

# Completed Commissioning Letter

NatCen Social Research  
35 Northampton Square  
London  
EC1V 0AX

15<sup>th</sup> March 2018

Dear REDACTED

Research and Evaluation Framework Agreement – Lot 3 Programme and Pilot Evaluation

Thank you for your response to the Specification for the above Commission by the Department for Work and Pensions (the Customer) through the Research and Evaluation Framework dated 2<sup>nd</sup> January 2016 between (1) Secretary of State for Business, Innovation and Skills and (2) NatCen Social Research (the Framework Agreement).

Annexes: Supplemental Tender dated 4<sup>th</sup> December 2017  
Specification for Personal Support Package Evaluation

The Department for Work and Pension accepts your Supplemental Tender (Annex A), submitted in response to the Specification (Annex B).

The Call –off Terms and Conditions for this Contract are those set out in Schedule 5 to the Framework.

The agreed total charges are £626,000.00 exclusive of VAT which should be added at the prevailing rate. This is not a guarantee of spend and payment will only be made in line with the contract milestones dependent upon key stages in the fieldwork being completed. Final payment will only be paid upon completion and sign-off of the final report. The Service Provider must provide a cost estimate for each milestone before commencement of the milestone. Costs will be paid in line with the rate card and benchmark costs below.

The contract rate card is as follows:

REDACTED

The following costs will be used for benchmark purposes for the life of the contract

Activity	Cost
Quantitative Fieldwork based on 1,000 responses (including any incentives)	REDACTED
Quantitative Fieldwork based on 2,000 responses (including any incentives)	REDACTED

Qualitative Fieldwork for 6 case studies including incentives and assuming 10% of participants require large print and a British Sign Language Interpreter	REDACTED
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Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

All invoices should be sent to:  
REDACTED

You are reminded that any Customer Intellectual Property Rights provided in order to perform the Services will remain the property of the Customer. The following deliverables have been agreed:

#### General

Milestone	Description	Timeframe
1.	REDACTED	REDACTEDREDACTED
2.	REDACTEDREDACTED	REDACTEDREDACTED
3.	REDACTEDREDACTED	REDACTEDREDACTED
4.	REDACTED	REDACTEDREDACTED
5.	Full and final report of all PSP claimant survey, qualitative case studies and ad-hoc interview findings signed off (possibly including HWC findings)	By Summer 2021
6.	REDACTEDREDACTED	REDACTEDREDACTED
7.	REDACTEDREDACTED	REDACTEDREDACTED

REDACTED

Timings of ad-hoc qualitative field work and reporting of ad-hoc qualitative interviews are subject to a **call-off element** of the contract being agreed and are **yet to be determined**. It is anticipated that some ad-hoc research be completed by Autumn 2018 some by Spring 2019 and any remaining by Autumn 2019.

The Service Provider shall perform its obligations so as to achieve each milestone by the milestone date. Changes to the milestones shall only be made in accordance with the variation procedure and provided that the Service Provider does not attempt to postpone any of the milestones using the variation procedure or otherwise (except in the event of a customer default which affects the service Provider's ability to achieve a milestone by the relevant milestone date).

The Service Provider shall produce a further version of the timetable in such further detail as the Customer may reasonably require. The Service Provider shall ensure that each version of the implementation plan is subject to approval.

The Customer shall have the right to require the Service Provider to include any reasonable changes or provisions in each version of the implementation plan.

The Services Commencement Date is 7<sup>th</sup> March 2018. The contract will expire upon delivery. This is expected to be approximately four (4) years.

The Contract may be terminated for convenience by giving 1 months' notice in accordance with clause 37 of the Call-off Terms and Conditions.

Your invoice(s) for this work must include the following information:  
The purchase order number.

