

DPS SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

IFF Research Ltd
St Magnus House
3 Lower Thames Street
London
EC3R 6HD

Dear REDACTED

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 16/02/18.

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

Order Number:	CCZZ18A35
From:	Department for Work and Pensions ("Customer")
To:	IFF Research Ltd ("Supplier")
Effective Date:	18/01/2019
Expiry Date:	End date of Initial Period: 17/03/2022 End date of Maximum Extension Period: 17/01/2023 Minimum written notice to Supplier in respect of extension: 4 weeks
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.
Key Individuals:	Customer: REDACTED Supplier: REDACTED



Guarantor(s)	N/A
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Contract Charges (including any applicable discount(s), but excluding VAT):	Day rates: REDACTED Capped costs: REDACTED PAYMENT REDACTED
Insurance Requirements	Please refer to Framework RM6018 Research Marketplace Dynamic Purchasing System terms and conditions.
Customer billing address for invoicing:	REDACTED

Alternative and/or additional provisions (including Schedule 6 (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:

Name and Title: REDACTED

Signature:

Date:

For and on behalf of the Customer:

Name and Title: REDACTED

Date:

ANNEX A

Customer Project Specification

Issued on 30/08/2018, an extract of which can be seen below.

1. BACKGROUND TO REQUIREMENT

1.1 Background:

1.1.1 Previous evidence on the link between couple relationships and child outcomes concluded that, children growing up with parents (whether they are couples or separated partners) who have good-quality relationships, with low parental conflict, tend to enjoy a wider range of better future outcomes. These outcomes span mental and physical health, and educational attainment. More specifically the research also found that the couple relationship has a significant impact on the parenting behaviours of the individual couple members, as well as on the mental health and longer-term outcomes for the child.¹

1.1.2 The Customer analysis also shows relationship distress is almost three times as prevalent in workless couple-parent families compared to when both parents are working. Parents experiencing relationship distress are more likely to separate – and children whose parents have recently separated are eight times more likely to live in a workless family than those whose parents have stayed together.²

1.1.3 The 2016 Early Intervention Foundation review³ revealed that there are a number of international (UK and non-UK) interventions which have the potential to help improve aspects of the couple relationship, including patterns of interaction and communication, benefitting improved parenting practices and promoting more positive outcomes for children. However there is limited evidence on the extent to which these interventions are applicable for workless families and in a UK context (for previously non-UK interventions).

1.2 Scope of Reducing Parental Conflict Programme:

1.2.1 The RPCP (announced in 2017⁴) is designed to transform the way that support is provided to vulnerable parents in conflict. It aims to help avoid the damage that parental conflict causes to children, supporting the embedding of evidence-based

¹ Harold et al. (2016) What works to Enhance Inter-Parental Relationships and Improve Outcomes for Children. London: Department for Work and Pensions.
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/509368/what-works-to-enhance-inter-parental-relationships.pdf

² DWP 2017
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/621364/improving-lives-helping-workless-families-web-version.pdf
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/692327/parental-conflict-indicator-2011-12-to-2015-16.pdf

³ Harold et al (2016) What works to Enhance Inter-Parental Relationships and Improve Outcomes for Children. London: Department for Work and Pensions.
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/509368/what-works-to-enhance-inter-parental-relationships.pdf

⁴ DWP 2017
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/621364/improving-lives-helping-workless-families-web-version.pdf

parental conflict support into local support for vulnerable families. It is designed to achieve this by:

- Testing nine promising face to face interventions with families in four areas to understand better what works, in what circumstances and for who, in the UK.
- Ensuring longer term sustainability in all English LAs by:
 - Funding development of LA capability to assess need and design local responses;
 - Building front-line capability through training local staff;
 - Sharing lessons learned and ongoing dissemination of the evidence base.
- Building evidence for digital delivery of support for parental conflict based on user insight, through commissioning innovative approaches.

1.2.2 This is why it will be critical for the evaluation to generate learning that can be shared with local areas and the Programme during its implementation, to ensure that we learn how it is being delivered, what's working, and how it can be improved.

1.2.3 The programme will be delivered through four major strands of activity: Face-to-face interventions, Training (strategic leadership training for managers and commissioners, training for frontline practitioners and relationship support professionals) and Local integration and exploration of Digital support.

1.2.4 The Training and Local Integration strands will be implemented across England, however, the Face-to-Face strand will be limited to the 31 local authorities within the Contract Package Areas. The digital strand will test approaches to supporting disadvantaged families which could be accessed across England.

1.2.5 Timings:

- The Face-to-Face strand of the RPCP will run from April 2019 until March 2021, whereupon the Customer involvement will end (the last referral will be 31/03/21). Assumption is that at this point the Customer will withdraw, but contingency is in place in case this is not a possibility.
- The Training strand of the Programme will run from January 2019 until March 2020 whereupon the Customer involvement will end. The commercial framework may remain open for longer than this to allow LAs to continue to draw down training.
- For the Local Integration strand of the RPCP the Integration Leads are already in place (as of June 2018), and the Customer involvement will end in March 2020.
- The timings of the Digital strand of the Programme are provisionally from April 2019 until March 2020.

1.3 Face to Face Support:

1.3.1 The face-to-face provision aims to ensure evidence based parental conflict interventions are more widely available to ultimately improve children's outcomes, building capacity and supply in the sector.

