**DPS SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS**

* 1. **Letter of Appointment**

**CCZZ18A34: Evidence summaries on four police wellbeing topics**

Dear Sirs

**Letter of Appointment**

This letter of Appointment is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier dated 16/02/2018.

Capitalised terms and expressions used in this letter have the same meanings as in the Contract Terms unless the context otherwise requires.

|  |  |
| --- | --- |
| Order Number: | TBC by Customer |
| From: | The College of Policing Ltd, (a company registered in England and Wales with registration number 08235199) of Leamington Road, Ryton-on-Dunsmore, Coventry, CV8 3EN ("Customer") |
| To: | Greenstreet Berman Ltd ("Supplier") ADD company registration number and address |

|  |  |
| --- | --- |
| Effective Date: | 21/09/2018 |
| Expiry Date: | End date of Initial Period 12/10/2018  End date of Maximum Extension Period 19/10/2018  Minimum written notice to Supplier in respect of extension: 3 working days |

|  |  |
| --- | --- |
| Services required: | Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by:  Customer’s Project Specification attached at Annex A and the Supplier’s Proposal attached at Annex B; and |

|  |  |
| --- | --- |
| Key Individuals: | Redacted |
| [Guarantor(s)] | N/A |

|  |  |
| --- | --- |
| Contract Charges (including any applicable discount(s), but excluding VAT): | Redacted |
| Insurance Requirements | No additional requirements |
| Customer billing address for invoicing: | Redacted |

|  |  |
| --- | --- |
| Alternative and/or additional provisions (including Schedule 6 (Additional clauses)): | Annex A Section 9 - Security Requirements Document  The Intellectual Property Rights clauses at – Annex A - section 10 will take precedence over those set out in Annex C-Terms and Conditions. |

**FORMATION OF CONTRACT**

**BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which may be done by electronic means) the Supplier agrees to enter a Contract with the Customer to provide the Services in accordance with the terms of this letter and the Contract Terms.**

**The Parties hereby acknowledge and agree that they have read this letter and the Contract Terms.**

**The Parties hereby acknowledge and agree that this Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of this letter from the Supplier within two (2) Working Days from such receipt**

**For and on behalf of the Supplier: For and on behalf of the Customer:**

Name and Title: Redacted Name and Title: Redacted

Signature: Signature:

Date: Date:

**Annex A**

**Customer Project Specification**

To be determined by the Customer at Call for Competition stage

# PURPOSE

## The requirement is for provision of research services to the College of Policing Ltd (The Customer). The requirement is to read literature and synthesise evidence on four topics related to the wellbeing of police officers and staff (see section 3 for details). The Customer will contact and consult with academic experts to identify high quality literature on these topics and compile a list of papers for review. The Supplier will review these papers and provide a synthesis of the findings in a concise, accessible evidence summary report.

## The Supplier shall have specialist research skills, an excellent track record in literature review, rapid evidence assessment and / or evidence synthesis and be able to evidence relevant subject matter expertise. In addition they shall have experience of concisely summarising evidence appropriate for a practitioner and policy audience.

# 

# SCOPE OF REQUIREMENT

## The Supplier shall review literature sourced by the Customer via an expert academic panel. The Supplier will synthesise evidence on the four defined topics of interest relating to police wellbeing, to provide accessible, high quality evidence summaries. The findings will be used to inform the development of future approaches to addressing police wellbeing.

## **Expert Consultation and Review Process - Overview:**

The Supplier shall review the literature provided and this will encompass three stages;

* Preparation
* Review
* Synthesis and Reporting

These areas are covered in overview below and further details follow of the considerations at each stage.

Preparation

## The inception meeting with the Customer will involve agreeing and clarifying the methodology proposed by the Customer for the requirement. Basic inclusion and exclusion criteria for literature will be agreed, in order to limit the scope of the review and to ensure that it focuses on the most relevant / highest quality evidence.

## The Supplier shall receive information from the Customer on the literature recommended for review by the expert academic panel and shall organise this information into a spreadsheet / reference management software agreed with the Customer to inform the next stage.

