.
- 16.4 The Contractor may terminate the Agreement by written notice to the Customer if the Customer has not paid any undisputed amounts within 90 days of them falling due.
- 16.5 Termination or expiry of the Agreement shall be without prejudice to the rights of either Party accrued prior to termination or expiry and shall not affect the continuing rights of the Parties under this clause and clauses 2, 3.2, 6.1, 6.2, 6.6, 6.7, 7, 9, 10.2, 11, 12, 13, 14, 16.6, 17.4, 18.3, 19 and 20.7 or any other provision of the Agreement that either expressly or by implication has effect after termination.
- 16.6 Upon termination or expiry of the Agreement, the Contractor shall:
  - 16.6.1 give all reasonable assistance to the Customer and any incoming Contractor of the Services; and

- 16.6.2 return all requested documents, information and data to the Customer as soon as reasonably practicable.

## **17. Compliance**

- 17.1 The Contractor shall promptly notify the Customer of any health and safety hazards which may arise in connection with the performance of its obligations under the Agreement. The Customer shall promptly notify the Contractor of any health and safety hazards which may exist or arise at the Customer's premises and which may affect the Contractor in the performance of its obligations under the Agreement.
- 17.2 The Contractor shall:
  - 17.2.1 comply with all the Customer's health and safety measures while on the Customer's premises; and
  - 17.2.2 notify the Customer immediately in the event of any incident occurring in the performance of its obligations under the Agreement on the Customer's premises where that incident causes any personal injury or damage to property which could give rise to personal injury.
- 17.3 The Contractor shall:
  - 17.3.1 perform its obligations under the Agreement in accordance with all applicable equality Law and the Customer's equality and diversity policy as provided to the Contractor from time to time; and
  - 17.3.2 take all reasonable steps to secure the observance of clause 17.3.1 by all Staff.
- 17.4 The Contractor shall supply the Services in accordance with the Customer's environmental policy as provided to the Contractor from time to time.
- 17.5 The Contractor shall comply with, and shall ensure that its Staff shall comply with, the provisions of:
  - 17.5.1 the Official Secrets Acts 1911 to 1989; and
  - 17.5.2 section 182 of the Finance Act 1989.

## **18. Prevention of Fraud and Corruption**

- 18.1 The Contractor shall not offer, give, or agree to give anything, to any person an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Agreement or for showing or refraining from showing favour or disfavour to any person in relation to the Agreement.
- 18.2 The Contractor shall take all reasonable steps, in accordance with good industry practice, to prevent fraud by the Staff and the Contractor (including its shareholders, members and directors) in connection with the Agreement and shall notify the Customer immediately if it has reason to suspect that any fraud has occurred or is occurring or is likely to occur.
- 18.3 If the Contractor or the Staff engages in conduct prohibited by clause 18.1 or commits fraud in relation to the Agreement or any other contract with the Crown (including the Customer) the Customer may:
- 18.3.1 terminate the Agreement and recover from the Contractor the amount of any loss suffered by the Customer resulting from the termination, including the cost reasonably incurred by the Customer of making other arrangements for the supply of the Services and any additional expenditure incurred by the Customer throughout the remainder of the Agreement; or
- 18.3.2 recover in full from the Contractor any other loss sustained by the Customer in consequence of any breach of this clause.

## **19. Dispute Resolution**

- 19.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Agreement and such efforts shall involve the escalation of the dispute to an appropriately senior representative of each Party.
- 19.2 If the dispute cannot be resolved by the Parties within one month of being escalated as referred to in clause 19.1, the dispute may by agreement between the Parties be referred to a neutral adviser or mediator (the "Mediator") chosen by agreement between the Parties. All negotiations connected with the dispute shall be conducted in confidence and without prejudice to the rights of the Parties in any further proceedings.

- 19.3 If the Parties fail to appoint a Mediator within one month, or fail to enter into a written agreement resolving the dispute within one month of the Mediator being appointed, either Party may exercise any remedy it has under applicable law.

## **20. General**

- 20.1 Each of the Parties represents and warrants to the other that it has full capacity and authority, and all necessary consents, licences and permissions to enter into and perform its obligations under the Agreement, and that the Agreement is executed by its duly authorised representative.
- 20.2 A person who is not a party to the Agreement shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of the Parties.
- 20.3 The Agreement cannot be varied except in writing signed by a duly authorised representative of both the Parties.
- 20.4 The Agreement contains the whole agreement between the Parties and supersedes and replaces any prior written or oral agreements, representations or understandings between them. The Parties confirm that they have not entered into the Agreement on the basis of any representation that is not expressly incorporated into the Agreement. Nothing in this clause shall exclude liability for fraud or fraudulent misrepresentation.
- 20.5 Any waiver or relaxation either partly, or wholly of any of the terms and conditions of the Agreement shall be valid only if it is communicated to the other Party in writing and expressly stated to be a waiver. A waiver of any right or remedy arising from a breach of contract shall not constitute a waiver of any right or remedy arising from any other breach of the Agreement.
- 20.6 The Agreement shall not constitute or imply any partnership, joint venture, agency, fiduciary relationship or other relationship between the Parties other than the contractual relationship expressly provided for in the Agreement. Neither Party shall have, nor represent that it has, any authority to make any commitments on the other Party's behalf.
- 20.7 Except as otherwise expressly provided by the Agreement, all remedies available to either Party for breach of the Agreement (whether under the Agreement, statute or common law) are cumulative and may be exercised concurrently or separately, and the exercise of one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.

- 20.8 If any provision of the Agreement is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from the Agreement and rendered ineffective as far as possible without modifying the remaining provisions of the Agreement, and shall not in any way affect any other circumstances of or the validity or enforcement of the Agreement.