The Authorised Representative for this Commission will be REDACTED

The Service Provider Key Personnel for this contract are:

REDACTED

The Authority will measure the quality of the Supplier's delivery against the following

KPI/SLA	Service Area	KPI/SLA description	Target
1	Service Delivery	Adherence to the milestones	100%
2	Project management	Attendance at project update meetings	100%
3	Achieved sample sizes	Achieve the required number of completed interviews	100%
4	Managing complaints	Respondent complaints managed according to agreed processes within 24 hours	98%

Where the Customer identifies poor performance against the agreed SLA's, the Service Provider shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than 10 working days from the date of notification. Where there is no improvement in performance by the end of the following calendar month, poor performance will be dealt with as per the contract terms and conditions. The Customer will work with the Service Provider to resolve service failure issues. However, it will remain the Service Provider's responsibility to resolve any service failures. The Service Provider's performance will be monitored and assessed through regular project update meetings with the Customer's Project Manager, review of progress against

the agreed project timeline and through review of deliverable products. Meetings/Teleconferences with the Project Manager will occur at least once in every 2 week period.

The successful Supplier must adhere to all Customer security requirement and outlined in the Generic Security Assurance Document (GSAD) Interviewers must be CRB/DBS checked. The Service Provider must ensure all security requirements meet departmental standards as outlined in the GSAD at all stages of the research process. All fieldwork data must be gathered, transported and stored securely. All interviews must be recorded in 256-bit encrypted digital recorders. Any transfers to and from the Service Provider (for example, to a subcontracted transcription services provider) or collaborator (for example, a lead research organisation on other key evaluation projects) must also meet the Customer's standard, using PGP encryption software or equivalent. Data must be held, processed and transported only within the United Kingdom. The Service Provider must maintain confidentiality of data at all times, and the proposal must detail how this will be achieved (for example, using unique serial numbers to identify cases, using only encrypted laptops etc.). No individual claimants, Customer staff or other stakeholders will be identifiable in public outputs. The Service Provider must destroy personal data (e.g. sample files) and all other data relating to this project (including interview transcripts) at the end of project or when instructed to do so by the Customer project manager. Departmental approvals for the transfer of data and general data security assurance will be sought through DSAM (Data Sharing and Access Management) and SARA (Security Assurance for Research and Analysis) respectively, by the evaluation project manager.

Congratulations on your success in being selected to undertake this Commission.

Yours sincerely

Signed for and of behalf of the Department for Work and Pensions

REDACTED  
REDACTED

BY SIGNING AND RETURNING THIS COMMISSIONING LETTER THE SERVICE PROVIDER AGREES to enter a legally binding contract with the Customer to provide to the Customer the Services specified in this Commissioning Letter and Annexes incorporating the rights and obligations in the Call-off Terms and Conditions set out in the Framework Agreement.

Signed on behalf of Natcen Social Research

Name and Position REDACTED

Signature REDACTED

Supplemental Tender

REDACTED

## Specification

### 1. DEFINITIONS

Expression Acronym	or	Definition
BSL		British Sign Language
CP		Community Partner
DSAM		Data Sharing and Access Management
DWP		Department for Work and Pensions
DWP SSCL		Department for Work and Pensions Shared Services Commercial Team
CRB		Criminal Records Bureau
ESA		Employment Support Allowance
GSAD		DWP Generic Security Accreditation Document

HWC	Health and Work Conversation
IPR	Intellectual Property Rights
JCP	JobCentre Plus
LA	Local Customer
LSE	Local Supported Employment
MI	Management Information
PGP	Pretty Good Privacy
PSP	Personalised Support Package
SARA	Security Assurance for Research and Analysis
SEO	Small Employability Offer
SES	Specialist Employability Support
SME	Small and Medium Enterprises
UC	Universal Credit
WCA	Work Capability Assessment

## 2. SCOPE OF REQUIREMENT

### 2.1 The research will comprise of various elements:

- (a) A two-wave quantitative survey with PSP claimants which the Customer anticipates will be via telephone, though other methods should also be considered as alternatives to enable claimants' participation. A large component of this survey will also be for eligible PSP claimants who do not take up provision in order to establish reasons for non-participation.
  - (i) The first wave of the claimant survey should be conducted in early 2018, if possible depending on recruitment to PSP provision, to enable the Customer to report early findings

internally by May 2018. Depending on PSP take-up volumes, the Customer may decide to:

