

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

CCSN18A12 Provision of Loneliness and Community Led Housing Research

Dear Sir/Madam

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 16th February 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 Ministry of Housing, Communities and Local Government (MHCLG) with offices at 2 Marsham Street, London, England ("Customer")
To:	LSE Enterprise Ltd, a company registered in England and Wales under Company Number 02657442 whose registered office is Houghton Street, London, WC2A 2AE ("Supplier")

Effective Date:	11 th September 2019
Expiry Date:	End date of Initial Period: 10th June 2020 End date of Maximum Extension Period: Not Applicable Minimum written notice to Supplier in respect of extension: Not Applicable

Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: The Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B; and
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Key Individuals:	Kirsty Roberts – Ministry of Housing, Communities and Local Government (MHCLG) Tashi Warr – Ministry of Housing, Communities and Local Government (MHCLG) Phoebe Gould – Ministry of Housing, Communities and Local Government (MHCLG) Kath Scanlon – Managing Consultant Lead, the Supplier Professor Karen West – Managing Consultant, the Supplier Dr Melissa Fernandez-Arrigoitia – Principal Consultant, the
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	Supplier Chihiro Udagawa – Senior Consultant, the Supplier Dr Mara Ferreri – Consultant, the Supplier Fanny Blanc – Consultant, the Supplier
[Guarantor(s)]	Not Applicable

Contract Charges (including any applicable discount(s), but excluding VAT):	£122,050.00 <ul style="list-style-type: none"> • 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 associated costs. • Acceptance procedure for deliverables – the Customer will review and sign off each milestone deliverable as set out in table 6.2 of Annex A.
Insurance Requirements	No additional requirements.
Customer billing address for invoicing:	Invoices must be submitted to: CP2P Team, MHCLG, 4 th Floor, High Trees, Hillfield Road, Hemel Hempstead, HP2 4XN

Alternative and/or additional provisions (including Schedule 8(Additional clauses)):	Not Applicable
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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:

Name and Title:

Signature:

Signature:

Date:

Date:

ANNEX A

Customer Project Specification

1. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 1.1 In January 2018 the Prime Minister welcomed the work of the Jo Cox Commission on Loneliness, and committed government to implementing many of its recommendations, including publishing this strategy. In June 2018, the Prime Minister announced £20 million of funding, including the £11.5 million Building Connections fund, to support voluntary, community and charitable organisations to tackle loneliness, building on the fantastic work they are already doing. This complements the wider ambitions of the Civil Society Strategy to enable civil society to thrive. The Strategy for tackling loneliness was launched on the 15th October 2018.
- 1.2 In response to a cross government loneliness strategy the Customer has committed to improve the evidence base for housing-based interventions for loneliness. It is widely acknowledged that the current evidence-base on loneliness and housing is poor, and the government has made a commitment to improving this through work with the Office for National Statistics (ONS) and the What Works Centres. The ONS have developed a measure of loneliness, which this study will adopt. This study will focus on co-housing and loneliness through 3-5 x locally evaluated case studies with a literature review that looks at housing more broadly.
- 1.3 The objective of this project is to understand the impact of cohousing in reducing loneliness.
- 1.4 A secondary objective is to build support for this type of housing and encourage commissioners and Housing Associations to consider the social impact of these models when planning new housing.
- 1.5 Questions that the Customer therefore need to answer through this research pilot include:
 - 1.5.1 Does community-led housing (and cohousing in particular) have an impact on loneliness?
 - 1.5.2 Is there a broader impact for the residents, for example in participation (volunteering), health or service use
 - 1.5.3 Is this impact achieved through design/ community consultation process or subsequent occupancy models and shared space (or both)?
 - 1.5.4 Is this impact broader than the immediate resident community?
- 1.6 This research project aims to galvanise support for the community led housing sector, particularly with councils and commissioners to support Government's aim of growing the community led housing sector. The Government is making available £163 million across England up to 2020 to 2021 through the Community Housing Fund. The community-led approach to house building galvanises local support and is driven by the commitment and energy of the very individuals and communities that it will benefit. This local support means that this sector is able to deliver locally affordable new homes in places and on sites where commercial speculative house builders cannot. As a result of the close engagement and creativity of local people, the community-led model typically delivers high design quality, high standards of construction and energy efficiency, and uses progressive, innovative building techniques. It supports the smaller house building companies and helps sustain the local economy by providing homes that are affordable at local incomes. For all of these reasons, the Government wishes to see the community-led house-building sector grow. Despite the benefits of community-led house building, the sector in the UK remains very

small compared to many other countries in Europe and North America, currently delivering only around 400 units per year in England – less than 0.3% of total housing output. Through conversations with industry, researchers and charity partners the Authority is aware that there is an appetite to measure the impact and raise awareness of the social impact of community led housing and co-housing in particular.

2. DEFINITIONS

Expression or Acronym	Definition
Cohousing	Means: Cohousing communities are intentional communities created and run by their residents. Each household has a private home as well as shared community space.
Loneliness	<p>The Customer are using Perlman and Peplau's definition of Loneliness: a subjective, unwelcome feeling of lack or loss of companionship. It happens when we have a mismatch between the quantity and quality of social relationships that we have, and those that we want.'</p> <p>When people feel lonely most or all of the time, it can cause serious harm. Because of this, the government is focusing its efforts on reducing the number of people who feel lonely frequently.</p>
Community Led Housing	<p>The Community Housing Fund prospectus sets out these requirements for community led housing – we expect at least 2 of the housing schemes used as case studies will be cohousing schemes, the others may be other forms of community led housing</p> <ul style="list-style-type: none"> • meaningful community engagement and consent occurs throughout the development process. The community does not necessarily have to initiate and manage the process, or build the homes themselves, though some may do; • the local community group or organisation owns, manages or stewards the homes and in a manner of their choosing, and this may be done through a mutually supported arrangement with a Registered Provider that owns the freehold or leasehold for the property; and • the benefits to the local area and/or specified community must be clearly defined and legally protected in perpetuity.

3. SCOPE OF REQUIREMENT

- 3.1 The objective of this project is to understand the impact of cohousing in reducing loneliness. A secondary objective is to build support for this type of housing and encourage commissioners and Housing Associations to consider the social impact of these models when planning new housing.