1.3.2 The target group for the face-to-face interventions are workless parents (both intact and separated couples) and other parents identified as disadvantaged by groups of local authorities in four geographical locations known as contract package areas (CPAs). The lead local authorities for these areas will be Dorset, Gateshead, Hertfordshire and Westminster; Annex 2 provides a complete breakdown of each area.

1.3.3 Potential participants for the face-to-face support will be identified through three ways:

- Frontline practitioners who are providing local services to families (whether the services are delivered by the Local Authority or commissioned services and / or delivered by partner organisations and voluntary groups) will be responsible for identifying parents and referring them to the RPCP provision using a referral stage questionnaire. The referral stage questionnaire will be developed by the Customer for use by the above-mentioned frontline practitioners. This will be one of the main methods of collecting the outcome data for the evaluation.
- Providers of the interventions can also source and signpost potential participants to the local authority who will then be required to undertake the referral stage questionnaire with them.
- Parents will also be able to self-refer to the face-to-face interventions, CPA leads are planning marketing material for parents.

1.3.4 The face-to-face support will be delivered through interventions designed to address parental conflict using a mix of group workshops and couple sessions supporting either separated or intact couples. The nine interventions are listed in the table below and will support parents to address the issues inter-parental conflict can cause the child. The interventions provide two different levels of support: moderate intensity and high intensity. The referral stage questionnaire completed by parents (with the support of frontline practitioners if required) will measure levels of parental conflict and will also determine the level of intervention which will be provided.

1.3.5 Each Contract package area has been involved in the process for allocating the interventions, to help support their local needs. This ensures a diverse mix of intervention types and that all participants (intact and separated couples) are supported. Information on which interventions have been selected by which CPA is below:

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1.4 Training:

1.4.1 The training provision aims to help the local authorities to deliver effective support to reduce parental conflict. This will be in the form of:

a) *Strategic Leadership Support (SLS)* – facilitated learning opportunities for managers and commissioners, providing strategic oversight and planning for LAs

to develop and build local capacity to reduce parental conflict. More specifically, the strategic leadership support is to help local authorities to understand the evidence, assess the need and determine what is required from both a preventative and reactive perspective to help reduce conflict and improve relationship quality. SLS support will be agreed with the Local Authority and may include attendance at workshops and meetings, presentations and ad-hoc advice.

b) *Frontline Practitioner Training* – to support frontline identification of parental conflict with the intention to offer appropriate advice and signpost people for remedial action through interventions and other available services. Practitioner training aims to fill the gaps in family support professionals' knowledge so they understand the value and effectiveness of reducing parental conflict and to build their skills and confidence in discussing relationship difficulties with parents. It is intended for the training to be delivered in a Multi-agency Setting, and though a blended learning process, including a train the trainer option.

c) *Training to Deliver the Face-to-Face Interventions* – The Customer is building the evidence base of which interventions are successful in reducing parental conflict and improve outcomes for children; The Customer will provide training for professionals working with LAs on these interventions. This strand is likely to draw in part on interim evidence from this evaluation.

1.4.2 This training will be available to 150 top_tier and unitary English authorities. However, the awareness raising training (b) will be initially prioritised in CPA and Alcohol Innovation Fund areas.

1.5 Local Integration:

1.5.1 The local integration element of the Programme aims to encourage all local areas to consider the reducing parental conflict evidence base and design a place based integrated system response which works for them locally and integrates RPC into existing provision for families to reduce parental conflict in local areas.

1.5.2 To support local areas in this integration, the Customer has recruited a team of regional integration leads, who will provide expert advice and support to local authorities and their partners, and maximise the opportunities that will arise from the RPC Programme.

1.5.3 To help local areas to understand what works and integrate these approaches into local services, the Customer are working closely with the What Works Centre, run by the Early Intervention Foundation to share the existing evidence base around parental conflict, and build this further.

1.5.4 The Customer will be assessing current levels of integration of services to reduce parental conflict over the coming months to enable us to anticipate and measure expected levels of integration progress. [This will feed into the Customer's internal base-lining research].

1.5.5 A strategic and operational planning tool, currently known as the RPC maturity matrix, has been co-produced with the Early Intervention Foundation and a small number of Local Authorities, to support local areas assess and report back to the RPC Programme, their integration progress, highlighting strengths and areas for development. Local Authorities are encouraged to use this tool. The maturity

matrix will be shared with the Supplier. This evidence may also be used to feed into the evaluation.

1.6 Digital:

1.6.1 The digital provision of the RPCP aims to offer digital support to parents to help reduce conflict in their relationships. However, the full scope of this strand still has yet to be defined, and will largely depend on the outcome of ongoing User Research. The evaluation of this strand will not be conducted as part of this Contract.

1.6.2 The policy intent for the digital strand of the RPCP is; to enable more disadvantaged families who are experiencing parental conflict to access digital support themselves by strategically influencing the digital market delivering parental conflict support by;

- Investing in digital innovation; and
- Enabling parents to engage earlier to access Digital support to identify and address parental conflict

1.6.3 A national digital offer to reduce parental conflict will be available to all parents, however in particular it must engage and maintain engagement with low income low educational attainment families / disadvantaged families. A future provider of the digital offer must be able to demonstrate how they will place support these families go online, in a format that engages them and which uses language and design which maintains engagement in order to positively influence behaviour.

