

## DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

### Part 1: Letter of Appointment

CCSN18A13- Provision of Evaluation for the 'Safe and Connected' Trial

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:	CCSN18A13
From:	Home Office ("Customer")
To:	Research Works Limited ("Supplier")

Effective Date:	22/02/2019
Expiry Date:	End date of Initial Period 21/08/2019 End date of Maximum Extension Period N/A Minimum written notice to Supplier in respect of extension: N/A

Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: the Customer's Specification attached at Annex A and the Supplier's Proposal attached at Annex B; and
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Key Individuals:	REDACTED - Senior Policy Advisor REDACTED - Director
[Guarantor(s)]	N/A

Contract Charges (including any applicable discount(s), but excluding VAT):	£26,700.00
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Insurance Requirements	No additional requirements
Customer billing address for invoicing:	Invoices should be submitted electronically to post-room- REDACTED

Alternative and/or additional provisions (including Schedule 8(Additional clauses)):	N/A
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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:

REDACTED

Name and Title:

REDACTED

Signature:

REDACTED

Signature:

REDACTED

Date: 22<sup>nd</sup> February 2019

Date: 7<sup>th</sup> March 2019

## ANNEX A

### Customer Project Specification

#### 1. PURPOSE

- 1.1 Her Majesty's Government (HMG) and its partners are trialling an innovative early intervention scheme to strengthen the social connectivity of lonely older people, known as 'Safe and Connected'. The scheme sees postal workers calling on pre-selected clients who live on their normal postal delivery rounds and asking the clients a standardised set of five questions about their welfare. Client responses are referred via a digital solution to a locally employed 'hub connector.' If responses disclose need, 'hub connectors' then signpost clients to family, friends, neighbours or the local voluntary sector – we anticipate thereby diverting them from statutory services.
- 1.2 The scheme is being piloted in Liverpool, Whitby in North Yorkshire and New Malden in South-West London. We are aiming to recruit 100 clients in each trial area.
- 1.3 The key objectives of the Trial are to test whether this intervention is an effective means of strengthening the social connectivity of the target cohort and whether this can in turn have the effect of reducing loneliness, improving personal wellbeing and reducing fear of crime. The target cohort is people who identify as lonely and who are aged 65+.
- 1.4 The aim of the evaluation of the Trial is to measure whether Safe & Connected:
- Reduces fear of crime
  - Diverts need from statutory services
  - Reduces loneliness
  - Improves personal wellbeing
  - Strengthens social connectivity
- 1.5 By 'diverts need from statutory services,' we in particular mean to assess whether the Trial is delivering economic benefits and savings and whether it is impacting on 'hard to reach' groups. We also want to understand customer experience of the Trial.
- 1.6 Finally, we want to identify lessons learnt from the design and implementation of the Trial; and to assess the viability of expanding the Trial (including whether changes to the cohort / service offered would be necessary to make expansion viable).

#### 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Home Office is the lead government department for immigration and passports, drugs policy, crime, fire, counter-terrorism and police.
- 2.2 The Home Office is responsible for:
- 2.2.1 Working on the problems caused by illegal drug use
  - 2.2.2 Shaping the alcohol strategy, policy and licensing conditions