## Review

## The Supplier shall sift abstracts / executive summaries for relevance on the basis of the inclusion and exclusion criteria agreed in the Preparation stage.

## The supplier shall review shortlisted papers for relevance and quality control, using the procedures agreed in the Preparation stage (inception meeting) for reliable data extraction. The supplier shall take records to summarise content, relevance and quality.

## The studies yielded as a result of the expert panel consultation will need to be reviewed for relevance to the research questions and the basic inclusion/exclusion criteria agreed during the preparation phase.

## The studies will be categorised by the Supplier. The categories may need to be refined after the researchers have an overview of the nature of the studies, but categories may be in relation to the type of intervention, the outcome examined or the population on which the study focused.

## Details of relevant studies to be retrieved for review shall be recorded on a database (using reference management software or a spreadsheet to be agreed between the Supplier and the Customer). At a minimum, the database should include the following fields:

## author;

## date;

## title;

## year;

## source (i.e. journal name);

## publication type;

## source of recommendation;

## abstract;

## link to full text (if available);

## study summary details including research methodology.

## Duplicates of studies (i.e., those identified by more than one academic source) shall be recorded to provide an indication of those studies considered most relevant across the expert panel.

## Synthesis and reporting

## The Supplier shall synthesise the evidence from shortlisted papers and produce a clear and accessible summary report.

## The Supplier shall design a basic data extraction template and data will be recorded against this template for each of the relevant studies. The data extraction template shall include the following fields:

## study aims

## design

## description of intervention

## relevant findings

## implications

## The method for synthesising the findings will depend on the nature of the research identified for inclusion. Irrespective of this, the Supplier will need to ensure they are explicit about how the research findings are synthesised. The outputs of the work will be a database of the relevant literature found (as detailed above) and a report of the findings against the research question(s).

## The concise summary report will be written in plain English and give clear indications of ‘what works’ alongside statements on the quality of the evidence underpinning those indications. The report will also cover relevant implementation factors as set out in the topic-specific implementation questions.

## The report shall also include (as an appendix) a detailed flow chart of the expert panel consultation / review process. The flow chart will detail:

## how many academics were contacted,

## how many contributed (the Customer will supply this information),

## how many papers were identified,

## how many papers were duplicates,

## how many were sifted out of the review on agreed criteria,

## how many full papers were read and reviewed,

## whether any further papers were excluded at this point and

## how many full papers were used to inform the summary report.

## Details of any supplemental sources should also be provided in the same flowchart at the appropriate feed points.

## Each evidence summary shall cover two types of evidence; impact and implementation evidence. The key question is ‘what works’ (relating to the ‘impact’ element) for each of the defined topics. Then, additional attention should be paid to any indications of factors which would improve or reduce the success of these types of wellbeing intervention, especially in a policing context. The Customer will provide the literature to be synthesised to the Supplier to allow them to summarise the evidence on ‘what works’. The Supplier shall also use this same literature to determine any relevant findings on implementation factors.

## The scope of the requirement includes synthesis and reporting for the evidence summaries, including liaising with the Customer regularly. The project owner will be the Customer and this work will be led by a Senior Research Officer from the Knowledge, Research and Practice (KRP) unit, supported by the wider KRP and Organisational Development Faculty.

## The Supplier will work closely with the Customer to ensure that style, content and formatting of the report(s) are appropriate for the report’s audience both in terms of their representation of the research process and the format of the evidence statements.

# THE REQUIREMENT

## The requirement divided into four defined topics, each for an evidence review. The four topics are set out below.

## **Topic 1: The Role of Psychological Assessment in Supporting Wellbeing**

### Introduction

#### This is a statement of requirements for research into the potential role of psychological assessment measures and / or tests to support employee wellbeing in the police force. The police force are interested in the application of psychological measures/tests across all its forces.

