

Contract Reference Number: GLA 80838

Contract for Services

between

The Greater London Authority (GLA)

and

**For the Provision of No Second Night Out
(NSNO)**

Version: Generic 24 July 2015

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- (a) TfL, TfL in its own right and as holding company of all its subsidiaries (as defined in section 1159 of the Companies Act 2006) from time to time together and reference to any **“member of the Authority Group”** shall refer to TfL or any such subsidiary; and
- (b) the Greater London Authority (GLA), the GLA, TfL, the Mayor’s Office for Policing and Crime and the London Fire and Emergency Planning Authority London Legacy Development Corporation, and the Old Oak and Park Royal Development Corporation (**“Functional Bodies”**) each in their own right and as holding companies of all of their subsidiaries (as defined in section 1159 of the Companies Act 2006) from time to time together and reference to any **“member of the Authority Group”** shall refer to the GLA, any Functional Body or any such subsidiary;

“Authority’s No Second Night Out Branding” the branding the details of which are set out at Part 3 of Schedule 3 hereto;

“Authority’s No Second Night Out Branding Guidance” the guidance and conditions (as amended by the Authority from time to time, the version in force at the time of execution of this Contract set out at Part 3 of Schedule 3 hereto) with which the Service Provider shall comply in any use of the Authority’s No Second Night Out Branding;

“Authority Premises” any land or premises (including temporary buildings) owned or occupied by or on behalf of any member of the Authority Group;

“Business Day” any day excluding Saturdays, Sundays or public or bank holidays in England;

“Cessation Plan” a plan agreed between the Parties or determined by the Authority pursuant to Clauses 28.1 to 28.5 (inclusive) to give effect to a Declaration of Ineffectiveness or Clauses 28.6 to 28.10 (inclusive) to give

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| | effect to a Public Procurement Termination Event; |
| “Charges” | the charges payable by the Authority, in consideration of the due and proper performance of the Services in accordance with the Contract, as specified in or calculated in accordance with Schedule 4 as the same may be varied from time to time in accordance with Clause 26.6 or Clause 31; |
| “Confidential Information” | all information (whether written or verbal) that by its nature may reasonably be regarded as confidential to the Authority (or any member of the Authority Group) whether commercial, financial, technical or otherwise, and including information which relates to the business affairs, customers, suppliers, products, software, telecommunications, networks, trade secrets, know-how or personnel of the Authority Group); |
| “Contract” | this contract, including the Schedules and all other documents referred to in this contract; |
| “Contract Information” | (i) the Contract in its entirety (including from time to time agreed changes to the Contract) and (ii) data extracted from the invoices submitted pursuant to Clause 5 which shall consist of the Service Provider’s name, the expenditure account code, the expenditure account code description, the document number, the clearing date and the invoice amount; |
| “Contract Manager” | the person named as such in Schedule 1 or such other person as notified to the Service Provider by the Authority; |
| “Contract Commencement Date” | the date for commencement of the Contract specified in Schedule 1; |
| “Declaration of Ineffectiveness” | a declaration of ineffectiveness in relation to this Contract made by a Court of competent jurisdiction pursuant to Regulation 98 of the Public Contracts Regulations 2015 or Regulation 113 of the Utilities Contracts Regulations 2016; |
| “Force Majeure Event” | any of the following: riot, civil unrest, war, act of terrorism, threat or perceived threat of act |

of terrorism, fire, earthquake, extraordinary storm, flood, abnormal weather conditions or other natural catastrophe or strikes, lock-outs or other industrial disputes to the extent that such event has materially affected the ability of the Party relying on the Force Majeure Event (“**Affected Party**”) to perform its obligations in accordance with the terms of the Contract but excluding any such event insofar as it arises from or is attributable to the wilful act, omission or negligence of the Affected Party or the failure on the part of the Affected Party to take reasonable precautions to prevent such Force Majeure Event or its impact;

“Good Practice Guidance”

means the Authority’s good practice guidance, which may be updated from time to time, a copy of the current version of which as at the date of this Contract is attached at Schedule 9;

“Holding Company”

any company which from time to time directly or indirectly controls the Service Provider as set out by section 1159 of the Companies Act 2006;

“Insolvency Event”

any of the following:

- (a) either or both of the Service Provider or the Holding Company making any voluntary arrangement with its creditors or becoming subject to an administration order;
- (b) a receiver, administrative receiver, manager, or administrator being appointed over all or part of the business of either or both of the Service Provider or the Holding Company;
- (c) being a company, either or both of the Service Provider or the Holding Company having passed a resolution for its winding-up or being subject to a petition for its winding-up (except for the purposes of a voluntary amalgamation, reconstruction or other re-organisation without

insolvency);

- (d) either or both of the Service Provider or the Holding Company ceasing or threatening to cease to carry on its business for any reason or being unable to pay its debts within the meaning of the Insolvency Act 1986;
- (e) being an individual or firm, the Service Provider becoming bankrupt or dying;
- (f) any similar event to those in (a) to (e) above occurring in relation to either or both of the Service Provider or the Holding Company under the law of any applicable jurisdiction for those purposes;

“Intellectual Property Rights”

any patent, know-how, trade mark or name, service mark, design right, copyright, rights in passing off, database right, rights in commercial or technical information, any other rights in any invention, discovery or process and any other intellectual property rights, in each case whether registered or unregistered and including applications for the grant of any such rights and all rights or forms of protection having equivalent or similar effect in each case in the United Kingdom and anywhere else in the world;

“Key Personnel”

the Service Provider’s key personnel named in Schedule 1;

“Losses”

all costs (including legal costs and costs of enforcement), expenses, liabilities (including any tax liability), injuries, direct, indirect or consequential loss (all three of which terms include pure economic loss, loss of profits, loss of business, depletion of goodwill and like loss), damages, claims, demands, proceedings and judgments;

“Merlin Standards”

means the standards which prime providers are expected to adhere to in their relationship with their subcontractors published by the Department for Work & Pensions as updated from time to time;

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| “Milestone” | an event which is the completion of one or more of the specified activities as may be set out in the Project Plan; |
| “Parties” | the Authority and the Service Provider (including their successors and permitted assignees) and “Party” shall mean either of them as the case may be; |
| “Procurement Manager” | the person named as such in Schedule 1 and referred to in Clause 7 or such other person as notified to the Service Provider by the Authority; |
| “Project Plan” | the plan (if any) for implementation including (without limitation) project delivery set out in Schedule 5, developed and agreed by the Parties in relation to the performance and timing of the Services under the Contract which may include Milestones; |
| “Public Procurement Termination Event” | If a court determines that one or more of the circumstances described in regulation 73(1) of the Public Contracts Regulations 2015 or regulation 89(1) of the Utilities Contracts Regulations 2016; |
| “Service Commencement Date” | the date for commencement of the Services set out in Schedule 1; |
| “Service Provider Equipment” | the equipment and materials of whatsoever nature used by the Service Provider in providing the Services which do not themselves form part of the Services and in which title is not intended to pass to the Authority under the Contract; |
| “Service Provider’s Personnel” | all such persons, including (without limitation) employees, officers, suppliers, sub-contractors and agents of the Service Provider, as are engaged in the performance of any of the Services and including the Key Personnel; |
| “Services” | (a) subject to Clause 26.6 all or any part of the services to be provided to, or activities to be undertaken and completed for, the Authority by the Service Provider under the Contract as detailed in the Specification including any variations to such services or |

activities pursuant to Clause 31; and

- (b) any services, functions or responsibilities which may be reasonably regarded as incidental to the foregoing services or activities and which may be reasonably inferred from the Contract;

“Specification” the specification and other requirements set out in Schedule 3;

“Term” the period during which the Contract continues in force as provided in Clause 2 and Schedule 1;

“TfL” Transport for London, a statutory corporation established under the Greater London Authority Act 1999;

“Transparency Commitment” means the Authority’s commitment to publish its contracts, tender documents and data from invoices received in accordance with the Local Government Transparency Code 2015 and the Authority’s own published transparency commitments;

“VAT” means value added tax as provided for in the Value Added Tax Act 1994 and any tax replacing the same or of a similar nature.

1.2 a reference to the singular includes the plural and vice versa, and a reference to any gender includes all genders;

1.3 a reference to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended or re-enacted by any subsequent statute, enactment, order, regulation or instrument and shall include all statutory instruments or orders made pursuant to it whether replaced before or after the date of execution of the Contract;

1.4 a reference to any document other than as specified in Clause 1.3 and save as expressed otherwise shall be construed as a reference to the document as at the date of execution of the Contract;

1.5 headings are included in the Contract for ease of reference only and do not affect the interpretation or construction of the Contract;

1.6 references to Clauses and Schedules are, unless otherwise provided, references to clauses of, and schedules to, the Contract and any

reference to a paragraph in any Schedule shall, in the absence of provision to the contrary, relate to the paragraph in that Schedule;

- 1.7 in the event, and only to the extent, of any conflict between the Clauses and the Schedules, the Clauses prevail, except where:
 - 1.7.1 the conflicting part of the Schedule is explicitly expressed to take precedence; or
 - 1.7.2 the conflict is with a provision in Schedule 2 (Special Conditions of Contract), in which case the provisions in Schedule 2 shall prevail;
- 1.8 the Schedules form part of the Contract and will have the same force and effect as if expressly set out in the body of the Contract;
- 1.9 the expression “person” means any individual, firm, body corporate, unincorporated association, partnership, government, state or agency of a state or joint venture; and
- 1.10 the words “including”, “includes” and “included” will be construed without limitation unless inconsistent with the context.

2. Commencement and Duration

The Contract commences on the Contract Commencement Date and continues in force for the duration stated in Schedule 1 unless terminated earlier in accordance with Clause 26.

3. The Services

- 3.1 The Service Provider:
 - 3.1.1 shall provide the Services to the Authority from the Service Commencement Date in accordance with the Contract;
 - 3.1.2 acknowledges that it has sufficient information about the Authority and the Specification and that it has made all appropriate and necessary enquiries to enable it to perform the Services in accordance with the Contract;
 - 3.1.3 shall neither be entitled to any additional payment nor excused from any obligation or liability under the Contract due to any misinterpretation or misunderstanding by the Service Provider of any fact relating to the Specification or otherwise to the Contract; and
 - 3.1.4 shall comply with all lawful and reasonable directions of the Authority relating to its performance of the Services.
- 3.2 The Service Provider shall ensure, where it is reasonably likely that it and/or any Service Provider Personnel shall have significant contact

with children, young people or vulnerable adults (“Vulnerable People”) in the provision of the Services its and Service Provider Personnel shall have and adhere to an appropriate written policy and set of procedures (which correspond with the requirements of the Good Practice Guidance) in place at all times to safeguard Vulnerable People, including (without limitation) procedures to check backgrounds and disclosures of Service Provider Personnel who are likely to have significant direct contact with Vulnerable People with the Disclosure and Barring Service (DBS).

- 3.3 Notwithstanding anything to the contrary in the Contract, the Authority’s discretion in carrying out its statutory duties shall not be fettered or otherwise constrained or affected by any provision of the Contract.
- 3.4 The Service Provider shall provide the Services:
 - 3.4.1 with the high degree of skill, care and diligence normally exercised by recognised professional firms or by highly skilled and experienced service providers providing services of a similar scope, type and complexity to the Services and with sufficient resources including project management resources;
 - 3.4.2 in conformance in all respects with the Specification and so that they fulfil the purpose indicated by or to be reasonably inferred from the Specification;
 - 3.4.3 in a safe manner and free from any unreasonable or avoidable risk to any person’s health and well-being and in an economic and efficient manner; and
 - 3.4.4 so that they are properly managed and monitored and shall immediately inform the Authority if any aspect of the Contract is not being or is unable to be performed.
- 3.5 Where reasonably requested to do so by the Authority and provided the Service Provider is willing to so contract, the Service Provider shall contract with such other member(s) of the Authority Group as on the terms of this Contract with only the necessary changes of Parties’ details being made.
- 3.6 Throughout the term of the Contract the Service Provider shall when required give to the Authority such written or oral advice or information regarding any of the Services as the Authority may reasonably require.
- 3.7 Where a format for electronic receipt of orders by the Service Provider is set out in Schedule 1, the Service Provider shall, unless the Authority requires otherwise, receive orders in such format and shall maintain its systems to ensure that it is able to do so throughout the Term.

4. **Charges**

- 4.1 The Service Provider shall invoice the Authority in accordance with the procedures set out in Clause 5 and in consideration of, and subject to the due and proper performance of the Services by the Service Provider in accordance with the Contract, the Authority shall pay the Service Provider the Charges in accordance with those procedures and with the other terms and conditions of the Contract.
- 4.2 The Service Provider is not entitled to reimbursement for expenses unless such expenses are specified in Schedule 4 or have been incurred with the prior written consent of the Authority, in which case the Service Provider shall supply appropriate evidence of expenditure in a form acceptable to the Authority.
- 4.3 All Charges exclude any VAT which may be chargeable, which will be payable in addition to the sum in question at the rate and in the manner for the time being prescribed by law on delivery of a valid VAT invoice.

5. **Payment Procedures and Approvals**

- 5.1 The Service Provider shall invoice the Authority in respect of the Charges:
- 5.1.1 on completion of each Milestone set out in Schedule 4 provided that any preceding Milestones have been completed in accordance with the Contract; and
- 5.1.2 all performance measures set out in Schedule 4 have been fully met,
- and shall not make any separate charge for submitting any invoice.
- 5.2 The Service Provider shall submit invoices to the postal address set out in Schedule 1 or, where an electronic format for submission of invoices is set out in Schedule 1, such electronic format shall, unless the Authority requires otherwise, be used. Each such invoice shall contain all information required by the Authority including the Contract Reference Number, SAP order number, Service Provider's name, address and bank account details to which payment should be made, a separate calculation of VAT and a brief description of the Services provided. Invoices shall be clear, concise, accurate, and adequately descriptive to avoid delays in processing subsequent payment.
- 5.3 In the event of a variation to the Services in accordance with the Contract that involves the payment of additional charges to the Service Provider, the Service Provider shall identify these separately on the relevant invoices.
- 5.4 The Authority shall consider and verify each invoice, which is submitted by the Service Provider in accordance with this Clause 5, in

a timely manner. If the Authority considers that the Charges claimed by the Service Provider in any invoice have:

5.4.1 been correctly calculated and that such invoice is otherwise correct, the invoice shall be approved and payment shall be made by bank transfer (Bank Automated Clearance System (BACS)) or such other method as the Authority may choose from time to time within 30 days of receipt of such invoice or such other time period as may be specified in Schedule 1;

5.4.2 not been calculated correctly or if the invoice contains any other error or inadequacy, the Authority shall notify the Service Provider and the Parties shall work together to resolve the error or inadequacy. Upon resolution, the Service Provider shall submit a revised invoice to the Authority.

The Authority shall not be entitled to treat any properly submitted invoice as disputed or incorrect solely due to its own undue delay in considering and verifying it.

5.5 No payment made by the Authority (including any final payment) or act or omission or approval by the Authority or Contract Manager or Procurement Manager (whether related to payment or otherwise) shall:

5.5.1 indicate or be taken to indicate the Authority's acceptance or approval of the Services or any part of them or any act or omission of the Service Provider, or otherwise prejudice any rights, powers or remedies which the Authority may have against the Service Provider, or absolve the Service Provider from any obligation or liability imposed on the Service Provider under or by virtue of the Contract; or

5.5.2 prevent the Authority from recovering any amount overpaid or wrongfully paid including payments made to the Service Provider by mistake of law or fact. Without prejudice to Clause 17, the Authority shall be entitled to withhold such amount from any sums due or which may become due to the Service Provider or the Authority may recover such amount as a debt.

5.6 Except where otherwise provided in the Contract, the Charges shall be inclusive of all costs of staff, facilities, equipment, materials and other expenses whatsoever incurred by the Service Provider in discharging its obligations under the Contract.

5.7 Interest shall accrue at the rate of two percent (2%) above the base rate of the Bank of England from time to time on all sums due and payable under this Contract from the due date until the date of actual payment (both before and after judgement). All such interest shall be calculated on the basis of the actual number of days elapsed, over a three hundred and sixty five (365) day year and compounded at monthly intervals. The parties agree that this provision constitutes a

substantial remedy for late payment of any sum payable under the Contract in accordance with s8(2) of the Late Payment of Commercial Debts (Interest) Act 1998.

6. Warranties and Obligations

6.1 Without prejudice to any other warranties expressed elsewhere in the Contract or implied by law, the Service Provider warrants, represents and undertakes to the Authority that:

6.1.1 the Service Provider:

6.1.1.1 has full capacity and authority and all necessary licences, permits, permissions, powers and consents (including, where its procedures so require, the consent of its Holding Company) to enter into and to perform the Contract; and

6.1.1.2 is aware of the purposes for which the Services are required and acknowledges that the Authority is reliant upon the Service Provider's expertise and knowledge in the provision of the Services; and

6.1.1.3 is entering into this Contract as principal and not as agent for any person and that it will act as an independent contractor in carrying out its obligations under this Contract;

6.1.2 the Contract is executed by a duly authorised representative of the Service Provider;

6.1.3 all materials, equipment and goods used or supplied by the Service Provider in connection with the Contract shall be of satisfactory quality within the meaning of the Sale of Goods Act 1979 (as amended), sound in design and in conformance in all respects with the Specification; and

6.1.4 all documents, drawings, computer software and any other work prepared or developed by the Service Provider or supplied to the Authority under the Contract shall not infringe any Intellectual Property Rights or any other legal or equitable right of any person.

6.2 Each warranty and obligation in this Clause 6 shall be construed as a separate warranty or obligation (as the case may be) and shall not be limited or restricted by reference to, or reference from, the terms of any other such warranty or obligation or any other term of the Contract.

7. Operational Management

7.1 The Authority authorises the Contract Manager to act as the Authority's representative for the Contract.

7.2 The Service Provider shall deal with the Contract Manager (or his or her nominated representative) in respect of all matters arising under the Contract, except as set out below or unless otherwise notified by the Authority:

7.2.1 variations to the Contract;

7.2.2 any matter concerning the terms of the Contract; and

7.2.3 any financial matter (including any issues in Schedule 4);

which shall be referred to the Procurement Manager.

7.3 The Service Provider shall, at the Authority's request, provide promptly to the Authority at no additional cost such reports on the provision of the Services as the Authority may reasonably request.

8. **Service Provider's Personnel**

8.1 Not used.

8.2 Nothing in this Contract will render the Service Provider's Personnel, an employee, agent or partner of the Authority or Authority Group by virtue of the provision of the Services by the Service Provider under the Contract, and the Service Provider shall be responsible for making appropriate deductions for tax and national insurance contributions from the remuneration paid to the Service Provider's Personnel.

8.3 Without prejudice to its obligations under this Contract including (without limitation) the application of the London Living Wage the Service Provider shall be entirely responsible for the employment and conditions of service of its own staff and all obligations relating thereto, including any redundancy or other compensation payments resulting from a Variation, termination, operation of the break clause or at the end of the Term.

8.4 The Service Provider shall provide the Service Provider's Personnel as necessary for the proper and timely performance and management of the Services in accordance with the Contract. Accordingly it shall be the duty of the Service Provider to ensure that a sufficient reserve of staff is available to provide the Service during holidays or absence through sickness or otherwise.

8.5 The Service Provider shall ensure that all personnel deployed on work relating to the Contract shall have the appropriate qualifications and competence, be properly managed and supervised and in these and any other respects be acceptable to the Authority.

8.6 Without prejudice to any of the Authority's other rights, powers or remedies, the Authority may (without liability to the Service Provider) deny access to any Service Provider's Personnel to any Authority Premises and/or require that any Service Provider's Personnel be

immediately removed from performing the Services if such Service Provider's Personnel in the Authority's view have not been properly trained in any way required by this Contract, are otherwise incompetent, negligent, guilty of misconduct or could be a danger to any person. The Authority shall notify the Service Provider of such denial and/or requirement in writing and the Service Provider shall comply with such notice and provide a suitable replacement (with the Contract Manager's prior consent in the case of Key Personnel).

- 8.7 The Contract Manager shall be entitled at his absolute discretion to require the Service Provider to remove forthwith from the provision of the Services any member of staff or other person directly or indirectly under the control of the Service Provider specified in such notice, including Key Personnel. In the case of Key Personnel the notice shall be not less than 14 days.
- 8.8 The Service Provider shall give the Authority, if so requested, full particulars of all persons who are or may be at any time employed on the Contract and shall take all reasonable steps to avoid changes to any of its staff designated in the Contract as Key Personnel. The Service Provider shall give the Authority reasonable notice of any proposals to change Key Personnel and Clause 8.3 shall apply to the proposed replacement personnel.
- 8.9 Notwithstanding Clause 8.1, the Service Provider shall indemnify, keep indemnified and hold harmless the Authority from and against all Losses which the Authority or other member of the Authority Group incur or suffer, in relation to the Service Provider's Personnel or any person who may allege to be the same (whenever such Losses may arise) or any failure by the Service Provider to comply with Clause 8.4.
- 8.10 The Service Provider shall pay to the Service Provider's Personnel not less than the amounts declared to the Authority (if any) as part of the tender process for the Contract and not less than the amounts to which the Service Provider's Personnel are contractually entitled.
- 8.11 The Service Provider shall provide training to the Authority's personnel (including its employees, officers, suppliers, sub-contractors and agents) as specified in Schedule 1.
- 8.12 The Service Provider shall be liable for any acts, omissions or defaults of its staff howsoever arising whilst employed in or about the performance of the Contract.
- 8.13 When required to do so any staff of the Service Provider shall disclose his or her identity and status as staff of the Service Provider. The Service Provider shall ensure that all staff employed in the provision of the Services wears a photographic identity card approved by the Authority.

- 8.14 The Service Provider shall ensure that its staff are made aware of and at all times comply with the Service Provider's duty of confidentiality.
- 8.15 The Service Provider shall not, and shall ensure that its staff shall not, solicit or accept any gratuity or tip or other form of money-taking or reward, collection or charge for any part of the Services, from Service Users or any other third party.
- 8.16 The Service Provider shall ensure that its staff shall comply with all relevant rules, codes, policies, procedures and standards of the Authority as well as those notified to the Service Provider by the Contract manager from time to time and with all relevant statutes, statutory orders and regulations.

9. Sub-Contracting and Change of Ownership

9.1 The Service Provider shall not assign or sub-contract all or any part of the Services without the prior written consent of the Authority which may refuse or grant consent subject to such conditions as the Authority sees fit.

9.2 Where the Service Provider sub-contracts all or any part of the Services to any person, the Service Provider shall:

9.2.1 ensure that such person is obliged to comply with all of the obligations and duties of the Service Provider under the Contract insofar as they relate to the Services or part of them (as the case may be) which that sub-contractor is required to provide;

9.2.2 be responsible for payments to that person;

9.2.3 remain solely responsible and liable to the Authority for any breach of the Contract or any performance, non-performance, part-performance or delay in performance of any of the Services by any sub-contractor to the same extent as if such breach, performance, non-performance, part-performance or delay in performance had been carried out by the Service Provider;

9.2.4 on or before the Contract Commencement Date or the Service Commencement Date (whichever is the earlier), notify the Authority in writing of the name, contact details and details of the legal representatives of any such sub-contractor (of any tier), to the extent that such information has not already been provided by the Service Provider to the Authority under the Contract;

9.2.5 promptly notify the Authority in writing of any change to the information notified under Clause 9.2.4 and provide in writing the name, contact details and details of the legal

representatives of each such sub-contractor (of any tier) who is engaged after the Contract Commencement Date or the Service Commencement Date (whichever is the earlier);

9.2.6 without prejudice to the provisions of Clause 12, ensure compliance with the Bribery Act 2010 and any guidance issued by the Secretary of State under it when appointing any such sub-contractor;

9.2.7 include a term in each sub-contract (of any tier):

9.2.7.1 requiring payment to be made by the Service Provider or (in respect of a sub-contract below the first tier) the payer under the relevant sub-contract to the sub-contractor within a specified period not exceeding 30 days from receipt of a valid and undisputed invoice as defined by the sub-contract requirements; and

9.2.7.2 a requirement that any invoices for payment submitted by the sub-contractor are considered and verified by the Service Provider, or (in respect of a sub-contract below the first tier) the payer under the relevant sub-contract, in a timely manner and that any undue delay in doing so shall not in itself be sufficient justification for failing to treat an invoice as being valid and undisputed under the sub-contract requirements.