- (A) Delay the timings of both survey waves
  - (B) Change the focus of the survey waves such that the first is solely concerned with non-participation (i.e. sampling eligible non-participants) and the second is concerned with experiences of PSP provision. The Customer acknowledges that this option may affect the prospects of tracking a longitudinal sample between waves
  - (C) Proceed with one wave, once volumes are sufficient, which combines a focus of PSP experience and non-participation
- (ii) Due to the unknown element of PSP take-up rates, the number of achieved quantitative survey interviews across the life of the project will be subject to review by the Customer
- (b) The Customer requires 12 case studies consisting of a number of qualitative face-to-face interviews with claimants, employers, providers, LA personnel, and Customer staff, though some telephone interviews will be required if participants request this method. There is also a possibility, for the case studies, that qualitative research be carried out with small groups of participants as well as via one-to-one interviews.
- (c) There will also be a call-off element to the contract to permit a series of ad-hoc face-to-face qualitative interviews with claimants and providers at times to be determined by the Customer. Both one-to-one and group-based qualitative methods may be employed and provision for telephone interviews should be made. The number and timings of these ad-hoc interviews will be decided by the Customer. It is possible that the Customer will decide to not proceed with any ad-hoc interviews.

2.2 As well as the PSP claimant survey, case studies and call-off element, The Customer also require a stand-alone study on the HWC.

- (a) This will comprise of a two-wave quantitative telephone survey of claimants who have undertaken a HWC. Wave one will sample individuals who have very recently had their HWC (e.g. within the past four weeks), and wave two will take place approximately 6 months later. Each wave must aim to achieve approximately 1,000 interviews, giving 2,000 interviews in total. As far as possible, the Customer will try to maintain a longitudinal sample at wave two in order to track outcomes. For the proportion of the sample that is 'refreshed' at wave 2, the Customer will include individuals with both successful and unsuccessful ESA/UC claim outcomes. The exact



stratification strategy will be determined in conjunction with the Customer. Fieldwork is expected to take place in spring 2018.

- (b) The Service Provider must also carry out approximately 100 qualitative one-to-one face-to-face interviews with claimants who have had a HWC. As far as possible the Service Provider must ensure that the same individuals are interviewed at both waves. Fieldwork is expected to take place in summer 2018.
- 2.3 The timings and sequencing of both the HWC quantitative and qualitative elements may change depending on volumes of claimants undertaking the HWC. The Customer may decide to proceed with only one wave of the HWC survey. This may or may not affect the number of achieved quantitative interviews required, and may or may not affect the scale of the qualitative element of the HWC research.
- 2.4 The geographic scope of all aspects of the research is national (excluding Northern Ireland).

### **3. THE REQUIREMENT**

- 3.1 The Customer require the following deliverables
- (a) Regular progress review meetings by teleconference- likely to be every two weeks at the beginning.
  - (b) Attendance and updates at quarterly steering group meetings in Sheffield (at Rockingham House, 123 West Street, S14ER or Kings Court, 80 Hanover Way, S3 7UF), London (Caxton House, 6-12 Tothill Street, SW1H 9DA), and Leeds (Quarry House, Quarry Hill, LS2 7UA).
  - (c) Regular progress updates (a mixture of face to face and telephone meetings, as appropriate), including a weekly written update on fieldwork.
  - (d) At least two different questionnaires for two waves of the PSP claimant survey and at least two different questionnaires for two waves of the HWC claimant survey.
  - (e) Different topic guides for different components of the qualitative case studies (i.e. interview topics will vary by participant type and by location depending on local offer).
  - (f) Interviewers briefing packs.
  - (g) Observation of piloting and occasional observation of fieldwork.
  - (h) Provision of emerging findings at the early stages of analysis.

- (i) Copies of all quantitative datasets created during the course of the research in SAS and SPSS compatible format with full documentation (including variable descriptions, value labels and appropriate weights).
- (j) A half-day workshop to explain to the Customer analysts the content of the quantitative datasets e.g. variables, value labels, weights etc.
- (k) Deposit survey data to the UK data archive.
- (l) A short project evaluation report outlining what went well and less well with the project and lessons learned.