- 3.2 The research shall therefore focus on the following questions:
- 3.2.1 Does community-led housing (and cohousing in particular) have an impact on loneliness?
 - 3.2.2 Is there a broader impact for the residents, for example in participation (volunteering), health or service use?
 - 3.2.3 Is this impact achieved through design/ community consultation process or subsequent occupancy models and shared space (or both)?
 - 3.2.4 Is this impact broader than the immediate resident community?
- 3.3 This will be achieved through three research methods: 1) a literature review to assess what housing interventions work to tackle loneliness; 2) locally evaluated case-studies and 3) a meta-evaluation that identifies key common outcomes.
- 3.3.1 The literature review shall provide an overall assessment of what housing interventions work abroad and in the UK;
 - 3.3.2 The case studies shall help provide an evidence base to assess the impact of housing schemes on loneliness in practice (see further detail below);
 - 3.3.3 The meta-evaluation.
- 3.4 Sampling strategy for case studies. The majority of the research in this area looks at older people's housing, we are keen to expand this work and look at the impact of cohousing on loneliness for different groups. The Customer recognise that each cohousing scheme is highly individual and self-selecting but are looking for the evaluations to include schemes with a variety of ages, locations, tenure type and maturity. The UK Cohousing Network will help the Supplier to achieve this in collaboration with the Customer.
- 3.5 The Supplier shall conduct the above-mentioned research in an analytically robust manner, however the Supplier is not expected to undertake independent national-level quantitative research (e.g. large scale national surveys etc.), though locally focused surveys are expected for the locally evaluated case studies.

4. THE REQUIREMENT

- 4.1 There are three primary of strands to this requirement: a literature review including what works in tackling loneliness through housing interventions; 3-5 local evaluated case studies and a meta evaluation that draws together common key outcomes and ensures learning is transferable.
- 1. **A Literature Review** – To bring together international evidence and emerging UK literature on housing interventions and loneliness including community led housing and co-housing. This shall identify what works in tackling loneliness through housing interventions including homelessness interventions and will build on the systematic review by the 'What Works Centre for Wellbeing'.
 - 2. **Locally Evaluated Case Studies** – Select 3-5 locally evaluated case studies using effective and robust selection criteria. 3-5 locally evaluations of cohousing or community led housing schemes (at least 2 of which shall be cohousing schemes) to assess the impact on loneliness of their scheme and learn the lessons from their approach. The UK cohousing network will provide assistance in scoping and making links with cohousing schemes. In all schemes we would foresee evaluation including cross-sectional surveys to measure loneliness. Interviews and/or focus groups may explore what works and the broader impact of the scheme. For some schemes it may be possible to conduct longitudinal surveys to capture changes in loneliness.

3. **A meta-evaluation** – of the locally evaluated case studies and the findings of the literature review to develop greater understanding of the key common outcomes. This evaluation shall be in the form of a publishable report, to be approved for final sign off by the Customer, and will help to ensure that the learning's are clear and shareable. As such it shall be clear, professional and analytically robust, and set out clear actionable learning.

4.2 There are no training or skills transfer requirements of the Supplier.

4.3 Model for conducting the locally evaluated schemes should develop 'theories of change' to show what the precise mechanism is by which a proposed housing intervention would reduce loneliness with different age groups.

5. KEY MILESTONES AND DELIVERABLES

5.1 The following Contract milestones/deliverables shall apply:

Milestone	Description	Timeframe
1	Provide list of researchers working on the project and make contact with the UK Cohousing Network to access their support in scoping and making connections with cohousing schemes.	Within week 1 of Contract Award
2	Deliver Literature Review	By End September 2019
3	Check cohousing schemes selected for locally-led evaluations with the Customer	By End September 2019
4	Final research product	By End May 2020

6. MANAGEMENT INFORMATION/REPORTING

6.1 Report to Jessica Skillbeck (SRO, Policy Customer Housing Supply Diversification) with approval for final report at project board.

7. CONTINUOUS IMPROVEMENT

7.1 The Supplier shall present new ways of working to the Customer during quarterly Contract review meetings.

7.2 Changes to the way in which the Services are to be delivered must be brought to the Customers attention and agreed prior to any changes being implemented.

8. QUALITY

8.1 Overall, all research shall be held to a high-analytical standard (as defined by standards defined by leading research industry bodies – e.g. MRS) and be of publishable quality. Research shall seek to draw clear conclusions, and be aligned with the focus/intentions/objective of the [Loneliness strategy](#), and HMG's Social Research standards (see below).

8.2 The literature review shall be of clear, publishable quality and be of a high analytical standard. The literature review shall set out clear lessons learnt from the international and domestic evaluation, which should help to focus or prompt additional questions in the case study research.

8.3 The case studies shall be conducted in line with the Department's objectives and the ethical standards set out in the [Government Social Research code](#). Research shall be analytically robust, and ethically conducted.

- 8.4 The meta-evaluation report shall be of clear, publishable quality and be of a high analytical standard. It shall set out clear, actionable lessons.
- 8.5 All contractible deliverables must be of publishable quality under the department's name. A project steering group will be convened to assess the quality of the deliverables when complete and to provide final sign off of the report.

9. STAFF AND CUSTOMER SERVICE

- 9.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 9.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 9.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

10. SERVICE LEVELS AND PERFORMANCE

- 10.1 The Customer will measure the quality of the Supplier's delivery by:

10.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Literature Review	Builds strong evidence base on 'what works' including value for money assessment of housing interventions for loneliness.	90%
2	Cohousing locally led evaluations	Extend UK research opportunities beyond the single well-researched example of UK cohousing to build foundation for future research.	70%
3	Meta evaluation	Ensure knowledge is transferable beyond evaluations for individual schemes	100%
4	Overall Research Review & Final Research product	Final report is consistent with findings of the literature review and case study evaluations, and overall research products aligned closely with outcomes. All three (3) deliverables must be of sufficient quality to be published as the Departmental contribution to Cross-Govt loneliness strategy.	100%

- 10.1 Each of the deliverables will need to pass a project steering group convened by the department before moving onto the next phase of research. Poor performance against these SLAs will be assessed and managed by the steering group who will assess

whether the products meet the required standard/quality as set out in the statement of requirements.

- 10.2 If any of the deliverables don't meet the agreed quality service levels and performance we reserve the right to consider early termination of the contract (as agreed by the steering group).

11. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 11.1 The research will take place offsite and Suppliers will not require access to sensitive information, therefore there are no specific security requirements.

12. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 12.1 The Customer will own Intellectual Property and Publishing Rights for the research.

