

## **SCHEDULE 1: SCOPE OF SERVICES**

### **PROVISION OF WASTE EDUCATION PROGRAMME IN NORTH LONDON**

#### **1. SERVICE DESCRIPTION**

- 1.1. To provide a Waste Education Programme that cultivates behavioural change amongst pupils, parents and school staff in north London primary and secondary schools and increases knowledge of the waste hierarchy and waste prevention practices that can be embedded into life (the Services). Waste education is key to assisting waste reduction and recycling through changing behaviour in schools and provides an effective way of delivering environmental education to a diverse audience of young people; it offers the opportunity to build skills, knowledge and understanding of waste issues, as well as help pupils take the message home to their families.
- 1.2. The Service also seeks to instigate tangible improvements to school waste management practices, a decrease in waste arisings and an increase in waste being recycled.
- 1.3. The Contractor is required to work intensively with a minimum of two (2) schools per Borough (14 in total) to deliver a minimum of twelve (12) interactive Sessions per Borough, as set out in paragraph 1.5. Additional Sessions as set out in paragraph 1.6 may be delivered to participating schools, with a minimum of 12 Sessions overall being delivered in each Borough.
- 1.4. Sessions can include cross-curricular training, workshops, projects and assemblies from specialised educators on the waste and recycling related topics set out in paragraph 1.5 and 1.6.
- 1.5. The successful Contractor will deliver the following Sessions to all participating schools:
  - 1.5.1 Session 1: one whole school assembly prior to Sessions 2 to 9 being delivered
  - 1.5.2 Session 2: one pupil waste and recycling information Session in each school
  - 1.5.3 Session 3: one pupil food waste reduction Session in each school
  - 1.5.4 Session 4: one parent engagement Session in each school
  - 1.5.5 Session 5: one staff engagement Session per school
- 1.6. The successful Contractor may deliver any of the following Sessions to participating schools if schools wish to receive more Sessions:
  - 1.6.1 Session 6: pupil plastic, metal, paper and glass reuse and recycling Session
  - 1.6.2 Session 7: pupil Waste Electrical and Electronic Equipment (WEEE) reuse and recycling Session
  - 1.6.3 Session 8: pupil textiles reuse and recycling Session
  - 1.6.4 Session 9: whole school assembly once Sessions have been completed.
- 1.7. It is expected that Sessions will run from September 2018 to 01 March 2019, although it is accepted that preparatory work may be carried out from the anticipated Contract Commencement Date 1 June 2018
- 1.8. The key performance indicators by which the success of the Services will be measured will be a combination of qualitative and quantitative methods, as set out in paragraph 1.11 and 1.12.
- 1.9. Before the Service commencement in each school, a baseline measurement of pupils', parents' and teachers' knowledge and understanding of the waste hierarchy is required.