2. DEFINITIONS

Expression or Acronym	Definition
CPA	Contract Package Area. This is the term used to describe each of four geographical areas composed of local authorities where the Customer funded F2F services will be available RPCP.
DWP	Department for Work and Pensions
F2F	Face-to-Face provision
Front Line Practitioner	Those who work in front line services, such as health visitors and early years' services, who are associated with the Local Authority.
LA	Local Authority
NINO	National Insurance Number
Participants	Parents or expectant parents who may potentially benefit from Reducing Parental Conflict Programme support.
Programme	The overall DWP Reducing Parental Conflict Programme, of which the Face to Face provision forms one part.
Provider	The generic term used to describe Providers providing Face to Face Interventions to reduce parental conflict and Providers providing the Training to managers/commissioners, practitioners and relationship support professionals. This includes all sub-contractors involved in service delivery under the prime Provider procurement model.
RPCP	Reducing Parental Conflict Programme.

3. SCOPE OF REQUIREMENT

3.1 The main objectives for the research are:

- To provide evidence on the implementation and delivery of the face-to-face provision
- To examine whether training has changed practice on the ground in terms of the identification, support available and the extent to which practitioners feel skilled to deliver support/interventions.
- To examine whether and how local authorities have integrated elements of parent conflict support into mainstream services for families.

3.2 There are three strands to the evaluation, mirroring the strands of the Programme: face-to-face provision, training, and management of local integration. Each strand of the evaluation will be evaluating the corresponding Programme strand, although there will be overlap in some of the methods.

3.3 Some elements of the evaluation will be measured and analysed in-house by the Customer, the majority however, will be commissioned externally for data collection

and analysis. The data from the referral stage questionnaire for the face-to-face provision will be collected (by frontline workers in local areas) and will be analysed in-house by the Customer, as will the baseline study of local authorities. The rest of the evaluation, will be externally commissioned. Full details on what data will be collected and evaluated and by whom are in the methodology section of this Annex.

- 3.4 The in-house and externally commissioned elements of the evaluation will be brought together into the final report due September 2021. The Customer will write up the in-house analysis and send it to the Supplier who will combine combining these two elements and produce the final report (in the format specified in the Customer style guide).
- 3.5 The table below outlines the key research objectives relating to each strand and the overarching research questions underlying these:



Strand Objective	Research Questions for each strand
<p>Face to Face:</p> <p>Aims to provide evidence on the implementation and perceived impact of the face to face interventions on parental conflict. This information will then be used to help local authorities to make informed, evidence-backed decisions on which programmes they should commission in the future. The evaluation will also provide valuable early learning on the effectiveness of the referral gateway, in terms of ensuring sufficient volumes for the Programme.</p>	<ol style="list-style-type: none">1. How has the RPCP changed the support available for parental conflict in each area and is it integrated with mainstream services for families? [This will be in part answered by the Customer's in-house baseline study of LAs].2. Is the identification, referral and recruitment of parents working effectively and how it can be improved at a CPA/ local authority level?3. How were the face-to-face interventions delivered? Are there any improvements that can be made to the delivery of the face-to-face provision?4. What is the take up, retention and completion of the interventions and are there any lessons that can be learned?*5. What is the perceived impact of the face-to-face interventions on reducing parental conflict?6. What are the employment outcomes of the parents who took part in the interventions?*



<p>Training:</p> <p>Aims to examine whether training with practitioners and relationship support professionals has changed practice on the ground, in terms of the identification, support provided and the extent to which practitioners feel skilled to deliver support. The information gathered will be used to inform policy and local authorities which training should be commissioned in the future.</p>	<p>All strands of training:</p> <ol style="list-style-type: none"> 1. How was the training delivered and how can the training be improved? <p>Strategic leaders/commissioners training:</p> <ol style="list-style-type: none"> 2. Has the training for managers/commissioners changed decision making about the type and range of support available for parents in conflict in local areas? How? <p>Practitioner/awareness raising training:</p> <ol style="list-style-type: none"> 3. What perceived impact did the training have on practitioners' confidence and ability to identify and support parents in conflict? <p>Training relationship support professionals to deliver face to face interventions:</p> <p>What perceived impact did the training have on relationship support professionals' confidence and ability to deliver interventions to parents in conflict?</p>
<p>Local Integration:</p> <p>Aims to examine whether and how local authorities have integrated support to reduce conflict into mainstream services for families. The information gathered here will be used to assess the success of the programme, how far the intended transition to local commissioning has been made.</p>	<ol style="list-style-type: none"> 1. What provision is available in local areas (CPA and non CPA) to address parental conflict? [This will be answered in part by the Customer's in-house baseline study of LAs] 2. How has local transformation/integration been implemented in different areas? 3. What is the role of the integration leads and how do they work with their local areas? 4. Has the RPCP changed the support available for parental conflict in each area? How has it changed the type of support provided, how support is delivered and is it integrated with mainstream services for families? 5. What role has the RPCP training played in enabling local integration?

3.6 Theory of Change

3.6.1 The Supplier shall produce a theory of change for the evaluation of the RPCP, as part of the initial stages of this project. This will inform the Supplier's understanding of the different elements/strands of the PRCP and also aid development of the research instruments for the evaluation.

4. THE REQUIREMENT

4.1 Methodology

4.1.1 In order to meet the aims and objectives of this research the Customer envisages that this project will involve a range of methods. For each strand of the evaluation it will involve various different methods in order to best ascertain the information required. Some methods will be used to gather data for more than one strand and more than one research question.