13. CONTRACT MANAGEMENT

- 13.1 The Supplier shall maintain regular, working-level contact with a nominated contact within the department and report on progress to the Steering Group when convened.
- 13.2 The Steering Group will converse as required to assess progress, and the Supplier may be expected to attend these meetings if there are particular issues that need to be addressed.
- 13.3 The Supplier shall attend the Steering Group meeting at each review point – that is, each time that they have completed a product. The Steering Group will assess whether the product meets requirements set out in this document before the work can proceed to the next stage. The dates of these meetings will be set and agreed between the working group and the Supplier once the Contract has been awarded.
- 13.4 There will be a final review once all products have been completed to review work overall and to assess the final report, at which the Steering Group will assess the overall progress.
- 13.5 Attendance at Contract Review meetings shall be at the Supplier's own expense.

14. LOCATION

- 14.1 The location of the Services will be carried out at supplier's address and cohousing schemes. This will be disclosed upon Contract Award.

ANNEX B

Supplier Proposal

The Supplier will carry out in-depth case study research at five CLH communities across England. As the Customers Requirement points out, all types of CLH are characterised by ‘close engagement and creativity of local people’, but may differ in the extent to which, and mechanisms by which, loneliness amongst residents and the wider community is mitigated. Case study research is ideal for gaining in-depth insight from exemplars (Flyvberg, 2006).

The Supplier shall sample from the full universe of occupied CLH and cohousing schemes in the UK. There is no existing comprehensive list of such schemes so the Supplier shall produce their own, gathering information about the scheme characteristics relevant to the selection process (see below). The Supplier shall do this together with partners UKCN and other sector-wide organisations (National CLT Network, National Custom and Self-Build Association), based on a definition of CLH to be agreed with the Customer at the inception meeting.

The Supplier’s outlined sampling strategy and research design draws on their own long-term research into CLH community-led and cohousing, as well as on the international literature on cohousing development and experience. It is based on the following criteria (summarised in Table 1). In addition the Supplier shall apply a minimum size criterion, to be agreed with the Customer (the Supplier suggests at least 10-15 households).

- 1) *Choose schemes, which in aggregate house a range of ages, genders, household compositions and classes.* As the Government’s strategy on loneliness implies, loneliness means different things and has different causes and dynamics at different stages of the life-course (HM Government, 2018a). The literature on CLH and cohousing has to a limited extent examined the experiences and aspirations of women and older people, but has paid far less attention to men, younger children or adults, or to the range of incomes and education levels within schemes. Case studies will include both age-exclusive and intergenerational schemes, as well as examples with a mix of tenures (as a proxy for income/class). The inclusion of intergenerational schemes will enable the Supplier to examine intergenerational dynamics and the role of intergenerational relationships in mitigating loneliness across all ages.
- 2) *Include both urban and rural schemes.* The government’s loneliness strategy finds that people in rural areas face particular challenges in achieving social connections due to lack of transport and services or feeling they do not fit with community norms (HM Government, 2018a). The Government’s Civil Society Strategy (HM Government, 2018b) seeks to provide more sustainable community spaces, working with local authorities to promote housing delivery in urban and rural areas where there are growth barriers. It will be important to understand the drivers for participation in CLH in both types of area, and to consider the extent to which CLH communities connect with their wider neighborhoods, communities, services and local decision-making fora.
- 3) *Select schemes where residents/members did and did not take part in design and construction.* A key feature of many CLH and cohousing schemes is that participants control the physical design process. However, the role of various design features (common house, shared entrance etc) in enabling social connections is poorly understood. There is also a widespread but unproven assumption that resident control of the design process facilitates community cohesion. The Supplier’s own research with OWCH (Fernandez et al, 2018; Fernandez and West, forthcoming), cohousing in the Netherlands (Tummers, 2015) and internationally (Jarvis, 2015) indicates that while participatory design of the physical building was important in cementing bonds between residents, design of social processes was equally if not more important. Moreover, The Supplier’s research into one south London scheme (Fernandez Arrigoitia and Scanlon, 2015) showed that participatory design can add to costs. In selecting their case studies the Supplier will choose both CLH schemes in which participatory design was important and others in which it was absent or less important, such as returning empty properties to use. Related to this, the Supplier will ensure that they cover both new-build schemes, retrofits and self-build.

- 4) *Choose schemes of different ages and at different stages of development.* The effects of CLH on loneliness may depend on how long each scheme has been occupied, but to date there has been no longitudinal research into this question. Choosing schemes of different ages (from those occupied in the last two years to those occupied for 20+ years) will allow the Supplier to explore whether loneliness-mitigation effects strengthen over time as neighborly bonds deepen, or alternatively whether the effects are strongest in the early days of joint working. It would be possible to include a case study of a scheme that is not yet occupied (the Supplier is in contact with two that are in an appropriate stage of development); their own work in south London at the Featherstone project indicates there is much to learn.
- 5) *Choose schemes with different origins and motivating visions.* CLH schemes form and grow for a range of reasons, from an ideological desire to create a utopian community to a wish to solve a concrete local problem such as lack of affordable housing, or regeneration of a run-down estate. Some CLH groups explicitly include reduction of loneliness amongst their community aims, while others have different aims entirely but nonetheless may succeed in reducing loneliness amongst participants. The Supplier will choose schemes whose origins reflect this range. The Supplier will also select both groups drawn predominantly from a spatially limited area ('local' groups) and those with common interests who have relocated to be together ('common-interest' groups).

Using the information from the list of all CLH schemes, and after consultation with sector groups including UKCN, the National Community Land Trust Network, the Cooperative Councils Innovation Network, the Housing Learning and Improvement Network and Power to Change, the Supplier will select the case studies. The Supplier will choose five schemes plus five alternates, ensuring ensure that each cell in the Table 1 matrix (page 5) is represented by at least one case study and one alternate. The Supplier will then work with UKCN and the other sector bodies to approach the selected schemes and secure their cooperation with the research.

The Supplier has given careful consideration to the ethical issues this project may entail, and particularly to the Department's objectives and the ethical standards set out in the Government Social Research code on research involving human participants. The Supplier will follow its five key principles related to people and to the five principles in its publication protocol (GSR 2015) including the use of sound research methods, practices of informed consent, avoidance of personal and social harm, confidentiality and non-disclosure of identity. The Supplier shall support the principles of transparency and openness, particularly around research participants.