### 3.2 The Customer require the following outputs:

- (a) PSP claimant survey
  - (i) An interim short report/slide pack at the end of each wave of the quantitative PSP claimant survey for use internally by the Customer.
  - (ii) Two interim presentations at the end of each wave of the quantitative survey to Customer colleagues, stakeholders, and potentially Ministers.
- (b) Qualitative case studies
  - (i) An interim short report/slide pack at the end of each wave of the case studies for use internally by the Customer.
  - (ii) Two interim presentations at the end of each wave of the qualitative case studies to Customer colleagues, stakeholders, and potentially Ministers.
- (c) Ad-hoc interviews
  - (i) Where necessary up to a maximum of four stand-alone slide pack reports for use internally by the Customer following clusters of ad-hoc interviews (up to 100 altogether). Number and timings to be determined by the Customer in conjunction with the Service Provider.
- (d) Main publishable outputs for PSP claimant survey, qualitative case studies, and ad-hoc interviews
  - (i) Yearly interim reports (yearly milestones to be determined by the Customer) suitable for publication combining all findings within the year, or reporting on specific PSP initiatives (content to be determined by the Customer on a yearly basis). These reports may also include information on the HWC research if

required by the Customer. It is important that reports are concise, accessible and reach clear conclusions.

- (ii) A main synthesis report of all evaluation findings suitable for publication.
- (iii) A summary report of all evaluation findings suitable for publication.
- (iv) Accessible technical annexes detailing the survey methodology, including data collection methods, weighting methodology, sample sizes, response rates, achieved interviews etc.
- (v) A one page summary of the research for the Customer website.
- (vi) A four page summary of the findings and recommendations from the research that is suitable for each publication.

(e) Separate stand-alone outputs for HWC survey and qualitative interviews

- (i) Stand-alone slide pack reports for use internally by the Customer once all HWC-specific research is complete.
- (ii) Two presentations to Customer colleagues, stakeholders, and potentially Ministers once both the quantitative and qualitative elements are complete.
- (iii) Stand-alone main report suitable for publication bringing together both the quantitative and qualitative elements.
- (iv) Accessible technical annexes detailing the survey methodology, including data collection methods, weighting methodology, sample sizes, response rates, achieved interviews etc.
- (v) A one page summary of the research for the Customer's website
- (vi) A four page summary of the findings and recommendations from the research

3.3 The Customer may decide to include the HWC report in the final overarching report alongside the quantitative claimant survey, geographical case studies, and ad-hoc interviews. In this case, some or all of the outputs may not be required.

3.4 The Customer may also decide to include progress on the HWC research in any of the annual interim reports.

3.5 Draft versions of all reports must be provided by the Service Provider for quality assurance with all relevant stakeholders. Comments must be considered and used to inform the final versions. Products must be produced in a format consistent with the Customer's Style Guide (. The Service Provider should be aware that they may be required to produce multiple draft copies before a final version is accepted.

### 3.6 **Ethics**

- (a) It is essential that the research allows all claimants to participate fully. In some cases this may require interviewing by proxy. Research instruments should be designed to be accessible to people with a disability or health condition, including consent forms so participants can give informed consent themselves. Potential Providers should include costs of large print in their bids as well as costs for British Sign Language (BSL) Interpreters.
- (b) Researchers should be experienced in conducting interviews with disabled people who have a range of impairments, including those who have mental health conditions, learning and or mobility difficulties.
- (c) It is the responsibility of the Service Provider to ensure the research is conducted ethically. The Service Provider will be expected to assess whether ethical approval is necessary. Where ethical approval is required, it will be the responsibility of the Service Provider to seek and gain ethical approval before the research commences.
- (d) All participants must give their consent prior to taking part in the research. This consent must be informed, specific and freely given. Ideally, this should be written consent, but where this is not possible, explicit verbal consent needs to be obtained and recorded by the interviewer. Potential Providers must give consideration to how they will guarantee this within their bids, especially given that participants may be vulnerable or have mental health conditions or learning difficulties.

3.7 The proposed geographical coverage for this work is England, Scotland and Wales. **All** aspects of the research, (i.e. the claimant survey, qualitative case studies, ad-hoc interviews, and HWC survey and interviews) should cover all three countries. The Service Provider should be aware that the Department has signed up to the Welsh Language Scheme. Where it conducts public business in Wales, it treats the English and Welsh languages equally.

- (a) In practice, this means the Service Provider must ensure:
  - (i) Invitation letters to Welsh participants are issued in both English and Welsh.
  - (ii) Interview/survey materials for Welsh participants are made available in Welsh, where requested.