- 1.10. The Contractor is required to conduct comparative measurements which would enable changes in knowledge, understanding practices or behaviour to be assessed and evaluated.
- 1.11. Quantitative methods will demonstrate minimum results of:
  - 1.11.1. 4,000 pupils (overall) engaged via whole school assemblies (Sessions 1 and 9);
  - 1.11.2. 250 pupils (overall) engaged in Sessions 2, 3, 6, 7 and 8;
  - 1.11.3. 2 schools engaged per Borough
  - 1.11.4. 12 Sessions delivered in each Borough
  - 1.11.5. 14 teachers engaged across all participating schools, with a minimum of two teachers per school;
  - 1.11.6. 300 parents engaged across all participating schools;
  - 1.11.7. 75% of schools taking actions to reduce waste; and
  - 1.11.8. Average of 50% decrease in waste arisings across all participating schools
- 1.12. Qualitative methods will include results of:
  - 1.12.1. 75% of teacher satisfaction on the quality of Sessions received;
  - 1.12.2. 50% increase in pupil knowledge and understanding of the waste hierarchy;
  - 1.12.3. 50% increase in teacher knowledge and understanding of the waste hierarchy; and
  - 1.12.4. 75% increase of parents committed to reduce, reuse and recycle at home.
- 1.13. The Contractor is required to ensure a measurable improvement of waste reduction, reuse or recycling in each school. Bidders are requested to propose how they would monitor a decrease in waste arisings and an increase in waste being recycled
- 1.14. The Contractor is required to ensure schools take considered efforts to reduce waste around the school. This will indirectly engage with the wider school community and may include display boards and posters.
- 1.15. The Contractor should work with staff, including teachers, the school caretaker/facilities manager and kitchen staff to identify problems or areas for improvement with regard to waste management in the school to help the school to reduce waste arisings and/or improve or increase recycling. A copy of all recycling services available to schools will be provided at the project inception meeting.
- 1.16. The Contractor will be responsible for selecting and booking suitable schools. Schools that NLWA worked with as part of the Waste Prevention Plan 2016-18 are not eligible for taking part in the Project. A list of schools that participated in between 2016 and 2018 under the NLWA waste education programme can be found in Appendix 1.
- 1.17. Once appointed, the Contractor is required to propose schools for delivering the Sessions and be fully responsible for bookings. Even though NLWA and Borough officers may propose schools, the Contractor will be responsible for the selection of the schools, ensure the schools' suitability and be responsible for all aspects of liaison and bookings. The Contractor shall obtain the prior approval of the Authorised Officer before proceeding with the bookings. The Contractor should ensure that they comply with points 1.23 and 1.24 of this document.
- 1.18. The Contractor should ensure the schools' commitment is obtained throughout the duration of the Services.
- 1.19. NLWA expects the qualitative methods of evaluation to include feedback questionnaires to assess quality of advice and support received. This will include the use of feedback forms and quotes from pupils and teachers. It will be the Contractor's

responsibility to keep a record of the discussions, analyse feedback and get quotes. Even though the Contractor is responsible for carrying out the evaluation work, any forms used for evaluation will require the prior approval of the Authorised Officer of NLWA.

- 1.20. The Contractor shall ensure that highly experienced educators are utilised for the delivery of the Sessions.
- 1.21. The Contractor will be required to produce and agree a timetable of activity for the delivery of the Services, although it is accepted that it may not be possible to provide detail on specific dates and schools.
- 1.22. The Contractor will be responsible for sourcing all material necessary for the delivery of the sessions and the Contract Price shall be fixed throughout the Contract Period and shall include all costs, expenses and disbursements. NLWA's Wise Up to Waste brand should be the only brand used on all communication tools chosen to promote the Services.
- 1.23. Times are flexible, although all Sessions must be completed by 01 March 2019.
- 1.24. If the Contractor proposes that artwork is developed to support the activity plans, it should be prepared by the Contractor. NLWA's communications team will have final sign off on all artwork and intellectual property rights in all artwork and communication material produced by the Contractor for the delivery of the Services will be vested with NLWA.

## **2. PERSONAL DATA AND GDPR**

- 2.1. Where Personal Data is obtained by the Contractor from participants NLWA is the data controller for the purpose of the General Data Protection Regulation (EU) 2016/679 (GDPR) and the Contractor is the data processor. The Contractor should ensure that all participants who provide their personal data for Sessions sign consent forms which are GDPR compliant. The Contractor is further required to display privacy notices that are GDPR compliant at all venues where personal data will be obtained from participants, and where feedback forms contain personal data, participants should be made aware of the privacy notice prior to providing consent.
- 2.2. Photographic evidence should also be provided for pupil Sessions and the Contractor should ensure that consent forms are signed by teachers that participate and ensure that parental consent is obtained prior to photography of any child. Consent forms and privacy notices will be provided by NLWA. Prior to obtaining consent, participants should be made aware of the privacy notices which must be compliant with the GDPR. The Contractor is required to specify any events for which it proposes to use professional photography and confirm to NLWA in writing that parental consents have been obtained to the use of personal data of children (including photography).