## **21. Notices**

- 21.1 Any notice to be given under the Agreement shall be in writing and may be served by personal delivery, first class recorded or, subject to clause 21.3, e-mail to the address of the relevant Party set out in the Award Letter, or such other address as that Party may from time to time notify to the other Party in accordance with this clause:
- 21.2 Notices served as above shall be deemed served on the Working Day of delivery provided delivery is before 5.00pm on a Working Day. Otherwise delivery shall be deemed to occur on the next Working Day. An email shall be deemed delivered when sent unless an error message is received.
- 21.3 Notices under clauses 15 (Force Majeure) and 16 (Termination) may be served by email only if the original notice is then sent to the recipient by personal delivery or recorded delivery in the manner set out in clause 21.1.

## **22. Governing Law and Jurisdiction**

- 22.1 The validity, construction and performance of the Agreement, and all contractual and non contractual matters arising out of it, shall be governed by English law and shall be subject to the exclusive jurisdiction of the English courts to which the Parties submit.

## SCHEDULE 1 - PROCESSING, PERSONAL DATA AND DATA SUBJECTS

1. This Schedule shall be completed by the Customer, who may take account of the view of the Contractor, however the final decision as to the content of this Schedule shall be with the Customer at its absolute discretion.
2. The contact details of the Customer Data Protection Officer are:  
[REDACTED]
3. The contact details of the Contractor Data Protection Officer are:  
[REDACTED]
4. The Contractor shall comply with any further written instructions with respect to processing by the Customer.
5. Any such further instructions shall be incorporated into this Schedule.

Data Processing descriptor	Narrative
Subject matter of the processing	In relation to Defra project 24152 – Evaluating Youth Environmental Social Action, the main aim of data processing is to evaluate the progress towards the Government's goal of involving more young people in England, aged 10-24 years old, from all backgrounds in high quality environmental social action.
Duration of the processing	The data will be processed throughout the course of the contract with Defra. As stated in Defra's ITT, the expected dates of this contract are: November 2018 to February 2020.
Nature and purposes of the processing	<p>Nature of the processing - Below is a list of processing operations we will undertake with data related to this project:</p> <ul style="list-style-type: none"> <li>• Collection of data through telephone interviews, online survey, field visits and video ethnography</li> <li>• Recording of data in a password protected database</li> <li>• Structuring of data to ensure it is structured in a way that is useful for data analysis</li> <li>• Storing of data in a secure cloud based server.</li> <li>• Data collected will inform the findings written and disseminated as part of the interim report, learning materials and final report.</li> <li>• Erasure and destruction of data 6 months after the end of the contract</li> </ul> <p>Purposes of the processing - The key purpose of the processing is to meet the project aims, which are:</p> <ul style="list-style-type: none"> <li>• Identifying the main <b>barriers and enablers</b> to increased quality provision of environmental volunteering opportunities</li> <li>• Understanding how environmental volunteering service providers can <b>overcome the barriers</b></li> <li>• Understanding how the Government can best <b>support organisations</b> to effectively drive an increase in young</li> </ul>

	<p>people's participation in environmental social action</p> <ul style="list-style-type: none"> <li>• <b>Consolidating current learnings and sharing successful strategies</b> through identifying best practice and deepening the understanding of current approaches, including what has worked in other sectors</li> <li>• Identifying <b>future opportunities for involvement</b> to increase youth participation in environmental social action</li> </ul> <p>The ITT also identifies the following programme specific objectives:</p> <ul style="list-style-type: none"> <li>• To evaluate the <b>progress</b> that has been made in the scope and quality of opportunities provided since the launch of the 25YEP and the development of the Year of Green Action and the #iWill campaign</li> <li>• To evaluate the <b>progress</b> in the level of involvement in <b>leadership and decision making</b></li> <li>• To identify how data on participation from the target group is currently collected, and to explore ways of <b>effectively monitoring participation</b> by this age group over time</li> <li>• To <b>report on progress</b> made in increasing environmental social action</li> <li>• To <b>recommend future actions</b> for Government, the voluntary sector and educational institutions to help achieve the programme goals</li> </ul>
Type of Personal Data	<p>Any data collected from children under 16 is classified as both personal and sensitive. We will be collecting the following personal data from Young people (aged 10-24):</p> <ul style="list-style-type: none"> <li>• Age</li> <li>• Gender</li> <li>• Ethnic background</li> </ul> <p>We may also collect contact details of participants, if we require more information through follow-up questions / surveys. The video ethnography element of our work will involve participants being identifiable through images and video. It will be made very clear to all those interested in participating what the purposes of this is for.</p> <p>We anonymise data collected from all parties at the analysis stage and assign each data subject a unique identifier. This is to ensure participants views are not linked their contact details.</p> <p>We will not collect any personal data from the following parties:</p> <ul style="list-style-type: none"> <li>• Staff at Defra and Step up to Serve</li> <li>• #iwill partners</li> <li>• Youth and environmental NGOs</li> </ul> <p>We will also be collecting data from Defra and Step Up to Serve on output and monitoring data from projects involved. We will discuss our requirements with Defra and Step Up to Serve prior to the delivery of this data to us, to ensure it has been anonymised.</p>



	<p>For all data we collect, including through video ethnography, consent is the legal basis we have for processing the data and in every case where we are collecting data we have a clear informed consent process:</p> <p>Before collecting personal data from young people, we will obtain explicit consent to process their personal and sensitive data. This will be freely given, specific, informed, unambiguous indication with a clear affirmative action or statement. For children under 16, we will obtain parental consent.</p>
Categories of Data Subject	<p>We will be collecting, and processing, data from:</p> <ul style="list-style-type: none"> <li>• Staff at Defra and Step up to Serve</li> <li>• Output and monitoring data from projects involved</li> <li>• #iwill partners</li> <li>• Youth and environmental NGOs</li> <li>• Young people (aged 10-24)</li> </ul>
<p>Plan for return and destruction of the data once the processing is complete</p> <p>UNLESS requirement under union of member state law to preserve that type of data</p>	<p>Data is kept for a maximum of six months after the end of the research unless requested specifically by Defra.</p> <p>If a request is received from an organisation/individual to destroy their records, we will remove their details from the database and request that all staff holding paper or electronic details for the organisation destroy them. This work will be carried out by the designated data protection officer.</p> <p>Once no longer required, paper records of confidential and personal data will be destroyed through on-site shredding, in a locked shredder where there is no access to the documents once deposited. We dispose of hard copy confidential data through a sub-contractor (Abbot data store) that is compliant with BS EN 15713.</p> <p>Data stored electronically will be deleted from the database where it is held by all staff involved in the contract. Our data protection officer will ensure all copies of electronic data are deleted, including those held on hard drives.</p>