The Supplier considers this research project to present minimal risk, but appreciate that loneliness is a sensitive health topic related to personal behaviour (past or present) or that of others. The research will involve the participation of young people (16-20) and older adults (over 55). The Supplier does not expect members of either group to be particularly vulnerable, nor will they involve participants who lack mental capacity; for participants between 16 and 18 the Supplier shall seek parental consent as well as that of the research participant. Even so it is possible that the Supplier may encounter participants who could be considered vulnerable including young people, vulnerable older people or those with a learning disability. Recognising this possibility, the Supplier's methodology aims to avoid distress, annoyance or harm to participants by: (a) providing relevant information both before and after interviews and focus groups, including a list of resources related to isolation; (b) following a careful procedure to limit any observed distress and referring participants to the relevant social or psychological services if stories of previous abuse or harm are disclosed; (c) limiting interview times if necessary; and (d) ensuring all researchers are aware of risk protocols.

The Supplier shall pay due regard to questions of participation in their research design, and particularly to ensuring that minority groups are included in the case-study sample. Because the cost of participation may preclude the participation of certain groups, the Supplier shall make provision for their costs of participation to be reimbursed if required. For the survey element of the research, the Supplier will be able to offer personal assistance with completion of questionnaires at case study sites, or by telephone where requested.

Prior to commencement of the research, the project will require ethics approval from the participating

universities (LSE, Lancaster University and Bristol University), ensuring that it adheres to their core ethical principles as set out in their codes of practice. Case study protocols will follow, respectively, the British Sociological Association's (2017) Statement of Ethical Practice and the British Psychological Society's (2014) Code of Human Research Ethics. The Supplier shall also follow each of these university's principles of information security: confidentiality, integrity and availability. Informed consent will be sought from all interviewees and participants, with signed permission to collect and use the range of data collected. The Supplier shall take appropriate measures to ensure participants' anonymity and confidentiality. A letter explaining the purpose, approach and dissemination strategy of the research (including plans to share data via the UKDA for use by other approved researchers), and an accompanying consent form (including to share data) will be prepared by the research team. All confidential, restricted and personal information will be appropriately anonymised, encrypted, securely stored and password protected in accordance with GDPR requirements. Data will be backed up regularly in an external hard-drive and a safe university shared drive.

1 Demographics		2 Location	3 Design and build		4 Stage of development	5 Group values	
Residents' age	Gender		Degree of participatory design	Construction type		Aims	Origins
Intergenerational, mostly adults	Single-sex	Urban	Strong	New build	In development	Addressing loneliness an aim	Local groups
Intergenerational, many families with children		Suburban/town	Weak	Retrofit	Occupied < 5 years		
Senior	Mixed	Rural	None	Self-build	Occupied 5 - 10 years	Addressing loneliness not an aim	Common interest groups
					Occupied > 10 years		
Other elements to cover							
Range of household sizes	At least two cohousing schemes	Tenure mix	Ethnic diversity, LGBT	Group values & social attitudes	Design typologies	Financial & allocation arrangements	

The Supplier will adopt a mixed-methods research approach, using both quantitative and qualitative methods to address the research questions.

Table 1: Research questions and methodologies

Question	Quantitative	Qualitative
5.2.1 Does CLH (and cohousing in particular) have an impact on loneliness?	x	x
5.2.2 Is there a broader impact for the residents, for example in participation (volunteering), health or service use?	x	x
5.2.3 Is this impact achieved through design/ community consultation process or subsequent occupancy models and shared space (or both)?	x	x
5.2.4 Is this impact broader than the immediate resident community?		x

The literature review will provide an overall assessment of the impact on loneliness of housing interventions abroad and in the UK, with particular emphasis on CLH, cohousing and homelessness interventions. The Supplier will build on the systematic review developed by the 'What Works Centre for Wellbeing' (Daykin et al 2019; Victor et al, 2018) to identify and assess which policy interventions best help reduce social, emotional and existential loneliness across all ages nationally and internationally.

The Supplier shall not propose a full systematic review, both for resource reasons and because the understanding of the mechanisms by which housing interventions affect

loneliness are still poorly understood.

In conducting the review, the Supplier shall bear in mind:

- 1) *The importance of concepts related to loneliness* such as living alone and isolation in reviewing interventions (Victor et al, 2018; Yang and Victor, 2011), as well as social cohesion and its links to place-making (Bagnall et al 2019);
- 2) *That loneliness as such is rarely specified as a primary outcome in interventions*, so the Supplier will need to search on terms like health, wellbeing and quality of life, of which loneliness may be presumed to be an element. Consideration will be given to both objective and subjective accounts of health, wellbeing and quality of life
- 3) *The differences in meaning and practice of CLH in different national jurisdictions*. CLH is the preferred UK but at European and international levels, the terminology of collaborative housing is more typical. Moreover, there is huge variation both within and across countries in terms of cultural and policy contexts; demographic characteristics; geographic locations and scales; organizational typologies and institutional, governance and financial arrangements.
- 4) *That community-building processes also can mitigate loneliness*. The Supplier's primary focus is on the links between loneliness and housing (CLH and cohousing in particular), but the literature review will also explore the way that social processes can mediate that relationship. The literature on CLH and cohousing schemes emphasises the role of co-design in the formation of group cohesiveness (Williams, 2005; Sargisson, 2014); in addition, there is a wider literature about the ways that collective organising at the community level impacts on individual loneliness (e.g., Action for Children, 2017; Burholt and Victor; Jopling and Sserwanja 2017; Victor, Burholt and Martin 2012; Sawir et al 2008).

The assessment criteria for the literature review strongly weight the assessment of VFM of housing interventions to reduce loneliness. The Supplier shall be familiar with the range of literature evaluating housing interventions (indeed, they have conducted several themselves) and are not optimistic about finding much evidence on this point. The main reason is that loneliness reduction or increased social interaction have rarely been explicit targets of housing interventions: VFM is more commonly assessed against other metrics such as neighbourhood regeneration, number of dwellings produced, energy efficiency, etc. Those loneliness interventions that have been evaluated have focused directly ways of improving on individuals' social interactions by befriending initiatives, promotion of social and healthy lifestyle activities; and signposting/ navigation services to match individuals with activities of interest. (Wilson & Bickerdike 2014; McDaid et al 2017). The Supplier will in any case conduct a thorough search of the literature, which may prove fruitful.