9.3 The Service Provider shall give notice to the Authority within 10 Business Days where :

9.3.1 there is any change in the ownership of the Service Provider where such change relates to 50% or more of the issued share capital of the Service Provider; and

9.3.2 there is any change in the ownership of the Holding Company where such change relates to 50% or more of the issued share capital of the Holding Company; and

9.3.3 (in the case of an unincorporated Service Provider) give notice to the Authority if there is any change in the management personnel of the Service Provider, which alone or taken with any other change in management personnel not previously notified to the Authority, equates to a change in the identity of 50% or more of the management personnel of the Service Provider.

Upon the occurrence of any of the events referred to at Clauses 9.3.1 – 9.3.3 above, the Authority shall have the right to terminate the Contract.

10. **Conflict of Interest**

10.1 The Service Provider warrants that it does not and will not have at the Contract Commencement Date or Service Commencement Date any interest in any matter where there is or is reasonably likely to be a conflict of interest with the Services or any member of the Authority Group, save to the extent fully disclosed to and approved by the Authority.

10.2 The Service Provider shall check for any conflict of interest at regular intervals throughout the Term and in any event not less than once in every six months and shall notify the Authority in writing immediately upon becoming aware of any actual or potential conflict of interest with the Services or any member of the Authority Group and shall work with the Authority to do whatever is necessary (including the separation of staff working on, and data relating to, the Services from the matter in question) to manage such conflict to the Authority's satisfaction, provided that, where the Authority is not so satisfied, it may terminate the Contract in accordance with Clause 26.1.4.

11. **Access to Premises and Assets**

11.1 Subject to Clause 8.6 any access to either or both of any Authority Premises or Authority Assets made available to the Service Provider in connection with the proper performance of the Contract shall be free of charge and shall be used by the Service Provider solely for the purpose of performing the Services during the Term in accordance with the Contract provided, for the avoidance of doubt, the Service Provider shall be responsible for its own costs or travel including either or both of any congestion charging or low emission zone charging. The Service Provider shall:

11.1.1 have the use of such Authority Premises as licensee and shall not have or purport to claim any sole or exclusive right to possession or to possession of any particular part of such Authority Premises;

11.1.2 vacate such Authority Premises upon the termination or expiry of the Contract or at such earlier date as the Authority may determine;

11.1.3 not exercise or purport to exercise any rights in respect of any Authority Premises in excess of those granted under this Clause 11.1;

11.1.4 ensure that the Service Provider's Personnel carry any identity passes issued to them by the Authority at all relevant times and comply with the Authority's security procedures as may be notified by the Authority from time to time;

- 11.1.5 not damage the Authority Premises or any assets on Authority Premises; and
 - 11.1.6 return immediately to the Authority in good working order and satisfactory condition (in the reasonable opinion of the Authority) all Authority Assets used by the Service Provider or the Service Provider Personnel in the performance of the Services.
- 11.2 Nothing in this Clause 11 shall create or be deemed to create the relationship of landlord and tenant in respect of any Authority Premises between the Service Provider and any member of the Authority Group.
- 11.3 The Authority shall be under no obligation to provide office or other accommodation or facilities or services (including telephony and IT services) to the Service Provider except as may be specified in Schedule 1.

12. **Compliance with Policies and Law**

- 12.1 The Service Provider, at no additional cost to the Authority:
- 12.1.1 undertakes to procure that all the Service Provider's Personnel comply with all of the Authority's policies and standards that are relevant to the performance of the Services, (including where the GLA is the Authority the Authority's Dignity at Work policy as updated from time to time and with the GLA's Code of Ethics as updated from time to time, and where TfL is the Authority, TfL's workplace harassment policy as updated from time to time (copies of which are available on request from TfL) and with TfL's Code of Conduct (which is available on TfL's website, www.tfl.gov.uk)) including the provisions set out in Schedule 7 and those relating to safety, security, business ethics, drugs and alcohol and any other on site regulations specified by the Authority for personnel working at Authority Premises or accessing the Authority's computer systems. The Authority shall provide the Service Provider with copies of such policies and standards on request. In the event that the Services are being provided to both the GLA and TfL, then the policies and standards of each of the GLA and TfL shall apply as appropriate;
 - 12.1.2 shall provide the Services in compliance and ensure that the Service Provider's Personnel comply with all requirements of all Acts of Parliament, statutory instruments, court orders, regulations, directives, European Community decisions (insofar as legally binding), bye-laws, treaties and other regulatory requirements relevant to either of both of the Service Provider's or the Authority's business, from time to time in force which are or may become applicable to the Services. The Service Provider shall promptly notify the

Authority if the Service Provider is required to make any change to the Services for the purposes of complying with its obligations under this Clause 12.1.2;

12.1.3 without limiting the generality of Clause 12.1.2, shall comply with all relevant enactments in force from time to time relating to discrimination in employment and the promotion of equal opportunities;

12.1.4 acknowledges that the Authority is under a duty under section 149 of the Equality Act 2010 to have due regard to the need to eliminate unlawful discrimination on the grounds of sex, marital or civil partnership status, race, sexual orientation, religion or belief, age, pregnancy or maternity, gender reassignment or disability (a “**Relevant Protected Characteristic**”) (as the case may be) and to promote equality of opportunity between persons who share a Relevant Protected Characteristic and persons who do not share it. In providing the Services, the Service Provider shall assist and cooperate with Authority where possible in satisfying this duty;

12.1.5 acknowledges that where the Authority is the GLA, the GLA is under a duty under section 404(2) of the Greater London Authority Act 1999 and where the Authority is TfL, TfL is under a duty by virtue of a direction under section 155 of the Greater London Authority Act 1999 in respect of section 404(2) of that Act to have due regard to the need to:

12.1.5.1 promote equality of opportunity for all persons irrespective of their race, sex, disability, age, sexual orientation or religion;

12.1.5.2 eliminate unlawful discrimination; and

12.1.5.3 promote good relations between persons of different racial groups, religious beliefs and sexual orientation,

and in providing the Services, the Service Provider shall assist and co-operate with the Authority where possible to enable the Authority to satisfy its duty;

12.1.6 Where the GLA is the Authority the Service Provider shall:

12.1.6.1 comply with policies developed by the Authority with regard to compliance with the Authority’s duties referred to in Clauses 12.1.4. - 12.1.5 as are relevant to the Contract and the Service Provider’s activities;

- 12.1.6.2 obey directions from the Authority with regard to the conduct of the Contract in accordance with the duties referred to in Clauses 12.1.4. - 12.1.5;
 - 12.1.6.3 assist, and consult and liaise with, the Authority with regard to any assessment of the impact on and relevance to the Contract of the duties referred to in Clauses 12.1.4. - 12.1.5;
 - 12.1.6.4 on entering into any contract with a sub-contractor in relation to this Contract, impose obligations upon the sub-contractor to comply with this Condition 12.1.6 as if the sub-contractor were in the position of the Service Provider;
 - 12.1.6.5 provide to the Authority, upon request, such evidence as the Authority may require for the purposes of determining whether the Service Provider has complied with this Clause 12.1.6. In particular, the Service Provider shall provide any evidence requested within such timescale as the Authority may require, and co-operate fully with the Authority during the course of the Authority's investigation of the Service Provider's compliance with its duties under this Clause 12.1.6; and
 - 12.1.6.6 inform the Authority forthwith in writing should it become aware of any proceedings brought against it in connection with this Contract by any person for breach of the Equality Act 2010.
- 12.1.7 without prejudice to any other provision of this Clause 12.1 or the Schedules, shall where TfL is the Authority comply with any provisions set out in the Schedules that relate to traffic management and shall comply with the reasonable instructions of TfL's Traffic Manager as may be made available to the Service Provider from time to time. For the purposes of this Clause 12.1.7, "Traffic Manager" means TfL's traffic manager appointed in accordance with section 17 of the Traffic Management Act 2004;
- 12.1.8 shall promptly notify the Service Provider's Personnel and the Authority of any health and safety hazards that exist or may arise in connection with the performance of the Services;
- 12.1.9 without limiting the generality of Clause 12.1.2, shall comply with the Bribery Act 2010 and any guidance issued by the Secretary of State under it.

In all cases, the costs of compliance with this Clause 12.1 shall be borne by the Service Provider.

12.2 In providing the Services, the Service Provider shall (taking into account best available techniques not entailing excessive cost and the best practicable means of preventing, or counteracting the effects of any noise or vibration) have appropriate regard (insofar as the Service Provider's activities may impact on the environment) to the need to:

12.2.1 preserve and protect the environment and to the need to avoid, remedy and mitigate any adverse effects on the environment;

12.2.2 enhance the environment and have regard to the desirability of achieving sustainable development;

12.2.3 conserve and safeguard flora, fauna and geological or physiological features of special interest; and

12.2.4 sustain the potential of natural and physical resources and the need to safeguard the life-supporting capacity of air, water, soil and ecosystems.

Work Related Road Risk

12.3 For the purposes of Clauses 12.3 to 12.11 (inclusive) of this Contract, the following expressions shall have the following meanings:

“Bronze Accreditation” the minimum level of accreditation within the FORS Standard, the requirements of which are more particularly described at:

www.fors-online.org.uk

“Car-derived Vans” a vehicle based on a car, but with an interior that has been altered for the purpose of carrying larger amounts of goods and/or equipment;

“Collision Report” a report detailing all collisions during the previous 12 months involving injuries to persons or fatalities;

“Delivery and Servicing Vehicle” a Lorry, a Van or a Car-derived Van;

“Driver” any employee of the Service Provider (including an agency driver), who operates Delivery and Servicing Vehicles on behalf of the Service Provider while delivering the Services;

| | |
|-------------------------------|--|
| “DVLA” | Driver and Vehicle Licensing Agency; |
| “FORS” | the Fleet Operator Recognition Scheme, which is an accreditation scheme for businesses operating van and lorry fleets. It offers impartial, independent advice and guidance to motivate companies to improve their compliance with relevant laws and their environmental, social and economic performance; |
| “FORS Standard” | the standard setting out the accreditation requirements for the Fleet Operator Recognition Scheme, a copy of which can be found at: www.fors-online.org.uk |
| “Gold Accreditation” | the highest level of accreditation within the FORS Standard, the requirements of which are more particularly described at: www.fors-online.org.uk |
| “Lorry” | a vehicle with an MAM exceeding 3,500 kilograms; |
| “MAM” | the maximum authorised mass of a vehicle or trailer including the maximum load that can be carried safely while used on the road; |
| “Side Guards” | guards that are fitted between the front and rear axles of a Lorry and that comply with EC Directive 89/297/EEC and the Road Vehicles (Construction and Use) Regulations 1986; |
| “Silver Accreditation” | the intermediate level of accreditation within the FORS Standard, the requirements of which are more particularly described at: www.fors-online.org.uk |
| “Van” | a vehicle with a MAM not exceeding 3,500 kilograms. |

Fleet Operator Recognition Scheme Accreditation

12.4 Where the Service Provider operates Delivery and Servicing Vehicles to provide the Services, it shall within 90 days of the Contract Commencement Date:

12.4.1 (unless already registered) register for FORS or a scheme, which in the reasonable opinion of TfL, is an acceptable substitute to FORS (the “**Alternative Scheme**”); and

12.4.2 (unless already accredited) have attained the standard of Bronze Accreditation (or higher) or the equivalent within the Alternative Scheme and shall maintain the standard of Bronze Accreditation (or equivalent standard within the Alternative Scheme) by way of an annual independent assessment in accordance with the FORS Standard or take such steps as may be required to maintain the equivalent standard within the Alternative Scheme. Alternatively, where the Service Provider has attained Silver or Gold Accreditation, the maintenance requirements shall be undertaken in accordance with the periods set out in the FORS Standard.

Safety Equipment on Vehicles

12.5 The Service Provider shall ensure that every Lorry, which it uses to provide the Services, shall:

12.5.1 have Side Guards, unless the Service Provider can demonstrate to the reasonable satisfaction of TfL that the Lorry will not perform the function for which it was built if Side Guards are fitted;

12.5.2 have front, side and rear blind spots completely eliminated or minimised as far as practical and possible, through the use of fully operational direct and indirect vision aids and driver audible alerts;

12.5.3 have equipment fitted with an audible means of warning other road users of the Lorry’s left manoeuvre; and

12.5.4 have prominent signage on the Lorry to warn cyclists and other road users of the dangers of passing the Lorry on the inside and of getting too close to the Lorry.

Driver Licence Checks

12.6 Where the Service Provider operates Delivery and Servicing Vehicles to provide the Services the Service Provider shall ensure that:

12.6.1 it has a system in place to ensure all its Drivers hold a valid driving licence for the category of vehicle that they are tasked

to drive, along with recording any endorsements, or restrictions on the Drivers licence; and

12.6.2 each of its Drivers engaged in the provision of the Services has a driving licence check with the DVLA or such equivalent before that Driver commences delivery of the Services and that the driving licence check with the DVLA or equivalent authority is repeated in accordance with either the following risk scale (in the case of the DVLA issued licences only), or the Service Provider's risk scale, provided that the Service Provider's risk scale has been approved in writing by TfL within the last 12 months:

12.6.2.1 0 – 3 points on the driving licence – annual checks;

12.6.2.2 4 – 8 points on the driving licence – six monthly checks;

12.6.2.3 9 – 11 points on the driving licence – quarterly checks; or

12.6.2.4 12 or more points on the driving licence – monthly checks.

Driver Training

12.7 Where the Service Provider operates Delivery and Servicing Vehicles to provide the Services the Service Provider shall ensure that each of its Drivers undergo approved progressive training (to include a mix of theoretical, e-learning, practical and on the job training) and continued professional development to include training covering the safety of vulnerable road users and on-cycle hazard awareness, throughout the Term of the Contract.

Collision Reporting

12.8 Where the Service Provider operates Delivery and Servicing Vehicles to provide the Services, the Service Provider shall:

12.8.1 ensure that it has a system in place to capture, investigate and analyse road traffic collisions that results in fatalities, injury or damage to vehicles, persons or property and for generating Collision Reports; and

12.8.2 within 15 days of the Commencement Date, provide to TfL a Collision Report. The Service Provider shall provide to TfL an updated Collision Report within five (5) working days of a written request from TfL.

Self Certification of Compliance

- 12.9 Where the Service Provider operates Delivery and Servicing Vehicles to provide the Services, within 90 days of the Commencement Date, the Service Provider shall make a written report to TfL detailing its compliance with Clauses 12.5, 12.6 and 12.7 of this Contract (the “**WRRR Self-certification Report**”). The Service Provider shall provide updates of the WRRR Self-certification Report to TfL on each three month anniversary of its submission of the initial WRRR Self-certification Report.

Obligations of the Service Provider Regarding Subcontractors

- 12.10 The Service Provider shall ensure that those of its sub-contractors who operate Delivery and Servicing Vehicles to provide the Services shall:

12.10.1 comply with Clause 12.4; and

12.10.2 where its subcontractors operates the following vehicles to provide the Services shall comply with the corresponding provisions of this Contract:

12.10.2.1 For Lorries – Clauses 12.5, 12.6, 12.7 and 0; and

12.10.2.2 For Vans – Clauses 12.6, 12.7 and 0,

as if those sub-contractors were a party to this Contract.

Failure to Comply with Work Related Road Risk Obligations

- 12.11 Without limiting the effect of any other clause of this Contract relating to termination, if the Service Provider fails to comply with Clauses 12.4, 12.5, 12.6, 12.7, 0, 12.9 and 12.10:

12.11.1 the Service Provider has committed a material breach of this Contract; and

12.11.2 TfL may refuse the Service Provider, its employees, agents and Delivery and Servicing Vehicles entry onto any property that is owned, occupied or managed by TfL for any purpose (including but not limited to deliveries).

13. Corrupt Gifts and Payment of Commission

The Service Provider shall not, and shall ensure that its employees, agents and sub-contractors do not, pay any commission, fees or grant any rebates to any employee, officer or agent of any member of the Authority Group nor favour any employee, officer or agent of any member of the Authority Group with gifts or entertainment of significant cost or value nor enter into any business arrangement with employees,

officers or agents of any member of the Authority Group other than as a representative of the Authority, without the Authority's prior written approval.

14. **Equipment**

14.1 Risk in:

14.1.1 all Service Provider Equipment shall be with the Service Provider at all times; and

14.1.2 all other equipment and materials forming part of the Services (title to which will pass to the Authority) ("**Materials**") shall be with the Service Provider at all times until completion of the Services in accordance with the Contract,

regardless of whether or not the Service Provider Equipment and Materials are located at Authority Premises.

14.2 The Service Provider shall ensure that all Service Provider Equipment and all Materials meet all minimum safety standards required from time to time by law.

15. **Quality and Best Value**

15.1 The Service Provider acknowledges that the Authority is a best value authority for the purposes of the Local Government Act 1999 and as such the Authority is required to make arrangements to secure continuous improvement in the way it exercises its functions (having regard to a combination of economy, efficiency and effectiveness) and, as such, the Service Provider shall, where reasonably requested by the Authority, participate in any relevant best value review.

15.2 Where the GLA is the Authority then in accordance with the statutory requirement set out in section 61(3) of the Greater London Authority Act 1999, the Service Provider shall send such representatives as may be requested to attend the Greater London Assembly for questioning in relation to the Contract. The Service Provider acknowledges that it may be liable to a fine or imprisonment if it fails to comply with a summons to attend.

16. **Records, Audit and Inspection**

16.1 The Service Provider shall, and shall procure that its sub-contractors shall:

16.1.1 maintain a complete and correct set of records pertaining to all activities relating to the performance of the Services and the Service Provider's obligations under the Contract and all transactions entered into by the Service Provider for the purposes of the Contract (including time-sheets for the Service

Provider's Personnel where such records are material to the calculation of the Charges) ("**Records**"); and

16.1.2 retain all Records during the Term and for a period of not less than 6 years (or such longer period as may be required by law) except Records containing Personal Data (as defined in section 1(1) of the Data Protection Act 1998) which shall only be retained for as long as necessary, following termination or expiry of the Contract ("**Retention Period**").

16.2 The Authority and any person nominated by the Authority has the right to audit any and all Records at any time during the Retention Period on giving to the Service Provider what the Authority considers to be reasonable notice (whether in writing or verbally) and at any reasonable time to inspect any aspect of the Service Provider's performance of the Services (including compliance with Clause 12.1) and the Service Provider shall give all reasonable assistance to the Authority or its nominee in conducting such inspection, including making available documents and staff for interview.

17. **Set-Off**

All damages, costs, charges, expenses, debts, sums or other amounts owing (contingently or otherwise) to or incurred by the Authority arising out of or attributable to this Contract or any other contract between the Authority and the Service Provider may be deducted by the Authority from monies due or which may become due to the Service Provider under this Contract or under any other contract with any member of the Authority Group may recover such amount as a debt.

18. **Indemnity**

18.1 Subject to Clause 18.2, the Service Provider is responsible for and shall indemnify, keep indemnified and hold harmless each of the Authority and all other members of the Authority Group (including their respective employees, sub-contractors and agents) ("**the Indemnified Party**") against all Losses which the Indemnified Party incurs or suffers as a consequence of any breach or negligent performance of the Contract by the Service Provider (or any of the Service Provider's Personnel) (including in each case any non-performance or delay in performance of the Contract) or of any breach of statutory duty, misrepresentation or misstatement by the Service Provider (or any of its employees, agents or sub-contractors).

18.2 The Service Provider is not responsible for and shall not indemnify the Authority for any Losses to the extent that such Losses are caused by any breach or negligent performance of any of its obligations under the Contract by the Authority or any other member of the Authority Group including by any of their respective employees, agents or sub-contractors.

19. **Insurance**

19.1 The Service Provider will at its sole cost maintain employer's liability and motor insurance cover as required by law and insurance cover in the sum of not less than £5 million per claim (in terms approved by the Authority) in respect of the following to cover the Services ("**the Insurances**") and will ensure that the Authority's interest is noted on each and every policy or that any public liability, product liability or employer's liability insurance includes an Indemnity to Principal clause:

19.1.1 public liability to cover injury and loss to third parties;

19.1.2 insurance to cover the loss or damage to any item related to the Services;

19.1.3 product liability; and

19.1.4 professional indemnity or, where professional indemnity insurance is not available, a "financial loss" extension to the public liability insurance referred to in Clause 19.1.1 or, if applicable, the product liability insurance referred to in Clause 19.1.3. Any professional indemnity insurance or "financial loss" extension shall be renewed for a period of 6 years (or such other period as the Authority may stipulate) following the expiry or termination of the Contract.

19.2 The insurance cover will be maintained with a reputable insurer.

19.3 The Service Provider will produce evidence to the Authority on reasonable request of the insurance policies set out in Clause 19.1 and payment of all premiums due on each policy.

19.4 The Service Provider warrants that nothing has or will be done or be omitted to be done which may result in any of the insurance policies set out in Clause 19.1 being or becoming void, voidable or unenforceable.

19.5 In the event that any of the Insurances are cancelled or not renewed, the Service Provider shall immediately notify the Authority and shall at its own cost arrange alternative Insurances with an insurer or insurers acceptable to the Authority.

20. **The Authority's Data and Branding**

20.1 The Service Provider acknowledges the Authority's ownership of Intellectual Property Rights which may subsist in the Authority's data. The Service Provider shall not delete or remove any copyright notices contained within or relating to the Authority's data.

20.2 The Service Provider and the Authority shall each take reasonable precautions (having regard to the nature of their other respective obligations under the Contract) to preserve the integrity of the

Authority's data and to prevent any corruption or loss of the Authority's data.

- 20.3 In addition and without prejudice to the other provisions of this Contract the Service Provider shall ensure that it uses the Authority's No Second Night Out Branding as directed by the Authority from time to time and in any event in accordance with the Authority's No Second Night Out Branding Guidance (as per Part 3 of Schedule 3).
- 20.4 In order to facilitate the Service Provider's use of the same in accordance with Clause 20.3 the Authority hereby grants to the Service Provider (subject always to the Service Provider's compliance with the Authority's No Second Night Out Branding Guidance) a royalty free, non-exclusive license to use the No Second Night Out Branding solely for the purpose of the provision of the Services.

21. **Intellectual Property Rights**

- 21.1 The Service Provider hereby assigns with full title guarantee to the Authority all Intellectual Property Rights in all documents, drawings, computer software and any other work prepared or developed by or on behalf of the Service Provider in the provision of the Services ("**the Products**") provided that such assignment shall not include items not prepared or developed for the purposes of this Contract.
- 21.2 The Service Provider shall provide the Authority with copies of all materials relied upon or referred to in the creation of the Products together with a perpetual, irrevocable, royalty-free and transferable licence free of charge to use such materials in connection with the use of the Products.
- 21.3 The Service Provider shall have no right (save where expressly permitted under the Contract or with the Authority's prior written consent) to use any trade marks, trade names, logos or other Intellectual Property Rights of the Authority.
- 21.4 The Service Provider shall ensure that all royalties, licence fees or similar expenses in respect of all Intellectual Property Rights used in connection with the Contract have been paid and are included within the Charges.