## **Annex 2 - Specification of the Services**

### **1. Summary**

- 1.1. In 2019, as part of implementing the Government's 25 Year Environment Plan (25 YEP), Defra will be working with Step Up To Serve, #iwill campaign partners, and other youth and environmental partners to encourage young people from all backgrounds to participate in environmental social action. This research aims to evaluate progress towards Government's goals, deliver greater insight into how volunteering service providers can overcome barriers to increase youth environmental social action, consolidate learning and identify future opportunities for increased youth participation in England.
- 1.2. The project is intended to help identify effective practice in improving provision of opportunities for young people to take action to protect and improve the environment, in support of Government's long term vision of improving the environment within a generation. It aims to deepen our understanding of the barriers to increasing opportunities for youth participation in environmental social action and identify successful strategies pursued by social action service providers to improve uptake. The project will inform our understanding of 'what works' and aid future efforts to increase youth environmental social action.
- 1.3. The project is expected to last 16 months, from November 2018 to February 2020. An interim report is suggested in July 2019. The draft research report is required in December 2019, with final report in February 2020. The precise timings of these outputs will be agreed in the inception meeting.
- 1.4. The supplier will be responsible for all travel and subsistence costs related to the work and the supply of all labour, material, and equipment.

### **2. Background**

- 2.1. Earlier this year, the Government launched the 25 YEP, the vision of which is to improve the environment within a generation. It sets out ambitious proposals to tackle the problems of environmental degradation and increase the benefits provided by the environment. An important theme in the Plan, described in Chapter 3, is connecting people with the environment, which includes encouraging more people to spend time in natural spaces to benefit their health and wellbeing and increasing action to improve the environment from all sectors of society.
- 2.2. As part of this theme, Government commits to work with Step Up To Serve (SUTS), #iwill Campaign partners, and other youth and environmental partners to help children and young people from all backgrounds to engage with nature and improve the environment. Our target group is 10-24 year olds from all backgrounds.
- 2.3. A 2019 environment theme for the #iwill campaign forms a core component of the Government's "Year of Green Action" in 2019, which aims to encourage adults and children to take positive steps to help the environment. During the year, Defra will be urging the business community, voluntary and education sectors to develop initiatives to engage communities and raise awareness on how we can each play our part in improving the environment within a generation. SUTS, through partner organisations that have pledged to the #iwill campaign, will work with Defra to drive up awareness and participation by young people (aged 10-20, the target age group for the #iwill campaign) in high quality youth social action that has a double benefit - to both the individuals involved, and to the environment.

- 2.4. People giving time to protect and improve the environment contributes to making our society healthier and more prosperous<sup>1</sup>. It can also bring many benefits to individuals and their communities, especially when it involves spending time in nature. Those volunteering in nature-based settings can expect to experience benefits relating to mental and physical health, wellbeing and social inclusion<sup>2</sup>, and potentially to behaviour and employability, resulting in wider societal benefits.
- 2.5. Evidence suggests that while many people are already keen to improve the environment, we should aim for many more to do so. Among younger people alone, across all kinds of social action, the government-funded National Youth Social Action survey of 2017 found that in a group of 10-20 year olds, 39% of young people participated in meaningful social action, whilst another 42% took no part in social action<sup>3</sup>. There is no clear picture at the moment what proportion of young people are participating in volunteer projects that improve the environment. However, the 2017 UK Civil Society Almanac indicates that only 16% of formal volunteers of all ages in the 2015/16 year gave their time to organisations, clubs, or groups to do with 'environment or animals', compared to 50% who gave time to sport or exercise clubs in the same year<sup>4</sup>.
- 2.6. It is important for Government to understand how organisations could best be supported to effectively drive an increase in young people's participation in environmental social action, and how this could be reported and monitored over the life of the 25 YEP.
- 2.7. Work recently commissioned by Defra to gain greater insight into young people's (16-24 year old) participation in environmental volunteering and inform strategies to increase participation by this age group is due to be completed in September. This work will describe the motivations and drivers of young people participating in environment-based volunteering projects, the barriers and challenges for those that do not participate, and the opportunities there are to make giving time to the environment more attractive, relevant and accessible to this target group.
- 2.8. The current project seeks to add to this work by aiding our understanding of progress in the provision of opportunities and its impact on driving greater demand by young people to participate in environmental social action. This includes identifying the main barriers to increased quality provision and uptake, as well as recommending areas for organisations to focus efforts in the future to maximise opportunities for young people over the coming years.

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<sup>1</sup> For example, the Heritage Lottery Fund in its 2016 report on the State of UK Public Parks, estimates that the volunteering hours given by park friends in user groups is worth approximately £70m each year.

<https://www.hlf.org.uk/state-uk-public-parks-2016>

<sup>2</sup>

<http://randd.defra.gov.uk/Default.aspx?Menu=Menu&Module=More&Location=None&ProjectID=19511&FromSearch=Y&Publisher=1&SearchText=BE0109&SortString=ProjectCode&SortOrder=Asc&Paging=10#Description>

<sup>3</sup> Defined in the National Youth Social Action Survey 2017 as 'practical action in the service of others to create positive change' and covering a wide range of activities that help other people or the environment, such as fundraising, campaigning, tutoring/mentoring and giving time to charity.