4.1.2 **Management information data:** A wide range of individual level MI data will be collected on participants of the face to face interventions, including personal and special category data. See Annex 1 for the full list of data; who will collect it and at what stage.

4.1.3 Below is a table which shows a high-level overview of the evaluation. For each strand it shows who the expected research participants are, the expected method of data collection, who is responsible for collecting the data and who is responsible for analysing the research data.

		Data required to be collected by the Supplier			Data collection by the Customer	Data collection by CPAs, Providers and the Supplier	Data analysis conducted by:
Strand	Expected Research Participants	Quant	Qual	Longitudinal Qual	Internal Baseline Study	MI Data	
F2F	Local Authorities and CPA Areas				Yes		The Customer
	Providers	Yes	Yes				The Supplier
	Delivery Staff		Yes				The Supplier
	Frontline Referral Staff			Yes			The Supplier
	F2f Programme Participants (Parents)	6 Month Foll		Yes		Yes	the Customer (quant)



		ow- Up					the Supplier (qual)
	Participants Who Dropped Out	Yes					The Supplier
Training	Managers and commission ers		Yes				The Supplier
	Practitioner s	Yes (up to 3 poin ts in time)	Yes				The Supplier
	Relationship support professional s	Yes (2 poin ts in time)					The Supplier
Local Integratio n	Local Authorities (includes CPA and non CPA areas Same baseline study as f2f strand)				Yes (Same baseline study as f2f strand)		The Customer
	Senior LA Staff (Covers All Strands)	Yes (2 Poin ts in Tim e)		Yes			The Supplier
	Integration Leads			yes			The Supplier

4.2 In-House evaluation work: There will be two elements of the evaluation which will be carried out by the Customer. These are:

- **Internal baseline research with local authorities and CPA areas on existing parental conflict provision.**

This will provide information for both the face-to-face strand and the local integration strand on what provision already exists to address parental conflict, across CPA and non CPA areas, to provide an understanding of the landscape against which the Programme is being implemented. This will enable the Customer to examine whether the availability of provision has changed overtime and how.

- **Internal analysis of MI data to examine:**

- The characteristics of those taking part and those who drop out.
- Changes in outcomes (parental conflict and wider measures).
- These outcome measures will be collected from parents (via surveys administered by frontline workers and Providers) at various stages.
- Pre-intervention
 - At the referral stage (by frontline workers)
 - At an initial assessment stage (by Providers)
- Post intervention
 - On completion of the intervention (by Providers)
 - Approximately 6 months on (by the Supplier)
- Annex 1 sets out the full details of the MI data collection.

It is expected that the impact analysis will be conducted in-house by the Customer (with the data analysed internally). Un-anonymised data (with participant IDs) from the 6 month quantitative survey of participants, will be transferred securely by the Supplier to the Customer, to enable the Customer to undertake analysis of the full set of outcome data. This outcome data will be written up the Customer and fed into the final report drafted by the Supplier. It should be noted that although national insurance numbers will be collected from participants, to allow sufficient time for a change in employment outcomes, this will be analysed internally after the commissioned research is complete.

4.3 Proposed methodology for the externally commissioned research:

4.3.1 The fieldwork elements proposed below are to be considered deliverables for the Contract.

4.3.2 Face-to-face Strand:

This strand aims to provide evidence on the implementation and perceived impact of the face-to-face interventions on parental conflict. There are number of elements to the methodology of the face-to-face provision:

- **Survey of Providers:** The Supplier shall provide an overview of what type of interventions have been made available in each area. This will include gathering information about what they have set up as part of their programme (for example: staffing, locations; additional facilities (e.g. crèches), number of sessions provided;

marketing etc), as well as information on how the interventions were delivered, (e.g. the format, any barriers or obstacles, what needs improving).

- **Qualitative interviews with Providers/delivery staff:** The Supplier shall undertake these interviews to provide more depth of information on the identification and referral process for the interventions (i.e. their perspective on how this has been conducted, potential delays, the suitability of participants being referred etc), the take-up, retention and completion of the interventions as well as the delivery and operation of the interventions and whether any improvements can be made.
- **Longitudinal qualitative interviews with frontline referral staff:** The Supplier shall provide information on the identification, referral and recruitment process and how well they are working. By speaking to a range of frontline referral staff (e.g. early year's workers, midwives) it would offer a comparison of opinion and experiences by professional background and insight on process variation across areas, and professional co-operation with other LAs in the CPAs. Longitudinal interviews will allow the Customer to see whether views and experiences of frontline referral staff have changed over the course of the Programme and the running of the face-to-face interventions, and if staff have learnt any lessons over time to improve the referral process and build volumes.
- **Longitudinal interviews with participants who have taken part in the programme:** The Supplier shall gather the valuable views and perspectives of participants about the delivery of the interventions and their experiences of taking-up and completing the intervention (e.g. features of successful practice) and the perceived impact of the face-to-face interventions on reducing parental conflict. This information will complement the interviews and surveys with Providers and staff involved in the delivery and implementation of the interventions. The longitudinal aspect of the interviews will gather information on the longer-term effects of the interventions (including whether there is a perceived impact on child outcomes and parental mental health), as a key part of the programme is to achieve sustained reduced parental conflict.
- **Quantitative six month follow-up phone survey with participants who have taken part in the interventions:** The Supplier shall conduct a follow-up survey with participants to collect MI data, parental conflict measures and wider outcome measures (such as child outcomes, mental health and/or parenting). This will supplement the MI data gathered immediately before and after participants undertake the interventions, as the Customer would like to examine whether there is a sustained change in their outcomes. Please see stage 4 in Annex 1 for more information.
- **Survey with participants who have dropped out of the interventions:** The Supplier shall conduct a short survey with parents who have dropped out of the interventions, aiming to gather information on the reasons for drop-out, (e.g. barriers to take-up, retention and completion of the interventions, and whether there are any lessons to be learned).