22. **Privacy and Data Protection**

- 22.1 The Service Provider shall comply with all of its obligations under the Data Protection Act 1998 and, if Processing Personal Data (as such terms are defined in section 1(1) of that Act) on behalf of the Authority, shall only carry out such Processing for the purposes of providing the Services in accordance with Schedule 2 of this Contract.

23. **Confidentiality and Announcements**

- 23.1 Subject to Clause 24, the Service Provider will keep confidential:
- 23.1.1 the terms of this Contract; and
 - 23.1.2 any and all Confidential Information that it may acquire in relation to the Authority.
- 23.2 The Service Provider will not use the Authority's Confidential Information for any purpose other than to perform its obligations under this Contract. The Service Provider will ensure that its officers and employees comply with the provisions of Clause 23.1.
- 23.3 The obligations on the Service Provider set out in Clause 23.1 will not apply to any Confidential Information:
- 23.3.1 which either of the Parties can demonstrate is in the public domain (other than as a result of a breach of this Clause 23);
 - 23.3.2 which a Party is required to disclose by order of a court of competent jurisdiction but then only to the extent of such required disclosure; or
 - 23.3.3 to the extent that such disclosure is to the Secretary for Transport (or the government department responsible for public transport in London for the time being) the Office of Rail Regulation, or any person or body who has statutory responsibilities in relation to transport in London and their employees, agents and sub-contractors.
- 23.4 The Service Provider shall keep secure all materials containing any information in relation to the Contract and its performance.
- 23.5 The Service Provider shall not communicate with representatives of the general or technical press, radio, television or other communications media in relation to the existence of the Contract or that it is providing the Services to the Authority or in relation to any matter under or arising from the Contract unless specifically granted permission to do so in writing by the Authority. The Authority shall have the right to approve any announcement before it is made.
- 23.6 The provisions of this Clause 23 will survive any termination of this Contract for a period of 6 years from termination.

24. **Freedom of Information and Transparency**

- 24.1 For the purposes of this Clause 24:
- 24.1.1 **"FOI Legislation"** means the Freedom of Information Act 2000, all regulations made under it and the Environmental Information Regulations 2004 and any amendment or re-

enactment of any of them; and any guidance or statutory codes of practice issued by the Information Commissioner, the Ministry of Justice or the Department for Environment Food and Rural Affairs (including in each case its successors or assigns) in relation to such legislation;

24.1.2 **“Information”** means information recorded in any form held by the Authority or by the Service Provider on behalf of the Authority; and

24.1.3 **“Information Access Request”** means a request for any Information under the FOI Legislation.

24.2 The Service Provider acknowledges that the Authority:

24.2.1 is subject to the FOI Legislation and agrees to assist and co-operate with the Authority to enable the Authority to comply with its obligations under the FOI Legislation; and

24.2.2 may be obliged under the FOI Legislation to disclose Information without consulting or obtaining consent from the Service Provider.

24.3 Without prejudice to the generality of Clause 24.2, the Service Provider shall and shall procure that its sub-contractors (if any) shall:

24.3.1 transfer to the Contract Manager (or such other person as may be notified by the Authority to the Service Provider) each Information Access Request relevant to the Contract, the Services or any member of the Authority Group that it or they (as the case may be) receive as soon as practicable and in any event within two (2) Business Days of receiving such Information Access Request; and

24.3.2 in relation to Information held by the Service Provider on behalf of the Authority, provide the Authority with details about and copies of all such Information that the Authority requests and such details and copies shall be provided within five (5) Business Days of a request from the Authority (or such other period as the Authority may reasonably specify), and in such forms as the Authority may reasonably specify.

24.4 The Authority shall be responsible for determining whether Information is exempt from disclosure under the FOI Legislation and for determining what Information will be disclosed in response to an Information Access Request in accordance with the FOI Legislation.

24.5 The Service Provider shall not itself respond to any person making an Information Access Request, save to acknowledge receipt, unless expressly authorised to do so by the Authority.

- 24.6 The Service Provider acknowledges that the Authority is subject to the Transparency Commitment. Accordingly, notwithstanding Clause 23.1 and Clause 24, the Service Provider hereby gives its consent for the Authority to publish the Contract Information to the general public.
- 24.7 The Authority may in its absolute discretion redact all or part of the Contract Information prior to its publication. In so doing and in its absolute discretion the Authority may take account of the exemptions/exceptions that would be available in relation to information requested under the FOI Legislation.
- 24.8 The Authority may in its absolute discretion consult with the Service Provider regarding any redactions to the Contract Information to be published pursuant to Clause 24.6. The Authority shall make the final decision regarding both publication and redaction of the Contract Information.

25. **Dispute Resolution**

- 25.1 The Authority and the Service Provider shall use all reasonable endeavours to negotiate in good faith and settle any dispute or difference that may arise out of or relate to the Contract ("**Dispute**") before resorting to litigation.
- 25.2 If the Dispute is not settled through discussion between the Contract Manager and a representative of the Service Provider within a period of seven (7) Business Days of the date on which the Dispute arose, the Parties may refer the Dispute in writing to a director or chief executive (or equivalent) ("**Senior Personnel**") of each of the Parties for resolution.
- 25.3 If the Dispute is not resolved within 14 Business Days of referral to the Senior Personnel, the Parties shall attempt in good faith to resolve the Dispute through entry into a structured mediation or negotiation with the assistance of a mediator. Either Party may give notice to the other Party ("**Notice**") to commence such process and the Notice shall identify one or more proposed mediators.
- 25.4 If the Parties are unable to agree on a mediator, or if the agreed mediator is unable or unwilling to act within 28 Business Days of the service of the Notice, either Party may apply to the Centre for Effective Dispute Resolution ("**CEDR**") in London to appoint a mediator. The costs of that mediator shall be divided equally between the Parties or as the Parties may otherwise agree in writing.
- 25.5 Where a dispute is referred to mediation under Clause 25.3, the Parties will attempt to settle such Dispute by mediation in accordance with the model mediation procedures published by CEDR or such other procedures as the mediator may recommend.

- 25.6 If the Parties reach agreement on the resolution of the Dispute, such agreement shall be recorded in writing and once signed by the Parties' authorised representatives, shall be final and binding on the Parties.
- 25.7 If either Party refuses at any time to participate in the mediation procedure and in any event if the Parties fail to reach agreement on the Dispute within 40 Business Days of the service of the Notice either Party may commence proceedings in accordance with Clause 40.
- 25.8 For the avoidance of doubt, the Service Provider shall continue to provide the Services in accordance with the Contract and without delay or disruption while the Dispute is being resolved pursuant to this Clause 25.
- 25.9 Neither Party shall be prevented from, or delayed in, seeking any order for specific performance or for interim or final injunctive relief as a result of the provisions of this Clause 25 and Clause 25 shall not apply in respect of any circumstances where such remedies are sought.

25A Default Management Protocol

25A.1 If at any time:

25A.1.1 the Services or any part thereof have not been carried out in accordance with the Contract (including a failure to meet required outcomes as set out in the Specification); or

25A.1.2 the Service Provider has failed to comply with any requirement of the Authority or instruction of the Contract Manager made in accordance with the Contract; or

25A.1.3 the method by which the Service has been provided or work has been performed is not in accordance with the Contract;
or any combination of the above, Clause 25A.2 shall apply.

25A.2 The Contract Manager may (without prejudice to any other right or remedy available to the Authority) instruct any one or combination of the following:

25A.2.1 instruct the Service Provider to attend a meeting to address any problems experienced by the Service provider as to the performance of the Service;

25A.2.2 instruct the Service provider to perform or re-perform (as applicable) the Services; or

25A.2.3 instruct the Service provider to rectify the Services that are not in accordance with the Contract.

25A.3 Where the Service Provider continues to be in breach of the Contract the Authority may serve the Service Provider with a notice specifying the breach (a “**Default Notice**”).

25A.4 On receipt of a Default Notice the Service Provider shall remedy such default within such time as may be specified in the notice (or where no time is specified, within a reasonable time).

25A.5 Where the Service Provider receives two or more Default Notices in any continuous twelve month period then the Authority may (without prejudice to any other right or remedy available to it) elect at its discretion to do any one or combination of the following:

25A.5.1 provide or procure that a third party provides the Services (or any part thereof) to which Clause 25A.1 applies, and the Charges due to the Service Provider shall be reduced proportionately until such time as the Service Provider shall have demonstrated to the reasonable satisfaction of the Contract Manager that the Service Provider has rectified the breach of Contract; or

25A.5.2 where applicable determine the part of the Contract to which Clause 25A.1 applies, and the Charges due to the Service Provider shall be reduced proportionately and provide or procure that a third party provides such part of the Services, and such determination shall constitute a Variation.

25A.6 For the purposes of Clause 25A.5 a “twelve month period” shall mean in respect of any date, the immediately preceding period of twelve calendar months.

25A.7 The Service Provider shall indemnify, keep indemnified in respect of any and shall pay to the Authority Losses its suffers as a result of such breach the cost(s) of any part of the Services provided by it or by a third party under this Clause 25A and a sum equal to ten percent (10%) of such cost(s) which the Service Provider hereby agrees is a genuine pre-estimate of losses it would suffer in addition to such Losses.

26. **Breach and Termination of Contract**

26.1 Without prejudice to the Authority’s right to terminate at common law, the Authority may terminate the Contract immediately upon giving notice to the Service Provider if:

26.1.1 In addition and without prejudice to Clauses 26.1.2 to 26.1.6 (inclusive), the Service Provider has committed any material or persistent breach of the Contract and in the case of such a breach that is capable of remedy fails to remedy that breach within 10 Business Days (or such other timeframe as specified in writing by the Authority) from the date of written notice to the

Service Provider giving details of the breach and requiring it to be remedied;

26.1.2 the Service Provider is subject to an Insolvency Event;

26.1.3 in the event that there is a change of ownership referred to in Clause 9.3 or the Service Provider is in breach of Clause 9.3;

26.1.4 the Authority is not satisfied on the issue of any conflict of interest in accordance with Clause 10;

26.1.5 the Service Provider or any of its officers, employees or agents commits any act of bribery described in the Bribery Act 2010; or

26.1.6 the Service Provider commits any of the money laundering related offences listed in the Public Contracts Regulations 2015.

26.2 Without prejudice to any of the Authority's other rights, powers or remedies (whether under the Contract or otherwise) if the Service Provider is in breach of any of its warranties, or obligations either under Clause 6 or any other provision of this Contract, the Service Provider shall, if required to do so by the Authority, promptly remedy and/or re-perform the Services or part of them at its own expense to ensure compliance with such warranties and obligations. Nothing in this Clause 26.2 shall prevent the Authority from procuring the provision of any Services or any remedial action in respect of any Services from an alternative contractor and, where the Authority so procures any Services or any remedial action, the Authority shall be entitled to recover from the Service Provider all additional cost, loss and expense incurred by the Authority and attributable to the Authority procuring such Services or remedial action from such alternative contractor.

26.3 Neither Party shall be deemed to be in breach of the Contract, or otherwise liable to the other Party in any manner whatsoever, for any failure or delay in performing its obligations under the Contract to the extent that such failure or delay is due to a Force Majeure Event. If a Force Majeure Event has continued for more than 8 weeks from the date on which that Force Majeure Event first arose and is having a material adverse effect on either Party's performance of its obligations under the Contract ("**the Affected Party**"), then for as long as such Force Majeure Event continues and has that effect, the Party not affected by such Force Majeure Event ("**Innocent Party**") may terminate the Contract immediately upon giving notice to the Affected Party. If the Contract is terminated in accordance with this Clause 26.3 then without prejudice to any rights and liabilities which accrued prior to termination the Affected Party shall not be liable to the Innocent Party by reason of such termination.

- 26.4 Without prejudice to the Authority's right to terminate the Contract under Clause 26.1 or to terminate at common law, the Authority may terminate the Contract at any time without cause subject to giving the Service Provider written notice of the period specified in Schedule 1, provided that this Clause 26.4 may be disapplied by notice to that effect in Schedule 1.
- 26.5 Without prejudice to the Authority's right to terminate the Contract under Clauses 26.1, 26.4 or at common law, the Authority may terminate the Contract at any time following a Declaration of Ineffectiveness in accordance with the provisions of Clause 28.
- 26.6 To the extent that the Authority has a right to terminate the Contract under this Clause 26 then, as an alternative to termination, the Authority may by giving notice to the Service Provider require the Service Provider to provide part only of the Services with effect from the date specified in the Authority's notice ("**Change Date**") whereupon the provision of the remainder of the Services will cease and the definition of "the Services" shall be construed accordingly. The Charges applicable with effect from the Change Date will be adjusted proportionately or if in the Authority's opinion a proportionate adjustment would not be reasonable in such manner as the Authority may determine.

27. **Consequences of Termination or Expiry**

- 27.1 Notwithstanding the provisions of Clause 23, wherever the Authority chooses to put out to tender for a replacement service provider some or all of the Services, the Service Provider shall disclose to tenderers such information concerning the Services as the Authority may require for the purposes of such tender and shall also comply with all requirements as are set out at Schedule 8. The Service Provider may impose upon any recipient of such information such obligations of confidentiality as it may require.
- 27.2 The termination or expiry of the Contract shall not prejudice or affect any right, power or remedy which has accrued or shall accrue to either Party prior to or after such termination or expiry.
- 27.3 Upon expiry or termination of the Contract (howsoever caused):
- 27.3.1 the Service Provider shall, at no further cost to the Authority:
- 27.3.1.1 take all such steps as shall be necessary to agree with the Authority a plan for the orderly handover of Services to the Authority (or its nominee), such that the Services can be carried on with the minimum of interruption and inconvenience to the Authority and to effect such handover; and

27.3.1.2 on receipt of the Authority's written instructions to do so (but not otherwise), arrange to remove all electronically held information by a mutually agreed date, including the purging of all disk-based information and the reformatting of all disks.

27.3.2 the Authority shall (subject to Clauses 17, 27.1 and 27.4 and the provisions of any security for due performance supplied by the Service Provider) pay the Service Provider any Charges remaining due in relation to any Services properly performed in accordance with the Contract up to the date of termination or expiry calculated so far as is possible in accordance with Schedule 4 or otherwise reasonably determined by the Authority.

27.4 On termination of all or any part of the Contract, the Authority may enter into any agreement with any third party or parties as the Authority thinks fit to provide any or all of the Services and (save where terminated under Clause 26.4) the Service Provider shall be liable for all additional expenditure reasonably incurred by the Authority in having such services carried out and all other costs and damages reasonably incurred by the Authority in consequence of such termination. The Authority may deduct such costs from the Charges or otherwise recover such costs from the Service Provider as a debt.

28. Declaration of Ineffectiveness and Public Procurement Termination Event

28.1 In the event that a court makes a Declaration of Ineffectiveness, the Authority shall promptly notify the Service Provider. The Parties agree that the provisions of Clause 27 and Clauses 28.1 to 28.5 (inclusive) shall apply as from the date of receipt by the Service Provider of the notification of the Declaration of Ineffectiveness. Where there is any conflict or discrepancy between the provisions of Clause 27 and this Clauses 28.1 to 28.5 (inclusive) or the Cessation Plan, the provisions of this Clause 28.1 to 28.5 (inclusive) and the Cessation Plan shall prevail.

28.2 The Declaration of Ineffectiveness shall not prejudice or affect any right, liability or remedy which has accrued or shall accrue to either Party prior to or after such Declaration of Ineffectiveness.

28.3 As from the date of receipt by the Service Provider of the notification of the Declaration of Ineffectiveness, the Parties (acting reasonably and in good faith) shall agree or, in the absence of such agreement, the Authority shall reasonably determine an appropriate Cessation Plan with the object of achieving:

28.3.1 an orderly and efficient cessation of the Services or (at the Authority's request) a transition of the Services to the

Authority or such other entity as the Authority may specify;
and

28.3.2 minimal disruption or inconvenience to the Authority or to public passenger transport services or facilities,

in accordance with the provisions of Clauses 28.1 to 28.5 (inclusive) and to give effect to the terms of the Declaration of Ineffectiveness.

28.4 Upon agreement, or determination by the Authority, of the Cessation Plan the Parties will comply with their respective obligations under the Cessation Plan.

28.5 The Authority shall pay the Services Provider's reasonable costs in assisting the Authority in preparing, agreeing and complying with the Cessation Plan. Such costs shall be based on any comparable costs or Charges agreed as part of this Contract or as otherwise reasonably determined by the Authority. Provided that the Authority shall not be liable to the Service Provider for any loss of profit, revenue, goodwill or loss of opportunity as a result of the early termination of this Contract pursuant to Clauses 28.1 to 28.5 (inclusive).

28.6 Without prejudice to the Authority's rights of termination implied into the Contract by regulation 73(3) of the Public Contracts Regulations 2015 or any equivalent provisions in regulations implementing the EU Utilities Directive 2014/25, in the event of a Public Procurement Termination Event, TfL shall promptly notify the Service Provider and the Parties agree that the provisions of Clause 27 and these Clauses 28.6 to 28.10 (inclusive) shall apply as from the date of receipt by the Service Provider of the notification of the Public Procurement Termination Event. If there is any conflict or discrepancy between the provisions of Clause 27 and these Clauses 28.6 to 28.10 or the Cessation Plan, the provisions of these Clauses 28.6 to 28.10 and the Cessation Plan shall prevail.

28.7 The Public Procurement Termination Event shall not prejudice or affect any right, liability or remedy which has accrued or shall accrue to either Party prior to or after such Public Procurement Termination Event.

28.8 As from the date of receipt by the Service Provider of the notification of the Public Procurement Termination Event, the Parties (acting reasonably and in good faith) shall agree or, in the absence of such agreement, TfL shall reasonably determine an appropriate Cessation Plan with the object of achieving:

28.8.1 an orderly and efficient cessation or (at the Authority's election) a transition to the Authority or such other entity as the Authority may specify of: (i) the Services; or (at Authority's election), (ii) the part of the Services which are affected by the Public Procurement Termination Event; and

28.8.2 minimal disruption or inconvenience to the Authority or to public passenger transport services or facilities,

in accordance with the provisions of these Clauses 28.6 to 28.10 (inclusive) and to give effect to the terms of the Public Procurement Termination Event.

28.9 Upon agreement, or determination by the Authority, of the Cessation Plan the Parties will comply with their respective obligations under the Cessation Plan.

28.10 The Authority shall pay the Service Provider's reasonable costs in assisting the Authority in preparing, agreeing and complying with the Cessation Plan. Such costs shall be based on any comparable costs or Charges agreed as part of this Agreement or as otherwise reasonably determined by the Authority, provided that the Authority shall not be liable to the Service Provider for any loss of profit, revenue, goodwill or loss of opportunity as a result of the early termination of this Contract pursuant to these Clauses 28.6 to 28.10 (inclusive)

29. **Survival**

The provisions of Clauses 1, 3.1.3, 4, 5, 6.1.4, 8.1, 9.2.2, 9.2.3, 11.1.1, 11.1.2, 11.1.5, 11.2, 14, 16-20 (inclusive), 21.2, 22-25 (inclusive), 27, 29-31 (inclusive), 33-40 (inclusive) and any other Clauses or Schedules that are necessary to give effect to those Clauses shall survive termination or expiry of the Contract. In addition, any other provision of the Contract which by its nature or implication is required to survive the termination or expiry of the Contract shall do so.

30. **Rights of Third Parties**

30.1 Subject to clauses A20.10 and A21.13, save that any member of the Authority Group has the right to enforce the terms of the Contract in accordance with the Contracts (Rights of Third Parties) Act 1999 ("Third Party Act"), the Parties do not intend that any of the terms of the Contract will be enforceable by virtue of the Third Party Act by any person not a party to it.

30.2 Notwithstanding Clause 30.1, the Parties are entitled to vary or rescind the Contract without the consent of any other person including any member of the Authority Group.

31. **Contract Variation**

Save where the Authority may require an amendment to the Services, the Contract may only be varied or amended with the written agreement of both Parties. The details of any variations or amendments shall be set out in such form as the Authority may dictate and which may be substantially in the form set out in Schedule 6 and

shall not be binding upon the Parties unless completed in accordance with such form of variation.

32. Novation

32.1 The Authority may novate or otherwise transfer the Contract (in whole or in part).

32.2 Within 10 Business Days of a written request from the Authority, the Service Provider shall at its expense execute such agreement as the Authority may reasonably require to give effect to any such transfer all or part of its rights and obligations under the Contract to one or more persons nominated by the Authority.

32.3 Subject to Clause 9, the Contract is personal to the Service Provider who shall not assign the benefit or delegate the burden of the Contract or otherwise transfer any right or obligation under the Contract without the prior written consent of the Authority.

33. Non-Waiver of Rights

No waiver of any of the provisions of the Contract is effective unless it is expressly stated to be a waiver and communicated to the other Party in writing in accordance with the provisions of Clause 35. The single or partial exercise of any right, power or remedy under the Contract shall not in any circumstances preclude any other or further exercise of it or the exercise of any other such right, power or remedy.

34. Illegality and Severability

If any provision of the Contract (in whole or in part) is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed from the Contract and the remaining provisions shall continue in full force and effect as if the Contract had been executed without the invalid, illegal, or unenforceable provision. In the event that in the Authority's reasonable opinion such a provision is so fundamental as to prevent the accomplishment of the purpose of the Contract, the Authority and the Service Provider shall immediately commence good faith negotiations to remedy such invalidity.

35. Notices

Any notice, demand or communication in connection with this Contract will be in writing and may be delivered by hand, prepaid recorded delivery first class post or facsimile addressed to the recipient at its registered office, the address stated in Schedule 1 or any other address (including a facsimile number) notified to the other Party in writing in accordance with this Clause as an address to which notices, invoices and other documents may be sent. The notice, demand or communication will be deemed to have been duly served:

if delivered by hand, at the time of delivery;

if delivered by post, two (2) Business Days after being posted or in the case of Airmail 14 Business Days after being posted; or

if delivered by facsimile, at the time of transmission, provided that a confirming copy is sent by first class post to the other Party within 24 hours after transmission.

36. Entire Agreement

36.1 Subject to Clause 36.2:

36.1.1 the Contract and all documents referred to in the Contract, contains all of the terms which the Parties have agreed relating to the subject matter of the Contract and such documents and supersedes and extinguishes any prior drafts, agreements, undertakings, representations, warranties and arrangements of any nature whatsoever, whether or not in writing relating to the provision of the Services. Neither Party has been induced to enter into the Contract by a statement which the Contract does not contain; and

36.1.2 without prejudice to the Service Provider's obligations under the Contract, the Service Provider is responsible for and shall make no claim against the Authority in respect of any misunderstanding affecting the basis of the Service Provider's tender in respect of the Contract or any incorrect or incomplete information howsoever obtained.

36.2 Nothing in this Clause 36 excludes any liability which one Party would otherwise have in respect of any statement it has made fraudulently to the other Party.

37. Counterparts

This Contract may be executed in any number of counterparts or duplicates, each of which shall be an original, and such counterparts or duplicates shall together constitute one and the same agreement.

38. Relationship of the Parties

Nothing in the Contract constitutes, or shall be deemed to constitute, a partnership between the Parties. Except as expressly provided in the Contract, neither Party shall be deemed to be the agent of the other, nor shall either Party hold itself out as the agent of the other.

39. Further Assurance

Each Party will do or procure the doing of all acts and things and execute or procure the execution of all such documents as the other

Party reasonably considers necessary to give full effect to the provisions of the Contract.


40. **Governing Law**

The Contract shall be governed by and construed in accordance with the law of England and Wales. Without prejudice to Clause 25, the courts of England will have exclusive jurisdiction to settle any dispute which may arise out of or in connection with the Contract provided that the Authority has the right in its absolute discretion to enforce a judgment and take proceedings in any other jurisdiction in which the Service Provider is incorporated or in which any assets of the Service Provider may be situated. The Parties agree irrevocably to submit to that jurisdiction.