<sup>4</sup> Of an estimated 14.2 million people who formally volunteered at least once a month in 2015/16  
<https://data.ncvo.org.uk/dataview/organisationsclubsgroups-to-which-respondents-who-had-formally-volunteered-at-least-once-in-the-last-12-months-gave-unpaid-help-201516-of-respondents/>

## 2.9. Project scope and definitions:

- The focus of this project is on service provision within England only.
- The term “environmental volunteering” encompasses any volunteering activity that can benefit the natural environment. It includes, but is not limited to, practical conservation volunteering as well as other support work.
- The term “social action” is taking practical action in the service of others to create positive change, as defined by Step Up To Serve.
- The term “environmental social action” is action done to deliver a benefit to the environment.

## 3. Research aims and objectives

- 3.1. The key aim of this project is to evaluate progress towards Government’s goal of encouraging more young people from all backgrounds to participate in environmental social action. The project should produce a report which provides understanding as to how social action service providers can overcome barriers to effective and quality provision, consolidates learning, and identifies strategies and effective practice to increase opportunities for environmental youth social action and to drive uptake by the target group.
- 3.2. The report should examine progress in encouraging participation in environmental social action within the target group since the launch of the 25 YEP in January 2018. It should also present best practice examples of where high quality volunteer opportunities and experiences have been offered, where implementing new strategies have resulted in increased interest and participation by young people, and where involving young people in design and decision-making have resulted in better practice and uptake.
- 3.3. It should consolidate learning from the collaborative work developing and running the Year of Green Action and the 2019 #iwill campaign, and identify opportunities for government and service providers to harness this momentum and sustain and build upon any successes in increasing supply and demand in environmental youth social action. This could include specific actions that government could take to address any barriers to increasing the number and range of environmental youth social action opportunities, as well as recommendations for effective future monitoring of participation by young people.
- 3.4. The report should be written primarily for policy and practitioner audiences in the environment, youth, green space, physical activity and social action sectors.
- 3.5. The objectives are:
  - 3.5.1. To undertake a brief review of the current available evidence base to describe what is already known on:
    - Barriers and challenges to this target group participating in environmental social action and the extent to which recommendations from previous work undertaken with young people to understand how to make opportunities more attractive and relevant for young people have been addressed by volunteering service providers.

- Barriers and challenges for social action service providers in the environment and youth sectors in the provision and management of quality environmental social action opportunities for this target group.
- What has worked effectively in other sectors to increase participation in social action by this target group, such as learning from SUTS 2018 #NHS70 campaign to increase social action in health and social care.

3.5.2. The project should review academic and other literature, key data sources, and liaise appropriately with the social action sector and other stakeholders to address the following objectives:

- To evaluate what progress has been made in the scope and quality of opportunities offered to the target group by social action service providers since the launch of the 25YEP and with the development of the Year of Green Action and #iwill campaigns.
- To evaluate progress in the level of involvement of young people in leadership and decision-making, including their involvement in delivering the #iwill campaign environment theme and in the campaign partners' programmes and opportunities.
- To gather insights from #iwill campaign partners and other youth and environmental NGOs, young people and other intermediaries in order to:
  - Explore systemic issues, challenges and barriers to provision of high quality, sustainable and attractive environmental social action experiences for this target group.
  - Explore opportunities to further improve the current environmental volunteering 'offer' to support sustained participation by the target group.
  - Explore ways to more effectively monitor participation by this age group over time.
- To share successful strategies amongst social action service providers to maximise provision and uptake by the target group.
- To consolidate learning from the evidence review, assessment and insights gathered over the course of the Year of Green Action campaign to report on progress towards increasing environmental social action by the target group.
- To identify how data on participation by this target group in environmental social action is currently collected, reported and monitored to recommend how this could be done more effectively and consistently in future to measure progress.
- To recommend future actions which would help achieve our goals focusing primarily on those which could achieve the most significant impact, including specific actions for Government, as well as the voluntary sector, educational institutions, and local government.

#### **4. Outputs and timetable**

4.1. The key aim of this project is to evaluate progress towards Government's goal of encouraging more young people from all backgrounds to participate in environmental social action. The project should produce a report which provides understanding as to how social action service providers can overcome barriers to effective and quality provision, consolidates learning, and identifies strategies and effective practice to increase opportunities for environmental youth social action and to drive uptake by the target group.

4.2. The following outputs are required:

- Interim report
- Draft research report
- Final research report
- Independent peer review of the report
- Appropriate papers prior to progress and steering group meetings, and appropriate records of these meetings
- Presentations of the interim and draft final research reports.

4.3. It is Defra policy to publish all final research outputs. Defra will always reserve the right to determine if and how outputs should be published.

## **Supplier Approach to Specification**

Renaishi's approach to the evaluation is based on the following principles:

- A creative, person-centred approach – we want the evaluation to reflect the ethos of the environmental social action sector and the #iwill campaign, and build on a sense of young people's empowerment. Renaishi's methods involve creative and visual approaches to encourage young people to reflect on their involvement in social action, and have a voice in the evaluation process. Renaishi's experience shows that a person-centred approach, with sensitivity to lived experiences can both help people to participate, but also build their confidence in assessing their achievements. This will help to capture the impact elements of the evaluation on young people.
- An action and learning orientated approach – Renaishi will regularly feedback to Defra, sharing lessons and emerging issues as the evaluation progresses, and contribute to a clear sense of 'what works' to help you inform future stages of the programme.
- Collaboration – as a social enterprise Renaishi passionately believe in supporting individuals and communities to overcome disadvantage. Renaishi apply these values to evaluation and research approach working in a collaborative and supportive way with clients and research participants. Renaishi have considerable experience in conducting multi-site evaluations, and recognise the need to design evaluation activities that fit around participants' schedules and needs of the project, and are easy and accessible to take part in.
- Quality – the evaluation of the environmental social action programme will need to stand up to external scrutiny and involve a mix of methods, data sources and perspectives. Renaishi's evaluation team has extensive methodological experience, high level analytical skills and the ability to present findings clearly and persuasively to different audiences. Renaishi are experienced project managers, and an ISO 9001:2008 accredited company. Renaishi flexibly apply the industry standards of PRINCE2 to our projects.