### The Customer will provide the literature to be synthesised to the Supplier to allow them to summarise the evidence on ‘what works’ in response to the question set out in 5.2.2.1 below. The Supplier should also use this same literature to determine any relevant findings on implementation factors in response to the question set out in 5.2.2.2.

#### What evidence is there that psychological assessment measures and / or tests have been used successfully in organisations to monitor, evaluate and support employee wellbeing?

#### Where there is evidence of psychological assessment measures working to improve wellbeing within organisations;

##### what are the specific measures used,

##### what do the assessment processes look like,

##### how do they operate,

##### what skills and competencies are required to deliver them and

##### are there any significant barriers to implementing them?

### Deliverables

#### The Customer will conduct an expert panel consultation and review process to inform a summary report addressing the above research questions, focusing on high quality evidence with relevance to the policing context. The Supplier shall synthesise the evidence from papers shortlisted by the Customer and write up a brief, clear and accessible summary report based on the three stage process outlined in Section 4.2 of this document.

#### Evidence will be gathered, by researchers from the College of Policing from UK or overseas contexts, with an initial focus on ‘blue light’ (police / fire / ambulance) services, but with the option of expanding into a wider exploration of the use of psychological assessment processes to support wellbeing (e.g. military / health applications or other public or private sector organisations) in light of the availability of evidence.

## **Topic 2: Trauma, Exposure and Post-Incident Models**

### Introduction

#### This is a statement of requirements for research into post-incident models for reducing trauma and supporting police officer wellbeing. The term post-incident models is intended to cover any intervention that aims to address employee wellbeing immediately after potentially traumatic incidents and / or after longer-term exposure to such incidents.

### The Customer will provide the literature to be synthesised to the Supplier to allow them to summarise the evidence on ‘what works’ in response to the question set out in 5.3.2.1 below. The Supplier shall also use this same literature to determine any relevant findings on implementation factors in response to the question set out in 5.3.2.2.

#### What evidence is there on the effectiveness of post-incident models for reducing trauma, maintaining wellbeing and improving personal resilience?

#### Where there is evidence of effective post-incident models;

##### what types of trauma do they address,

##### which job roles benefit from them,

##### how do they operate,

##### what skills and competencies are required to deliver them and

##### are there any significant barriers to implementing them?

### Deliverables

### 5.3.3.1 The Customer will conduct an expert panel consultation and review process to inform a summary report addressing the above research questions, focusing on high quality evidence with relevance to the policing context. The Supplier shall synthesise the evidence from papers shortlisted by the Customer and write up a brief, clear and accessible summary report based on the three stage process outlined in Section 4.2 of this document.

### 5.3.3.2 Evidence will be gathered, by researchers from the College of Policing from UK or overseas contexts, with an initial focus on ‘blue light’ (police / fire / ambulance) services, but with the option of expanding into a wider assessment of the use of post-incident models (e.g. military / health applications or other public or private sector organisations) in light of the availability of evidence.

### 5.3.3.3 While some potentially traumatic incidents are individual events, some roles within the police force may result in continuous exposure to unpleasant and challenging experiences. The Supplier review will identify and clearly differentiate between models appropriate to different types of exposure.

### 5.3.3.4 The Customer has recently produced guidance[[1]](#footnote-1) on responding to trauma in policing which suggests that it is important to differentiate between roles and levels of exposure. The document suggests that generalist, specialist and disaster response exposure may offer varied challenges. The Supplier shall take this guidance into consideration to ensure that their evidence summary on this topic presents the available evidence relevant to different roles and types of exposure.

## **Topic 3: Peer Support**

### Introduction

#### This is a statement of requirements for research into the application of peer support groups to maintain and improve wellbeing for employees in the police force. The term peer support group is intended to cover any intervention where individuals who share an experience, condition or circumstance come together to give each other emotional support, information and practical help. The police force are interested in the application of peer support groups across all its forces.

### The Customer will provide the literature to be synthesised to the Supplier to allow them to summarise the evidence on ‘what works’ in response to the question set out in 5.4.2.1 below. The Supplier should also use this same literature to determine any relevant findings on implementation factors in response to the question set out in 5.4.2.2.