- (iii) Face to face and telephone interviews are conducted in Welsh, where requested.
- (iv) Any telephone or postal queries from Welsh participants are answered in Welsh, where requested.

### 3.8 **Design**

#### 3.9 The research will consist of four parts:

- (a) A two-wave quantitative PSP claimant tracking survey conducted via telephone. This survey will also have a substantial focus on non-participation. The Customer does not intend to commission a survey in control areas or with a control group due to the difficulties in identifying a suitable comparison group. The design of this quantitative survey must be flexible.
- (b) A series of case studies involving face-to-face one-to-one interviews with claimants, face-to-face or telephone depth interviews with employers, Customer staff, providers, and LA personnel, though there is a possibility that group based qualitative methods may also be required e.g. focus groups.
- (c) A series of ad-hoc face-to-face one-to-one interviews with claimants and providers (up to 100 altogether), though there is a possibility that group based qualitative methods may also be required e.g. focus groups. This element of the research is subject to the call-off clause.
- (d) The sequencing of the PSP survey, qualitative case studies, and ad-hoc call-off elements must be flexible and will be agreed in conjunction with the Service Provider.
- (e) The final element of the research is a two-wave tracking survey of claimants who have undertaken a HWC. This will be conducted via telephone. Two waves of qualitative one-to-one interviews with claimants will underpin each wave of the survey. The design of both the qualitative and quantitative elements of the HWC research must be flexible.

#### 3.10 Quantitative PSP claimant survey

- (a) A two-wave tracking survey with a maximum 4,000 achieved interviews across England, Scotland and Wales (2,000 interviews per wave). The survey will also include a section for PSP eligible individuals who have chosen not to take up any of the provision.
- (b) The achieved sample must consist of individuals who are accessing one or more elements of the PSP, as well as claimants who are eligible for PSP but have chosen not to take up any of the provision. While sub-group analyses plans are yet to be agreed upon by the research steering group, the Customer will provide a mixed sample in terms of age, gender and

condition type. Other variables may also be considered, during the research planning stage.

- (c) The survey must seek to explore views, experiences, and expectations of the PSP customer journey from the perspective of PSP eligible ESA and UC claimants (as far as is possible to include them in the sample), including reasons for volunteering. 2
- (d) The Customer will require a separate sub-set of questions to understand their reasons for not volunteering. The overall proportion of ESA, UC, and non-participating claimants in the sample will be determined by the Customer in conjunction with the Service Provider, as will the sampling strategy.
- (e) The Customer anticipate the field work for wave 1 will take place
- (f) The timings, scale, focus and design of each survey wave is subject to change. The Customer will take decisions based on the observed volumes of PSP provision uptake.

### 3.11 Qualitative case studies

- (a) The Service Provider will conduct up to 12 case studies in total (6 per wave) in varying locations across England, Scotland and Wales. There will be a mix of locations (both rural and urban) based on the national picture of PSP provision. Districts will be determined by the Customer. It is likely over the course of the project that the Customer will include some locations and which are live with UC, and some which are not. This will need to be taken into consideration when developing topic guides for different locations.
- (b) Each case study will involve a number of qualitative interviews with claimants, Customer staff and providers, LA personnel, and employers (as appropriate within local context). Small group sessions/focus group methods may also be required (e.g. speaking to a group of employers, or speaking to a group of LA personnel).
- (c) Claimant interviews will take place in person at an appropriate location as required. Staff interviews/focus groups will take place over the phone or at an appropriate location.
- (d) Claimants must be purposefully sampled so as to gather views about different stages of the process within each district. The sample must account for individuals with a range of benefit, age, genders and condition types, amongst other variables. Other factors to consider may include local employment rates and local claim volumes. The Customer will supply the sample of claimants and Customer officials, the successful Service Provider will be responsible for recruiting employers, providers and LA personnel as appropriate.

- (e) Exact timings will be determined by the Customer with the Service Provider.

### 3.12 Ad-hoc interviews

- (a) The Customer requires a call-off element to the contract which will enable them to carry out qualitative face-to-face interviews with claimants and providers on an ad-hoc basis,
- (b) The timing and frequency of ad-hoc interviews will be determined by the Customer during the course of the contract, but it is envisaged that ad-hoc field work should be undertaken in clusters. The Customer anticipate carrying out a maximum of 100 ad-hoc interviews over the life of the project.