## **Methodology**

The key aim of this project is to evaluate progress towards Government's goal of encouraging more young people from all backgrounds to participate in environmental social action. The project will aim to: provide an understanding as to how social action service providers can:

- Identify the main barriers and enablers to increased quality provision of environmental volunteering opportunities
- Understand how environmental volunteering service providers can overcome the barriers
- Understand how the Government can best support organisations to effectively drive an

- increase in young people's participation in environmental social action
- Consolidate current learnings and share successful strategies through identifying best practice and deepening the understanding of current approaches
- Identify future opportunities for involvement to increase youth participation in environmental social action

This methodology section outlines how Renaisi will achieve this within the specified budget and timeframe.

## **STAGE 1: Scoping and set up**

### **Inception meeting and project initiation (November 2018)**

The inception meeting will be an opportunity for key members of Renaisi's team to meet the lead from Defra and other relevant internal staff. We will use this meeting to clarify the research aims; discuss and refine our methodology; agree ways of working together (such as regular updates by email / phone, reporting of evaluation activities) and key milestones. We will ask you to brief us on the background to environmental social action and agree any key documents to share.

Renaisi will also arrange interviews with other key members of staff at Defra and at Step Up to Serve, to introduce our team and confirm the brief.

After the inception meeting and interviews are complete, Renaisi will produce a Project Initiation Document which will include: an outline of the methodology, a timetable of key milestones for fieldwork and related outputs, project management roles and responsibilities, risks and mitigations and a payment schedule.

### **Establishing a steering group (December 2018)**

The #iwill communications forum, which took place on the 27<sup>th</sup> of September 2018, has already established a commitment to enabling the ideas and voices of young people to drive forward the #iwill campaign. Not just through their stories, but through influencing and participating in decision making processes about the programme.

Renaisi will seek to build on this commitment by bringing together a diverse steering group to guide and inform the evaluation process. This will complement the wider steering group for the #iwill environmental social action campaign, and include both current service providers, young people, and our youth sector expert partners, Centre for Youth Impact.

The steering group will act as a sounding board to test and refine the approach to research, discuss existing evidence, and explore learning and findings as they become established through the programme of work. The group will aim to meet at least 3 times during the process, at the beginning of the programme of work, at a mid-point to discuss interim findings, and at the end of the process to inform the final report.

Renaisi will maintain regular contact with the steering group, providing regular progress updates between meetings.

### **Review of evidence base (December 2018 – January 2019)**

Renaissi will undertake an extensive literature review of the current available evidence base to describe what is already known on:

- Barriers and challenges to the target group (10–24) participating in environmental social action and the extent to which recommendations from previous work undertaken with young people to understand how to make opportunities more attractive and relevant for young people have been addressed by volunteering service providers
- Barriers and challenges for social action service providers in the environment and youth sectors in the provision and management of quality environmental social action opportunities for this target group
- What has worked effectively in other sectors to increase participation in social action by this target group, such as learning from SUTS 2018 #NHS70 campaign to increase social action in health and social care.

A literature review provides information on a clear topic within a short period of time. Renaissi envisage that research and evidence will primarily draw on existing youth social action research. Our experience of working on the #iWill fund is that there is a wealth of existing research on youth social action, both related to the environment and more widely reaching. Examples of sources we will draw on include:

- #iWill campaign literature, such as: #iWill survey results of Youth Social Action in the UK<sup>5</sup>; Youth Volunteering and social action: a survey of parents with children aged 10-20<sup>6</sup>; Bamburova, A. An exploration of the drivers and potential barriers for schools in England embedded youth social action in their culture and practice. Henley Business School. 2016.<sup>7</sup>
- Youth Social Action and volunteering specific research, from sources such as: the Behavioural Insights Team<sup>8</sup>, Education Endowment Foundation<sup>9</sup> and academic journals
- Programme Evaluations, from organisations such as: National Citizen Service<sup>10</sup> and The Scout Association<sup>11</sup>
- Think tanks / representation organisations, such as: Social Integration Commission, CBI and CIPD.

Renaissi will develop a set of key questions that the review needs to address so that the work is focussed within the time available. This will include clarifying the parameters of the review with Defra – date ranges of sources; geography; population; types of volunteering interventions; and the number of sources to include. Sources are likely to include government publications; grey literature

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<sup>5</sup> [Youth Social Action in the UK – 2015: A face-to-face survey of 10-20 year olds in the UK](#)

<sup>6</sup> [Youth Volunteering and social action: a survey of parents with children aged 10-20](#)

<sup>7</sup> [An exploration of the drivers and potential barriers for schools in England embedding youth social action in their culture and practice](#)

<sup>8</sup> [Evaluating Youth Social Action: Does Participating in Social Action Boost the Skills Young People Need to Succeed in Adult Life?](#)

<sup>9</sup> [Youth Social Action Trials: Youth United](#)

<sup>10</sup> [National Citizens Service 2016: Evaluation](#)

<sup>11</sup> [Changing lives, strengthening communities: The Scout Association's 2017 Impact Report](#)



from organisations in the sector; and potentially academic journal articles. We will log assessed sources that meet the inclusion criteria on a database and review full text copies using an analytical framework that helps to answer the agreed review questions.