The Supplier will access literature through scientific databases including the Cochrane Database of Systematic Reviews, followed by Scopus, Social Science Citation Index (Web of Science), Arts and Humanities Citation Index (Web of Science) and Science Citation Index. As with the What Works review, we will search for published qualitative and mixed-methods articles and book chapters and include grey literature. The Supplier will draw upon their team's joint language skills (fluency in Spanish, German, French and Danish) to review material from countries where English is not the first language, some of which are at the forefront of the CLH sector. Two of the team members are currently undertaking a literature review for a national study on the social impacts of cohousing, which includes loneliness, and will be able to use these emerging findings as part of this review. Finally, the Supplier shall draw on their existing national and international networks on CLH including UrbaMonde, Cohousing Association of the United States, European Network of Housing Research [ENHR], Australian Housing and Urban Research Institute and France's National

Network of Participatory Housing [RNHP]).

The review will lead to a stand-alone document that will be produced by 15 October (see timetable) and used to refine questions and approaches to case studies. Findings will be summarised and included in the final meta-analysis, which will also identify areas and directions for future research.

The principal quantitative method will be an online survey of two groups of people: residents of a range of cohousing and CLH schemes, and others who are members or friends of these schemes but do not live in them. The latter will serve as a control group, allowing the Supplier to use a randomized controlled trial (RCT) method to explore the loneliness outcomes of individuals receiving the 'treatment' (living in CLH) vs similar individuals not in receipt of the 'treatment'. This technique is additional to those specified in the ITT.

The survey will be administered online using Qualtrics, the standard online survey software used by the London School of Economics. It will contain a mix of closed- and open-ended questions covering demographic variables, respondents' experience of CLH and measures of loneliness and social interaction. The Supplier expects to include approximately 25-30 questions including some allowing free-text responses. In recent projects using online survey techniques the Supplier has achieved good response rates to questionnaires with as many as 75 questions.

The Supplier's survey approach, described below, is based on the methodology they have developed over the last three years to compare wellbeing among OWCH members and similar individuals who are not residents of the scheme (REF). It will also draw on a methodology developed by Saffron and Woodcraft (ref) to assess the social sustainability of new residential developments. This technique, which has been employed by members of the research team in other projects (REFs), similarly focuses on individual residential schemes, looks at questions of individual behaviours and attitudes, and employs questions from large-scale national surveys to enable benchmarking.

The questionnaire will capture demographic information including age, gender, marital status, household size, age of resident child(ren), income, occupation and highest qualification. It will also capture information about the respondents' housing careers including length of time living in CLH, location and dwelling type of previous accommodation.

As recommended in *What Works (2019) A Brief Guide to Measuring Loneliness*,¹ the survey will include the three UCLA loneliness variables and a fourth, more direct question:

How often do you feel that you lack companionship?
How often do you feel left out?
How often do you feel isolated from others?
How often do you feel lonely?

The Supplier will also use the ONS4 subjective measures of wellbeing recommended by What Works (although as the report points out the Supplier does not yet know enough about how aspects of wellbeing and satisfaction with life are related to loneliness). These questions attempt to measure overall satisfaction with life, feeling that life is worthwhile,

¹ Download from here: <https://whatworkswellbeing.org/product/brief-guide-to-measuring-loneliness/>

happiness and anxiety. The questionnaire would also include items from the Community Life survey covering social relationships and support as well as trust and feelings of belonging to the local area.

There are useful questions in the Community Life survey about membership of clubs, organisations and societies, and about unpaid voluntary activity in the community, which address question 5.2.2 about participation. The sub-question about health or service use will be addressed through qualitative methods only.

The questionnaire will also contain questions about motivations for becoming involved with CLH; about any previous experience with non-standard housing; and about the degree of respondents' involvement with the planning, design, construction and management of their own schemes. In the Supplier's previous work they have used the following question, which would be extended to cover more activities during the pre-occupation phase:

How involved would you say you were in the following activities related to the development of (this community)? [very/fairly/not very much/not at all]

1. Co-design of the building
2. Management committee
3. Sub-committee work
4. Group meetings
5. External activities/get-togethers

The questionnaire administered to friends/members who are not residents (the control group) will capture the reason(s) that they did not become residents of the scheme. Some of these questions will permit free-text responses.

In 2017, as part of our ongoing research into the OWCH scheme, the Supplier administered a baseline questionnaire to the majority of the residents. This questionnaire, which the residents filled in shortly before or after they moved into the development, included the first three of the four loneliness questions above, as well as the ONS4 subjective measures of wellbeing and the De Jong Gierveld loneliness scale (REF). It also included several questions from Community Life about neighbourhood participation, and questions about residents' involvement in design and management. Repeating these questions after an interval of 2 ½ years provides a unique opportunity to gain a longitudinal perspective on an existing cohousing scheme.

To ensure that the Supplier is measuring the effects of participation and dwelling in CLH rather than merely the innate characteristics of those attracted to this lifestyle, they will compare residents' responses to those of a control group with similar characteristics who do not live in CLH. In the Supplier's experience, CLH schemes have both a core group of residents and (usually) a much larger group of 'friends', members and individuals on the waiting list. The Supplier will therefore administer two versions of the survey: one to CLH residents, and one to non-resident friends/members of CLH schemes.

The Supplier's case studies will augment the literature related to loneliness as it explores the benefits related to developing and living in CLH. It will also add to the limited research on social cohesion at the local, neighbourhood level, described by Bromell and Cagney (2013: 4) as related to neighbours' "mutual trust, solidarity, connectedness, shared values, and

support". The Supplier's five CLH case studies will take into account the recent ONS (2018) analysis on the specific characteristics affecting the likelihood of reporting being lonely, including being between 16 to 24, being widowed, having poor health, having a long-term illness or disability, having caring responsibilities and being unemployed. To capture people's experiences of CLH and cohousing and its relationship to loneliness, as related to the above vulnerabilities, the Supplier will focus on those aged between 16-24 and those over 40, as they are more likely to experience the other range of vulnerabilities to loneliness identified by the ONS. The case studies will employ four principal methods which the Supplier has used to good effect in previous housing research (including into cohousing) 1) interviews 2) focus groups and 3) a roundtable.