THE CONTRACT has been signed for and on behalf of the Parties the day and year written above.

Signed by)
for and on behalf of)
The Authority)

Signature

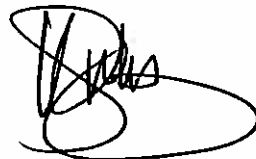


Print name and position

Date: JAMIE RATCLIFF
ASSISTANT DIRECTOR - PPS
4/7/17

Signed by)
for and on behalf of)
the **Service Provider**)

Signature



Print name and position

Date: HOWARD
SINCLAIR
CEO
30.6.17

SCHEDULE 1 - KEY CONTRACT INFORMATION

- 1. Contract Reference Number: GLA 80692**
- 2. Name of Service Provider: St Mungo Community Housing Association**
- 3. Commencement:**
 - (a) Contract Commencement Date: 01 April 2017**
 - (b) Service Commencement Date: 01 April 2017**
- 4. Duration/Expiry Date: 31 March 2019**
- 5. Payment (see Clauses 5.1, 5.2 and 5.4):**

Clause 5.1

The Service Provider shall invoice the Authority in respect of all standard Charges quarterly in arrears from the Service Commencement Date. The Service Provider shall invoice the Authority in respect of the Payment by Results (PbR) category of the Charges 6 monthly in arrears from the Service Commencement Date.

Clause 5.2

Electronic invoices will not apply.

Clause 5.3

Payment must be made within 30 days of receipt of invoices.

Address where invoices shall be sent:

GLA Accounts Payable
PO Box 45276
14 Pier Walk
Greenwich
London

6. Details of the Authority’s Contract Manager

Name: David Eastwood
Address: City Hall, The Queen’s Walk, London, SE1 2AA
Tel: 020 7983 4919
Email: david.eastwood@london.gov.uk

7. Details of the Authority’s Commercial Manager

Name: Penny Brayshaw
Address: 42-50 Windsor House, Victoria Street,
London, SW1H 0TL
Tel: 020 3054 7383
Email: pennybrayshaw@tfl.gov.uk

8. Service Provider’s Key Personnel:

| Name & Position | Contact Details | Area of Responsibility |
|---|--|--|
| <p>Petra Salva – Director of Rough Sleeper, Migrants and Ex-Offender Services</p> | <p>5th Floor 3 Thomas More Square Tower Hill London E1W 1YW</p> <p>+44 (0)20 3856 6020 +44 (0)7515 660 859 Petra.salva@mungos.org contracts@mungos.org</p> | <p>Accountable for GLA contracts portfolio – assuring joint working and consistency, sharing of learning. Leads on property contingency plans</p> |
| <p>Daniel Olney – Assistant Director, Pan London Street Homelessness and Outreach</p> | <p>5th Floor 3 Thomas More Square Tower Hill London E1W 1YW</p> <p>Dan.olney@mungos.org</p> | <p>Responsible for quality management, H&S, continuity of operational delivery across NSNO operations.</p> <p>Lead for commissioners and external partners liaison and NSNO protocols review</p> |

| | | |
|--|--|---|
| <p>Hannah Faulkner – Improvement & Integration Manager</p> | <p>5th Floor 3 Thomas More Square Tower Hill London E1W 1YW Hannah.faulkner@mungos.org</p> | <p>Responsible for day to day NSNO operation and accountable for its performance. Implementation Project Manager, including internal stakeholders liaison and Risk Register management</p> |
|--|--|---|

9. Notice period in accordance with Clause 26.4 (termination without cause):

90 days

10. Address for service of notices and other documents in accordance with Clause 35:

For the Authority:

City Hall, The Queen’s Walk, London, SE1 2AA

For the attention of: David Eastwood

For the Service Provider:

5th Floor, 3 Thomas More Square, Tower Hill, London, E1W 1YW

For the attention of: Petra Salva

11. Office facilities to be provided to the Service Provider in accordance with Clause 11.3:

NOT APPLICABLE

12. Training to be provided by the Service Provider in accordance with Clause 8.11:

NOT APPLICABLE

SCHEDULE 2 - SPECIAL CONDITIONS OF CONTRACT

A1 Privacy and Data Protection

For the purposes of this Clause A1, unless the context indicates otherwise, the following expressions shall have the following meanings:

| | |
|--------------------------------------|--|
| “Authority Personal Data” | Personal Data and/or Sensitive Personal Data Processed by the Service Provider on behalf of the Authority; |
| “Data Controller” | has the meaning given to it by section 1(1) of the Data Protection Act 1998; |
| “Data Processor” | has the meaning given to it by section 1(1) of the Data Protection Act 1998; |
| “Data Subject” | has the meaning given to it by section 1(1) of the Data Protection Act 1998; |
| “Data Protection Legislation” | the Data Protection Act 1998 (as interpreted in accordance with Directive 95/46/EC) including all regulations made under it and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and any amendment or re-enactment of any of them; any other legislation relating to privacy and/or the processing of Personal Data (as amended from time to time); and any guidance or statutory codes of practice issued by the Information Commissioner in relation to such legislation; |
| “Personal Data” | has the meaning given to it by section 1(1) of the Data Protection Act 1998; |
| “Privacy Impact Assessment” | a process used to identify and mitigate the privacy and data protection risks associated with an activity involving the Processing of Authority Personal Data. |
| “Processing” | has the meaning given to it by section 1(1) of the Data Protection Act 1998 and “Process” and “Processed” will be construed accordingly; |
| “Restricted Countries” | any country outside the European Economic Area; and |
| “Sensitive Personal Data” | has the meaning given to it by section 2 of |

the Data Protection Act 1998; and

“Subject Access Request” a request made by a Data Subject to access his or her own Personal Data in accordance with rights granted pursuant to Data Protection Legislation.

A1.1 With respect to the Parties' rights and obligations under the Contract, the Parties acknowledge that the Authority is a Data Controller and that the Service Provider is a Data Processor.

A1.2 Details of the Authority Personal Data to be Processed by the Service Provider and the purposes of such Processing are as follows:

A1.2.1 Categories of Data Subject

The Authority Personal Data to be processed by the Service Provider (if any) concerns the following categories of Data Subjects:

- *staff;*
- *service users;*
- *volunteers; and*
- *other rough sleepers.*

A1.2.2 Categories of Authority Personal Data

The Authority Personal Data to be processed concerns the following categories of Personal Data and/or Sensitive Personal Data:

- *name;*
- *address;*
- *telephone number;*
- *photograph;*
- *age;*
- *gender;*
- *physical description;*
- *national insurance number;*
- *identity card number; and*

- *passport number.*

A1.2.3 Purpose(s) of the Processing

The Authority Personal Data is to be processed for the following purpose(s):

The delivery of the Services; research, service development and planning.

A1.2.4 Permitted offshore processing

The Authority Personal Data is to be processed in the following Restricted Countries:

No request was made by the Service Provider to process Authority Personal Data in any non EEA Country.

A1.3 Without prejudice to the generality of Clause 22, the Service Provider shall:

A1.3.1 process the Authority Personal Data only in accordance with instructions from the Authority to perform its obligations under the Contract;

A1.3.2 use its reasonable endeavours to assist the Authority in complying with any obligations under Data Protection Legislation and shall not perform its obligations under this Contract in such a way as to cause the Authority to breach any of its obligations under Data Protection Legislation to the extent the Service Provider is aware, or ought reasonably to have been aware, that the same would be a breach of such obligations;

A1.3.3 maintain, and make available to the Authority on its request, documentation, a central register or an inventory which describes the Processing operations for which it is responsible and specifies: the purposes for which Authority Personal Data are processed including the legitimate interests pursued by TfL where processing is based on this lawful basis; the categories of Personal Data and Data Subjects involved; the source of the Personal Data; the recipients of the Personal Data; and the location(s) of any overseas processing of those Personal Data;

A1.3.4 take appropriate technical and organisational security measures, that are satisfactory to the Authority from time to time, against unauthorised or unlawful Processing of Authority Personal Data and against accidental loss, destruction of, or damage to such Authority Personal Data;

- A1.3.5 without prejudice to Clause A1.3.4, wherever the Service Provider uses any mobile or portable device for the transmission or storage of Authority Personal Data, ensure that each such device encrypts Authority Personal Data;
- A1.3.6 provide the Authority with such information as the Authority may from time to time require to satisfy itself of compliance by the Service Provider (and/or any authorised sub-contractor) with Clauses A1.3.4 and A1.3.5, including, protocols, procedures, guidance, training and manuals. For the avoidance of doubt, this shall include a full report recording the results of any privacy or security audit carried out at the request of the Service Provider itself or the Authority;
- A1.3.7 where requested to do so by the Authority, or where Processing Authority Personal Data presents a specific risk to privacy, carry out a Privacy Impact Assessment in accordance with guidance issued from time to time by the Information Commissioner (and any relevant statutory requirements) and make the results of such an assessment available to the Authority;
- A1.3.8 notify the Authority within two (2) Business Days if it, or any Sub-contractor, receives:
 - A1.3.8.1 from a Data Subject (or third party on their behalf):
 - A1.3.8.1.1 a Subject Access Request (or purported Subject Access Request);
 - A1.3.8.1.2 a request to rectify, block or erase any Authority Personal Data; or
 - A1.3.8.1.3 any other request, complaint or communication relating to the Authority's obligations under Data Protection Legislation;
 - A1.3.8.2 any communication from the Information Commissioner or any other regulatory authority in connection with Authority Personal Data; or
 - A1.3.8.3 a request from any third party for disclosure of Authority Personal Data where compliance

with such request is required or purported to be required by law;

- A1.3.9 provide the Authority with full cooperation and assistance (within the timescales reasonably required by the Authority) in relation to any complaint, communication or request made as referred to in Clause A1.3.8, including by promptly providing:
 - A1.3.9.1 the Authority with full details and copies of the complaint, communication or request; and
 - A1.3.9.2 where applicable, such assistance as is reasonably requested by the Authority to enable it to comply with the Subject Access Request within the relevant timescales set out in Data Protection Legislation.
- A1.3.10 when notified in writing by the Service Provider, supply a copy of, or information about, any Authority Personal Data. The Service Provider shall supply such information or data to the Authority within such time and in such form as specified in the request (such time to be reasonable) or if no period of time is specified in the request, then within five (5) Business Days from the date of the request.
- A1.3.11 when notified in writing by the Authority, comply with any agreement between the Authority and any Data Subject in relation to any Processing which causes or is likely to cause substantial and unwarranted damage or distress to such Data Subject, or any court order requiring the rectification, blocking, erasure or destruction of any Authority Personal Data;
- A1.4 The Authority remains solely responsible for determining the purposes and manner in which Authority Personal Data is to be Processed. The Service Provider shall not share any Authority Personal Data with any sub-contractor or third party without prior written consent from the Authority (in the Contract or otherwise) and unless there is a written contract in place with the sub-contractor which requires the sub-contractor or third party to:
 - A1.4.1 only Process Authority Personal Data in accordance with the Authority's instructions to the Service Provider; and
 - A1.4.2 comply with the same obligations with which the Service Provider is required to comply with under this Clause A1 (and in particular Clauses 12.1, 16.1, 16.2, 18.1, 20.2, 22 and 23).

- A1.5 The Service Provider agrees that, and shall procure that any sub-contractor shall agree that, Authority Personal Data:
- A1.5.1 must only be Processed in accordance with the Authority's obligations to comply with Data Protection Legislation and by such their personnel as need to view or otherwise access Authority Personal Data;
 - A1.5.2 must only be used as instructed by the Authority and as reasonably necessary to perform the Contract in accordance with its terms;
 - A1.5.3 must not be used for any other purposes (in whole or part) by any of them (and specifically but without limitation must not be copied or referred to in whole or part through training materials, training courses, discussions or negotiations or contractual arrangements with third parties or in relation to proposals or tenders with the Authority (or otherwise), whether on renewal of this Contract or otherwise, without the prior written consent of the Authority); and
 - A1.5.4 must not be used so as to place the Authority in breach of Data Protection Legislation and/or to expose it to risk of actual or potential liability to the Information Commissioner, Data Subjects and/or reputational damage and/or to any order being made against the Authority preventing, suspending or limiting the Processing of Authority Personal Data.
- A1.6 The Service Provider shall, and shall procure that any sub-contractor shall:
- A1.6.1 not disclose or transfer Authority Personal Data to any third party or their own personnel unless necessary for the provision of the Services and, for any disclosure or transfer of Authority Personal Data to any third party, obtain the prior written consent of the Authority (save where such disclosure or transfer is specifically authorised under this Contract);
 - A1.6.2 notify the Authority within 24 hours by written notice with all relevant details reasonably available of any actual or suspected breach of security and/or of the Contract and/or Clause A1 in relation to Authority Personal Data including unauthorised or unlawful access or Processing of, or accidental loss, destruction or damage of any Authority Personal Data;
 - A1.6.3 keep the Authority properly and regularly informed consequently;

- A1.6.4 fully cooperate with the reasonable instructions of the Authority in relation to the Processing and security of Authority Personal Data in accordance with the Contract and in compliance with Data Protection Legislation (including procuring access to sub-contractor premises);
- A1.6.5 cooperate as the Authority requires with any investigation or audit in relation to Authority Personal Data and/or its Processing including allowing access to premises, computers and other information systems, records, documents and agreements as may be reasonably necessary (whether in relation to Processing pursuant to the Contract, in relation to Data Protection Legislation or in relation to any actual or suspected breach), whether by the Authority (or on its behalf) any relevant regulatory body, including the Information Commissioner, the police, any other statutory law enforcement agency or otherwise and shall do so both during the Contract and after its termination or expiry (for so long as the Party concerned retains and/or Processes Authority Personal Data);
- A1.6.6 take all reasonable steps to ensure the reliability and integrity of all Service Provider's Personnel who can/or do access Authority Personal Data;
- A1.6.7 ensure all Service Provider's Personnel who can/or do access Authority Personal Data are informed of its confidential nature and do not publish, disclose or divulge any of the Personal Data to any third party without the prior written consent of the Authority;
- A1.6.8 ensure all Service Provider's Personnel who can and/or do access Authority Personal Data have undergone adequate training in relation to the use, care, protection and handling of Personal Data in accordance with Data Protection Legislation and this Contract, understand such obligations and comply with them and ensure that such training is updated at reasonable intervals; and
- A1.6.9 comply during the course of the Contract with any written retention and/or deletion policy or schedule provided to it by the Authority from time to time.
- A1.7 The Service Provider shall not, and shall procure that any sub-contractor shall not, Process or otherwise transfer any Authority Personal Data in or to any Restricted Countries without prior written consent from the Authority (which consent may be subject to additional conditions imposed by the Authority).
- A1.8 If, after the Service Commencement Date, the Service Provider or any sub-contractor wishes to Process and/or transfer any Authority

Personal Data in or to any Restricted Countries, the following provisions shall apply:

- A1.8.1 the Service Provider shall submit a written request to the Authority setting out details of the following:
 - A1.8.1.1 the Authority Personal Data which will be transferred to and/or Processed in any Restricted Countries;
 - A1.8.1.2 the Restricted Countries which the Authority Personal Data will be transferred to and/or Processed in;
 - A1.8.1.3 any sub-contractors or other third parties who will be processing and/or receiving Authority Personal Data in Restricted Countries;
 - A1.8.1.4 how the Service Provider shall ensure an adequate level of protection and adequate safeguards in respect of the Authority Personal Data that will be Processed in and/or transferred to Restricted Countries so as to ensure the Authority's compliance with Data Protection Legislation;
- A1.8.2 in preparing and evaluating such a request, the Parties shall refer to and comply with applicable policies, procedures, guidance and codes of practice produced by the Parties and/or the Information Commissioner, in connection with, the Processing of Personal Data in (and/or transfer of Personal Data to) any Restricted Countries;
- A1.8.3 the Service Provider shall comply with any instructions and shall carry out such actions as the Authority may notify in writing when providing its consent to such Processing or transfers, including:
 - A1.8.3.1 incorporating standard and/or model clauses (which are approved by the European Commission as offering adequate safeguards under the Data Protection Legislation) into this Contract or a separate data processing agreement between the Parties; and
 - A1.8.3.2 procuring that any sub-contractor or other third party who will be Processing and/or

receiving or accessing the Authority Personal Data in any Restricted Countries enters into a data processing agreement with the Supplier on terms which are equivalent to those agreed between the Authority and the Service Provider in connection with, the Processing of Authority Personal Data in (and/or transfer of Authority Personal Data to) any Restricted Countries, and which may include the incorporation of the clauses referred to in A1.8.3.1.

- A1.9 The Service Provider and any sub-contractor (if any), acknowledge:
 - A1.9.1 the importance to Data Subjects and the Authority of safeguarding Authority Personal Data and Processing it only in accordance with the Contract;
 - A1.9.2 the loss and damage the Authority is likely to suffer in the event of a breach of the Contract or negligence in relation to Authority Personal Data;
 - A1.9.3 any breach of any obligation in relation to Authority Personal Data and/or negligence in relation to performance or non performance of such obligation shall be deemed a material breach of Contract;
 - A1.9.4 notwithstanding Clause 26.1.1, if the Service Provider has committed a material breach under Clause A1.9.3 on two or more separate occasions, the Authority may at its option:
 - A1.9.4.1 exercise its step in rights pursuant to Clause A16;
 - A1.9.4.2 withdraw authorisation for Processing by a specific sub-contractor by immediate written notice; or
 - A1.9.4.3 terminate the Contract in whole or part with immediate written notice to the Service Provider.
- A1.10 If the Service Provider Processes payment card data under the Contract, it shall ensure that it is and that its internal processes and procedures, information technology systems and any equipment that it provides or is provided on its behalf pursuant to this Contract are compliant with the Payment Card Industry Data Security Standard as updated from time to time ("PCI DSS"). In addition the Service Provider shall:

- A1.10.1 at least once every 12 months appoint a PCI DSS Qualified Security Assessor (“QSA”) to validate that the Service Provider is compliant with (including as set out above) PCI DSS when providing the Services;
 - A1.10.2 without prejudice to any other audit and inspection rights that the Authority has under this Contract, provide the Authority with copies of any reports and other documents provided by or to the QSA in respect of each such validation; and
 - A1.10.3 where the QSA recommends that certain steps should be taken by the Service Provider, promptly take those steps and demonstrate to the Authority that those steps have been taken without charge to the Authority.
- A1.11 Compliance by the Service Provider with this Clause A1 shall be without additional charge to the Authority.
- A1.12 Following termination or expiry of this Contract, howsoever arising, the Service Provider:
- A1.12.1 may Process the Personal Data only for so long and to the extent as is necessary to properly comply with its non contractual obligations arising under law (and will then comply with Clause A1.12.2);
 - A1.12.2 subject to Clause A1.12.1, shall;
 - (a) on written instructions from the Authority either securely destroy or securely and promptly return to the Authority or a recipient nominated by the Authority (in such usable format as and to the extent the Authority may reasonably require) the Authority Personal Data and relevant records and documentation accordingly; or
 - (b) in the absence of instructions from the Authority after 12 months from the expiry or termination of the Contract securely destroy the Authority Personal Data and relevant records and documentation accordingly.
- Authority Personal Data may not be processed following termination or expiry of the Contract save as permitted by this Clause A1.12.
- A1.13 For the avoidance of doubt, and without prejudice to Clause A1.12, the obligations in this Clause A1 shall apply following termination or expiry

of the Contract to the extent the Party concerned retains or Processes Authority Personal Data.

A1.14 The indemnity in Clause 18 shall apply to any breach of Clause A1 and shall survive termination or expiry of the Contract.

A2 IT SYSTEMS

For the purposes of this Clause A2, unless the context indicates otherwise, the following expressions shall have the following meanings:

| | |
|-------------------------|--|
| “Euro Compliant” | that the software, electronic or magnetic media, hardware or computer system (whichever is applicable) is capable of, and will not require any replacement or changes in order to be capable of, supporting the introduction of, changeover to and operation of the Euro as a currency and in dual currency (Sterling and Euro) and will not manifest any material error nor suffer a diminution in performance or loss of functionality as a result of such introduction, changeover or operation and it shall (if applicable) be capable of processing transactions calculated in Euros separately from or in conjunction with other currencies and is capable of complying with any legislative changes relating to the Euro; |
|-------------------------|--|

A2.1 The Service Provider shall ensure that:

A2.1.1 any software, electronic or magnetic media, hardware or computer system used or supplied by the Service Provider in connection with the Contract shall:

A2.1.1.1 not have its functionality or performance affected, or be made inoperable or be more difficult to use by reason of any date related input or processing in or on any part of such software, electronic or magnetic media, hardware or computer system;

A2.1.1.2 not cause any damage, loss or erosion to or interfere adversely or in any way with the compilation, content or structure of any data, database, software or other electronic or magnetic media, hardware or computer system used by, for or on behalf of the either or both of the Authority or any other member

of the Authority Group, on which it is used or with which it interfaces or comes into contact;

A2.1.1.3 comply with the Government's open standards principles as documented at <https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles#open-standards-principles>;

A2.1.1.4 be Euro Compliant; and

any variations, enhancements or actions undertaken by the Service Provider in respect of such software, electronic or magnetic media, hardware or computer system shall not affect the Service Provider's compliance with this Clause A2.

A3 PERSONNEL MANAGEMENT AND TRAINING

A3.1 The Service Provider shall provide the Key Personnel and shall procure that they:

A3.1.1 diligently supervise the performance of the Services;

A3.1.2 attend all contract meetings with the Authority (the location, frequency and time of which shall be specified by the Authority from time to time); and

A3.1.3 be available to the Authority to resolve any issues arising in connection with the Contract at such time period as is specified in Schedule 1.

A3.2 The Service Provider may only make any changes to the Key Personnel (except in the event of sickness, incapacity or resignation) with the prior consent of the Procurement Manager (which shall not be unreasonably withheld).

A3.3 The Service Provider:

A3.3.1 without prejudice to Clause 8.2 undertakes that all the Service Provider's Personnel possess the appropriate skills, qualifications and experience to perform the tasks assigned to them, and that they shall be available at such times as are necessary to perform the Services in accordance with the Contract;

A3.3.2 shall ensure that all the Service Provider's Personnel are in possession of valid work permits if they are non-European Community nationals; and

A3.3.3 subject to Clause A3.5 shall (at its expense) provide or procure the provision of training for the Service Provider's

Personnel in respect of all aspects of its performance of the Contract and, as the Authority may require, for any employees, agents and contractors of the Authority in relation to the operation or use of any equipment supplied under the Contract in accordance with the terms set out in Schedule 1.

- A3.4 Without prejudice to the Service Provider's other obligations under the Contract, where training of any or all of the Service Provider's Personnel is required for the purposes of performance of the Contract, the Service Provider shall not assign any Service Provider's Personnel to the performance of the Contract unless and until such Service Provider's Personnel have satisfactorily completed such training.
- A3.5 The Authority will arrange (at its expense) safety training (as referred to in Schedule 7) for those of the Service Provider's Personnel identified at the Service Commencement Date (if any) but, for the avoidance of doubt, such safety training in respect of any other Service Provider's Personnel will be arranged by and be at the expense of the Service Provider. For the avoidance of doubt, the Authority will not be responsible for the remuneration, travel, subsistence or other similar costs and expenses of any of the Service Provider's Personnel attending any training under this Clause A3.5.

A.3A CRIMINAL RECORD DECLARATIONS

A.3A.1 In this Clause A.3A:

A.3A.1.1 **"Relevant Individual"** means any member of the Service Provider's Personnel engaged in any aspect of the provision of the Services and requiring potentially the access to Authority Premises or Authority Assets; and

A.3A.1.2 **"Relevant Conviction"** means any unspent criminal conviction relating to actual or potential acts of terrorism or acts which threaten national security.