### **Develop an evaluation framework (December 2018 – January 2019)**

In order to effectively evaluate progress in encouraging more young people from all backgrounds to participate in environmental action, Renaisi will refine the evaluation questions and develop a data gathering framework against the mechanisms of change identified by the projects. Renaisi's experience suggests that focussing on mechanisms of change rather than activities creates greater consensus amongst providers and contributes to a more meaningful evaluation framework with a greater focus on what young people experience 'in the moment'. This will involve:

- A review of Defra programme materials to understand the programme, its aims and objectives
- The output and monitoring data Defra and Step up to Serve will be asking projects to collect, including, for example, the scope and quality of opportunities offered
- Data required to understand barriers and challenges to this target group participating in environmental social action
- Feedback from young people on Youth Environmental Social Action projects – through field visits and innovative mechanisms such as drawings and short films
- Feasible and low resource approaches to data collection that support rather than impede delivery

Renaisi will then use this information to establish appropriate and practical indicators – for example, the number of opportunities offered to young people. These will be applied and assessed across providers and partners at regular intervals throughout the course of the work through a range of methods.

The framework will ensure that key objectives of the evaluation are able to be met, and will enable Renaisi to assess progress in the following key areas:

- The scope and quality of opportunities for young people (10-24) provided since the launch of the 25YEP and the Year of Green Action and #iwill campaigns
- The level of involvement of young people in leadership and decision making, including their involvement in delivering the #iwill campaign environment theme and in the campaign partners' programmes and opportunities

After drafting the evaluation framework, Renaisi will facilitate the first workshop with the steering group to gain feedback on our approach. Renaisi will take on-board these comments before finalising the evaluation framework.

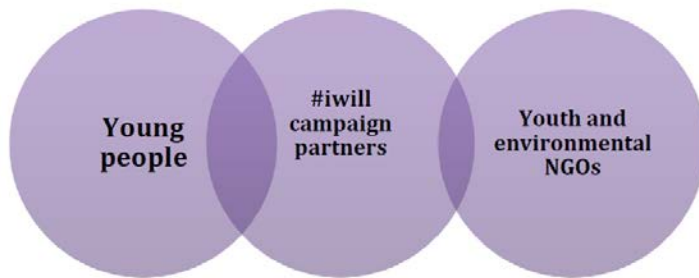
### **Research tool development and sign off (January 2019)**

Based on what we learn from the scoping phase and evaluation framework, and following Renaisi's first workshop with the steering group, Renaisi will design data collection tools for the programme, including surveys with #iwill campaign partners, qualitative in-depth telephone interviews, and any online research tools. This is to ensure the key objectives of the evaluation are met, in-line with the finalised evaluation framework.

Renaissi are aware that all surveys need to obtain clearance from the Department's Survey Control Liaison Unit (SCLU), which can take up to four weeks. Renaissi will make allowances for SCLU clearance in our project plan and timeline

## **STAGE 2: Research**

### **Primary research (February – December 2019)**



In the primary research phase of the project Renaissi will focus on collecting qualitative and quantitative data from key stakeholders, including #iwill campaign partners, other youth and environmental NGOs, young people and other intermediaries.

This section outlines Renaissi initial ideas on how this could work in practice, and our methods of research will be informed and shaped both by the evaluation framework, and by the steering group. They are therefore subject to change and adaptation according to what is practical and feasible, and Renaissi will discuss this closely with you to ensure it is appropriate to your needs.

Renaissi's data collection and analysis will span the three main groups of stakeholders: #iwill campaign partners, other youth and environmental NGOs and young people.

### **Data from #iwill campaign partners**

#### *Online survey for #iwill campaign partners*

To gather feedback from #iwill campaign partners, Renaissi will administer an online survey. As mentioned in clarification answers, there are 25 environment and youth partner organisations who have been committed to be a part of the #iwill Environment Steering Group, driving forward the targeted campaign with young people. They are a core group that will be most engaged with this research, and Renaissi envisage they will make-up the bulk of the online survey sample.

Renaissi envisage administering the online survey at different intervals in the programme (beginning, middle and end), to assess progress against the quantitative indicators developed in the evaluation framework. Renaissi will endeavour to make these surveys as quick and easy as possible for partners to fill out.

Whilst the final questions in the survey will be dependent on the final evaluation framework, Renaissi envisage asking #iwill campaign partners questions related to:

- Their involvement in youth environmental social action
- Successful strategies they have used to maximise provision and uptake by the target

- group
- Barriers and challenges to provision of high quality, sustainable and attractive environmental social action experiences for young people (10-24)
- How participation is monitored for this age group over time, specifically how data on participation is currently collected, reported and monitored

#### *In-depth telephone interviews x 10 (5 partners interviewed twice)*

Renaissi's online survey will provide a broad perspective on how #iwill campaign partners are progressing against the quantitative indicators developed in the evaluation framework. However, as part of this project it is key to understand some of the key insights in more detail, including:

- Systemic issues, challenges and barriers to provision of high quality, sustainable and attractive environmental social action experiences for this target group (10-24)
- Opportunities to further improve the current environmental volunteering 'offer' to support sustained participation by the target group
- Ways to more effectively monitor participation by this age group over time.

To achieve this, Renaissi propose undertaking in-depth interviews with a sample of 5 #iwill campaign partners at both the beginning and the end of the evaluation, to gain more detailed insight into their experience, and how this changes over the course of the project.

### **Data from other youth and environmental NGOs**

#### *In-depth telephone interviews x 10*

#iwill campaign partners are not the only organisations that may be able to provide useful insight in to this research project. Renaissi propose identifying up to 10 additional youth and environmental NGOs who will be interviewed via telephone to gain a more detailed insight into their experiences of youth environmental social action. Renaissi see this as particularly valuable in terms of exploring opportunities to further improve the current environmental volunteering 'offer' to support sustained participation and provide ideas around how to effectively monitor participation by this age group over time.