At each of the five case studies, the Supplier will carry out up to 12 individual semi-structured interviews to gather information regarding the extent to which CLH mediates social, emotional and existential experiences (past or present) of loneliness; what works best to prevent loneliness; and the broader impacts of the scheme. We expect to interview:

- *Residents*: Up to seven residents, where possible including those aged between 16 to 24 and 40+. Questions will explore reasons for living in CLH; past and present social connections and activities (within and beyond the community); personal senses and meanings of well-being; satisfaction with current built environment and community dynamics, as well as future expectations of this form of housing. The Supplier will seek to elicit recollections about the original design process from those involved in it to further understand the impact of different forms of participation on loneliness. Because CLH does not exist in isolation from wider communities (DCMS 2018), and wellbeing is affected by local infrastructures, the Supplier will explore how residents use the wider community infrastructures and spaces in their areas, and what role new technologies play in their ability to maintain social networks.
- *Wider community members*: In each case-study area the Supplier will interview representatives of up to three relevant local groups (e.g neighbourhood associations, church, leisure, sporting and volunteer organizations or other local businesses) to explore how the CLH scheme and its residents have affected local social networks and participation.
- *Other actors*: The Supplier will also interview up to two other local development actors (architects, planners, housing associations, professional consultants) per case study to understand whether and how loneliness issues were explicitly considered and addressed at various stages under provision of health, inclusivity and safety.

At each case study site the Supplier will conduct one focus group for 8-15 residents (including some individual interviewees). The focus groups will follow up on themes emerging from the other elements of the research to (a) ask what residents identify as the most important features of this way of living in terms of social connectedness and well-being; (b) delve into collective memories about group development and intentional 'neighbouring' practices (Field, 2004; Laurier, 2002) like mutual care and support, and (c) explore the broader impact of the scheme at the local and neighbourhood levels.

In order to ensure that the Supplier produces actionable learning, the Supplier shall hold a knowledge-exchange roundtable midway through the project. The Supplier confirms this would be a valuable adjunct to the steering group that the Customer will establish. The Supplier will reach out to about 15 individuals from the following categories:

- (1) housing practitioners (architects, designers, planners, developers and industry specialists like financiers, builders and legal experts);

- (2) local authorities and government bodies concerned with planning, housing and/or the commissioning of anti-loneliness services and policy-making
- (3) health and social work professionals;
- (4) NGOs and charities dedicated to health and wellbeing across age groups;
- (5) researchers studying wellbeing, housing and/or ageing; and
- (6) user communities (including the UK Cohousing Trust and UKCN).

By scheduling this roundtable to coincide with the conclusion of case study fieldwork (Month 7), it will help inform the project's final policy recommendations and practice frameworks.

The final report the Supplier will synthesise the learning across the four methods above, drawing out key questions and gaps in research from the literature review and comparing across the case studies to explore how experience relates to these questions and gaps and drawing out key differences in the ways in which loneliness is impacted across the five sites. Findings from the survey will enable the Supplier to draw out the general personological factors and characteristics of residents and participants at each site as well as tell the Supplier something about how CLH and cohousing differs from normal community dwelling with respect to loneliness. It will frame the more qualitative findings from the case studies, which will shed light on the mechanisms through which CLH mitigates loneliness—and therefore the types of housing interventions that should be encouraged. The learning from the knowledge exchange roundtables will also feed into the meta-evaluation and the final report.

In the final months of the project the Supplier will draw together the findings from the various stages and produce a plain-language final report with recommendations for the main stakeholders including the Customer and local authorities. The Supplier will also produce a short standalone policy brief. The Supplier also hopes to produce at least one scientific academic paper based on the data to contribute to the growing scholarship and academic debates on the theme of CLH and well-being.

As set out the Supplier shall use both qualitative and quantitative methods in exploring the impact of CLH and cohousing on loneliness. They require different analytical approaches, which the Supplier set out here. The findings from each of the data collection components will be synthesised in the final meta-evaluation, which is described in 4b.

The case studies will consist primarily of qualitative interviews and focus groups with residents and participants as well as other key stakeholders. These will all be recorded and professionally transcribed. The objective of these methods is to gain in-depth understanding of: a) individual experiences and perceptions of loneliness, motivations for participating in CLH and cohousing and strategies for mitigating loneliness; and b) the specific mechanisms by which different kinds of CLH and cohousing impact upon loneliness. Each of these implies a slightly different logic of analysis. For a) the Supplier will deploy well-established methods of thematic (Braun and Clarke, 2006) and narrative analysis (Frank, 1995; Bury, 2001). The latter are especially suited to drawing out personological and contextual factors, thereby enabling the Supplier to understand the ways in which structural features of different CLH approaches support or frustrate individual strategies, paying particular attention to the transitions identified in the ONS (2018) report as being significant for loneliness. For b) the Supplier will deploy techniques of content analysis of interview and focus group data alongside thematic analysis and discourse analysis (Glynos et al, 2009), the latter to tease out settled and routine ways of thinking about phenomena (such as loneliness) in organisational settings. Findings will be compared across cases. In all data analysis the Supplier will draw on tried and tested methods for ensuring analytical rigour, including the

design of data coding protocols and paired readings of transcripts to ensure coding alignment.

The Supplier will conduct two quantitative analyses of the survey results, the first to look at whether CLH participants (whether residents or not) **differ from the general population** in terms of their experience of loneliness, and the second to understand **what features of CLH** are most effective at reducing loneliness, and **whether residents differ from non-resident participants** in terms of their experience of loneliness and/or their degree of involvement in voluntary activity, etc.

Because the Supplier's online survey will use questions from several large-scale national surveys, the Supplier shall compare results from the survey sample (CLH participants) with results from the population at large. It is not possible to use an RCT design for this part of the analysis as the Supplier can only compare responses to individual questions (and in any case the participants are not randomly selected). The Supplier will therefore use an Analysis of Variation (ANOVA) method. Using this technique, quantitative survey results are turned into standardised Z-scores to enable comparison of scores from different data sets. A Z-Score measures the relationship of a sample or score to the mean of a group of scores, so the national average Z-score is always 0. A positive Z-score indicates that sample is above the mean, while a negative Z-score shows that it is below the mean. The size of the Z-score shows how many standard deviations the sample is from the mean—a Z-score of 1 denotes a difference of one standard deviation from the mean.

Using this technique on the questions drawn from national surveys, the Supplier shall compare the responses from the population at large to responses from

- A. CLH residents (the treatment group) and
- B. CLH 'friends' (the control group)

to determine whether there are significant differences between groups A and B jointly and the population at large, between group A and the population at large, and/or between group B and the population at large.