Sampling:

Strand	Expected Research Participants:	Method of data collection:	Sample:	Representative sample:	Who provide sample:	will the



F2F	Providers	Quantitative	All Providers	Census	The Customer will provide the Supplier with the contact details, in order to conduct the survey of all Providers.
	Providers	Qualitative	Small number of managerial staff from all/most Providers.	No	The Customer will provide the Supplier with the staff contact details for the interviews/or drawn from quant. Survey.
	Delivery Staff	Qualitative Interviews	Small number of staff interviewed across all/most of the 9 interventions	No	Providers/quantitative survey of Providers
	Frontline Referral Staff	Longitudinal Qual	Range of frontline staff interviewed across a sample of the 4 CPAs	No	Local Authorities
	F2F programme participants	Longitudinal Qual	Sub-sample of participants across all/most of the interventions.	No	Providers will collect the contact details of participants at the start of the interventions. The Supplier will advise the Provider about the survey sample required. The Provider will then draw the sample of programme participants, on behalf of the supplier.
	F2F programme participants	Quantitative (6 month follow-up survey)	Yes	Yes For the purpose of costing the survey, the Customer has assumed 2000 phone interviews in total.	Provider
	F2F participants	Quantitative	Sample of participants	No	Providers will ask at the initial

	who dropped out				assessment questionnaire stage whether participants consent to take part in follow-up research. These details will then be sent to the Supplier.
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*This table excludes the Baseline Study with LAs and CPAs because it will be conducted in-house by the Customer.

4.3.3 Training Strand:

This strand aims to examine whether the three types of training: strategic leadership support, practitioner training and relationship support professional training, have changed practice on the ground in terms of the identification, support provided and the extent to which practitioners feel skilled to deliver support/ the interventions. Additionally, the perceived impact of the strategic leadership training on managers/commissioners' decisions about the type and range of support available to reduce parental conflict in local areas.

- **Qualitative interviews with managers and commissioners:** The Supplier shall provide information on the views and experiences of managers and commissioners in a sample of local areas, regarding the training and whether it has changed decision making about the type and range of support available for parents in conflict in their local areas.
- **Online survey of practitioners:** The Supplier shall provide information on how the practitioner training was delivered, the views and experiences of practitioners who received the training, whether there could be any improvements to the training and what the perceived impact was on practitioner's confidence and ability to identify parents in conflict. This survey will be repeated up to three points in time to see whether the views and experiences of the training have changed over time.
- **Qualitative interviews with practitioners:** The Supplier shall provide more in-depth information on the views and experiences of the awareness training, (on the delivery of the training for example) as well as the perceived impact of the training on practitioners' confidence and ability to identify parents in conflict and the practitioners' confidence and ability to provide support for parents in conflict.
- **Online survey with relationship support professionals:** The Supplier shall provide information on how the training to relationship support professionals was delivered, the views and experiences of relationship support professionals who received the training, whether there could be any improvements to the training and what the perceived impact of the training was on relationship support professionals' confidence and ability to deliver interventions to parents in conflict. By conducting this survey twice it will allow for views and experiences to be tracked over time.



Sampling:

Strand	Expected Research Participants:	Method of data collection:	Sample:	Representative sample:	Who will provide the sample:
Training	Managers and Commissioners	Qualitative	A range of managers and commissioners from across the local authorities	No.	Local authorities
	Practitioners	Quantitative (up to 3 points in time)		Yes For the purpose of costing the survey the Customer have assumed 3000 respondents in total (over up to 3 waves of the survey). The Customer will provide further details about the sample once the population and types of training modules available, have been defined.	Local authorities
	Practitioners	Qualitative		No	Local authorities
	Relationship Support Professionals	Quantitative (2 points in time)		Yes For the purpose of costing the survey, the Customer has have assumed 900 respondents over the 2	Local authorities

				<p>waves of the survey.</p> <p>The Customer will provide further details about the sample required, once the population/training modules available have been defined.</p>	
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4.3.4 Local Integration Strand:

This strand aims to examine whether and how local authorities have integrated elements of parental conflict support into mainstream services for families.

- Online survey of senior LA Staff (likely to be Troubled Families Coordinators in each area):** The Supplier shall provide LA level information on all the strands of the Programme. For example on the F2F strand, about the referral and identification process, for Training strand about what type of training was purchased by LAs and some of the effects of the training for managers and commissioners, and for the Local Integration strand on how the local integration has been implemented in different areas and what progress has been made over the life of the Programme against the intended local integration aims for their areas. A survey run at two different points in time would provide information on the progress of local integration.
- Longitudinal qualitative interviews with senior LA staff:** The Supplier shall provide in-depth information on the views and experiences of LA staff on the implementation of the different strands of the RPCP and the integration of the new support in their local areas. These interviews will also be used to gather information on the F2F strand of the evaluation, as the Customer would like to know the viewpoints of LA staff on the referral process (e.g those who may be involved in coordinating activity from across the local areas to understand the strategic approach taken to referral, building volumes and the parental conflict provision across the area) and can any lessons be learned. The longitudinal aspect of these interviews would allow the Customer to see whether the views of senior LA staff have altered over time. The range of staff involved is likely to vary by area, according to local partnership working, but this may include senior leads from some of the following services: adult and children's services, public health, health visiting service, police, domestic abuse services, housing providers, local housing authority, schools, early year's settings or money advice services.
- Longitudinal qualitative interviews with Integration Leads:** The Supplier shall conduct interviews with Integration Leads to gather information on how the integration leads interpreted their role and how they implemented local integration in their area. As well as how they are working with and across to support each other and ensure local integration. The longitudinal aspect would allow the Customer to see whether views and progress had changed over time.