### **Data from young people aged 10-24**

One of the main aims of the evaluation is to understand the programme from the perspective of the young people involved. The evaluation presents an opportunity to engage with young people to explore their unique experiences, barriers and challenges to participation and ideas to further improve the environmental volunteering "offer". The qualitative methods we are proposing will help to engage groups of young people in greater depth in the evaluation and produce visual outputs that will add richness to the analysis. The visual outputs could potentially be used as communications material for Defra and the partner organisations.

Renaissi will discuss the practicalities of the proposed methods at set up stage, in particular, seeking feedback from the steering group as to the most effective approaches for engaging with young people. We have experience engaging young people within evaluation research and have found that the methods need to be fun and interactive to overcome barriers of disengagement. Renaissi's researchers are skilled at designing interactive workshops that are engaging and interesting for research participants to take part in. Renaissi have included incentives in our budget for young people participating in the evaluation research.

Renaissi envisage a combination of the following methods, subject to amendment and refinement following discussions with Defra and the development of the evaluation framework.

### *Field visits x 8*

Renaissi will set up and deliver eight field visits to active projects, with the aim of engaging directly with young people involved in environmental social action. During each visit, we would aim to:

- Observe the participation in their volunteering activities
- Complete interviews with the group of volunteers (shorter interviews for the younger groups but longer interviews for the teenage groups) – paired or small group interviews
- Use drawing<sup>12</sup> (particularly with young age groups) or other mapping exercises<sup>13</sup> to facilitate group discussion and gain direct feedback

To ensure that the young people are feeling safe in the research space, we will involve a trusted adult to help explain the research aims and start each session with icebreaker activities, so the young people have the chance to familiarise themselves with us beforehand.

In a number of visits (although not all) we will work with our delivery partner and video ethnographer Close Up Research, to talk to participants on film. Further details in the section below on learning materials.

### *Online data gathering*

Renaissi will explore a range of options for effectively capturing the experience of environmental social action using online and digital platforms. These might include (although not limited by):

- Instagram – exploring the use of Instagram to create photo diaries that track the participation of volunteers in social action over the course of the programme. This might involve working with partners to recruit young people from different projects to take part or speaking to young people through project visits.
- Twitter – building on the #iwill\_campaign presence on twitter to generate online conversations about environmental social action, what it means to different people, and what volunteers are doing.

The aim of using online platforms to gather information, is to more informally engage with conversations about environmental social action and listen in to a wide range of voices without a structured agenda.

Through listening to a wide range of voices, we will gain greater insight into the experience of taking part in environmental social action, adding a further layer of richness and complexity to the evaluation data.

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<sup>12</sup> Drawing methods are very suitable for working with children and young people across various backgrounds and cultural contexts due to its lack of need for linguistic proficiency. Children and young people tend to express themselves more easily in a visual manner than through oral or written expression. As images are nonlinear, they can also give a more holistic representation of information, concepts and emotions. In addition, participatory drawing is an expressive, engaging and fun activity, which can make the research an enjoyable experience. References include: Literat, I., 2013. 'A Pencil for Your Thoughts': Participatory Drawing as a Visual Research Method with Children and Youth. *International Journal of Qualitative Methods*, 12, pp.84-98 and L. Theron, C. Mitchell, A. Smith & J. Stuart, eds. *Picturing Research: Drawing as Visual Methodology*. Rotterdam: Sense Publishers, 2011.

<sup>13</sup> Allowing the young people to represent and express their own experiences and perspectives through e.g. drawings, collaging or role play. We will discuss with delivery staff about the best approach for the specific groups.

## **Outputs**

### **STAGE 3: Interim reporting and learning materials**

#### **Analysis (July 2019)**

The evaluation will involve data from multiple qualitative and quantitative sources and our researchers are skilled at synthesising findings. Renaisi will use Nvivo to code and analyse qualitative findings from the fieldwork, and Excel to analyse the online survey data. It is important to capture learning on an ongoing basis, drawing on findings from interviews and the field visits. Renaisi will ensure that they regularly share insights and findings with Defra that will enable Defra to reflect, adapt and disseminate learning to partners. More detail on the learning materials we hope to disseminate are detailed in the section below.

#### **Interim reporting (August 2019)**

Renaisi will produce an interim report in August 2019, by which point Renaisi will have completed a review of the evidence base, delivered two online surveys with #iwill partners, completed detailed interviews with 5 partners, and 10 interviews with other NGOs. Renaisi will have completed a number of field visits, and will have gathered drawings, stories and video footage from online platforms and through video ethnography.

Renaisi will review and analyse all evidence from these sources, synthesize and produce a draft interim report, setting out our assessment of progress towards meeting the project aims. This report will be discussed and reviewed by the steering group as well as shared with Defra for comment. We anticipate that discussion of interim findings may highlight areas of particular interest for Defra where further focus or research is required, and this will be an opportunity to revisit and amend the methodology if needed.

#### **Learning materials (August – October 2019)**

Renaisi will produce a series of learning materials during the course of the work, which will aim to consolidate learning, and share insight and experience between service providers. Renaisi anticipate the content of the learning materials to be a mixture of presenting existing good practice and case studies from across the field of environmental social action and developing new stories from current active service providers and volunteers. Renaisi envisage that the findings will be disseminated as presented below, subject to amendment and refinement.

#### **Case studies**

Renaisi will produce a set of short and succinct case studies, written in jargon free English, that present practical learning and insight from the programme about how to effectively engage young people in environmental social action. The case studies will be created from a combination of the review of the evidence base, partners interviews, films and field visits. The case studies could be shared across the programme to support learning throughout the year and could also be made available online if appropriate.

#### **Video ethnography**

For this proposal, Renaisi have partnered with Close-Up Research, an ethnographic research and video agency based in Hackney.

Close-Up research spend time with people in their own environments to observe how they live, document behaviours and analyse the clients. They take a holistic and empirical approach to research which considers psychological, physiological, economic and environmental factors.