## **3. REPORTING ARRANGEMENTS**

- 3.1. To ensure that all work for the delivery of the Services is progressing according to the Contract, NLWA requires the Contractor to telephone or email the Authorised Officer on a weekly basis. The Contractor shall produce monthly update reports, which will set out progress with development, implementation and the results, drawing any conclusions or making any additional observations and suggestions for improvements as appropriate.
- 3.2. It is anticipated that one initial two-hour meeting (inception meeting) will be required at contract commencement in person with NLWA and a two-hour close out meeting will be held in person on completion of the Services.

- 3.3. The Consultant shall produce a final report upon completion of the Services, for each contract year, if the contract is extended beyond 2018-19, proof read and quality checked at Project Director level before being submitted to NLWA's Authorised Officer.
- 3.4. The Contractor is required to present the findings summarised per school and for the NLWA area as a whole to the satisfaction of the Authorised Officer.
- 3.5. The Contractor shall supply electronic copies of documents, spreadsheets etc to NLWA. The reports will have to be proof read and quality checked at Project Director level before being submitted to NLWA.

#### **4. HEALTH AND SAFETY**

- 4.1. The Contractor is expected to adhere to individual school Health and Safety requirements and to liaise with each school so that they are fully conversant with the relevant requirements. Risk assessments should be undertaken for every participating school and, if Sessions are varied, a Session-specific risk assessment will need to be carried out and copies of the same supplied to NLWA in advance of the Sessions. The Contractor shall indicate that they hold the appropriate public liability insurance to cover the events as specified in the Conditions of Contract and shall supply NLWA with a copy of insurance certificates at the project inception meeting. The minimum level of insurance is specified in the Conditions of Contract.

#### **5. DISCLOSURE BARRING SERVICE (DBS)**

- 5.1. NLWA will need to see proof of enhanced Disclosure Barring Service (DBS) approval from the successful Contractor's employees that will be involved in the provision of the Services prior to the commencement of the Sessions. DBS approval must be maintained at all times for all staff delivering the Sessions.

#### **6. EQUALITY CONSIDERATIONS**

- 6.1. Bidders must take account of the Equality Act 2010 in the delivery of the Services. This should cover areas such as ensuring sessions do not coincide with holy days/festivals if that will exclude certain groups with protected characteristics, and likewise certain activities.. Further guidance on the Equality Act 2010 is available from <https://www.gov.uk/guidance/equality-act-2010-guidance>

#### **7. QUALITY CONTROL**

- 7.1. The Contractor shall ensure that high quality advice is provided by competent staff with excellent communications skills and good knowledge of issues around waste prevention and reuse. Messages must be communicated in a concise, polite and factually correct manner.
- 7.2. The Contractor is required to have excellent project management skills. In order to ensure that the quality of all work meets NLWA's reasonable expectations, the Authorised Officer will be regularly assessing the Contractor's work.

#### **8. KEY MILESTONES**

- 8.1. In conjunction with the reporting requirements above, NLWA requires the work to be completed in accordance with the key milestones as outlined in Table 1.

#### **9. PAYMENT TERMS**

- 9.1. NLWA shall make payment for all undisputed invoices submitted by the Contractor in accordance with the milestones set out below and in Table 1:

- 9.1.1. one invoice for 30% of the total Contract Price will be submitted to the Authorised Officer once all 14 schools comprising of a minimum of two schools per Borough have confirmed participation.
- 9.1.2. one invoice for 50% of the total Contract Price will be submitted to the Authorised Officer upon satisfactory completion of a minimum of 84 Sessions across all 14 schools.
- 9.1.3. one invoice for 20% of the total Contract Price will be submitted to the Authorised Officer after the final report has been agreed with the Authorised Officer and the close out meeting has taken place.
- 9.2. For avoidance of doubt, if the Contractor does not complete the key milestones and deliverables set out in Table 1 then the Services will be treated as incomplete and not eligible for the payment as detailed in 9.1 above. However, in the event of non-completion of the Sessions NLWA will still request a final report that covers the schools where the Services were completed. In these circumstances, although the payment will be adjusted, the quality of the final report must still be of a high standard.
- 9.3. The Contractor shall not be entitled to submit an invoice for its charges on completion of the final report (for 20% of the total Contract Price) until NLWA has confirmed that it is satisfied with the quality and content of the report submitted by the Contractor in relation to the Services. Payments are due 30 days after the submission of an undisputed invoice by the Contractor.
- 9.4. NLWA shall pay to the Contractor such Value Added Tax (if any) as may be properly chargeable by the Contractor in connection with the performance of the Services under legislation from time to time in force if NLWA shall have received from the Contractor a proper tax invoice in respect thereof.