#### If there is evidence of peer support groups working to improve wellbeing within organisations, and if so;

##### what do they look like,

##### how do they operate,

##### what skills and competencies are required to run them and

##### are there any significant barriers to implementing them?

### Deliverables

#### The Customer will conduct an expert panel consultation and review process to inform a summary report addressing the above research questions, focusing on high quality evidence with relevance to the policing context. The Supplier shall synthesise the evidence from papers shortlisted by the Customer and write up a brief, clear and accessible summary report based on the three stage process outlined in Section 4.2 of this document.

#### This will involve the Supplier reviewing evidence on the use of peer support groups in other organisations, including how they operate and what measures of success they use.

#### Evidence will be gathered, by researchers from the College of Policing from UK or overseas contexts, with an initial focus on ‘blue light’ (police / fire / ambulance) services, but with the option of expanding into a wider assessment of the use of peer support (e.g. military / health applications or other public or private sector organisations) in light of the availability of evidence.

#### The Supplier is also required to highlight the features of any relevant literature where peer support approaches intended to improve wellbeing have indicated adverse effects. This will help to inform guidance on what should be avoided, as well as what should be provided.

## **Topic 4: Structured Support for Physical Activity**

### Introduction

#### This is a statement of requirements for research into the relevance of providing structured support for physical activity within the police force. Structured support is understood as any type of intervention initiated in workplaces at organisational level (rather than ad hoc by individuals) that is designed to improve and / or diversify physical activity levels in employees. This may be via the provision of new opportunities, group activities, incentives, competitions, group or individual challenges and / or behavioural ‘nudges’.

### The Customer will provide the literature to be synthesised to the Supplier to allow them to summarise the evidence on ‘what works’ in response to the question set out in 5.5.2.1 below. The Supplier should also use this same literature to determine any relevant findings on implementation factors in response to the question set out in 5.5.2.2.

#### What evidence is there on the effectiveness of structured behavioural and social support for physical activity in relation to improving employee wellbeing within organisations?

#### Where there is evidence of structured behavioural and social support working to improve employee wellbeing within organisations;

##### what types of intervention with what types of physical activity are successful,

##### what skills and competencies are required to design and run this type of support,

##### what resources and / or facilities are necessary and

##### are there any significant barriers to implementing this type of activity?

### Deliverables

#### The College will conduct an expert panel consultation and review process to inform a summary report addressing the above research questions, focusing on high quality evidence with relevance to the policing context. The Supplier shall synthesise the evidence from papers shortlisted by the Customer and write up a brief, clear and accessible summary report based on the three stage process outlined in Section 4.2 of this document.

#### The Supplier shall review evidence on how approaches to providing structured support for physical activity in organisations impact on employee wellbeing.

#### Evidence will be gathered, by researchers from the College of Policing from UK or overseas contexts, with an initial focus on ‘blue light’ (police / fire / ambulance) services, but with the option of expanding into a wider assessment of the use of peer support (e.g. military / health applications or other public or private sector organisations) in light of the availability of evidence.

# KEY MILESTONES

## The Supplier should note the following project milestones that the Customer will measure the quality of delivery against:

|  |  |  |
| --- | --- | --- |
| **Milestone** | **Description** | **Timeframe** |
| 1 | Initial meeting with the Customer’s appointed contact to agree definitions, scope and contact arrangements | No later than the 25th September 2018. |
| 2 | Completion of the evidence summary report, delivered to and accepted by the Customer | By 12th October 2018 |

# 

# REPORTING

## The Contract will be managed by the Customer, by a named contact. The Supplier will be expected to deliver the work to the agreed timescales, but should notify the Customer immediately of any issues that put delivery at risk.

## The Supplier should also provide advice to the Customer on any issues prompted by the research but which may not be detailed on the scope of work.

## The Supplier and the Customer will be required to develop and maintain a good working relationship throughout the project, to ensure the work is delivered to time and meets accepted academic standards.