A.3A.2 The Service Provider shall procure from Relevant Individual a declaration that he has no Relevant Convictions (**"Declaration"**) or disclosure of any Relevant Convictions he has committed. A Declaration shall be procured prior to any Relevant Individual being engaged in aspect of the provision of the Services. The Service Provider shall confirm to the Authority in writing on request and in any event not less than once in every year that each Relevant Individual has provided a Declaration. The Service Provider shall procure that a Relevant Individual notifies the Service Provider immediately if he commits a Relevant Conviction throughout the duration of this contract and the Service Provider shall notify the Authority in writing immediately on becoming aware that a Relevant Individual has committed a Relevant Conviction.

- A.3A.3 The Service Provider is not permitted to engage or allow the engagement of any Relevant Individual any person in any aspect of the provision of the Services any Relevant Individual who has disclosed a Relevant Conviction.
- A.3A.4 The Authority may in accordance with the audit rights set out in Clause 16 audit and check any and all such records as are necessary in order to monitor compliance with this Clause A.3A at any time during performance of this Contract.
- A.3A.5 If the Service Provider fails to comply with the requirements under Clauses A.3A.2 and/or A.3A.3, the Authority may, without prejudice to its rights under Clause 26.1.1, serve notice on the Service Provider requiring the Service Provider to immediately remove, procure the removal of any Relevant Individual who has not provided a Declaration from the Authority Premises and cease their access to any Authority Assets (as the case may be) with immediate effect and take such steps as are necessary to ensure that such Relevant Individual has no further involvement with the provision of the Services unless (in the case of non-compliance with Clause A.3A.2) within 7 days of receipt of the notice the Service Provider confirms to the Authority he has procured all of the Declarations required under Clause A.3A.2.
- A.3A.6 A persistent breach of either or both of Clause A.3A.2 or A.3A.3 by the Service Provider shall constitute a material breach of this Contract which is not capable of remedy and entitles the Authority to terminate the Contract in whole or in part with immediate effect in accordance with Clause 26.1.1.
- A.3A.7 If either Party becomes aware that a Relevant Individual has committed a Relevant Conviction, the Service Provider shall remove, procure the removal of any Relevant Individual who has not provided a Declaration from the Authority Premises and cease their access to any Authority Assets (as the case may be) with immediate effect and take such steps as are necessary to ensure that such Relevant Individual has no further involvement with the provision of the Services.
- A.3A.8 Nothing in this Clause A.3A in any way waives, limits or amends any obligation of the Service Provider to the Authority arising under this Contract and the Service Provider's obligation to provide the Services remains in full force and effect and the Service Provider cannot claim any extra costs or time as a result of any actions under this Clause A.3A.

A4 NOT USED

A5 NOT USED

A6 NOT USED

A7 FURTHER INSURANCE REQUIREMENTS

A7.1 Without prejudice to Clauses 18 and 19 or any other provision of the Contract, the Service Provider shall comply with the provisions of this Clause A7.

A7.2 Where the Insurances contain a care, custody or control exclusion, the relevant policy shall be endorsed so as to delete the exclusion in respect of any Authority Premises (including contents) that are occupied by the Service Provider for the purpose of performing the Services.

A7.3 The Service Provider shall:

A7.3.1 if required by the Authority, use all reasonable endeavours to procure that its public liability insurance extends to indemnify the Authority as principal;

A7.3.2 where any Insurance is due for renewal during the Term, the Service Provider shall within 5 Business Days of the date of renewal also provide the Authority with satisfactory evidence that such Insurance has been renewed;

A7.3.3 if required by the Authority, procure that prior to cancelling or changing any term of any Insurances, the insurer or insurers under such Insurances give the Authority not less than 30 days' notice of intention to cancel or make such change;

A7.3.4 bear the cost of all or any excesses under the Insurances;

A7.3.5 not take or shall not fail to take any action or (insofar as it is reasonably within its power) permit anything to occur in relation to it which would entitle any insurer to refuse to pay any claim under any of the Insurances;

A7.3.6 notify the Authority as soon as reasonably practicable in writing of any anticipated or actual event or circumstance which may lead or has led to any Insurance lapsing or being terminated or the cover under it being reduced or modified;

A7.3.7 notify the Authority as soon as reasonably practicable in writing upon becoming aware of any claim, event or circumstance which is likely to give rise to any claim or claims in aggregate in respect of the Services in excess of £20,000 on any Insurance and, if requested by the

Authority and where not otherwise subject to an obligation of confidentiality, provide full details of such claim, event or circumstance (and such other relevant information as the Authority may reasonably require) within 3 Business Days of the Authority's request;

A7.3.8 subject to Clause A7.4.1, promptly and diligently deal with all claims under the Insurances (or any of them) relating to the Services and in accordance with all insurer requirements and recommendations; and

A7.3.9 in relation to any claim settled under the Insurances in respect of the Services, and to the extent that the proceeds of such claim are payable to the Service Provider, pay the proceeds to the person who suffered the loss or damage that gave rise to the claim (whether the Authority, or any member of the Authority Group or any third party).

A7.4 In relation to all the Insurances except employer's liability insurance, but subject to the requirements of any insurer under the Insurances, the Service Provider agrees:

A7.4.1 to use all reasonable endeavours to procure the endorsement in respect of the Insurances set out in Schedule 1 (if any); and

A7.4.2 that the Authority has the right to control and to supervise all dealings with the press and any other media in relation to any incident, event, claim or action arising in connection with the Contract.

A7.5 If the Service Provider is in breach of Clause 19 or this Clause A7, then without prejudice to any of its other rights, powers or remedies, the Authority may pay any premiums required to keep any of the Insurances in force or itself procure such Insurances. In either case, the Authority may recover such premiums from the Service Provider, together with all expenses incurred in procuring such Insurances as a debt.

A8 NOT USED

A9 NOT USED

A10 FURTHER CONFIDENTIALITY REQUIREMENTS

A10.1 The Service Provider shall:

A10.1.1 at the Authority's request and in any event upon the termination or expiry of the Contract, promptly deliver to the Authority or destroy as the Authority may direct all

documents and other materials in the possession, custody or control of the Service Provider (or the relevant parts of such materials) that bear or incorporate the whole or any part of the Confidential Information and if instructed by the Authority in writing, remove all electronically held Confidential Information, including the purging of all disk-based Confidential Information and the reformatting of all disks; and

A10.1.2 not, except where provided in Clause 23 or with the prior written consent of the Authority, disclose to any person the nature or content of any discussions or negotiations between the Parties relating to the Confidential Information.

A10.2 The Service Provider acknowledges that damages would not be an adequate remedy for any breach of Clauses 23 or A10 and that (without prejudice to all other rights, powers and remedies which the Authority may be entitled to as a matter of law) the Authority shall be entitled to the remedies of injunction, specific performance and other equitable relief to enforce the provisions of Clauses 23 and A10 and no proof of special damages shall be necessary for the enforcement of the provisions of Clauses 23 and A10.

A11 NOT USED

A12 OPTION TO EXTEND DURATION

A12.1 The Authority has an option, exercisable at its sole discretion, to extend the duration of the Contract for a further period or periods up to a total of two years by notice in writing to the Service Provider provided that such notice is served at least one month prior to the expiry of the initial duration of the Contract or the expiry of any previous extension, if later.

A13 OPTION TO EXTEND SERVICES

A13.1 The Authority has an option, exercisable at its sole discretion, to extend the Services to include some or all of the services set out in paragraph 5.12 of the Specification.

A13.2 If the Authority decides to exercise its option under this Clause, it shall give the Service Provider not less than one month's written notice of such decision and it shall inform the Service Provider of the Additional Services it requires, the date upon which it requires the Additional Services to be provided and any additional requirements in relation to the Additional Services. The Service Provider shall provide the Additional Services from such date or from such other date as may be agreed by the Parties and at such rates as are specified in Schedule 4.

- A13.3 The Service Provider acknowledges and agrees that:
- A13.3.1 the Authority shall be under no obligation to exercise an option under this Clause A13;
 - A13.3.2 the Service Provider shall not be entitled to and shall have no expectation of the right to perform the Additional Services; and
 - A13.3.3 the Authority may appoint a person other than the Service Provider to provide the Additional Services.
- A13.4 Any extension of the Services to include the Additional Services shall be on the terms of this Contract and on such other terms as are agreed in writing between the Parties and references to “Services” in this Contract shall include the Additional Services.

A14 CRIME AND DISORDER ACT 1998

- A14.1 The Service Provider acknowledges that the Authority is under a duty in accordance with Section 17 of the Crime and Disorder Act 1998:
- A14.1.1 to have due regard to the impact of crime, disorder and community safety in the exercise of the Authority’s duties;
 - A14.1.2 where appropriate, to identify actions to reduce levels of crime and disorder; and
 - A14.1.3 without prejudice to any other obligation imposed the Authority, to exercise its functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area,

and in the performance of the Contract, the Service Provider will assist and co-operate with the Authority, and will use reasonable endeavours to procure that its sub-contractors observe these duties and assists and co-operates with the Authority where possible to enable the Authority to satisfy its duty.

A15 NOT USED

A16 STEP-IN

- A16.1 If the Authority reasonably believes that it needs to take action in connection with the Services:
- A16.1.1 because a serious risk exists to the health or safety of persons or property or to the environment; and/or

A16.1.2 to discharge a statutory duty,
then the following provisions shall apply.

A16.2 The Authority shall provide notice to the Service Provider in writing of the following:

A16.2.1 the action it wishes to take;

A16.2.2 the reason for such action;

A16.2.3 the date it wishes to commence such action;

A16.2.4 the time period which it believes will be necessary for such action; and

A16.2.5 to the extent practicable, the effect on the Service Provider and its obligations to provide the Services during the period such action is being taken.

A16.3 Following service of the notice required in Clause A16.2, the Authority or a third party appointed by the Authority for the purpose shall take such action as is notified under these provisions and any consequential additional action as the Authority reasonably believes is necessary (the “**Required Action**”) and the Service Provider shall give all reasonable assistance to the Authority or such third party while it is taking such Required Action (such assistance to be at the expense of the Authority).

A16.4 For so long as and to the extent that the Required Action is taken, and this prevents the Service Provider from providing any part of the Services, the Service Provider shall be relieved from its obligations to provide such part of the Services and the Authority shall not be liable to pay Charges for such part of the Services (except to the extent that the Authority shall pay the Service Provider for the assistance it provides in accordance with Clause A16.3).

A17 NOT USED

A18 NOT USED

A19 NOT USED

A20 TRANSFER OF EMPLOYEES TO SERVICE PROVIDER

A20.1 Not used.

A20.2 For the purposes of this Clause A20 and Clause A21, unless the context indicates otherwise, the following expressions shall have the following meanings:

- A20.2.1 “**Current Service Provider(s)**” means the provider or providers of services substantially similar to the Services immediately before the Service Commencement Date;
- A20.2.2 “**Employment Costs**” means all salaries, wages, commissions, bonuses, holiday pay (including payment for accrued but untaken holiday), sick pay, national insurance contributions, pension contributions made to or on behalf of an employee, taxation (including all income tax deductible under PAYE) and all other emoluments);
- A20.2.3 “**Employment Liabilities**” means all costs (including the costs of enforcement), expenses, liabilities (including any tax liability), injuries, damages, awards, compensation, claims, demands, proceedings and legal costs (on a full indemnity basis);
- A20.2.4 “**Final Staff List**” has the meaning set out in **Clause A21.4**;
- A20.2.5 “**Further Transfer Date**” means the date on which the Services (or any part of them) cease to be provided by the Service Provider and start to be performed by the Authority or any Replacement Service Provider when the transfer of employment of the Re-Transferring Personnel from the Service Provider to the Authority or any Replacement Service Provider occurs;
- A20.2.6 “**Relevant Period**” means the period starting on the earlier of:
- (a) the date falling 6 calendar months before the date of expiry of the Contract; or
 - (b) if the Contract is terminated by either Party in accordance with Clause **26.3** or by the Authority in accordance with Clauses **26.1, 26.2, 26.4** or **26.5**, the date of the relevant termination notice;
- and ending on the Further Transfer Date;
- A20.2.7 “**Replacement Service Provider**” means any replacement supplier or provider to the Authority of the Services (or any part of the Services) and any Sub-Contractor to such replacement supplier or provider;
- A20.2.8 “**Re-Transferring Personnel**” means any Service Provider’s Personnel who are assigned (for the purposes of TUPE) to the relevant Services immediately before the

Further Transfer Date and whose employment contract will transfer to the Authority or the Replacement Service Provider pursuant to TUPE with effect from the Further Transfer Date;

- A20.2.9 “**Staff List**” has the meaning set out in **Clause A21.1.1**;
 - A20.2.10 “**Staffing Information**” has the meaning set out in **Clause A21.1**;
 - A20.2.11 “**Sub-Contractor**” means any subcontractor to the Current Service Provider(s), the Service Provider or the Replacement Service Provider as the context dictates which is engaged in the provision of the Services or any part of them (or services substantially similar to the Services or any part of them);
 - A20.2.12 “**Transfer of Services**”; means the transfer of the provision of the Services from the Current Service Provider and any Sub-Contractor to the Service Provider and any Sub-Contractor;
 - A20.2.13 “**Transferring Staff**” means such employees of the Current Service Provider(s) (and any Sub-Contractors) as are assigned (for the purposes of TUPE) to the Services the names of whom as at the date of this Contract are listed in Appendix 1 to this Clause A20; and
 - A20.2.14 “**TUPE**” means the Transfer of Undertakings (Protection of Employment) Regulations 2006.
- A20.3 It is understood and acknowledged by the Parties that TUPE applies to the Transfer of Service and accordingly, pursuant to TUPE, the contracts of employment between the Current Service Provider and any Sub-Contractor and the Transferring Staff will have effect from the Service Commencement Date as if originally made between the Service Provider and the Transferring Staff (except in relation to occupational pension scheme benefits excluded under Regulation 10 of TUPE which will be subject to the provisions of **Clause A20.4**).
- A20.4 The Service Provider will provide the Transferring Staff with access to a pension scheme in accordance with the Pensions Act 2004 and the Transfer of Employment (Pension Protection) Regulations 2005 and TUPE with effect from the Service Commencement Date.
- A20.5 The Parties agree that all Employment Costs in respect of the Transferring Staff will be allocated as follows:

A20.5.1 the Current Service Provider(s) will be responsible for any Employment Costs relating to the period up to Service Commencement Date; and

A20.5.2 the Service Provider will be responsible for any Employment Costs relation to the period on and after the Service Commencement Date,

and Employment Costs will if necessary be apportioned on a time basis between the Current Service Provider(s) and the Service Provider.

A20.6 The Authority warrants to the Service Provider that none of the Authority's employees will transfer to the Service Provider under TUPE as a result of the Transfer of Service.

A20.7 The Service Provider will indemnify and keep indemnified the Authority and the Current Service Provider(s) (and its Sub-Contractors) from and against all Employment Liabilities which the Authority or the Current Service Provider(s) (or its Sub-Contractors) incur or suffer arising out of or in connection with:

A20.7.1 any act or omission by or on behalf of the Service Provider (or its Sub-Contractors) in respect of any person employed or engaged by it (or its Sub-Contractors) (including the Transferring Staff) on or after the Contract Commencement Date;

A20.7.2 any failure by the Service Provider (or its Sub-Contractors) to comply with Regulation 13 of TUPE;

A20.7.3 any claim brought or other action taken by or on behalf of any of the Transferring Staff which arises from or in connection with (directly or indirectly) any act or omission or communication made to the Transferring Staff by the Service Provider (or its Sub-Contractors) before the Service Commencement Date;

A20.7.4 the employment or termination of employment by the Service Provider (or its Sub-Contractors) of any Transferring Staff on or after the Contract Commencement Date;

A20.7.5 any actual or proposed changes by the Service Provider (or its Sub-Contractors) to the terms and conditions of employment or working conditions of any of the Transferring Staff which are or are alleged to be to the detriment of any of the Transferring Staff.

- A20.8 The Service Provider will provide the Current Service Provider(s) (or its Sub-Contractors), as soon as practicable, but in any event in good time before the Contract Commencement Date with all information which the Current Service Provider (or its Sub-Contractors) may reasonably require to enable it to comply with its information and consultation obligations under TUPE and, if requested, will confirm to the Authority when it has done so and provide a copy to the Authority.
- A20.9 The Service Provider warrants and undertakes to the Authority that all information given to the Current Service Provider(s) (or its Sub-Contractors) regarding the Transferring Staff and any measures it proposes to take in relation to them is and will be full and accurate in all respects.
- A20.10 **Clause 30.1** shall be amended so that benefits conferred on the Current Service Provider or its Sub-Contractors under this **Clause A20** shall be enforceable by them.

Appendix 1 to Clause A20

List of Transferring Staff

Not applicable as the Service Provider is also the Current Service Provider prior to the commencement of this Service Contract

A21 Transfer of Employees on Expiry or Termination

A21.1 The Service Provider will promptly provide (and procure that its Sub-Contractors provide) when requested by the Authority (but not more than twice in any 12 month period) and not more than 7 days after the date of any notice to terminate this Contract given by either Party, the following information to the Authority:

A21.1.1 an anonymised list of current Service Provider's Personnel and employees and workers of its Sub-Contractors engaged in the provision of the Services (each identified as such in the list) (the "**Staff List**");

A21.1.2 such of the information specified in Appendix 1 to this **Clause A21** as is requested by the Authority in respect of each individual included on the Staff List;

A21.1.3 in the situation where notice to terminate this Contract has been given, a list of all persons who are engaged or have been engaged during the preceding six months in the provision of the Services, whom the Service Provider considers will not transfer under TUPE for any reason whatsoever together with details of their role and a full explanation of why the Service Provider thinks such persons will not transfer,

such information together being the "**Staffing Information**".

A21.2 The Service Provider will notify the Authority as soon as practicable and in any event within 5 days of the Service Provider becoming aware of any additional or new Staffing Information and/or any changes to any Staffing Information already provided.

A21.3 The Service Provider warrants to the Authority that any Staffing Information which it supplies (including any copies of it) is complete and accurate in all respects and will be kept complete and accurate.

A21.4 Subject to **Clause A21.5**, the Service Provider will provide the Authority with a final staff list (the "**Final Staff List**") and Staffing Information relating to persons on that list not less than 28 days before the Further Transfer Date.

A21.5 If the Contract is terminated by either Party in accordance with **Clause 26.1** or by the Authority in accordance with **Clause 26.1, 26.2** or **26.5** then the Final Staff List will be provided by the Service Provider to the Authority as soon as practicable and no later than 14 days after the date of termination of the Contract.

A21.6 The Service Provider warrants that as at the Further Transfer Date:

- A21.6.1 the Final Staff List and the Staffing Information relating to persons on that list will be complete and accurate;
 - A21.6.2 the Final Staff List will identify all actual and potential Re-Transferring Personnel; and
 - A21.6.3 it will have disclosed all terms and conditions of employment or engagement and other Staffing Information relating to the Re-Transferring Personnel to the Authority.
- A21.7 During the Relevant Period the Service Provider will not and will procure that its Sub-contractors do not without the prior written consent of the Authority (such consent not to be unreasonably withheld or delayed):
- A21.7.1 terminate or give notice to terminate the employment or engagement or replace the persons listed on the most recent Staff List or any Re-Transferring Personnel (save for any termination for gross misconduct, provided that the Authority is informed promptly of such termination);
 - A21.7.2 deploy or assign any other person to perform the Services who is not included on the most recent Staff List;
 - A21.7.3 make, propose or permit any changes to the terms and conditions of employment or engagement of any persons listed on the most recent Staff List or any Re-Transferring Personnel;
 - A21.7.4 increase to any significant degree the proportion of working time spent on the Services by any of the Service Provider's Personnel; or
 - A21.7.5 introduce any new contractual or customary practice (including for the avoidance of doubt any payments on termination of employment) applicable to any person listed on the most recent Staff List or any Re-Transferring Personnel.
- A21.8 The Service Provider will promptly notify the Authority of any notice of resignation received from any person listed on the most recent Staff List or the Final Staff List (if any) during the period referred to in **Clause A21.7** regardless of when such notice takes effect.
- A21.9 The Service Provider agrees that the Authority will be permitted to disclose any information provided to it under this **Clause A21** in anonymised form to any person who has been invited to tender for the provision of the Services (or similar services) and to any third party engaged by the Authority to review the delivery of the Services and to any Replacement Service Provider.

A21.10 If TUPE applies on the expiry or termination of the Contract or the appointment of a Replacement Service Provider, the following will apply:

A21.10.1 The contracts of employment of each member of the Re-Transferring Personnel will have effect from the Further Transfer Date as if originally made between the Re-Transferring Personnel and the Authority or Replacement Service Provider (as appropriate) (except in relation to occupational pension scheme benefits excluded under Regulation 10 of TUPE which will be treated in accordance with the provisions of the Pensions Act 2004 and the Transfer of Employment (Pensions Protection) Regulations 2005).

A21.10.2 During the Relevant Period the Service Provider will:

A21.10.2.1 provide the Authority or Replacement Service Provider (as appropriate) with access to such employment and payroll records as the Authority or Replacement Service Provider (as appropriate) may require to put in place the administrative arrangements for the transfer of the contracts of employment of the Re-Transferring Personnel to the Authority or Replacement Service Provider (as appropriate);

A21.10.2.2 allow the Authority or Replacement Service Provider (as appropriate) to have copies of any of those employment and payroll records;

A21.10.2.3 provide all original employment records relating to the Re-Transferring Personnel to the Authority or Replacement Service Provider (as appropriate); and

A21.10.2.4 co-operate with the Authority and any Replacement Service Provider in the orderly management of the transfer of employment of the Re-Transferring Personnel.

If the Re-Transferring Personnel are employed or engaged by Sub-Contractors, the Service Provider will procure such Sub-Contractors provide the Authority or Replacement Service Provider (as appropriate) with the same level of access, information and cooperation.

A21.10.3 The Service Provider warrants to each of the Authority and the Replacement Service Provider that as at the Further Transfer Date no Re-Transferring Personnel (except where the Service Provider has notified the Authority and the Replacement Service Provider (if appointed) in writing to the contrary) to the Service Provider's knowledge:

A21.10.3.1 is under notice of termination;

A21.10.3.2 is on long-term sick leave;

A21.10.3.3 is on maternity, parental or adoption leave;

A21.10.3.4 has committed any serious security breach or engaged in any serious fraudulent activity or misconduct amounting to a breach of any regulations;

A21.10.3.5 is entitled or subject to any additional terms and conditions of employment other than those disclosed to the Authority or Replacement Service Provider (as appropriate);

A21.10.3.6 is or has been within the previous two years the subject of formal disciplinary proceedings;

A21.10.3.7 has received a written warning (other than a warning that has lapsed);

A21.10.3.8 has taken or been the subject of a grievance procedure within the previous two years; or

A21.10.3.9 has objected, or has indicated an intention to object, in accordance with TUPE to his or her employment transferring to the Authority or Replacement Service Provider (as appropriate) under TUPE.

A21.10.4 The Service Provider undertakes to each of the Authority and any Replacement Service Provider that it will (and will procure that its Sub-Contractors will):

A21.10.4.1 continue to perform and observe all of its obligations under or in connection with the contracts of employment of the Re-Transferring Personnel and any collective

agreements relating to the Re-Transferring Personnel up to the Further Transfer Date;

A21.10.4.2 pay to the Re-Transferring Personnel all Employment Costs to which they are entitled from the Service Provider or any Sub-Contractor which fall due in the period up to the Further Transfer Date;

A21.10.4.3 to pay to the Authority or the Replacement Service Provider (as appropriate) within 7 days of the Further Transfer Date an apportioned sum in respect of Employment Costs as set out in **Clause A21.10.5**; and

A21.10.4.4 to comply in all respects with its information and consultation obligations under TUPE and to provide to the Authority or Replacement Service Provider (as appropriate) such information as the Authority or Replacement Service Provider may request in order to verify such compliance.