ANOVA analyses will be conducted on about 15 of the variables drawn from national surveys. After applying statistical significance tests, the Supplier will code the results of each test on a Red/Amber/Green (RAG) scale, as follows:

CLH participants' responses were significantly less positive than those of the population at large	R
CLH participants' responses did not differ significantly from those of the population at large	A
CLH participants' responses were significantly more positive than those of the population at large	G

For the second phase of the analysis, comparing CLH residents with non-resident participants and quantifying the effects of various CLH features on loneliness, the Supplier will use a randomized-controlled trial (RCT) design, considered to be the gold standard of evaluation for comparing outcomes in 'treatment' and 'control' groups. RCT is useable in this instance because there are two stages of selection. As noted above, the self-selection of motivated individuals from the entire population (the first stage) is not random. However the Supplier's analysis will focus on the second stage: the selection within the motivated

population of those who end up living in CLH and those who do not.²

Regression A will compare outcomes for CLH residents and non-resident participants, using the following model:

$$\text{Outcome} = \beta_0 * \text{nonCLH} + \beta_1 * \text{resident/non} + \varepsilon$$

outcome = loneliness

nonCLH are variables (including a constant term) unrelated to the project that might have explanatory power with regard to loneliness (e.g., gender, age, marital status, location etc.)

β_0 is a coefficient matrix of nonCLH variables

resident/non is a binary variable for residence in CLH, with 1= resident and 0=non-resident participant

β_1 is a coefficient of resident/non. The research hypothesis is that β_1 is positive and statistically significant—that is, that residents of CLH are less likely to be lonely than non-resident CLH participants.

ε is the error term, whose mean is expected to be zero.

Regression B will look for the factors that explain a lower likelihood of loneliness amongst CLH participants (both residents and non-residents), using the following model:

$$\text{Outcome} = \beta_0 * \text{nonCLH} + \beta_1 * \text{Factor1} + \beta_2 * \text{Factor2} + \dots + \varepsilon$$

outcome = loneliness

nonCLH are variables (including a constant term) unrelated to the project that might have explanatory power with regard to loneliness (e.g., gender, age, marital status, location etc.)

β_0 is a coefficient matrix of nonCLH variables

Factors 1, 2, 3 represent 'treatment' variables such as the degree of participation in design, management and community organisation; the amount of shared space in the community, etc.

β_1, β_2 etc are the coefficients of these factors. The research hypothesis is that β_1, β_2 etc are positive and statistically significant—that is, that those who play an active role in CLH activities are less likely to be lonely than CLH participants who do not play such a role.

ε is the error term, whose mean is expected to be zero

All data collection activities will be underpinned by a robust data management plan, which will ensure that data recording, transfer, storage and access are secure and that adequate attention is paid to data protection and confidentiality. This plan is set out here.

The Supplier shall not hold any paper data from the CLH participant's survey, as this will be

conducted online and the data accessible only to the Suppliers London staff with a password. Survey data will be downloaded for analysis onto SPSS and/or Excel and stored securely on the Suppliers servers. The survey questionnaire will not include any personal information that could identify respondents.

Interviews and focus groups will be digitally audio recorded on a voice recorder and later transcribed into Word documents by professional transcribers. Audio files will be transferred immediately (and deleted) from the voice recorder to a suitable uncompressed audio file format to be deposited on the Suppliers data storage facility and stored under password protection until they are transcribed. On completion of the transcription, the voice recordings will be deleted in order to avoid voice recognition of subjects. Oral recordings will, therefore, not form part of the dataset. Field notes from observations will be written up in notebooks, under agreed thematic categories and transferred to Word files, which will be stored on password protected laptops. All data will also be stored on the Suppliers GDPR compliant data storage facility, which will also be the vehicle for sharing the data between team members. All data files will also be stored on a secure home folder (H:\ drive) at the Supplier, which is backed up to the university's central backup system every night. The backups are kept on tape for a period of up to 2 months.

A letter explaining the purpose, approach and dissemination strategy of the research, and an accompanying consent form (including to share data) will be prepared by Scanlon. A clear verbal explanation will also be provided to participants by members of the project team responsible for conducting interviews, focus groups and taking measures for the cohort study. The Supplier will strive to ensure that consent is freely given, specific, informed and unambiguous. Participants will be assured of their right for their data to be removed from the study. Commitments to ensure confidentiality will be maintained by ensuring that recordings themselves are not shared; that transcripts are anonymised and details that can be used to identify participants are removed from transcripts or concealed in write-ups.

A protocol for anonymising the data and ensuring confidentiality of participants will be developed by Scanlon. Participants will be given a unique numerical or pseudonymous identifier to enable the researchers to triangulate data derived from different methods, and real names will be removed from all data. The list of participant names and identifiers will be kept in a locked filing cabinet, to which only the core research team will have access, and separate from any substantive data. Participant data from the survey will be linked to the case study data, but only general community characteristics (as per the typology the Supplier refers to in the methodology section) will be referred to in any written reports. Where the research team consider there is any risk of participant identification, participants will be shown sections of transcript and/or report text to ensure they are satisfied that no unnecessary risks are being taken with their interview or focus group data.

Data sharing between members of the research team is an integral element of the research design. Those named on the application will all participate in data analysis. Data will be shared across institutions using the Suppliers GDPR-compliant facility, which allows researchers to access the data stored via secure, password encrypted URL links. Each institution will act in accordance with its own secure data management and storage protocols.

The following data will be archived for two years after the end of the project to allow for subsequent checking and the possible publication of outputs: 1) SPSS files from the survey; 2) redacted interview transcripts; 3) redacted focus group transcripts; and 4) any redacted fieldwork notes.

The research team for this project is:

Managing consultants

- Kath Scanlon, Distinguished Policy Fellow, London School of Economics (main contact for the Authority)
- Professor Karen West, School for Policy Studies, University of Bristol

Principal consultant

- Dr Melissa Fernandez-Arrigoitia, Lecturer in Urban Futures, Lancaster University

Senior consultant

- Chihiro Udagawa, Statistician, London School of Economics

Consultants

- Dr Mara Ferreri, LSE London associate (UAB/University of Northumbria)
- Fanny Blanc, Policy Officer, London School of Economics

Kath Scanlon will be the main contact for the Customer and the overall project lead. West will direct the literature review, with contributions from Scanlon and Fernandez in their respective areas of expertise (housing policy and the sociology of CLH). Mara Ferreri will produce the first draft of the literature review, which will be checked for completeness and edited by the three senior academics.

Scanlon will lead on survey design, assisted by Ferreri, with contributions from other team members with regard to content (Fernandez and West), matters affecting subsequent statistical analysis (Udagawa) and Qualtrics software use (Blanc).