**Table 1: Key Milestones and Deliverables**

<b>Milestone</b>	<b>Payment amount</b>	<b>Deliverables</b>
1	30% of total Contract Price	All 14 schools comprising of a minimum of two schools per Borough have confirmed participation
2	50% of total Contract Price	Satisfactory completion of a minimum of 84 Sessions across all 14 schools
3	20% of total Contract Price	Final report has been agreed and the close out meeting has taken place

## APPENDIX 1

Participating schools in the 2017-18 Waste Education Programme:

Borough	School	Address
Barnet	Colindale Primary School	Clovelly Avenue, NW9 6DT
Barnet	Christ Church Primary School	Byng Road, EN5 4NS
Camden	Fitzjohn's Primary School	86A Fitzjohn's Avenue, NW3 6NP
Enfield	Merryhills Primary School	Merryhills Primary School, EN2 7RE
Enfield	St Mary's Primary School	Durants Rd, EN3 7DE
Hackney	Randal Cremer Primary School	Ormsby Street, E2 8JG
Hackney	Shoreditch Park Primary School	113 Bridport Place, N1 5JN
Haringey	Brook House Primary School	881 High Road, Tottenham, N17 8EY
Haringey	Coldfall Primary School	Coldfall Avenue, Muswell Hill, N10 1HS
Islington	Vittoria Primary School	Half-moon Crescent, N1 0TJ
Islington	Tufnell Park Primary School	Dalmeny Rd, London N7 0HJ
Waltham Forest	George Tomlinson Primary School	Harrington Road, Leytonstone, E11 4QN
Waltham Forest	Handsworth Primary School	Handsworth Avenue, Highams Park, E4 9PJ
Waltham Forest	Greenleaf Primary School	80 Greenleaf Road, Walthamstow, E17 6QW

Participating schools in the 2016-17 Waste Education Programme:

Borough	School	Address
Barnet	Child's Hill Primary School	Dersingham Road, London NW2 1SL
	Whiting's Hill primary School	Whittings Road, London. EN5 2QY
Camden	Rhyl Primary School	Rhyl Street, NW5 3HB
	St Luke's Primary School	Kidderpore Avenue, London. NW3 7SU
Enfield	Prince of Wales Primary School	Salisbury Road, EN3 6HG
	The Raglan Schools	Bush Hill Park, EN1 2NS
	Forty Hill Primary School	C of E School Forty Hill Enfield, EN2 9E
	Highfield Primary School	Winchmore Hill, London N21 3HE
Hackney	Jubilee Primary School	Filey Avenue, N16 6NR
	Daubeney Primary	Daubeney Rd, London E5 0EG
	Queensbridge Primary School	Queensbridge Road, London. E8 4ET
	Rushmore Primary School	Elderfield Road, London. E5 0LE
Haringey	Crowland Primary School	Crowland Road, London, N15 6UX
	St Ann's Primary School	Avenue Road, N15 5JG
	Campsbourne Junior School	Nightingale Lane, London, N8 7AF
	Lancasterian Primary School	Kings Road, London N17 8NN
Islington	Grafton Primary School	Eburne Road, London N7 6AR
	Gillespie Primary School	Gillespie Road, Highbury, London. N5 1LH
Waltham Forest	Our Lady and St George's Catholic Primary School	Shernhall Street, Walthamstow, E17 3EA
	Davies Lane Primary School	Davies Lane, E11 3DR
	St Patrick's Primary School	Longfield Avenue, London, E17 7DP