Sampling:

Strand	Expected Research Participants:	Method of data collection:	Sample:	Representative sample:	Who will provide the sample:
Local Integration	Local staff LA	Quantitative	To cover all LAs. Strategic or Senior lead in each local authority approx. 150.	Census. Non and non CPAs All LAs regardless of whether taking part in F2F strand or not.	Local authorities/ the Customer
	Local staff LA	Longitudinal Qual	Multiple staff across a sample of local authorities	Small number of staff across a sample of local authorities regardless of whether taking part in F2F strand (i.e. CPA and non CPA)	Local authorities
	Integration Leads	Longitudinal Qual	Approx. 6 interviews.	All integration leads	the Customer

4.4 Analysis

4.4.1 With the exception of the baseline study of local authorities and CPAs and the MI data, all other research shall be analysed by the Supplier.

4.5 Outputs required

4.5.1 The Supplier shall work closely with nominated officials in the Customer in designing and implementing the evaluation keeping them informed of progress and involving them in key decisions. Through the project manager, the Customer policy officials and analysts will have the opportunity to comment on and approve research tools, including the questionnaire/topic guides, and outputs, including the datasets and report. The Supplier shall wait until they receive final sign-off from the project manager before submitting/using any research outputs.

4.5.2 The Supplier shall deliver the following outputs:

- A full proposal for the research, agreed with and signed off by the Customer.

-
- Fieldwork materials signed off by the Customer.
 - Regular progress review meetings (likely to be fortnightly meetings – the frequently of which will be reviewed by the Customer depending on the stage of the project) by telekit. This will include highlighting any key risks to the delivery of the research.
 - The Supplier shall meet with the Department at key points in the contract, for example, at the start of the project to finalise the research approach; to agree a key piece of fieldwork; or to present findings. The Customer anticipates envisage 4 to 5 meetings throughout the project. These will take place in London and will be attended at the Supplier's own expense.
 - A presentation setting out the evaluation proposal at the launch of the RPCP in spring 2019, to engage policy colleagues and stakeholders with the evaluation.
 - An interim report on findings, and standalone summary of the interim findings, written to the Customer standard (as set out in the Customer style guide) due November 2019. The findings need to also be written or presented in a way that they can be distributed to the local areas to share learning and adapt the programme going forwards.
 - A subsequent interim report on findings and standalone summary of the interim findings, written to the Customer standards (as set out in the Customer style guide) due October 2020. Again, findings need to be produced in a way which can be shared with local areas in order to share learning.
 - A final report of all findings, with full technical details and standalone summary written to the Customer standards (see Customer Style Guide) with drafts as necessary to be delivered to the Customer September 2021. This will provide a clear synthesis of the findings from across all of the strands of the Programme to provide conclusions about the progress made on objectives of the Programme, including the local integration objectives. An accompanying presentation to be delivered on the full findings to the Customer, RPCP stakeholders and local areas.
 - An accessible technical annex detailing survey methodology, including data capture procedures, weighting methodology, and eligible sample for each item, as well as response rates, achieved full/partial interviews etc.
 - Fully documented and un-anonymised datasets (including variable descriptions and value labels), incorporating appropriate weights, to be supplied in SPSS and SAS to permit further analysis. These datasets will cover the data collected from the 6 month survey of participants, conducted as part of this evaluation. Further details will be provided, at the relevant stage of the project.
 - For any derived variables, the Customer requires the names of contributory variables, and information on derivation algorithm, preferably including the SPSS or equivalent code used for the derivation as well as derived variable

specifications, handling of missing values/imputation (if applicable) and construction of weighting methodology. Further details will be provided at the relevant stage of the project.

- An accessible dataset user guide.
- The Customer will notify the Supplier in advance of any events to agree the attendance of the Supplier as required.

5. KEY MILESTONES

- 5.1 The timings for the fieldwork have been decided based on the need to gather findings in order for the learning to be fed into the ongoing development and improvement of the RPCP. The proposed fieldwork timings can be seen in the table below, however they may be subject to change by the Customer.

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6. THE CUSTOMER'S RESPONSIBILITIES

- 6.1 The Customer and the Providers for the face to face interventions are responsible for overseeing the MI data and making sure the Supplier will have access to the relevant participant information so as to be able to conduct their research and analysis see table in section 4.3.2. For the local integration and training strands, local authorities and the Customer are responsible for providing the sampling contact details see table in section 4.3.4.

7. REPORTING

- 7.1 The Supplier shall have a dedicated account manager with named deputy/alternate contact who will ensure the smooth running of the contract. The account manager will ensure the following:
- 7.1.1 Meetings arranged with the Customer at key points throughout the project timetable.
 - 7.1.2 Allocation of project team personnel to meet the brief and timeline agreed.
 - 7.1.3 The Supplier shall be required to respond to all queries within 48 hours of receipt.
 - 7.1.4 Provision of contact reports resulting from face to face or conference call meetings.