A21.10.5 The Parties agree that all Employment Costs in respect of the Re-Transferring Personnel will be allocated as follows:

A21.10.5.1 the Service Provider will be responsible for any Employment Costs relating to the period up to and including the Further Transfer Date;

A21.10.5.2 the Authority or (where appointed) any Replacement Service Provider will be responsible for the Employment Costs relating to the period after the Further Transfer Date

and will if necessary be apportioned on a time basis (regardless of when such sums fall to be paid) except that there will be no apportionment in respect of the Re-Transferring Personnel's holiday entitlements.

A21.10.6 The Service Provider will indemnify and keep indemnified each of the Authority and any Replacement Service Provider from and against all Employment Liabilities which the Authority and/or the Replacement Service Provider incurs or suffers arising directly or indirectly out of or in connection with:

A21.10.6.1 any failure by the Service Provider to comply with its obligations under this **Clause A21.10**;

A21.10.6.2 any act or omission by or on behalf of the Service Provider (or its Sub-Contractors) in respect of the Re-Transferring Personnel whether occurring before on or after the Further Transfer Date;

A21.10.6.3 any failure by the Service Provider (or its Sub-Contractors) to comply with Regulation 13 of TUPE (except to the extent that such failure arises from a failure by the Authority or the Replacement Service Provider to comply with Regulation 13 of TUPE);

A21.10.6.4 any claim or demand by HMRC or any other statutory authority in respect of any financial obligation including but not limited to PAYE and national insurance contributions in relation to any Re-Transferring Personnel to the extent that such claim or demand relates to the period from the Contract Commencement Date to the Further Transfer Date;

A21.10.6.5 any claim or demand or other action taken against the Authority or any Replacement Service Provider by any person employed or engaged by the Service Provider (or its Sub-Contractors) (other than Re-Transferring Personnel included on the Final Staff List) who claims (whether correctly or not) that the Authority or Replacement Service Provider has inherited any liability from the Service Provider (or its Sub-Contractors) in respect of them by virtue of TUPE.

A21.11 If TUPE does not apply on the expiry or termination of the Contract, the Service Provider will remain responsible for the Service Provider Personnel and will indemnify and keep indemnified the Authority against all Employment Liabilities which the Authority incurs or suffers arising directly or indirectly out of or in connection with the employment or termination of employment of any of the Service Provider Personnel or former Service Provider Personnel.

A21.12 The Service Provider will procure that whenever the Authority so requires on reasonable notice at any time during the continuance in force of this Contract and for 2 years following the date of expiry or earlier termination of the Contract the Authority will be given reasonable access to and be allowed to consult with any person, consultant or employee who, at that time:

A21.12.1 is still an employee or sub-contractor of the Service Provider or any of the Service Provider's associated companies; and

A21.12.2 was at any time employed or engaged by the Service Provider in order to provide the Services to the Authority under this Contract,

and such access and consultation will be provided on the first occasion free of charge and thereafter be charged at reasonable rates for the time spent by the Service Provider and/or its employees or Sub-Contractors on such consultation. The Service Provider will use all reasonable endeavours to procure that such persons co-operate with the Authority's requests.

A21.13 Clause 30.1 shall be amended so that benefits conferred on the Replacement Service Provider under this Clause A21 shall be enforceable by them.

Appendix 1 to Clause A21

Information to be provided in respect of those on the Staff List

- Amount of time spent on the Services (or any part of the Services specified by the Authority)
- Date of birth
- Role Title/Designation and Role Profile
- Annual Salary £
- Bonus and Commission Amount and Frequency
- Pay Frequency and Date
- Overtime - Contractual or Non Contractual and Rates
- Contractual Working Hours
- Contract Type - Perm/Temp
- Geographical Area Of Work / Location
- Commencement of Employment Date
- Continuous Service Date
- Car Allowance
- Pension Contributions
 - 1) Employer
 - 2) Employee
 - Including additional info on:
 - who were originally employees of the Authority,
 - who were members of (or eligible to become members of) the TfL Pension Fund / The Local Government

Pension Scheme for England and Wales/The Principal Civil Service Pension Scheme,

- whose employment transferred from the Authority to the Service Provider under TUPE; and
 - who were entitled to broadly comparable benefits under the Current Contractor's Scheme
- Details of any Contracting Out Certificate
 - Details of the relevant employee representative body or bodies and relevant collective agreements
 - Date of Annual Pay Award
 - Annual Leave Entitlement
 - Contractual Notice Period
 - Public Holiday /Concessionary Days Entitlement
 - Sickness Entitlement (in 12 month rolling period)
 - Salary/wage increases pending
 - Eligibility for enhanced redundancy pay and any other contractual or non-contractual termination of severance arrangements (including methods of calculation)
 - Details of any other benefits provided, whether contractual or non-contractual
 - Copy of employment contract or applicable standard terms and employee handbook
 - Any loans or educational grants
 - For those employees who are foreign nationals the country of citizenship, immigrant status and all documentation required by law to demonstrate a right to work in the United Kingdom
 - Information on any disciplinary or grievance procedure taken against or by an employee in the two years immediately preceding the information being provided
 - Information about any tribunal claims in the immediately preceding two years or whether there are reasonable grounds to believe a claim may be brought
 - Department and place on organisation chart
 - Average absence due to sickness
 - Training and competency records

A22 NOT USED

A23 NOT USED

A24 NOT USED

A25 NOT USED

A26 NOT USED

A27 NOT USED

A28 NOT USED

A29 NOT USED

A30 LONDON LIVING WAGE

For the purposes of this Clause A30, unless the context indicates otherwise, the expression “**London Living Wage**” means a basic hourly wage (as at the date of this Contract) of £9.75 (before tax, other deductions and any increase for overtime) but as is updated from time to time and notified to the Service Provider.

A30.1 The Service Provider acknowledges and agrees that the Mayor of London pursuant to section 155 of the GLA Act has directed that members of the Authority Group ensure that the London Living Wage is paid to anyone engaged by any member of the Authority Group who is required to discharge contractual obligations in Greater London or on the Authority’s estate.

A30.2 Without prejudice to any other provision of this Contract, the Service Provider shall:

A30.2.1 ensure that none of its employees engaged in the provision of the Services (in Greater London or on the Authority’s estate but not otherwise) is paid an hourly wage (or equivalent of an hourly wage) less than the London Living Wage;

A30.2.3 ensure that none of its employees engaged in the provision of the Services is paid less than the amount to which they are entitled in their respective contracts of employment;

A30.2.4 provide to the Authority such information concerning the London Living Wage and as the Authority or its nominees may reasonably require from time to time;

A30.2.5 disseminate on behalf of the Authority to its employees engaged in the provision of the Services such perception questionnaires as the Authority may reasonably require from time to time and promptly collate and return to the Authority responses to such questionnaires; and

A30.2.6 co-operate and provide all reasonable assistance in monitoring the effect of the London Living Wage.

- A30.3 For the avoidance of doubt the Service Provider shall implement any updated London Living Wage on or before 1 April in the year following notification of such updated London Living Wage.
- A.30.4 The Authority reserves the right to audit (acting by itself or its nominee(s)) the provision of the London Living Wage to the Service Provider's staff and the staff of its sub-contractors.
- A30.5 Any breach by the Service Provider of the provisions of this Clause A30 shall be treated as a material breach capable of remedy in accordance with Clause 26.1.1.

SCHEDULE 3 – SPECIFICATION

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Introduction

The Mayor's rough sleeping policies

The Mayor is committed to tackling the scourge of homelessness, including rough sleeping:

'The rise in rough sleeping over recent years is a growing source of shame that we have a moral imperative to stop ... In the world's greatest city we cannot sit back and do nothing in the face of the rising rough sleeping we have inherited. A Labour mayor and government dramatically reduced rough sleeping at the start of this century and I'm determined we'll do it again. Making a difference won't be easy, but I will lead the way.' Sadiq Khan, July 2016

Priorities for the Mayor's commissioned rough sleeping services

Overarching priorities

To work with boroughs and partners:

- 1 to ensure that no-one new to the streets sleeps rough for a second night**
- 2 to minimise the flow of new rough sleepers onto the streets**
- 3 to ensure that no-one lives on the streets of London**
- 4 to ensure that no-one returns to the streets of London**

Cross-cutting priorities

To work with boroughs and partners:

- 5 to tackle rough sleeping by non-UK nationals**
- 6 to improve partnership working around enforcement**
- 7 to meet the physical and mental health needs of rough sleepers**
- 8 to tackle hidden or mobile rough sleeping**
- 9 to help ensure the availability of appropriate accommodation, including emergency accommodation**
- 10 to enhance the service offer from faith and community based organisations**
- 11 to maintain and improve the collection of data about rough sleeping**

Rough Sleeping Commissioning Framework, July 2015

Part 1

1. Overview

1.1 Context

- 1.1.1 The main responsibility for providing or commissioning relevant services for rough sleepers is at a borough level. The GLA's role is to use its funding to complement and supplement this work, by commissioning services that are pan-London or enable greater co-ordination between boroughs and relevant partners. To this end, the GLA funds and commissions a range of services to contribute towards meeting the Mayor's aim of tackling the scourge of homelessness. These include No Second Night Out (NSNO) - a rapid assessment and reconnection service to provide a fast and sustainable solution to ensure that its clients spend no further nights sleeping rough.
- 1.1.2 This will be the successor to the current NSNO service, which comes to an end on 31 March 2017. While many of the aspects of the current service will continue in the new one, there will be a number of enhancements – to reflect the changing landscape of rough sleeping in the capital since the current service was commissioned in 2012.
- 1.1.3 This service, along with all the other key pan-London rough sleeping services commissioned by the GLA, sits under the pan-London Rough Sleeping Commissioning Framework 2016.
- 1.1.4 This document is the service specification for the delivery of the NSNO service, including accommodation for the assessment hubs and staging posts, for people sleeping rough in London. It describes in detail the service to be delivered, and sets out the activities and outputs for the service, and the outcomes that are expected to be achieved over the course of the service contract period, as well as specific service delivery standards.

Part 2

2. Description of the service

2.1 Overview

- 2.1.1 The NSNO service will:
 - provide 24 hour assessment and reconnection service
 - assess the needs of those who are **new to the streets** (ie those with just one bedded down contact recorded on CHAIN) to determine and help implement the single service offer (SSO), to provide an exit from rough sleeping and prevent them from returning in the future
 - assess the needs of **known rough sleepers** (ie those with more than one bedded down contact recorded on CHAIN) and consider any SSOs that they come into the service with, to provide an exit from rough sleeping and prevent them from returning in the future
 - support clients to access support and/or accommodation in their

home areas, advocating with housing providers in those areas and providing the practical support for people to reconnect where it is safe to do so

- develop and sustain effective partnership working with outreach teams, local authority services, health services, the police, the Home Office, and other statutory and voluntary service providers
- provide a safe and secure environment for clients and minimise any impact on the local community
- ensure that clients' urgent physical, substance misuse and mental health needs are addressed
- provide staging post accommodation for clients with low-support or complex needs, in a safe environment for those whose circumstances prevent reconnection or move-on within 72 hours
- ensure that clients are supported to obtain ID and claim appropriate welfare benefits to support an onward move
- protect the vision, integrity and reputation of NSNO in London
- administer and provide pan-London Severe Weather Emergency Provision (SWEP).

2.2 Service description

2.2.1 The service will provide a minimum of three assessment hubs, with a combined minimum capacity of 75 clients. Staff at the hubs will provide skilled assessment, advocacy and support, as well as access short term staging post beds or clients in specific limited circumstances. The service will assist clients by assessing their needs and developing and helping to implement an appropriate SSO to bring their rough sleeping to an end and prevent a return to the streets.

2.2.2 The assessment hubs will broker and support access to services to ensure that the SSO is identified and taken up. This will involve advocacy, partnership working, negotiation and in some cases accompanying clients to services. The SSO may require the rapid access to mental health, drug and/or alcohol services, which the provider will negotiate. There will be a clear focus to support and achieve the appropriate reconnection of clients to their home area whether within London, nationally or internationally.

2.2.3 The assessment hubs will be staffed and open 24 hours a day, seven days a week, with appropriate numbers of staff with the required skills and experience to ensure that clients receive an appropriate assessment and SSO, and move on within 72 hours.

2.2.4 The service will provide two distinct types of staging post accommodation, one for clients with low needs (a minimum of 28 bedspaces) and one for those with complex needs (a minimum of 20 bedspaces). This accommodation will be mainly for referrals from the assessment hubs, with a small number of beds set aside for direct referrals from outreach teams of known rough sleepers (ie those who are not new to the streets). The low needs staging post will provide a maximum stay of 21 days and the

reconnections staging post will provide a maximum stay of 28 days. The accommodation will be accessible on a needs-led rather than verification-led basis. The maximum stay in the hubs and staging posts is 33 days.

- 2.2.5 The accommodation element of the service must be free at the point of delivery and clients will not be required to make a benefit claim in order to access the service. Where a client is entitled to housing benefit, the service will be expected to support the client to make a claim, but the client's use of the accommodation should not depend on a claim being made.
- 2.2.6 The assessment hubs will be staffed and open 24 hours a day, seven days a week. The support planning aspect of the service will take place in the staging posts. It is the role of the service to ensure that any actions from the assessment hubs are taken forward by the staging post whilst an SSO is developed.
- 2.2.7 Integral to the success of the service is its ambassadorial role. The service will engage with key stakeholders regularly to ensure that formal and informal relationships and working arrangements are established and maintained. It will initiate communications, agreements and meetings, and engage with relevant partners to maintain the understanding, effective operation and profile of the service.
- 2.2.8 The pan-London SWEP will open when the temperature in central London is predicted as staying at or below zero degrees Celsius for three consecutive nights. Other factors such as wind chill, rain and snow may be considered. With capacity to house 80 people, it will provide welcoming, free at the point of access accommodation to rough sleepers. Its primary aim will be to save lives. However, it will also use the time that people are in the service to find a route off the streets. The SWEP may be accommodated within the hubs, staging posts or elsewhere or a mix.
- 2.2.9 Any changes to the service model must be agreed by the GLA.

2.3 Service criteria

- 2.3.1 The service will take referrals of both new and known rough sleepers over 18 years old. Access routes into the service will be as follows:
- assessment hubs: for new rough sleepers only. All referrals will come from outreach teams commissioned by a London borough or the GLA
 - reconnection staging post 'safe seats': for known rough sleepers with no existing SSO on CHAIN and no clear local connection established only. All referrals will come from outreach teams commissioned by a London borough or the GLA
 - reconnection staging post bed spaces:
 - for known rough sleepers with an SSO, who require specialist support or intervention to facilitate reconnection. All referrals will come from outreach teams commissioned by a London borough or the GLA
 - for clients with complex needs, referred from the assessment

hubs.

- 2.3.2 There are no specific grounds for refusals into this service. However, the service may reject referrals that pose a risk that cannot be managed within the hub or staging posts.
- 2.3.3 The SWEPP is a service of last resort. Severe weather emergency provision in the host borough should always be the first port of call, including for those who have no recourse to public funds. Referrals from boroughs with their own severe weather emergency provision will only be accepted if the local provision is full or if there are compelling reasons with GLA agreement. These include safeguarding, diversity and equality issues, domestic violence or an overriding local connection. Full requirements for the SWEPP are in Section 4.6.
- 2.3.4 The service provider must ensure – and be able to demonstrate – that individuals are not unfairly treated as a result of ethnic origin, age, gender, physical impairment, sexual orientation and faith.

3. Outcomes, outputs and activity

3.1 Overarching outcomes

- 3.1.1 High level outcomes:
- delivering a service that ensures those new to the streets do not spend a second night out
 - delivering a service that ensures that known rough sleepers do not live on London's streets
 - tackling rough sleeping by non-UK nationals
 - ensuring that rough sleepers can make a rapid and sustainable move away from the streets by working in partnership with appropriate agencies
 - meeting the urgent physical and mental health needs of rough sleepers.
 - ensuring that rough sleepers can make a sustainable move away from the streets by maximising the availability of move on accommodation and providing skills and training opportunities
 - ensuring that the SWEPP is operational when the weather is predicted to fall below freezing for three consecutive nights.
- 3.1.2 The service will drive wider service change to ensure that individuals can effectively connect, or reconnect, with services as a result of assessing each individual's needs and brokering access to services. At the same time, it will encourage clients to access support around substance and/or alcohol misuse, addressing and managing their physical and mental health conditions and maximising their income.

3.2 Needs assessments

- 3.2.1 All clients must be involved with their own assessments, along with any other organisations that may be involved in the client's case (e.g. social services, drugs or alcohol services).

- 3.2.3 All clients must receive an initial assessment (including a risk assessment) within an hour of arriving at a hub or staging post. Every referral made to an assessment hub will receive a full assessment of their housing and support needs and should move on within 72 hours.
- 3.2.4 The aim of the assessment is to identify a single service offer that allows a client to bring their rough sleeping to an end. This will be based on individual factors and entitlements. The content and coverage of the assessment needs to be determined by the service provider with this in mind. Those coming into the staging post with an SSO will be supported to execute that SSO. NSNO will review the assessment and SSO. Any disagreements with the SSO issued should follow SSO protocol and the SSO should be discussed with the team who issued it.
- 3.2.5 The hubs will seek to make use of any current assessments of the client and any other information that is available. The hubs will ensure that appropriate information sharing protocols are in place to expedite the assessment process.
- 3.2.6 The assessment hubs should identify and broker access to services for a client as part of the process of making a SSO. The SSO will need to take account of the outcomes of the assessment and risk assessment process and entitlements.
- 3.27 The service should carry a contingency budget to allow for spot-purchase opportunities to support clients off the streets.

3.3 Improving access to a sustainable service offer

- 3.3.1 Staff in the assessment hub will need to liaise with a number of agencies to identify the most appropriate service offer, which may include accessing local authority housing and support services, direct access to the private rented sector and reconnection services. They will also seek to implement reconnection protocols, where they exist.
- 3.3.2 The service must work in partnership with local authorities and seek to improve the ways in which they offer Housing Options advice to non-statutory homeless people to prevent the flow of new rough sleepers onto the streets. It is expected this will require active relationship management through individual and group meetings and a range of communications approaches.
- 3.3.3 Where a client requires temporary accommodation, whilst awaiting implementation of their SSO, the service will liaise with the appropriate local authority to secure this accommodation. Where a connection to a specific local authority cannot be established, or where the client is unable to secure interim accommodation, the assessment hub can place an individual in the staging post provided by the service. Clients must have accepted a SSO to be placed in the short term accommodation, although in exceptional circumstances a client may be placed whilst awaiting their SSO.
- 3.3.4 The service will help to source accommodation in the private rented sector directly where this offer has been made. Where it is being delivered by a partner (e.g. a local authority), the service will ensure this offer is appropriate and delivered within timescales.

3.3.5 Where individuals need to be reconnected abroad, the service should ensure that reconnection is expedited rapidly and is sustainable, as far as reasonably possible and work to complement the work of Routes Home.

3.4 Improving health and well being

3.4.1 The support needs of those accessing the service will vary in type, intensity and complexity. The service will identify and support those with immediate vulnerabilities not evident to outreach providers and respond appropriately. Where an emergency response is not required, the staff in the service should assess whether clients require specialist services and support access to them as appropriate, including services for:

- substance or alcohol misuse
- mental ill health
- learning or physical disability
- mainstream support services in the UK and abroad
- support around communicating in English.

3.5 Improving economic well being

3.5.1 The service will need to ensure that those who are entitled to benefits have the necessary documentation so that they can claim the benefits to which they are entitled and can access housing benefit.

3.5.2 The service should adopt steps to reconnect those who do not have a right to reside in the UK to a country with which they have a sustainable connection. They should work in partnership with the GLA Routes Home service for all those clients with support needs to ensure effective reconnection and clients are linked into appropriate services in county with which they have a sustained connection.

3.5.3 The service should work with the appropriate agencies (including embassies and the Immigration Compliance and Enforcement (ICE) teams) to obtain the necessary documentation for people without support needs to be reconnected abroad.

3.6 Staying safe and reducing risk

3.6.1 A risk assessment must be part of the assessment process. The aim of the risk assessment is to assure the safety of the client, gain the benefits of a safer working environment for staff, protect neighbourhoods from any anti-social behaviour and reduce the possibility of negative outcomes for service users. The risk assessment should:

- identify risk issues for each service user and/or those coming into contact with that service user
- identify the hazard from each risk issue, who is at risk and the possible harms
- decide on a course of action for each identified risk and prioritise it
- have access to information and pass the information on to others if necessary, having regard to issues of data protection and

confidentiality

- be clear about responsibilities for managing identified risks
- develop and review strategies to reduce the risks identified.

3.6.2 If the risk assessment identifies any risks to the service's staff or others (including members of the public and other service users) then appropriate steps should be taken to manage the risk via a written risk management plan.

4. Other requirements for the service

4.1 The requirements for the service

4.1.1 The service provider will need to demonstrate that it has secured the support of the local authority in which the services will be based and that the buildings offered have the relevant planning permission for their intended use.

4.1.2 The buildings shall be structurally sound, in good condition and have utilities that are in good working order. The buildings must meet all the required health and safety standards.

4.1.3 Each building should have a member of staff responsible for the locality management of the premises who will work with neighbourhood policing, the local authority and other stakeholders to ensure the minimal impact of the service on the locality.

4.2 Assessment hubs

4.2.1 The service requires a minimum of three assessment hubs to provide adequate coverage and convenient access for the whole of the capital. The hubs should have easy access to public transport connections.

4.2.2 The total capacity of the hubs will be a minimum of 75 people, and each will need the following facilities:

- ideally two separate shower rooms
- two separate WCs for clients
- adequate office space for staff
- a WC for staff use
- three interview rooms
- facilities to provide hot drinks and the provision of a light meal daily (the hub is not a catering facility)
- a safe area where more vulnerable people and women can be seated (this could be involve flexible partitioning of the main area)
- CCTV
- access to private external space e.g. garden or courtyard
- comfortable seating as well as other appropriate furniture and equipment for the hub.

4.2.3 The hubs must provide a safe, secure and clean environment. The office for staff should be located adjacent to the main waiting area, so that staff can supervise the area and ensure the safety and security of clients.

4.2.4 The hubs must provide adequate facilities for secure storage of clients' valuables, medication and ID. There must also be a locked area for clients to store their other possessions.

4.3 Staging posts

4.3.1 The accommodation element of the service will provide at least twenty eight (28) bedspaces for clients with low support needs and at least twenty (20) bedspaces for those with complex needs. They can be provided on a single site or multiple sites, and can either be linked to the hubs or separate from them.

4.3.2 The accommodation must provide:

- breakfast for the occupants
- access to kitchen facilities at other times to allow occupants to cook their own food
- the kitchen/s equipped as appropriate
- an adequate number of bathrooms/WCs for the number of residents
- access to private external space e.g. garden or courtyard
- suitable communal areas (the provision of a communal living room is not a requirement, however an area in which residents can eat and an area in which computers can be located would be desirable)
- furniture for both for the communal areas as well as for the bedrooms
- pictures throughout the accommodation
- carpets (or other suitable flooring)
- curtains or blinds at all windows in order to provide privacy and security
- CCTV to provide the necessary security
- secured access to controls
- laundry facilities with appropriate equipment in sufficient quantities for the number of occupants.

4.3.3 The service shall ensure that the accommodation:

- is maintained and that maintenance response times are defined and adhered to
- the property shall be cleaned on a regular basis.

4.4 Staffing

4.4.1 The service will, at all times, ensure sufficient and specified numbers of staff are available to deliver the service throughout the year.