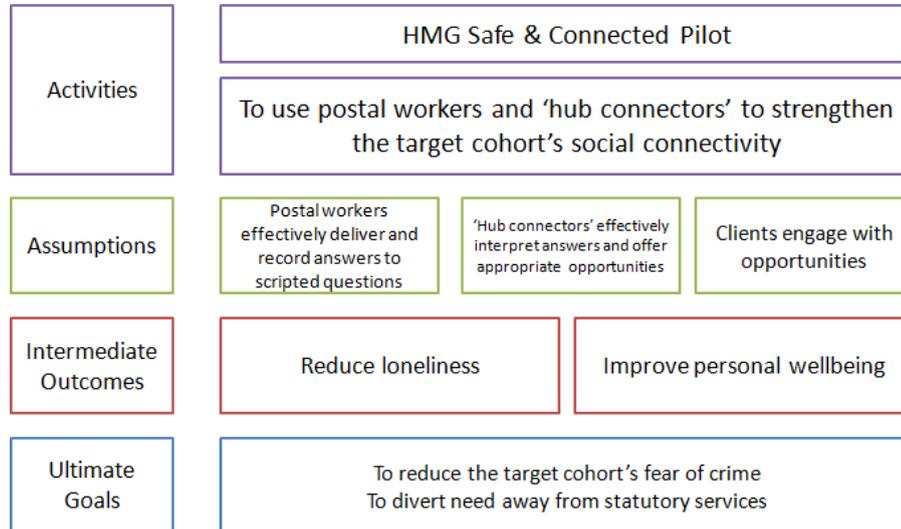
- 2.2.3 Keeping the UK safe from the threat of terrorism
  - 2.2.4 Reducing and preventing crime, and ensuring people feel safe in their homes and communities
  - 2.2.5 Securing the UK border and controlling immigration
  - 2.2.6 Considering applications to enter and stay in the UK
  - 2.2.7 Issuing passports and visas
  - 2.2.8 Supporting visible, responsible and accountable policing by empowering the public and freeing up the police to fight crime
- 2.3 The Home Office is overseeing delivery of the Trial in collaboration with Liverpool City Council, North Yorkshire County Council, Kingston Council, Royal Mail and the Jersey-based company Call and Check.
- 2.4 Her Majesty's Government (HMG) is committed to tackling loneliness, and the Prime Minister launched 'A connected society – A strategy for tackling loneliness' on 15 October 2018. As part of this strategy, HMG is taking forward a number of projects including this Trial.

### **3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

- 3.1 More than nine million of us say that we always or often feel lonely. Loneliness affects all ages but some groups are more impacted than others: people with a physical or mental health condition are three times as likely to report feeling lonely than those without (9% compared with 3%); more than eight out of 10 unpaid carers describe themselves as 'lonely or socially isolated' due to their caring responsibilities; and older people report the lowest levels of having someone to call if they wanted company or to socialise at 57%.
- 3.2 Loneliness has a significant impact on personal wellbeing. If you are lonely, you are:
- 3.4 times more likely to suffer depression
  - 1.9 times more likely to develop dementia in the following 15 years
  - 1.8 times more likely to visit a GP
  - 3.5 times more likely to enter local authority funded care
- 3.3 The London School of Economics estimates that over a 10-year period, the cost of loneliness to health and social care services would be in excess of £1,700 per person. Costs for older people who are severely lonely would be in excess of £6,000.

3.4 The Theory of Change for the Safe and Connected scheme is as follows:

## Theory of Change



## 4. DEFINITIONS

Expression or Acronym	Definition
Authority	means the Home Office.
HMG	means Her Majesty's Government
GP	means a doctor based in the community who treats patients with minor or chronic illnesses and refers those with serious conditions to a hospital.

## 5. SCOPE OF REQUIREMENT

- 5.1 The Authority requires an evaluation for the 'Safe and Connected' trial.
- 5.2 The Authority requires a Supplier who can deliver the requirement as detailed in Section 6 valued at a maximum of £28,300.00 (excluding VAT) over a six (6) month period.

## 6. THE REQUIREMENT

- 6.1 The Supplier shall be required to develop a methodology. This shall include both qualitative and quantitative elements and shall be designed to test whether the Trial has delivered against the research objectives set out in Section 1 above.
- 6.2 Quantitative data could derive from digital surveys, stakeholder interviews, together with online, face-to-face and telephone conversations with a sample of clients who have signed up to participate in the Trial.
- 6.3 The Authority anticipates that it will also include engagement with delivery partners. These partners include, but are not limited to, Liverpool City Council, North Yorkshire County Council, Kingston Council and Royal Mail. Engagement with partners will be facilitated in the first instance by the Home Office lead for the programme.
- 6.4 Qualitative data will in part derive from data being gathered by the 'hub connectors,' which will be made available to the independent evaluator to support both ongoing monitoring and the writing of the final report, subject to data protection and safeguarding restrictions. 'Hub connectors' will gather this data by means of collating responses to the questions postal workers ask on the doorstep (see Annex A), together

with responses to bespoke questionnaires they have asked clients at the start of the scheme and will ask at the end of the scheme. A dip-sample of 10 clients per site will also be asked the same questionnaire at mid-point (see Annex B). The evaluation could also include devising and conducting a questionnaire with a dip-sample of clients regarding customer experience of the Trial (see Annex C for the topics the Authority would like to be covered as part of this element of the evaluation).