### 3.13 HWC survey and qualitative interviews

- (a) A two-wave tracking survey with a maximum of 2,000 achieved interviews (1,000 at each wave) across England, Scotland and Wales.
- (b) The research will explore views and experiences of the associated action plans, views on the support received in drawing these up and views about the realistic achievability of the action plans. The second wave will sample claimants approximately 6 months after having had the HWC and will focus on subsequent experiences, e.g. whether or not they have completed the goals generated by the conversation; outcomes as a result of achieving goals; barriers to completing goals.
- (c) Wave one will randomly sample claimants within approximately 4 weeks of having had the HWC. As such, participants at wave one will not know whether they are indeed eligible for ESA as they will not have completed their Work Capability Assessment (WCA). As far as possible, participants will be re-contacted to take part in wave two of the survey. For those individuals who are 'refreshing' the sample at wave 2, the Customer will supply a mix in terms of successful and unsuccessful ESA claim outcomes following the HWC. The Customer will also ensure a mixed sample in terms of age, gender, and condition type. The exact stratification strategy will be determined in conjunction with the Customer. Sub-group analyses plans will be determined by the research steering group.
- (d) The Service Provider will also carry out approximately 100 qualitative face-to-face one-to-one interviews with claimants (with the possibility of telephone interviews where required).
- (e) As far as possible the Customer will ensure that the same individuals are interviewed at both waves. The Customer will provide a cross sectional sample including a mix of ages, gender, condition types and ESA claim outcomes.

- (f) The design of the HWC research is subject to change. The Customer will take decisions based on the observed volumes of HWCs undertaken.
- 3.14 In the course of this research, the Service Provider will need to take into account evidence from existing literature and other pieces of research that have touched on or included some people who are part of the ESA or UC equivalent claimant groups.
- 3.15 All research instruments used in this evaluation must be agreed and approved by the Project Manager prior to data collection.
- 3.16 All interviews must be recorded onto 256-bit encrypted digital recorders and fully transcribed prior to data analysis.
- 3.17 **High Level Research Questions/Themes**
  - 1.1.1 Set out below are a number of high level research questions/themes for each of the participant groups. The final question sets will be designed in conjunction with the Service Provider, the Project Manager and key stakeholders prior to commencement of the research.
  - 1.1.2 Claimants
    - (i) What were claimants' initial views on the PSP when it was explained to them?
    - (ii) Was the offer easy to understand/too complex?
    - 1.1.2.1 What made claimants' volunteer/not volunteer?
    - 1.1.2.2 What worked to encourage participation?
    - 1.1.2.3 What are claimants' views of their interactions with JCP and/or providers?
    - 1.1.2.4 Did claimants volunteer for one or more of the elements on offer? Why do some individuals access multiple parts of the package?
    - 1.1.2.5 What are claimants' experiences of the different elements of the support package?
    - 1.1.2.6 What worked well about the support received?
    - 1.1.2.7 What could be improved about the support received?
    - 1.1.2.8 What effects has the support package had, if any, on individuals' health condition or disability?
    - 1.1.2.9 Did claimants feel the support package moved them closer to the labour market? In what way?



- 1.1.2.10 Have claimants moved into work or had spells of voluntary or short term/ part-time work?
- 1.1.2.11 How do claimants think the HWC went? What do claimants like about it?
- 1.1.2.12 What are claimants' views on the actions/ goals generated by the HWC?
- 1.1.2.13 Have claimants pursued their HWC goals? If not, why not? What are the barriers to doing so?
- 1.1.2.14 If yes, what has happened as a result of pursuing HWC goals?
- 1.1.2.15 How could the HWC be improved?
- 1.1.2.16 What are well-being levels like amongst this claimant group?
- 1.1.2.17 Is up-take of PSP provision associated with any change in self-reported well-being over time?
- 1.1.2.18 What the reasons for not taking up any of the PSP initiatives on offer?
- 1.1.2.19 Why are some initiatives taken up but not others?
- 1.1.2.20 Why are particular combinations of initiatives taken up, but not other combinations?