Fernandez will direct the qualitative fieldwork phase, taking the lead on developing the sampling framework for qualitative work, designing interview and focus-group pro formas and performing regular quality checks as the case studies progress. Ferreri will perform the bulk of the case-study fieldwork under Fernandez's supervision, visiting each of the case-study sites for a period of up to four days. Where possible interviews will be conducted in pairs, as each of the senior academics will visit at least one of the case-study sites.

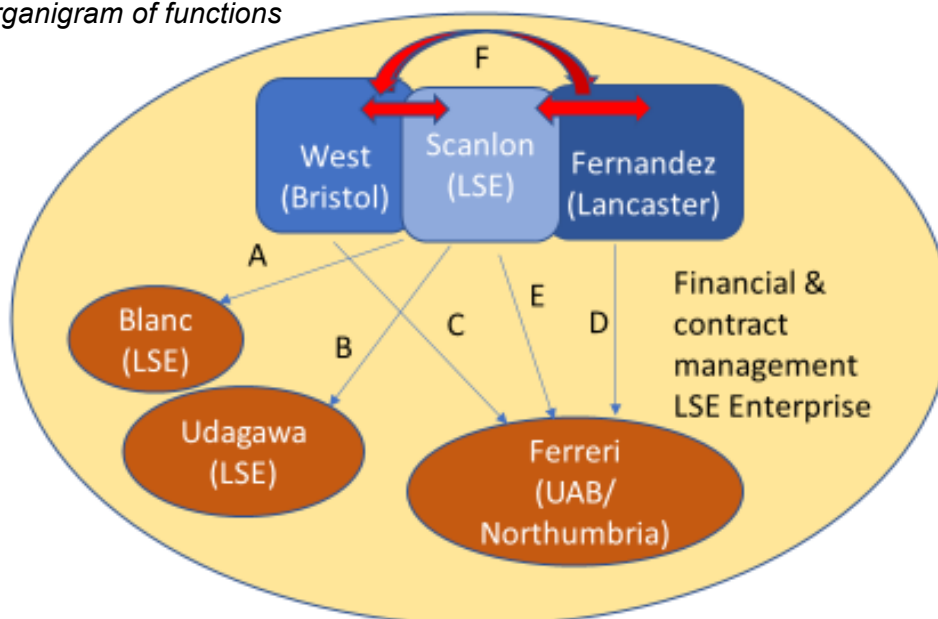
The meta-analysis will be directed by Scanlon. Udagawa will conduct the statistical analysis of the survey results, and Fernandez and West will jointly design a framework to guide coding and analysis of the qualitative material. Scanlon will organise the contributions of all team members and lead on drafting the research report. She shall also co-ordinate production of a short policy report with an agreed set of policy recommendations.

The roles of the team members, and their time allocations, are summarised in Table 5A.

Table 5a: Research team time allocations by research tasks (days)

Person	Lit review	Survey design & administration	Qualitative research	Analysis and drafting	Project management, client liaison
Kath Scanlon	4	5	5	12	12
Melissa Fernandez	4	2	10	9	4
Karen West	6	2	6	9	4
Mara Ferreri	12	8	28	25	5
Fanny Blanc	0	3	0	5	4
Chihiro Udagawa	0	2	0	10	0

Organigram of functions



A coordination of general research support; **B** supervision of statistical analysis

C supervision of literature review; **D** supervision of field work

E supervision of survey design; **F** coordination of core academic team and report production

Annex C

Contract Charges

The below table sets out the maximum charges that the Customer will be charged by the Supplier for the entire Contract term:

These charges shall remain firm for the duration of the Contract. The total capped cost is £122,050.00 including all expenses but excludes VAT.

Item No.	Stage	Tasks	Role (E.g As per Rate Card)	Discounted Day Rate	Days	Total Cost
1	Provide list of researches working on the project and make contact with the UK Cohousing Network;	Submission of list and establishment of contact with UK Cohousing network	Kath Scanlon - Managing Consultant	£850.00	1	£850.00
2	Deliver Literature Review;	Literature review	Kath Scanlon - Managing Consultant	£850.00	3	£2,550.00
		Literature review	Karen West - Managing Consultant	£850.00	5	£4,250.00
		Literature review	Melissa Fernandez - Principal Consultant	£750.00	3	£2,250.00
		Literature review	Mara Ferrari - Consultant	£550.00	8	£4,400.00
3	Check cohousing schemes selected for locally-led evaluations with MHCLG;	Selection process, survey (design and implementation), case studies (design and implementation)	Kath Scanlon - Managing Consultant	£850.00	15	£12,750.00

		Selection process, survey (design and implementation), case studies (design and implementation)	Karen West - Managing Consultant	£850.00	10	£8,500.00
		Selection process, survey (design and implementation), case studies (design and implementation)	Melissa Fernandez - Principal Consultant	£750.00	12	£9,000.00
		Selection process, survey (design and implementation), case studies (design and implementation)	Mara Ferrari - Consultant	£550.00	30	£16,500.00
		Selection process, survey (design and implementation), case studies (design and implementation)	Fanny Blanc - Consultant	£550.00	5	£2,750.00
		Selection process, survey (design and implementation), case studies (design and implementation)	Chihiro Udagawa - Junior Consultant	£650.00	2	£1,300.00
4	Final Research Product;	Meta analysis, drafting, submission of draft report, final report	Kath Scanlon - Managing Consultant	£850.00	16	£13,600.00
		Meta analysis, drafting, submission of draft report, final report	Karen West - Managing Consultant	£850.00	11	£9,350.00
		Meta analysis, drafting, submission of draft report, final report	Melissa Fernandez - Principal Consultant	£750.00	11	£8,250.00
		Meta analysis, drafting, submission of draft report, final report	Mara Ferrari - Consultant	£550.00	18	£9,900.00

		Meta analysis, drafting, submission of draft report, final report	Fanny Blanc - Consultant	£550.00	7	£3,850.00
		Meta analysis, drafting, submission of draft report, final report	Chihiro Udagawa - Consultant	£650.00	10	£6,500.00
Item No.	Other costs	One-off cost		Number of Items		Total Cost
5	Transcription of interviews and focus groups (cost per hour)	£ 75.00		40		£3,000.00
6	Honoraria for case study groups	£ 500.00		5		£2,500.00
TOTAL COST						£122,050.00