4.4.2 It is envisaged that each assessment hub will require in the region of 12 assessment and reconnection staff, one case co-ordinator, a manager and a deputy manager, two night cover staff and a trainee. This should enable 24/7 cover and individual clients to be accompanied to their appointments. However, staffing models are negotiable to ensure improved safety for clients and improved outcomes for the service.

Hubs

4.4.3 The staff at the hubs will be expected to:

- carry out an assessment of the housing and support needs of clients
- carry out risk assessments of clients
- engage with local authority Housing Options services
- engage with health and social care services
- accompany clients to their appointments, where required
- broker access to services on behalf of clients
- deal with ID and benefits issue
- refer clients for reconnection abroad
- arrange temporary accommodation for clients.

4.4.4 The service is expected to ensure that there is a regular staff presence in the main waiting area of the hubs.

Staging posts

4.4.5 The accommodation element of the service will be expected to provide 24 hour cover. The staff are not expected to provide a support planning function in the low needs staging post. The cover should be sufficient to ensure that any risks are mitigated.

4.4.6 The low need staging post should include dedicated staff to help clients' access private rented accommodation and other housing options. The role of these staff is to take forward the SSO that has been made. It is envisaged that in the region of three such staff will be required by the service.

Other staffing requirements

4.4.7 The service will ensure that those employed have the appropriate skills, qualifications and competencies to deliver a quality service to those with a rough sleeping background who will have a range of additional support needs.

4.4.8 The service provider will ensure that staff are properly supported, supervised and trained.

4.4.9 The service provider will be expected to be actively taking steps to employ a proportion of former rough sleepers in the delivery of the service.

4.4.10 The service provider will be responsible for all employment issues and will ensure that they:

- comply with any legislation prohibiting discrimination in any form
 - obtain Disclosure and Barring service (DBS) checks in advance of the engagement of relevant staff under the service
 - ensure that staff are not on the Safeguarding Vulnerable Adults /Safeguarding Children register
 - ensure that a minimum of two written references, one of which is from the last employer, is obtained and that the person is legally entitled to work in the UK.
- 4.4.11 As well as all appropriate professional training, all staff (including management) must be trained in:
- safeguarding children (Children Act 2004)
 - safeguarding vulnerable adults (Safeguarding Vulnerable Groups Act 2006)
 - risk management
 - information governance and data protection
 - health and safety
 - equal opportunities and diversity.
- 4.4.12 The following shall apply to the management of service staff:
- the staff employed by the service provider to deliver the combined service must be accountable to the service provider
 - the service provider must ensure that arrangements are in place to cover senior managers in the event of absence due to holidays, sickness etc
 - the service provider must provide management support to the senior service manager
 - as the combined is a distinct service the expectations of the senior service manager/s will need to be different to those for other senior managers employed the service provider. For instance there should be different expectations around routine attendance at senior manager meetings.
- 4.4.13 The service provider will be expected to ensure that the application of their HR policies and procedures are proportionate to the service. There is a large number of staff providing the service and it is essential to replace staff in a timely manner where there are vacancies.
- 4.4.14 Where volunteers are used by the service they should supplement the core functions of the paid employees and not replace them. Volunteers should be given an induction and the service should comply with other good practice related to the use of volunteers. Volunteers should not be expected to accompany clients on visits by themselves, unless the client has been assessed as posing no risk and the volunteer is happy to do so.

4.4.15 Staff, volunteers or contractors, involved in the preparation of food within the contract must have valid food hygiene certificates and have been trained in food preparation, hygiene and the correct operation of kitchen equipment.

4.5 Partnerships

4.5.1 The service will be expected to work in partnership with the local authority, local police, community wardens and other local services to ensure that the service has a minimum impact on the neighbourhood. The service shall liaise with local resident groups, where appropriate, and take appropriate actions to mitigate the impact of the service. The service will have a clear and publicised policy to manage neighbourhood issues.

4.5.2 The service shall work in partnership with all GLA-commissioned services – all of which will provide complementary services.

4.5.3 The service shall develop and maintain formal working partnerships with outreach providers and London boroughs including housing options teams, and wider sector partners such as mental health professionals, the Home Office etc.

4.5.4 The service will meet with London borough sub-regional partnerships on a quarterly basis.

4.6 SWEP

4.6.1 Referrals – the service will only accept referrals from approved referrers and agencies and will accept and process referrals in as timely a manner as possible on a 24 hour basis. Referrers and clients must undertake to provide sufficient information so that people can be accommodated with due regard to the safety of SWEP clients, NSNO & staging posts clients where co-located, staff and the community. Referral information will generally be posted, faxed or emailed in advance. However, it is important that telephone referrals can be accepted and in these situations fullest possible disclosure should be made by phone and followed promptly by a completed form. Individuals must not be signposted to the service without prior referral and acceptance.

4.6.2 Decisions – decisions in relation to referrals should be communicated as quickly as possible. Only in exceptional circumstances should referrals be placed on hold and in these circumstances specific reasons must be clearly communicated to the referrer and specific requests for information should be made.

4.6.3 Booking in – in normal circumstances, individuals should be accompanied to the SWEP by the referring service. By prior arrangement this can be varied. The booking in should be a welcoming introduction and explanation of the service including the length of stay. Only when serious misrepresentation or omission of information is apparent should it take on the character of an eligibility test. However, the focus of the service must be upon those who are rough sleeping or in real and imminent danger of being roofless.

4.6.4 Assessment, support and review – the SWEP is a temporary accommodation project that enables individuals to move off the streets in severe weather

offering respite accommodation before perhaps returning to rough sleeping. Whilst the length of stay may be short, the service will aim to contribute to the ongoing assessment, support and review of clients. It is the hope that any learning in relation to hopes, aspirations and unmet needs will be captured to inform action plans and onward referral.

- 4.6.5 Length of stay – the SWEP will remain open for the duration of any severe weather. However, given the likely demand on resources, clients with move on options will be asked to leave the project so that others can be accommodated. The SWEP may extend for a short time beyond the period of severe weather, to increase the likelihood of positive outcomes and to mitigate risks including neighbourhood nuisance.
- 4.6.6 Move-on – the responsibility for achieving positive move-on is shared between the SWEP and the referring service, with the referrer taking on a lead role, in respect of identifying, facilitating and delivering move-on options.
- 4.6.7 Evictions, exclusions and abandonments – the SWEP will work to minimise exclusions and evictions. A pro-active and flexible approach will be taken in respect of incidents or concerns in the shelter so that interventions and support can be co-ordinated to minimise the risk of negative outcomes.
- 4.6.8 Communications and information sharing – the SWEP and referring agencies work in a complex environment with a wide variety of stakeholders, of whom the client is the most important. Every effort will be made to keep clients and colleagues informed in relation to decision-making, opportunities, changes and risk. Information will be shared in accordance with good practice and the legal obligations.
- 4.6.9 The service will work with all London boroughs, and the City of London, to ensure key contacts in the local authority and commissioned outreach teams are kept up to date with pan-London SWEP provision and that these key contacts are kept updated annually.
- 4.6.10 SWEP can be triggered at a local level by local authorities, but it is the responsibility of the GLA or NSNO service to trigger pan-London SWEP. It is the expectation of the service to receive daily forecasts from the Met Office, or an alternative reliable source. Once the criteria for triggering SWEP is predicted (i.e. below 0 degrees Celsius for three consecutive days), the GLA or NSNO service is expected to trigger pan-London SWEP, it is the responsibility of NSNO service to notify all London boroughs and outreach teams of the arrangement. The GLA should be kept updated with SWEP activity at all times (often on a daily basis) during times of extremely cold weather. The SWEP aspect of NSNO should use the Homeless Link guidance and LB Lambeth’s SWEP document (both usually updated annually) to inform good practice (see appendix G).

4.7 Website

- 4.7.1 The NSNO website is to promote the services and to provide a single point of access for the policies and procedures in relation to the service. The service provider will ensure that the website is consistent with the Mayor of London branding guidelines.

4.7.2 The service provider will refresh and maintain the NSNO website for the use of practitioners, and other interested parties and ensure that it is fully functional and available at all times. The service will make regular (at least quarterly) updates to the website.

4.7.3 In the future there may be a desire to host this information on London.gov.uk, rather than a separate site. If this development occurs, the service would be given access to update the relevant pages and required to do so as frequently as stated above. The development, hosting, availability, training and support of the site would be administered by the GLA. If the content sat on www.London.gov.uk, the NSNO website would be required to redirect to the relevant pages, to avoid confusion and duplication of content.

4.8 Innovation

4.8.1 The GLA welcomes any innovative ideas to improve outcomes of the service and to improve the environment of the service.

Specific service delivery standards

5.1 Service standards

5.1.1 The following shall apply in relation to service standards:

- all the service provider's policies and procedures must apply to the service, where relevant. Where appropriate, these should be adjusted to take account of the specific requirements of the service
- the service provider's quality standards must also apply to the service
- the service provider must audit the service against their quality standards and policies and procedures.

5.2 Conduct of staff

5.2.1 The service shall enforce codes of conduct and disciplinary procedures for its staff.

5.2.2 The service shall take appropriate disciplinary action against any person employed by the service provider who transgresses such codes and procedures.

5.2.3 The service shall inform the service commissioner of any serious or persistent transgressions by staff members and shall regularly update the service commissioner on the progress and outcome of actions taken.

5.2.4 The GLA reserves the right under the safeguarding procedures to request the service to immediately remove a staff member from the service if:

- that staff member has failed to disclose any previous criminal convictions (unless exempted from doing so under the Rehabilitation of Offenders Act 1974);
- the GLA receives a complaint that the staff member has acted in a discriminatory manner in the provision of the service; or
- the staff member has acted in a manner that has put a service user or

other vulnerable person at risk of harm (whether physical, emotional, financial or other harm).

5.3 Governance

5.3.1 The service will ensure that it is delivered in compliance with the following legislation (not limited to this list), as may be amended from time to time, and has appropriate policies in place to guide staff in working within these laws:

- Equality Act 2010
- Disability Discrimination Act 1995, 2005
- Human Rights Act 1998
- Homelessness Act 2002
- Race Relations Amendment Act 2000
- Police Act 1997/Criminal Records Bureau
- Civil Contingencies Act 2004
- Health and Safety at Work Act 1974
- Safeguarding Vulnerable Groups Act 2006
- The Children Act 2004
- Freedom of Information Act 2000

5.3.2 The service will have a range of policies and procedures in place, including but not limited to:

- complaints
- health and safety
- staff appraisal, supervision, induction, training
- staff grievance, disciplinary and capability
- recruitment
- lone working
- managing conflict
- bullying/harassment/whistle blowing
- safeguarding
- incident reporting, including RIDDOR
- confidentiality
- service user involvement/consultation
- assessment and support planning
- equality and diversity including lesbian, gay, bisexual and transgender

- service withdrawal
- raising issues of concern
- child protection
- multi-disciplinary working
- good neighbourhood
- non-engagement
- civil contingencies
- escalation strategies for long stays.

5.3.1 The service will have a written business continuity plan.

5.4 Data protection

5.4.1 Both the GLA and the service have a duty to ensure that information held by the service is held securely and used appropriately in line with the Data Protection Act 1998.

5.4.2 The GLA will act as data controller in respect of all personal information collected and recorded on its behalf through the delivery of the service and the service will act as data processors.

5.4.3 The service will register with the Information Commissioner as a data processor with regard to this data.

5.4.4 The service will be able to satisfy the GLA of its compliance with the standards set out in appendix B at any time.

5.4.5 The service (and any other third parties) will be expected to demonstrate accountability for the appropriate assurance of privacy issues involving the processing and sharing of service users' personal and sensitive information.

5.4.6 The service will sign up to and comply with the GLA's Rough Sleeper services Information Sharing Protocol [see appendix A].

5.4.7 The service must have policies in place to manage any loss of data, accidental or otherwise. These policies must include details on how the service provider would:

- implement a recovery plan, including damage limitation
- assess the risks associated with the breach
- inform the appropriate people and GLA that the breach has occurred
- review their response and update their information security.

5.5 Record keeping

5.5.1 The service must keep accurate records of the clients using the service and of clients who have previously used the service.

5.5.2 Records may be stored electronically and/or as hard copies but the service provider must be able to demonstrate that they have policies in place to ensure that records are held securely and staff and volunteers are properly

how to handle and store records.

- 5.5.3 The service will ensure that any case management system and other electronic record management system it uses complies with relevant security and data protection standards and that records are regularly backed up.
- 5.5.4 These policies must be consistent with the information contained in the GLA's Rough Sleeper services Information Sharing Protocol (see appendix A).
- 5.5.5 The service will ensure the quality of the data it enters onto CHAIN.
- 5.5.6 The service will ensure that its staff and any volunteers are properly trained on use of the CHAIN and any other records or case management system it uses.
- 5.5.7 The service will ensure that users of CHAIN and any other case management system used maintain the security of the systems through not sharing passwords or leaving a record of them in a place easily visible to others.
- 5.5.8 Generally, and in respect of other records kept by the service, the service provider must have information management policies governing the secure storage of records. These policies must be consistent with the information contained in the GLA's Rough Sleeper services Information Sharing Protocol and the standards set out in appendix B.

5.6 Confidentiality

- 5.6.1 The service must have a confidentiality policy and must provide a copy to the GLA upon request. The policy must also be available to clients in an appropriate format and must be explained to them upon entry into the service.
- 5.6.2 The confidentiality policy must be compatible with the GLA's Rough Sleeper service Information Sharing Protocol (see appendix A).
- 5.6.3 Clients and staff should be advised of the type of information the service keeps on record, what can or must be disclosed without their consent, when their consent is needed for disclosure and their rights to see information recorded about them.
- 5.6.4 Clients should not be asked to sign a blanket, wide ranging consent to disclosure. The confidentiality policy should set out areas where information will be shared and under what circumstances and serves as a record of their consent within these areas. In other cases, the user's consent must be obtained as the need arises. This includes passing information to other agencies.
- 5.6.5 The service must ensure that everyone engaged in the service with access to personal information understands their responsibilities and can demonstrate evidence of compliance with their procedures. This includes employees, volunteers, self-employed workers, consultants or contractors.
- 5.6.7 The procedure must comply with the Data Protection Act 1998 and any contractual requirements. It should also cover accuracy and consistency of

record keeping, security of data, information to service users, and consent for disclosure requirements and identify responsible persons.

- 5.6.8 Contracts of employment, volunteering agreements, contracts with consultants and others should include a clause making explicit the person's responsibilities for confidentiality and data protection. The confidentiality policy should also cover actions to be taken if a staff member breaches confidentiality by unnecessarily passing on information about a client.

5.7 Whistle blowing

- 5.7.1 The Public Interest Disclosure Act 1998 provides for the protection of individuals who make certain disclosures of information in the public interest and to allow such individuals to bring action in respect of victimisation following such a disclosure.

- 5.7.2 The service shall produce internal guidelines for staff setting out that:

- it is the responsibility of all staff to act on any suspicion or evidence of abuse or neglect and to pass their information to the responsible person/agency
- whistle blowers will receive support and protection in accordance with the Act
- staff can contact the GLA or a relevant regulatory body in situations where they have concerns about operations and the service provided.

5.8 Safeguarding and serious incidents

- 5.8.1 The service provider shall prepare its own internal guidelines to protect adults, children and young people from abuse. These guidelines must be compatible with all relevant legislation.

- 5.8.2 The service shall prepare its own internal guidelines to protect adults, children and young people from abuse. These guidelines must be consistent with the GLA's Safeguarding and Serious Incidents Policy, see appendix E.

- 5.8.3 The service shall bring to the attention of the GLA any allegation, complaint or suspicion of abuse by or regarding any client, whether the suspected abuser is employed by the service provider or by any other person. The timescales for making this report are set out in the GLA's Safeguarding and Serious Incidents Policy, (see appendix E).

- 5.8.4 The service shall prepare its own internal guidelines and procedures with respect to the handling of serious and untoward incidents that occur within or around the service or relate to staff, service users or any other person associated with the service. These must be compatible with the GLA's Safeguarding and Serious Incidents Policy.

- 5.8.5 The service shall record in writing any serious incident that occurs in the provision of the service and report the incident to GLA in line with the procedures set out in the GLA's Safeguarding and Serious Incidents Policy.

5.9 Complaints and appeals

- 5.9.1 The service should have a complaints policy, which is given to service users

at service commencement in a format that is readily understandable to them and their allocated worker should explain the policy to them. The policy should be made available to all enquirers upon request.

- 5.9.2 The policy should be available to the GLA upon request.
- 5.9.3 The policy should encourage all forms of client feedback.
- 5.9.4 All complaints should be responded to within ten working days.
- 5.9.5 Complaints should be monitored and regularly reported to the organisation's governing body. Outcomes from complaints should be included within the report.
- 5.9.6 The service will report to the GLA: the number of complaints and appeals received, the response times and the outcomes during any given contract monitoring period. Any actions or changes to the processes undertaken as a result of a complaint or suggestion will be included in this report and must be approved by the GLA.
- 5.9.7 Complaints and appeals should be monitored in such a way that any potential equality issues can be identified.
- 5.9.8 Clients should be supported in their decision to make a complaint or appeal a decision by any means appropriate. Clients should be supported in their decision to make a complaint, with an alternative support worker or other advocate provided if appropriate.
- 5.9.10 The service must adhere to the GLA's Safeguarding and Serious Incidents policy and every complaint or appeal should be assessed against these.
- 5.9.11 Complaints which pass through the service provider's complaints and appeals process without resolution should be referred to the GLA.

5.10 service user involvement and consultation

- 5.10.1 It is expected that clients' needs and views should be at the centre of service delivery and development. The service will encourage and support service users to be involved in the decision making processes regarding the support service they receive.
- 5.10.2 The following should be available to those using the service:
 - general health and safety, including emergency procedures.
 - complaint procedures
 - details of the protection of vulnerable adults policy and how to report any abuse, either received or viewed
 - details of the equal opportunities and diversity policy, including requirements on they way they treat others, as well as their rights
 - explanation of whistle blowing and how to make this type of report
 - information on local amenities (social, cultural, faith, leisure), how these can be accessed and how they will be supported to attend
 - a copy of their needs and risk assessment.

- 5.10.3 service providers must assist those who require language translation or alternative methods of communication to receive these.
- 5.10.4 The service provider will need to demonstrate how they will encourage and support service users to be involved in the decision making processes regarding the support service they receive.
- 5.10.5 service users should be involved in all appropriate decisions that are made about their support.
- 5.10.6 The service provider should be committed to moving to a service model where service users are involved in decisions about staffing, management and governance, for example involvement in recruitment of staff, reasonable choice of key worker and input to staff appraisals.
- 5.10.7 service users should be invited to relevant meetings run by the provider.
- 5.10.8 The service provider needs to adopt a variety of approaches to user involvement and consultation that may include, but is not limited to:
- service user produced newsletters
 - focus groups based around specific purposes
 - qualitative one to one interviews
 - telephone feedback
 - annual formal service user satisfaction survey.
- 5.10.9 The service provider will be committed to producing visible follow-up on ideas and proposals from service user involvement.
- 5.10.10 However, service users should not be obliged to attend meetings and other events (including social events) organised by the service provider.

5.11 Communications and intellectual property

- 5.11.1 The service will ensure that the service is well promoted through-out London, specifically to the following constituent groups:
- clients
 - potential clients
 - agencies which refer to the service
 - key stakeholders – local authority commissioners, street population coordinators.
- 5.11.2 The service will work with the GLA so that the available marketing materials will reflect local need and include:
- advertise the service available, criteria for referral and what the service is able to offer.
- 5.11.3 The GLA will own all intellectual property rights in any documentation created by the service. Any third party intellectual property will be owned by the relevant supplier.

5.12 Additional requirements

- 5.12.1 The GLA is interested in working with the service on any ideas for developing the service innovatively at no extra costs or within the existing contract price throughout the contract period.
- 5.12.2 The service may be required to provide the GLA with additional information as requested from time to time.
- 5.12.3 The service is required to work in close partnership with the GLA and be open to new ideas on developing the service throughout the contract period.

6. Contract monitoring and performance management

- 6.1 The service will be required to make sure that all required information about clients is entered onto the CHAIN system in a timely manner.
- 6.2 Contract monitoring meetings will be held quarterly – but the GLA may vary the frequency of these meetings at any time.
- 6.3 The service will be required to submit performance management information, a management accounts statement and supporting evidence within fourteen calendar days of the end of each quarter (or the revised reporting period if this has been varied). Contract monitoring meetings will occur within four weeks of this date.
- 6.4 The GLA may also request performance management information outside of these times. These requests must be responded to within seven calendar days.
- 6.5 Performance management and monitoring information will be submitted in the format set out in appendix D. A full list of the outputs that the service will be required to report on, the targets associated with these, and the supporting evidence required can be found in appendix D.
- 6.6 The service will supply a financial statement from their management accounts at each monitoring meeting detailing annual budget, budget year to date and expenditure/income year to date against all major budgetary headings. The service will also be required to report on staff vacancy rates. Examples of what these reports should look like are included in appendix F.
- 6.7 The service provider must take responsibility for the financial management of the service and producing regular management reports and other any other financial reports required.
- 6.8 NSNO should be given the freedom to spend on items that would not ordinarily be agreed by the provider e.g. personal items for clients. Financial protocols should be agreed by the service provider and the senior NSNO manager to facilitate the delegation of spending.
- 6.9 It is expected that all information supplied will be complete and accurate.
- 6.10 Agreed contractual payments will be subject to satisfactory production of performance management information and other required supporting evidence. Low performance indicated in a monitoring return will result in further investigation by the GLA Rough Sleeping Commissioning Team until a satisfactory outcome can be achieved. Consistently low performance is

considered a default and will trigger a service review.

- 6.11 It will be a requirement that the appropriate level of senior management will attend contract monitoring meetings. As a minimum the service manager and a member of senior management will attend.
- 6.12 Commissioners will have the right to audit all performance management information, supporting evidence and financial statements at any time.

Part 3

Branding guidance

NSNO has a distinct brand and the GLA requires the service provider to meet a number of requirements. These are set out below:

Branding

- NSNO comes under the Mayor of London brand and website needs to comply with the GLA branding guidelines. The provider can create a link to NSNO's own website and list NSNO as one of its services.
- The provider must maintain a separate website for NSNO, which will be managed by the NSNO service. All major changes to content will need to be approved by the GLA.

Fundraising

- The provider cannot use NSNO as a means of fundraising for the other services delivered by the provider.
- The provider will be expected to fundraise for NSNO as distinct services, using the NSNO name and in collaboration with the senior NSNO manager.

Communications

- Any press releases or any media that include reference to NSNO must first be approved by the GLA.

Part 4

Schedule of Appendices

| |
|---|
| Appendix A – GLA Rough Sleeper services Information Sharing Protocol (Jul. 2015) |
| Appendix B – information governance and data protection standards |
| Appendix C – TUPE information |
| Appendix D – PBR, activity targets and milestones and performance reporting template |
| Appendix E – GLA Rough Sleeper services Safeguarding and Serious Incidents Policy (Mar. 2014) |
| Appendix Fi– financial monitoring statement template |
| Appendix Fii –staffing template |
| Appendix G i– Homeless Link Winter Provision Guidance 2015-16 |
| Appendix Gii – Lambeth SWEP Protocol 2015 |

Note: with the exception of Appendix D which follows on page 108 all other appendices are provided electronically (CD enclosed with the contract)

Appendix D: Payment by Results (PbR)

Activity Targets and Milestones and Performance Reporting Template

Table 1 Payment by Results (PbR)

| Target Area | Performance Target | Payment Terms | Payment by Results (PbR) Percentage (%) |
|---------------------------|---|---|---|
| Number Attending NSNO | There are 2200 new & known rough sleepers attending NSNO in Y1 | >2200 = 100% payment >1648 = 75% payment >900 = 50% payment | 30% |
| Length of Stay | >40% of new rough sleepers move on from the assessment hub within 3 days | >40% = 100% payment >30% = 80% payment >20% = 50% | 40% |
| Subsequent Rough Sleeping | <12% of those who attend the NSNO hubs are found subsequently rough sleeping in London by the last day of the quarter | <12% = 100% payment 14% to 12% = 80% payment 16% to 14% = 50% payment | 30% |

Payment by Results (PbR) targets will account for 10% of the total contract value.