### 1.1.3 Staff/ Providers:

- 1.1.3.1 What are the views and experiences of work coaches/ providers in engaging claimants in volunteering for the opportunities available?
- 1.1.3.2 What levels of awareness were there about PSP provision in the local area?
- 1.1.3.3 Was the policy intent understood?
- 1.1.3.4 Did the learning and development and communications work well?
- 1.1.3.5 What is the perception of how PSP was received by claimants?
- 1.1.3.6 How easy is it to engage claimants?
- 1.1.3.7 What were the perceived reasons for non-engagement?
- 1.1.3.8 What worked well about the support provided?

1.1.3.9 What could be improved about the support provided?

(b) Employers

- (i) What is the level of awareness of the (relevant) local PSP initiatives amongst employers?
- (ii) What are employers' views of any PSP initiatives they have been involved in?
- (iii) How does the PSP fit within the local employment context?
- (iv) What effects have the initiatives had on their recruitment practices and retention levels of individuals with a health condition or disability?
- (v) How else have employers and businesses been engaged through the policies in the package (e.g. employer engagement as part of peer support)?

(c) Overall

- (i) What softer outcomes has the support package produced, and what distance travelled was supported in absence of job outcomes?
- (ii) Are there any differences for Customer staff and delivery partners in delivering the PSP in a UC-live location as compared to a location which is yet to go live with UC? What works well/less well in a UC environment? What could be improved as more locations go-live with UC?
- (iii) Does the claimant experience of taking part in PSP initiatives differ depending on whether UC is live or not in their district? If so, how do experiences differ? What works well/ less well in a UC environment from a claimant perspective?

**4. CUSTOMER'S RESPONSIBILITIES**

- 4.1 The Customer will keep the Service Provider informed about current evaluation plans and through regular catch up meetings as they develop, for example whether to complete the ad-hoc element of the research.
- 4.2 The Customer will ensure that the successful Service Provider has access to relevant information to allow for a suitable understanding of the policy area prior to commencing work.
- 4.3 The Customer will provide a sample where claimants are being contacted.

- 4.4 The Customer will work with the Service Provider to identify employers who have participated in any of the initiatives.

## **5. REPORTING**

### **5.1 Survey Data Analysis**

- (a) The Service Provider will be required to prepare, process and analyse the data addressing the research objectives of this research.
- (b) The Service Provider will need to work closely with the project manager to create an analysis plan for the final reports, which will be agreed before analysis starts. Any additional sub-group analysis plans will be agreed with the Service Provider during the course of the project. The Service Provider will also be expected to provide explanations of the key calculations.
- (c) The Service Provider will be responsible for archiving all quantitative data collected for the evaluation at the UK Data Archive, Essex University (either electronically or by paper, depending on the requirements of the UK Data Archive).

### **5.2 Qualitative Research**

- (a) Evidence from the qualitative research will need to be analysed thematically using robust qualitative techniques.

### **5.3 Writing reports**

- (a) The successful Service Provider will be responsible for producing four published reports.
- (b) Each research report should be written in an accessible style with illustrative tables, graphics and quotations (as appropriate), a full analytical account of the findings, technical appendices (if appropriate) and an executive summary outlining the research methodology and key findings.
- (c) The final synthesis report of the PSP claimant survey, qualitative case studies, and any ad-hoc qualitative interviews, as well as the final report on the HWC research will be published in the Customer's research report series. The HWC final report may be incorporated into the final overarching synthesis report. Annual interim reports of the PSP claimant survey, qualitative case studies, ad-hoc qualitative interview, and possibly HWC findings must also be suitable for publication. The Customer will decide whether these interim reports will be published.
- (d) All reports should be submitted in a suitable format for publication according to the Customer's style guide: <http://www.gov.uk/government/publications/dwp-research-reports-style-guide>.

- (e) Each report must be accompanied by a standalone four-page research summary. This should be based mainly on the summary in the main report but may require some further amendments to enable it to stand alone as a separate document. Research summaries are published alongside research reports here: <https://www.gov.uk/government/collections/research-reports#2010-to-2013-research-reports>.