6.5 The target cohort is:

- Aged 65+
- Identify as lonely
- Live in one of the Trial sites
- Agree to participate and has capacity to so agree

6.6 In designing the Trial, the Authority has used the following measures:

- Reduces fear of crime using a bespoke question set drawn from the Office of National Statistics Harmonised Concepts and Questions for Social Data Surveys – Crime and Fear of Crime (see Annex B)
- Diverts need from statutory services using local authority data sets
- Reduces loneliness using the UCLA 3-item Loneliness Scale and a question from the English Longitudinal Survey of Ageing (see Annex B)
- Improves personal wellbeing using the Warwick-Edinburgh Mental Wellbeing Scale
- Strengthens social connectivity using a bespoke question set drawn from the Office of National Statistics 23-item social capital indicator set (see Annex B)

6.7 It will be open to the Supplier to use these or any other such measures as they conclude are best suited to measure delivery against the research objectives.

6.8 The Authority is also interested in learning how the question sets devised perform in the field and how well they enable the Authority to measure performance against the objectives.

6.9 In any event, the Supplier will be required to work with local authorities to devise meaningful measures of whether the trial scheme diverts need away from statutory services. By ‘diverts need from statutory services,’ the Authority means an assessment of whether the trials are delivering economic benefits and savings and whether they are impacting on ‘hard to reach’ groups.

## 7. KEY MILESTONES AND DELIVERABLES

7.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Initial Report	No later than 31/03/2019
2	Draft Final Report submitted to Home Office	No later than 10/05/2019
3	Home Office and Delivery Partners to share comments on draft final report	No later than 24/05/2019
4	Final Report issued	No later than 14/06/2019
5	Presentation on Final Report to Project Board/Strategic Oversight Board	No later than 28/06/2019

## 8. MANAGEMENT INFORMATION/REPORTING

8.1 There is a regular project board meeting with representation of each of the partners at official level and a senior level strategic oversight board, with representatives of each of the partners delivering the trials, together with senior representation from organisations including the National Police Chiefs' Council and the Association of Directors of Adult Social Services. The successful Supplier will be invited to present to the project board at the beginning of the evaluation period.

8.2 The Supplier will be required to outline the outputs they consider will best deliver against the research objectives. The Authority expects as a minimum:

8.3 Initial report (date as detailed in Section 7)

- Initial findings on whether the trials are delivering against the key objectives
- Progress check on developing final report

8.4 Final report (date as detailed in Section 7):

- Assess whether the trials have delivered against the key objectives
- Assess whether the trials have delivered economic benefits and savings
- Assess whether the trials have impacted on 'hard to reach' groups
- Report on customer experience
- Identify lessons learnt from the design and implementation of the Trial
- Assess the viability of expanding the Trial (including whether changes to the cohort / service offered would be necessary to make expansion viable, and whether lessons could be learnt from other models being trialled internationally)

- Presentation on the final report in person to the Safe & Connected Project Board and/or Strategic Oversight Board (one presentation – date as detailed in Section 7))

## **9. VOLUMES**

- 9.1 This is a Call Off contract and as such the Contracting Authority cannot guarantee volumes of work.
- 9.2 REDACTED

## **10. CONTINUOUS IMPROVEMENT**

- 10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 The Supplier should present new ways of working to the Authority during monthly Contract review meetings.
- 10.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## **11. SUSTAINABILITY**

- 11.1 As per the Framework agreement.