## The Supplier must keep in regular contact via email or telephone, providing progress updates on at least a weekly basis (or more frequently when the project requires).

## The Supplier shall travel to the Customers offices for project meetings.

# QUALITY

## The Supplier shall have specialist research skills, an excellent track record in systematic searching, reviewing and synthesising research evidence and be able to evidence relevant subject matter expertise according to the evidence summary topic. In addition, they will have a good track record of concisely summarising evidence appropriate for a policy and practitioner audience.

# PRICE

## Prices are as submitted and included in the Annex C document.

# STAFF AND CUSTOMER SERVICE

## The Customer requires the Supplier to provide a sufficient level of resource throughout the duration of the evidence summary contracts in order to consistently deliver a quality service to all Parties.

## The Suppliers staff assigned to the evidence summary contracts shall have the relevant qualifications and experience to deliver the Contract.

## The Supplier shall ensure that staff understand the Customers vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

# SECURITY REQUIREMENTS

## The Supplier must guarantee that all material used in the research will be treated as entirely confidential and that the anonymity of all parties involved will be preserved entirely.

## The Supplier must supply information on data management and security in their bids, and supply details about team members who are vetted.

## The Supplier must also confirm their ability to comply with the Customers Security Requirements Document. See Annex A – which is provided as a separate document.

## The Supplier will be required to comply with the Customers Security Aspects Letter upon award of the contract.

# INTELLECTUAL PROPERTY RIGHTS (IPR)

## All intellectual property rights in any materials provided by the Customer to the Supplier for the purposes of this Contract shall remain the property of the Customer, but the Customer hereby grants the Supplier a royalty free, non-exclusive, non-sub-licensable and non-transferable licence to use such materials as required until termination or expiry of the Contract, for the sole purpose of enabling the Supplier to perform its obligations under the agreement.

## In the event that the Supplier uses any third party copyright or other intellectual property in its performance of its obligations under the Contract, it hereby represents, undertakes and warrants to the Customer that it shall possess and maintain all necessary licences, authorisations and consents for the Supplier and the Customer to use (with a right to sub license) such copyright or intellectual property for the purposes of the Contract.

## All intellectual property rights in any materials created or developed by the Supplier pursuant to this Contract or arising as a result of the provision of the Services shall vest in the Customer and the Supplier hereby assigns by way of current assignment of future rights with full title guarantee free from any restrictions or third party right, all such Intellectual Property Rights to the Customer and undertakes to procure that any third party engaged by the Supplier to produce materials pursuant to the resulting Contract shall assign such Intellectual Property Rights to the Customer.

## The Supplier 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 Supplier or any Staff, agents or subcontractors (including students).

## The Supplier shall obtain waivers of all moral rights in any materials created or developed by the Supplier pursuant to the resulting Contract or arising as a result of the provision of the Services to which any individual is now or may be at any future time entitled.

## The Supplier shall not furnish the name, trademark or proprietary indicia of the Authority of Policing, use as a reference, or utilise the name, trademark or proprietary indicia of the Authority of Policing, in any customer list, advertising, announcement, press release or promotional materials, including testimonials, quotations, case studies, and other endorsements. No exceptions are granted without the prior written consent of the Customer. Such consent to be granted or withheld is the sole and absolute discretion of the Customer.

## For the avoidance of doubt, this Clause 10 shall survive the expiry or earlier termination of this Agreement.

# PAYMENT

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## Acceptance procedure for deliverables – the Customer will review and sign off each milestone deliverable as set out in the table in 4.1.

## Electronic invoices are to be sent to Redacted and hard copy invoices are to be sent to.

Redacted

# LOCATION

The location of the Services will be carried out at the Suppliers offices. It is anticipated that much of the work will be office based, though visits to Redacted the Customers office for meetings will be expected, as required.

**Annex B**

**Supplier Proposal**

Redacted

* 1. **Contract Terms**



Amended version

1. [↑](#footnote-ref-1)