Video ethnography is a powerful way to:

- Explore real lives in context, and spot the differences between what people say they do, and what they actually do
- Help to improve programmes/products/services in the future, informed by real life experience
- Bring evidence to life through story telling

Renaishi's proposal is to use this approach to document stories and experience during field work visits, and at the proposed shared learning event.

Close-Up will share emerging insights with the evaluation team, write up and share transcripts, and then edit the film. A member of the evaluation team will oversee this liaison. The final output is a film of 5-9 mins length, with additional data generated through the process feeding into final reports.

### **Learning platform**

To share ongoing learnings, reflections and stories throughout the evaluation period, Renaishi will set up an online forum for Defra, Step Up To Change, #iwill partners and Renaishi to join in. Renaishi will discuss the practicalities of setting up an online forum at the set-up stage, seeking feedback from Defra, Step Up To Change and #iwill partners as to the most appropriate platform. If there is not already a platform used between the partners, Renaishi would like to discuss setting up a group on a platform such as Slack or Facebook.

### **Shared learning event (October 2019)**

Renaishi will contribute to the sharing and embedding of good practice across partners through facilitating a shared learning event towards the end of the project. Renaishi will bring together all partners (and a number of young volunteers) to explore their experience of the Year of Green Action, sharing stories and good practice, as well as discussing ongoing barriers and challenges to participation. It will also be an opportunity to share interim findings and get feedback from programme partners. Apart from sharing stories and findings, the event serves as a space for partners and young people to meet, discuss and generate energy and motivation for the last phase of delivery, helping the service providers – and young people – to inspire one another to do more.

## **STAGE 4: Final Reporting**

### **Reporting (December 2019 – February 2020)**

By December 2019, Renaishi will have a variety of data from our literature review, qualitative insights, quantitative data, and ongoing learning activities across the previous 13 months of progress towards the Government's goal of encouraging more young people from all background to participate in environmental social action.

Renaishi are motivated by producing work which is useful and practical for our clients. Reports are based on several key principles, including writing in simple and engaging English; and using summary tables, quotes and diagrams to help readers navigate through the text. Ahead of producing a draft report, Renaishi will discuss audience, length, format and key headings with Defra. Renaishi will ensure the report is a visually-engaging open access document that can be published on Defra's website and disseminated to partners and other volunteering organisations. The final report will be produced by the end of February 2020.

The final research report will provide an understanding as to how social action service providers can overcome barriers to effective quality provision, consolidate learning, and identify strategies and effective practice to increase opportunities for environmental youth social action and to drive uptake by the target group.

The report will also provide recommendations on future actions which would help achieve Defra's goals focusing primarily on those who could achieve the most significant impact, including specific actions for Government, as well as the voluntary sector, educational institutions, and local government. It will be written primarily for policy and practitioner audiences in the environment, youth, green space, physical activity and social action sectors.

## **Presentation**

Renaissi will deliver a PowerPoint presentation of the Final Report at the programme's final dissemination event in London. This will be an opportunity for key stakeholders to discuss findings and reflect on the 16 months of work.

## **Project timeline**

Month	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020
<b>Stage 1: Scoping and set up</b>																
Inception meeting																
Set up steering group																
Develop evaluation framework																
Produce surveys for sign off																
Literature review																
<b>Stage 2: Data collection</b>																
Online survey with #iwill partners																
Interviews with #iwill partners																
Interviews with other NGOs																
Project field visits																
Online data gathering with target groups																
<b>Stage 3: Interim reporting and learning activities</b>																
Analysis																
Draft report																
Product of learning materials																
Learning event																
<b>Stage 4: Final reporting</b>																
Analysis																
Draft report																
Final report																
<b>Project Management</b>																
Steering group meetings																
Regular progress updates																

## Milestones

Scoping and set up complete

31<sup>st</sup> January 2019

- Steering group set up
- Literature review complete
- Draft evaluation framework complete
- Draft surveys produced

Data collection phase 1 complete

31<sup>st</sup> March 2019

- Online surveys with #iwill partners
- Interviews with #iwill partners
- Interviews with other NGOs
- Online data gathering initiated and set up

Data collection phase 2 complete

30<sup>th</sup> September 2019



- Project field visits complete
- Draft interim report produced

Learning activities complete

20<sup>th</sup> December 2019

- Learning materials produced
- Learning event delivered

Data collection phase 3 complete

20<sup>th</sup> December 2019

- Interviews with #iwill partners

Final reporting complete

29<sup>th</sup> February 2020

### **Annex 3 - Charges for the Services.**

[illegible]

**Anticipated Invoice Milestones**

<b>Invoice</b>	<b>Invoice Description</b>	<b>Amount</b>
Invoice 1, January 2019	Scoping and set up	£ 9,850.00
Invoice 2, March 2019	Data collection	£ 12,512.50
Invoice 3, September 2019	Interim reporting & field visits	£ 20,250.00
Invoice 4, December 2019	Learning materials and shared learning event	£ 13,300.00
Invoice 5, February 2020	Final reporting	£ 8,400.00
		<b>£ 64,312.50</b>

## Annex 4 – Inception Meeting Minutes

Inception meeting 29<sup>th</sup> November 2018

### Points discussed

#### **1. Introduction and roles**

#### **2. Background and overview of the project (Defra)**

#### **3. Overview of proposal (Renaissi)**

#### **4. Invoicing and milestones**

Defra requested that the contractor provided a detailed breakdown of the proposed costs by month and key milestones of the deliverables given the slight delay to project commencement. The contractors agreed to provide this.

#### **6. Schedule 1**

As the methodology is developmental in nature and will be informed by the steering group, data collection requirements are not yet finalised. The contractors have set out to the best of their knowledge what they foresee these requirements being at this time. This will be further updated as decisions relating to data collection requirements are finalised.