Table 2 Milestones and Targets

| Milestones | Performance Target | Supporting Evidence |
|---|--|---|
| Assessment Hub Milestones | | |
| Milestone 1 subsequent rough sleeping | Less than 10% of those leaving the hubs subsequently end up rough sleeping | Proportion of clients who left the hub in the quarter, and did not go to a staging post, who have been recorded subsequently rough sleeping |
| Milestone 2 single service offers (SSOs) made | At least 90% are given an SSO before they leave the hub | Proportion of clients who left the hub in the quarter, and did not go to a staging post, who have an SSO |
| Milestone 3 SSOs taken up | At least 70% take up an SSO before they leave the hub | Proportion of clients who left the service in the quarter and had been to a hub who had taken up an SSO (i.e. accommodation, reconnection etc.) |

| | | |
|---|---|--|
| <p>Milestone 4 length of stay</p> | <p>Less than three days are spent in the assessment hub</p> | <p>Average length of stay for all clients Proportion of clients moving on in less than 3 days Proportion of clients moving on in 3-≤5 days Proportion of clients moving on in 6-≤10 days Proportion of clients moving on in 11-≤ 20 days Proportion of clients moving on in 21+ days</p> |
| <p>Milestone 5 access to the hubs</p> | <p>Each of the NSNO assessment hubs is available to take referrals at least 80% of the time during a quarter, with access to at least one of the hubs 100% of the time</p> | <p>Total time spent closed by hubs and staging posts, added together Include total time closed all hubs, Average hours closed for all hubs Proportion of the time open broken down by each hub Average time spent closed by hubs and staging posts Proportion of the time spent open</p> |
| <p>Staging Post Milestones</p> | | |
| <p>Milestone 6 subsequent rough sleeping</p> | <p>Less than 5% in low support staging post (LNSP) of those who accept SSO subsequently ended up rough sleeping Less than 10% in reconnection staging post (RSP) of those who accept SSO subsequently ended up rough sleeping</p> | <p>Proportion of all clients who moved on from the LNSP or RSP during the quarter and accepted an SSO who were subsequently recorded rough sleeping</p> |
| <p>Milestone 7 SSOs made</p> | <p>At least 90% of those without an SSO who leave the staging posts are given an SSO</p> | <p>Proportion of all clients who moved on from a staging post who had been referred under the criteria 'new rough sleeper' or 'known rough sleeper with no SSO/local connection' who were given an SSO</p> |

| | | |
|--|--|---|
| <p>Milestone 8 SSOs taken up</p> | <p>At least 80% leaving the low needs staging post (LNSP) take up a single service offer At least 60% leaving the reconnection staging post (RSP) take up a single service offer</p> | <p>Proportion of all clients who moved on from LSNP/RSP post who took up an SSO</p> |
| <p>Milestone 9 length of stay within the LNSP</p> | <p>At least 90% of clients move on from the LNSP within 21 days</p> | <p>All clients who departed the LNSP during the quarter to include: Total no. of clients moving on Average length of stay for all clients Proportion of clients moving on in ≤21 days Proportion of clients moving on in 22- ≤28 days Proportion of clients moving on in 38+ days Please include details of over-stayers in monitoring report</p> |
| <p>Milestone 10 length of stay within the RSP</p> | <p>At least 90% of clients move on from the RSP within 28 days</p> | <p>All clients who departed the RSP during the quarter to include: Total no. of clients moving on Average length of stay for all clients Proportion of clients moving on in ≤28 days Proportion of clients moving on in 29- ≤35 days Proportion of clients moving on in 36+ days Please include details of over-stayers in monitoring report</p> |
| <p>Milestone 11 access to the staging posts</p> | <p>The LNSP is available to take referrals at least 70% of the time during a quarter The RSP is available to take referrals at least 50% of the time during a quarter</p> | <p>Proportion of the time spent open</p> |

| Shared Hub and Staging Post Milestones | | |
|---|--|---|
| Milestone 12 work with the intended groups | 100% of referrals accepted by the service meet the relevant criteria for the service | Proportion who arrive at the hub without an SSO Proportion of those referred to LNSP/RSP directly by outreach who arrive with an SSO |
| Milestone 13 operation to a high professional standard in all its dealings with clients, external agencies and other stakeholders | 90% of clients that attend the service have an initial risk and support needs assessment undertaken and recorded | Proportion of clients who arrived at NSNO during the quarter given a) an initial risk assessment and b) an initial support needs assessment |
| Milestone 14 mental health | 100% of clients with mental health support needs are linked to appropriate services | |
| Milestone 15 substance misuse | 100% of clients with substance misuse support needs are linked to appropriate services | |
| Milestone 16 long stay reviews | Long stay reviews completed and recorded on CHAIN for 100% of those in the hub for 5+ days, in the LNSP for 21+ days and in the RSP for 28+ days | Proportion of all of the unique clients who departed from the service during the quarter having stayed at a hub for 5+ days or RSP for 28 days or more who had a long stay review on their CHAIN record |

| | | |
|---|---|--|
| <p>Milestone 17 abandonments</p> | <p><10% abandonments in hubs <10% abandonments in staging posts</p> | <p>Proportion of clients who moved on from a hub in the quarter, whether they went on to a staging post or not, who abandoned the hub Proportion of clients who moved on from a staging post in the quarter who abandoned the staging post, whether they had previously been to a hub or not</p> |
| <p>Milestone 18 SWEP subsequent rough sleeping</p> | <p><10% of those leaving the SWEP subsequently end up rough sleeping</p> | <p>Proportion of clients who left the hub in the quarter, and did not go to a staging post, who have been recorded subsequently rough sleeping</p> |

Table 3 Quarterly Monitoring – no performance targets, monitoring only.

| Monitoring | Evidence |
|---|--|
| Number of New rough sleepers clients attending NSNO | Number of unique clients who departed the service in the quarter |
| Percentage of overall new rough sleepers attending NSNO | Number of unique clients who departed the service in the quarter |
| Number of known rough sleepers clients attending NSNO | Number of unique clients who departed the service in the quarter |
| Successful outcomes (accommodation & reconnection) for new rough sleepers | Number of unique clients who departed from the service during the quarter with outcomes of 'accommodation', 'reconnection', 'accommodation and reconnection' and 'subsequent reconnection' |
| Successful outcomes (accommodation & reconnection) for new rough sleepers | Number of unique clients who departed from the service during the quarter with outcomes of 'accommodation', 'reconnection', 'accommodation and reconnection' and 'subsequent reconnection' |
| New rough sleepers who left without SSO | Number of unique clients who departed from the service during the quarter with an outcome of 'left without SSO' |
| Known rough sleepers who left without a SSO | Number of unique clients who departed from the service during the quarter with an outcome of 'left without SSO' |
| New rough sleepers who left with SSO | Number of unique clients who departed from the service during the quarter with an outcome of 'left with SSO' |

| | |
|--|---|
| Known rough sleepers who left with SSO | Number of unique clients who departed from the service during the quarter with an outcome of 'left with SSO' |
| New rough sleepers who abandoned | Number of unique clients who departed from the service during the quarter who abandoned |
| Known rough sleepers who abandoned | Number of unique clients who departed from the service during the quarter who abandoned |
| Percentage of new rough sleepers found rough sleeping subsequently in the quarter | Number of unique clients who departed from the service during the quarter who had been found subsequently rough sleeping by the last day of the quarter |
| Details of all over-stayers in monitoring report broken down by internal and external barriers | Information on all clients staying longer than 5 days, new and known separated and % of each group |
| Top five local connection areas for length of stay, and top three long stay reasons in each - stay broken down by length of time in the hub and the staging post | To include long stay reasons, long stays as a proportion of all stays, reasons for long stay and what measures have been taken to resolve each case. |
| Demographics of new rough sleepers attending NSNO | To include a minimum of Gender, Age range, Nationality, Reconnection destination |
| Demographics of all those rough sleepers attending NSNO | To include a minimum of Gender, Age range, Nationality, Reconnection destination |

SCHEDULE 4 – CHARGES

Annual Costs for No Second Night Out Service (NSNO)

£3,679,995.64 is the maximum payment per annum. 10% of which is subject to the Payment by Results as outlined within Appendix D to Schedule 3.

Headline costs provided in table 1 below and full details within Appendix 1 (provided electronically on CD attached to the contract)

Annual Costs for Severe Weather Provision (SWEP)

Details are provided within Table 2 below

TABLE 1: ANNUAL COSTS ASSOCIATED WITH DELIVERING NO SECOND NIGHT OUT (NSNO) SERVICE

| Headline Budgetary Breakdown | Assessment Hub North | Assessment Hub West | Assessment Hub South | Low Needs Staging Post | Staging Post Reconnection | Total Annual Costs |
|-------------------------------------|-----------------------------|----------------------------|-----------------------------|-------------------------------|----------------------------------|---------------------------|
| Staffing Costs | £673,564.18 | £602,509.86 | £603,489.79 | £219,292.66 | £517,794.37 | £2,616,650.86 |
| Property Costs | £54,416.69 | £50,638.65 | £50,865.04 | £207,203.18 | £183,049.54 | £546,173.10 |
| Client Costs | £131,937.79 | £67,061.17 | £95,108.92 | £6,415.36 | £98,448.42 | £398,971.66 |
| Overhead Costs | £99,689.48 | £88,249.28 | £89,339.48 | £53,921.78 | £92,000.00 | £423,200.02 |
| Fundraising* | £5,000.00 | £5,000.00 | £5,000.00 | £5,000.00 | £5,000.00 | £25,000.00 |
| Rental Income* | £0.00 | £0.00 | £0.00 | £168,000.00 | £112,000.00 | £280,000.00 |
| Totals | £954,608.14 | £803,458.96 | £833,803.23 | £313,832.98 | £774,292.33 | £3,679,995.64 |

*Revenue generated by the service provider

TABLE 2: ANNUAL COSTS ASSOCIATED WITH SEVERE WEATHER EMERGENCY PROVISION (SWEP)

| Number of clients brought in | Staffing level required per night | Food/Welfare Costs Assumptions | Total Cost per 24hr Period * |
|-------------------------------------|--|---------------------------------------|-------------------------------------|
| 1 to 10 | absorbed within NSNO | £0 | £0 |
| 11 to 20 | 1 co-ordinator 2 SWEP case workers 2 SWEP workers during night (depending on risk) | £100 | £670 |
| 21 to 30 | 1 co-ordinator 3 SWEP case workers 2 to 3 SWEP workers during night (depending on risk) | £150 | £1,000 |
| 31 to 40 | 1 co-ordinator 5 SWEP case workers 3 SWEP workers across 2 sites (during night) | £200 | £1,340 |
| 41 to 60 | 1 co-ordinator 7 SWEP case workers 4 SWEP workers across 2 sites (during night) | £300 | £2,000 |
| 61 to 80 | 1 co-ordinator 10 SWEP case workers 6 SWEP workers across 2 sites (during night) Welfare costs | £400 | £3,000 |

*Costs are less St Mungo's contributing £300 towards daily costs

SCHEDULE 5 - PROJECT PLAN

Please find attached the Implementation Plan and Risk Log provided by St Mungo's (provided electronically on CD).

SCHEDULE 6 - FORM FOR VARIATION

Contract Parties: *[to be inserted]*

Contract Number: *[to be inserted]*

Variation Number: *[to be inserted]*

Authority Contact Telephone *[to be inserted]*

Fax *[to be inserted]*

Date: *[to be inserted]*

AUTHORITY FOR VARIATION TO CONTRACT (AVC)

Pursuant to Clause 31 of the Contract, authority is given for the variation to the Services and the Charges as detailed below. The duplicate copy of this form must be signed by or on behalf of the Service Provider and returned to the Procurement Manager as an acceptance by the Service Provider of the variation shown below.

| • DETAILS OF VARIATION | • AMOUNT (£) |
|-------------------------------|--------------|
| • • | • |
| • ALLOWANCE TO THE AUTHORITY | • |
| • EXTRA COST TO THE AUTHORITY | • |
| • TOTAL | • |

..... (print name)
 For the Authority (signed)

| • ACCEPTANCE BY THE SERVICE PROVIDER | • |
|--------------------------------------|------------------------------|
| • • • • Date | • • • • Signed • |

**SCHEDULE 7 - CONTRACT QUALITY, ENVIRONMENTAL & SAFETY
CONSIDERATIONS**

NOT APPLICABLE

SCHEDULE 8 – RE-TENDER COOPERATION

The Service Provider's obligations to cooperate at the re-tender stage are set out in the Specification.

SCHEDULE 9 – GOOD PRACTICE GUIDANCE

1 Introduction

1. Purpose of this document

- 1.1 This document set out Good Practice Guidance for the delivery of the Services.
- 1.2 This document is not intended to specify the Services required. However the Good Practice Guidance sets out minimum expectations in delivering services to rough sleepers either directly or through sub contracting arrangements.

2 Workforce

2.a Staffing

- 2.1 The Service Provider will ensure that those employed have the appropriate skills, qualifications and competencies to deliver a quality service.
- 2.2 The Service Provider will ensure that staff are properly supported, supervised and trained.
- 2.3 The Service Provider will be responsible for all employment issues and will ensure that they:
 - comply with any legislation prohibiting discrimination in any form
 - obtain enhanced disclosures from the Criminal Records Bureau in advance of the engagement of relevant staff under the service
 - ensure that staff are not on the Safeguarding Vulnerable Adults /Safeguarding Children register
 - ensure that a minimum of two written references, one of which is from the last employer, is obtained and that the person is legally entitled to work in the UK.
- 2.4 As well as all appropriate professional training, all staff (including management) must be trained in:
 - safeguarding children (Children Act 2004)
 - safeguarding vulnerable adults (Safeguarding Vulnerable Groups Act 2006)
 - risk management
 - information governance and data protection
 - health and safety
 - equal opportunities and diversity.

2.b Conduct of Staff

- 2.5 The Service Provider shall enforce codes of conduct and disciplinary procedures for its staff.
- 2.6 The Service Provider shall take appropriate disciplinary action against any person employed by the service provider who transgresses such codes and procedures.
- 2.7 The Service Provider shall inform the service commissioner of any serious or persistent transgressions by staff members who provide the service and shall regularly update the service commissioner on the progress and outcome of actions taken.
- 2.8 The Authority reserves the right under the safeguarding procedures to request the service provider to immediately remove a staff member from the service if:-
- that staff member has failed to disclose any previous criminal convictions (unless exempted from doing so under the Rehabilitation of Offenders Act 1974);
 - the Authority receives a complaint that the staff member has acted in a discriminatory manner in the provision of the service; or
 - the staff member has acted in a manner that has put a service user or other vulnerable person at risk of harm (whether physical, emotional, financial or other harm).

3 Governance

- 3.1 The Service Provider will ensure that the service is delivered in compliance with the following legislation (not limited to this list), as may be amended from time to time, and has appropriate policies in place to guide staff in working within these laws:
- Equality Act 2010
 - Disability Discrimination Act 1995, 2005
 - Human Rights Act 1998
 - Homelessness Act 2002
 - Race Relations Amendment Act 2000
 - Police Act 1997/Criminal Records Bureau
 - Civil Contingencies Act 2004
 - Health and Safety at Work Act 1974
 - Safeguarding Vulnerable Groups Act 2006
 - The Children Act 2004
 - Freedom of Information Act 2000
- 3.2 The Service Provider will have a range of policies and procedures in place, including but not limited to:
- complaints
 - health and safety
 - staff appraisal, supervision, induction, training

- staff grievance, disciplinary and capability
- recruitment
- lone Working
- managing conflict
- bullying/harassment/whistle blowing
- safeguarding
- incident reporting, including RIDDOR
- confidentiality
- service user involvement/consultation
- assessment and support planning
- equality and diversity

3.3 The Service Provider will have a written business continuity plan.

4 Data Protection and Confidentiality

4.a Data Protection

4.1 Both the Authority and the Service Provider have a duty to ensure that information held is held securely and used appropriately in line with the Data Protection Act 1998.

4.2 The Authority will act as data controller in respect of all personal information collected and recorded on it behalf through the delivery of the service and the service provider will act as data processors.

4.3 The Service Provider will register with the Information Commissioner as a data processor with regard to this data.

4.4 The Service Provider will be able to satisfy the Authority of its compliance with the standards set out in appendix B at any time.

4.5 The Service Provider (and any other third parties) will be expected to demonstrate accountability for the appropriate assurance of privacy issues involving the processing and sharing of service users' personal and sensitive information.

4.6 The Service Provider will sign up to and comply with the Authority's Rough Sleeper Services Information Sharing Protocol [see appendix A].

4.7 The Service Provider must have policies in place to manage any loss of data, accidental or otherwise. These policies must include details on how the service provider would:

- implement a recovery plan, including damage limitation
- assess the risks associated with the breach
- inform the appropriate people and Authority that the breach has occurred
- review their response and update their information security.

4.b Records

- 4.8 The Service Provider must keep accurate records of the clients using the service and of clients who have previously used the service.
- 4.9 Records may be stored electronically and/or as hard copies but the service provider must be able to demonstrate that they have policies in place to ensure that records are held securely and staff and volunteers are properly how to handle and store records.
- 4.10 The Service Provider will ensure that any case management system and other electronic record management system it uses complies with relevant security and data protection standards and that records are regularly backed up.
- 4.11 These policies must be consistent with the information contained in the Authority's Rough Sleeper Services Information Sharing Protocol (see appendix A).
- 4.12 Generally, and in respect of other records kept by the service provider, the service provider must have Information Management policies governing the secure storage of records. These policies must be consistent with the information contained in the Authority's Rough Sleeper Services Information Sharing Protocol and the standards set out in appendix B

4.c Confidentiality

- 4.13 The Service Provider must have a confidentiality policy and must provide a copy to the Authority upon request.
- 4.14 The confidentiality policy must be compatible with the Authority's Rough Sleeper Service Information Sharing Protocol (see appendix A).
- 4.15 Service users and staff should be advised of the type of information the service provider keeps on record, what can or must be disclosed without their consent, when their consent is needed for disclosure and their rights to see information recorded about them.
- 4.16 Service users should not be asked to sign a blanket, wide ranging consent to disclosure. The confidentiality policy should set out areas where information will be shared and under what circumstances and serves as a record of their consent within these areas. In other cases, the user's consent must be obtained as the need arises. This includes passing information to other agencies.
- 4.17 The Service Provider must ensure that everyone engaged in the service with access to personal information understands their responsibilities and can demonstrate

evidence of compliance with their procedures. This includes employees, volunteers, self-employed workers, consultants or contractors.

4.18 The procedure must comply with the Data Protection Act 1998 and any contractual requirements. It should also cover accuracy and consistency of record keeping, security of data, information to service users, and consent for disclosure requirements and identify responsible persons.

4.19 Contracts of employment, volunteering agreements, contracts with consultants and others should include a clause making explicit the person's responsibilities for confidentiality and data protection. The confidentiality policy should also cover actions to be taken if a staff member breaches confidentiality by unnecessarily passing on information about a service user.

4.d Whistle blowing

4.20 The Public Interest Disclosure Act 1998 provides for the protection of individuals who make certain disclosures of information in the public interest and to allow such individuals to bring action in respect of victimisation following such a disclosure.

4.21 The Service Provider shall produce internal guidelines for staff setting out that:

- it is the responsibility of all staff to act on any suspicion or evidence of abuse or neglect and to pass their information to the responsible person/agency
- whistle blowers will receive support and protection in accordance with the Act
- staff can contact the Authority or a relevant regulatory body in situations where they have concerns about operations and the service provided.

5 Safe Guarding and Serious Incidents

5.1 The Service Provider shall prepare its own internal guidelines to protect adults, children and young people from abuse.

5.2 These guidelines must be consistent with the Authority's Safeguarding and Serious Incidents Policy, see appendix E.

5.3 The Service Provider shall immediately bring to the attention of the Authority any allegation, complaint or suspicion of abuse by or regarding any service user, whether the suspected abuser is employed by the service provider or by any other person.

5.4 The service provider shall prepare its own internal guidelines and procedures with respect to the handling of serious and untoward incidents that occur within or around the service or relate to staff, service users or any other person associated with the service. These must be compatible with the Authority's Safeguarding and Serious Incidents Policy.

5.5 The Service Provider shall record in writing any serious incident that occurs in the provision of the service and report the incident to Authority in line with the procedures set out in the Authority's Safeguarding and Serious Incidents Policy.

6 Complaints and appeals

6.1 The Service Provider should have a Complaints Policy, which should be made available to all enquirers upon request.

6.2 The policy should be available to the Authority upon request.

6.3 The policy should encourage all forms of service user feedback.

6.4 All complaints should be responded to within ten working days.

6.5 Complaints should be monitored and regularly reported to the organisation's governing body. Outcomes from complaints should be included within the report.

6.6 Complaints and appeals should be monitored in such a way that any potential equality issues can be identified.

6.7 Service users should be supported in their decision to make a complaint or appeal a decision by any means appropriate.

6.8 The Service Provider must adhere to the Authority's Safeguarding and Serious Incidents policy and every complaint or appeal should be assessed against these.

6.9 Complaints which pass through the service provider's complaints and appeals process without resolution should be referred to the Authority.

7 Service user involvement and consultation

7.1 It is expected that service users' needs and views should be at the centre of service delivery and development.

7.2 Where appropriate service users should be given the following information:

- How to make a complaint.
- Details of the protection of vulnerable adults policy and how to report any abuse, either received or viewed.
- Details of the equal opportunities and diversity policy, including requirements on they way they treat others, as well as their rights.
- Explanation of whistle blowing and how to make this type of report.
- A copy of their support plan and their needs and risk assessment.

- 7.3 Service users should be involved in all appropriate decisions that are made about their support, including intensity, frequency of visits and duration of support.
- 7.4 Service users should be invited to relevant meetings run by the provider.
- 7.5 The Service Provider needs to adopt a variety of approaches to user involvement and consultation that may include, but is not limited to:
- Service User produced newsletters;
 - Focus groups based around specific purposes;
 - Qualitative one to one interviews;
 - Telephone feedback; or
 - Annual formal Service User satisfaction survey.
- 7.6 The Service Provider will be committed to producing visible follow-up on ideas and proposals from service user involvement.
- 7.7 However, service users should not be obliged to attend meetings and other events (including social events) organised by the Service Provider.

8 Good Practice Standards

- 8.1 The Authority will expect the Service Provider to take account of published good practice standards where a service user is involved in volunteering.
- 8.2 The Authority will expect providers to take account of good practice standards when sub contracting other providers, in particular the Merlin Standards (<http://www.merlinstandard.co.uk/>).

9 Communications and intellectual property

- 9.1 The Authority will own all intellectual property rights in any documentation created by the Service Provider in relation to the Services. Any third party intellectual property will be owned by the relevant supplier.
- 9.2 The Service Provider cannot use material produced as part of the delivery of the SIB for publicity purposes without the express consent of the Authority.

10 Additional requirements

- 10.1 The Authority is interested in working with the Service Provider on any ideas for developing the service innovatively at no extra costs or within the existing contract price throughout the contract period.
- 10.2 The Service Provider may be required to provide the Authority with additional information as requested from time to time.

10.3 The Service Provider is required to work in close partnership with the Authority and be open to new ideas on developing the service throughout the contract period.