## **12. QUALITY**

- 12.1 The Final Report should be of sufficient detail and quality to provide robust recommendations on the potential for expanded roll-out of the scheme, and to provide data to allow effective cost-benefit analysis in other local areas.
- 12.2 The Reports should present data and recommendations clearly and concisely.
- 12.3 The Potential supplier shall provide sufficient assurance on the strength of the analysis to the Project Board.

## **13. PRICE**

- 13.1 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

## 14. STAFF AND CUSTOMER SERVICE

- 14.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 14.3 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.

## 15. SERVICE LEVELS AND PERFORMANCE

- 15.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescales	The entire work as detailed in this specification shall be completed within the Milestones as detailed at Section 7	100%
2	Quality levels	The entire work as detailed in this specification shall be completed to the Quality detailed at Section 12.	100%

- 15.2 Where the Authority identifies poor performance against the KPIs, the Supplier shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than 5 working days from the date of notification at the Authority's premises.
- 15.3 The Authority agrees to work with the Supplier to resolve service failure issues.
- 15.4 However, it will remain the Supplier's sole responsibility to resolve any service failure issues.
- 15.5 The Supplier is responsible for the performance of the Contract by any sub-contractors or other agents working on behalf of the Supplier. The Supplier is to deal with any issues relating to any sub-contractors or other agents working on behalf of the Supplier, this however does not exclude sub-contractors or other agents working on behalf of the Supplier from attending any Contract Monitoring meeting or contributing to any report where it is appropriate for such sub-contractors or other agents to do so.

- 15.6 If any sub-contractors or other agents working on behalf of the Supplier are found unsuitable, for whatever reason, the Supplier is to engage with the relevant sub-contractors or other agents to broker a resolution.
- 15.7 If the Authority decides to terminate the contract early the Supplier must conduct a handover with the Authority in order for the contract to be passed on to a new Supplier. The Supplier must provide the Authority with all research results to date and will be required to dispense with all research results held on any internal systems.

## **16. SECURITY AND CONFIDENTIALITY REQUIREMENTS**

- 16.1 All research must be conducted to Market Research Society (MRS) code of conduct standards or local equivalent where appropriate.
- 16.2 The Supplier must adhere to the General Data Protection Regulation (2018) (GDPR) relating to collecting and storing respondent details. It will be the Supplier's responsibility to ensure any subcontractors adhere to these standard while completing work under this contract.
- 16.3 All outputs as a result of the contract will be confidential and not shared without the express permission of the Authority. It will be the Supplier's responsibility to ensure any subcontractors used to complete work under this contract adhere to the required confidentiality clauses stated in the framework contract and call-off contract. Additionally the Supplier will have the responsibility to ensure all subcontractor work upholds the confidentiality agreement with the Authority stated in the framework contract.

## **17. PAYMENT AND INVOICING**

- 17.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 17.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 17.3 Invoices should be submitted electronically to [REDACTED](#) and [REDACTED](#), and in hard copy to: Home Office Shared Service Centre, HO Box 5015, Newport, Gwent NP20 9BB, United Kingdom.
- 17.4 REDACTED

## **18. CONTRACT MANAGEMENT**

18.1 Attendance at Contract Review meetings shall be at the Supplier's own expense.

## **19. LOCATION**

19.1 The location of the Services will be carried out at the supplier premises. Oversight of this evaluation will be from the Home Office at REDACTED. Face-to-face engagement with local delivery partners in New Malden, Liverpool and Whitby will be required. Detail on the Trial sites is at Annex D.

REDACTED TEXT

**ANNEX B**

**Supplier Proposal**

REACTED TEXT

REDACTED

## **Expertise**

### **5.2.1 REDACTED**

**5.2.2 Knowledge of the adult care sector**

REDACTED

**5.2.3 Knowledge of loneliness and social isolation**

REDACTED

**5.2.4 Experience in working with older people and understanding of safeguarding responsibilities**

REDACTED

- REDACTED

### **Ethical considerations**

- REDACTED

### **5.2.5 Experience in project management**

REDACTED

## Part 2: Contract Terms



Contract Terms v6.0