#### 5.4 **Outputs**

1.2 The Customer requires the following reporting outputs suitable for publication:

- (a) Annual interim reports of the PSP claimant survey, qualitative case studies, any ad-hoc qualitative interview, and possibly HWC findings, including a separate four page summary and a one page summary for the Customer's website.
- (b) Full final report of PSP claimant survey, qualitative case studies and any ad-hoc interviews for publication, including a separate four page summary and a one page summary for the Customer's website.
- (c) Full final report of HWC claimant survey and qualitative interviews for publication by early 2019, including a separate four page summary and a one page summary for the Customer's website.

5.5 For use internally the Customer require:

- (a) Slide pack report at the end of each wave of the PSP claimant survey.
- (b) Slide pack report at the end of each wave of the qualitative case studies.
- (c) Up to a maximum of four slide pack reports following clusters of ad-hoc qualitative interviews. Number and timings of reports to be determined by the Customer in conjunction with the Service Provider.
- (d) Slide pack report once all HWC-specific research is complete.

#### 6. **VOLUMES**

- 6.1 Volumes will be subject to change however, for the intended design, it is expected that the Service Provider would conduct at least 4,000 interviews across two waves of a claimant survey and approximately 12 qualitative case studies. The number of qualitative interviews/group sessions per case study should be included in the Potential Provider's costings.
- 6.2 The Customer anticipate that the call-off element to the contract should afford a maximum of 100 ad-hoc qualitative interviews.
- 6.3 For the HWC research, the Customer anticipate that the intended design will involve at least 2,000 quantitative interviews (across two waves) for the HWC claimant survey and at least 100 qualitative claimant interviews.

**7. CONTINUOUS IMPROVEMENT**

- 7.1 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.

**8. STAFF AND CUSTOMER SERVICE**

- 8.1 The Customer requires the Service Provider to provide a sufficient level of resource throughout the duration of the contract in order to consistently deliver a quality service to all parties.
- 8.2 The Service Provider's staff assigned to the contract shall have the relevant qualifications and experience to deliver the contract.
- 8.3 The Service Provider 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.

**9. INTELLECTUAL PROPERTY RIGHTS (IPR)**

- 9.1 All research outputs will remain the property of the Customer.

**10. ADDITIONAL INFORMATION**

- 10.1 The Customer will issue a purchase order number to the successful Service Provider prior to the commencement of the service.

**11. LOCATION**

- 11.1 The Service Provider will be based within their own office, but will be expected to travel to DWP Corporate Centre Offices (in London Caxton House, 6-12 Tothill Street, SW1H 9DA, Leeds Quarry House, Quarry Hill, LS2 7UA and Sheffield Rockingham House, 123 West Street, S14ER) for project management meetings as required.
- 11.2 The research will be covering a large geographical area. Potential Providers must ensure they are able to conduct the interviews across the UK as required.
- 11.3 The Service Provider will be expected to travel for any claimant interviews.

# Variation Form

## Variation Letter

### Call-off terms and conditions for services

[NAME OF LOT]

.....  
**Commission Number being varied:**.....

**Variation Form No:**.....

### BETWEEN:

The Department for Work and Pensions (**the Customer**)

and

NatCen Social Research (**the Service Provider**)

1. The Commission is varied as follows:

**TIMELINE:** Following the original timeline agreed for the above project, this is to confirm the updated end date for this project is.....

The reason for the extended timeline is.....

This update does not have any financial implication; therefore charges will remain as agreed in the original commissioning letter for this project.]

[**FINANCIAL:** Charges for this assignment were agreed at £..... (exclusive of VAT) as per the commissioning letter dated .....

In addition to the above costs, the following funding has been agreed:

This will total £..... (exclusive of VAT which should be added at the prevailing rate)

The total agreed charges for this assignment are now £....., exclusive of VAT, which should be added at the prevailing rate.

The outstanding balance for this project is £.....(exclusive of VAT) taking into account the additional costs as specified above.

Terms of payment for the balance of £..... (exclusive of VAT) will be:

## INVOICE SCHEDULE

## ANY OTHER DETAILS OF THE VARIATION

2. Words and expressions in this Variation shall have the meanings given to them in the Contract.

3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

### **Authorised to sign for and on behalf of the Customer**

Signature.....

Date.....

Name in capitals.....

Address.....  
.....

### **Authorised to sign for and on behalf of the Service Provider**

Signature.....

Date.....

Name in capitals.....

Address.....  
.....