8. VOLUMES

- 8.1 In discussion with the Customer, each CPA provided an estimate of the number of eligible participants they expected to be able to start an intervention following referral over the life of the contracts:
- CPA totals: 6870 individuals.
 - Dorset total: 1060

- Gateshead total: 2120
- Herts total: 1890
- Westminster total: 1800

8.2 Business volumes will be managed between the Customer and local authorities, as far as practically possible, to enable as close to a 50% 50% split for moderate and high intensity interventions across all CPAs. Indicative volumes only.

	Westminster	Herts	Gateshead	Dorset
Referred	2,400	3,150	2,830	1,630
	75%	60%	75%	65%
Start	1,800	1,890	2,120	1,060

8.3 The Customer does not guarantee volumes, these are indicative volumes only.

9. CONTINUOUS IMPROVEMENT

- 9.1 The Supplier will be expected to continually improve the way in which the required services are to be delivered throughout the contract duration.
- 9.2 The Supplier should present any new ways of working to the Customer during progress update meetings.
- 9.3 Changes to the way in which the Services are to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented.

10. QUALITY

- 10.1 The Supplier shall have sound processes for quality assurance in place and should demonstrate their internal procedures to assure and control quality in all aspects of the study within the approach. This includes:
- 10.1.1 Specified and clearly defined procedures for working closely with the Customer through regular updates;
 - 10.1.2 Specified and clearly defined procedures for quality assuring methodological design proposals;
 - 10.1.3 Interview quality control procedures, including details of how interviewers are trained and briefed, how response rates are maximised, and how interviewer and respondent error is managed;
 - 10.1.4 Quality assurance procedures for both quantitative and qualitative analysis and reporting;
 - 10.1.5 The approach to report writing, including how to ensure deliverables meet the key research requirements;

- 10.1.6 Specified and clearly defined procedures in place for handling complaints from potential and actual respondents.

11. STAFF AND CUSTOMER SERVICE

- 11.1 The Supplier shall provide a sufficient level of resource throughout the duration of the RPCP Evaluation Contract in order to consistently deliver a quality service to all Parties.
- 11.2 The Supplier's staff assigned to the RPCP Evaluation Contract shall have the relevant qualifications and experience to deliver the Contract. Specifically this should be:
- 11.2.1 Staff with appropriate experience of managing a large-scale and complex evaluation, with multiple strands and methodologies.
- 11.2.2 Staff qualified and experienced in conducting quantitative and qualitative research, analysing the data and writing clear and succinct research reports.
- 11.3 The Supplier shall ensure that staff understand the Customer's vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

12. SERVICE LEVELS AND PERFORMANCE

- 12.1 The Customer will measure the quality of the Supplier's delivery in line with the following:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Research Quality	Conducting robust research in order to fully answer the research questions set out at para. 3.5 Topic guides for interviews will need to be cleared by the Customer to ensure standards are met.	100%
2	Fieldwork	Conducting fieldwork in line with the milestones agreed with the Customer as set out at section 5.	95%-100%
3	Project Management	Effective project management (e.g. monitoring the quality of the research, meeting the project milestones, ensuring sufficient numbers of participants) and attendance to all meetings as detailed in para. 4.5.2	95%-100%
4	Report Delivery	Delivery of Interim and Final Report as detailed in the Milestones (section 5) and to the Customer required standards as set out in 4.5.2.	100%
5	Quality Assurance	Ensuring the robustness of the data collected and analysis, and having checks on the standards of key outputs to maintain quality, as specified at para 10.1.	100%
6	Customer Service	Responding to all customer queries within 48 hours of receipt.	100%

- 12.1 In the event of poor performance through the failure to deliver KPIs to time and of appropriate quality, the Customer shall meet with the Supplier to understand the root causes of the issue. The Supplier shall formulate a Performance Improvement Plan to rectify these issues and meet the requirements stated.
- 12.2 The Customer may, without prejudice to any other rights and remedies under this Contract, withhold or reduce payments in the event of unsatisfactory performance.
- 12.3 The Customer reserves the right to terminate the contract early if poor performance continues. The Supplier would receive formal written warnings and would receive 3 months' notice if the contract termination was to be initiated.
- 12.3.1 The Customer will monitor the work of the Supplier throughout the Research Project through regular contact between the Supplier and the Customer's day-to-day contact.

12.3.2 The Customer will manage poor performance by the Supplier as set out in section 13 and in line with the terms and conditions of the resultant contract.

13. SECURITY REQUIREMENTS

- 13.1 The Supplier shall be required to complete a Generic Security Assurance Document to provide assurances that data security procedures meet the Customer standards upon award.
- 13.2 All transfers of personal data to and from the Customer must meet the Customer security standards as agreed in the Generic Security Assurance Document.
- 13.3 Any transfers of data to and from the Supplier and a subcontractor (for example, a subcontracted transcription services provider) must meet the Customer's security standards, using PGP encryption software or equivalent.
- 13.4 Data must be processed and stored in the United Kingdom.
- 13.5 The (un-anonymised) data from the quantitative survey of participants must be retained by the Supplier and sent securely to the Customer at agreed intervals, in order to enable the Customer to undertake analysis on participant outcomes. The Supplier must collect the data in a way to make this transfer possible. The Supplier shall destroy personal data (e.g. sample files) relating to the project at the end of the evaluation, when instructed to do so, by the Customer project manager and provide a data destruction certificate to the Customer as confirmation.
- 13.6 The Supplier must destroy all other data relating to this project (including interview recordings) at the end of project or when instructed to do so by the Customer's project manager, and provide a data destruction certificate to the Customer as confirmation.

14. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 14.1 The Customer will own and retain all Intellectual Property Rights arising from this Research Project. This includes any modifications or adaptations of the Customer Materials produced by the Supplier in the course of delivering the project.
- 14.2 Outcomes of this research will be published by the Customer under Crown Copyright.

15. PAYMENT

- 15.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 15.2 The Customer's project manager will agree an invoice schedule based on the milestones and confirm the payment process with the Supplier upon award of the contract.
- 15.3 Before payment can be processed, invoices must be submitted that include a detailed elemental breakdown of work completed and the associated costs.

16. ADDITIONAL INFORMATION

- 17.1 The Customer reserves the right to terminate this research contract early if the reducing parental conflict programme is not considered by the customer to be viable (e.g. Due to low volumes on the programme). If the programme was terminated early, the



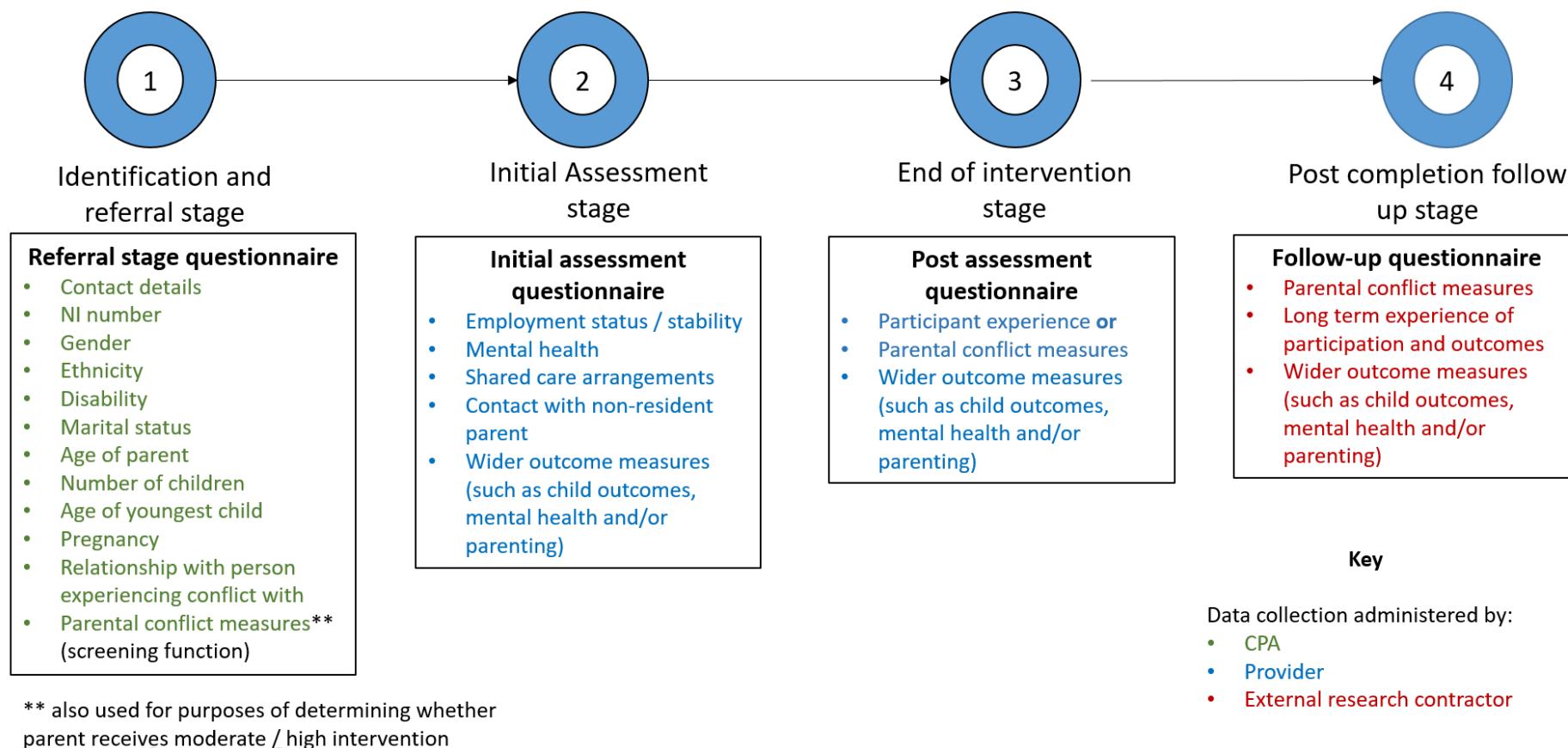
Supplier shall adapt the scope of the evaluation in consultation with the customer project manager, to gather best learning, including any lessons learnt. The Supplier shall receive 3 (three) months' notice if the contract termination was to be initiated.

17. LOCATION

17.1 The location of the Services will be carried out at the Supplier's premises.

ANNEX 1:

Evaluation data collection from parents by customer journey stage





ANNEX 2:

REDACTED



ANNEX B

Supplier Proposal

REDACTED