



LONDON BOROUGH OF HACKNEY

Specification for

Engaging with Boaters and Collecting Survey Data with London Boating Communities

August 2024

1. Project Background, Focus and Scope

1.1. Project Summary

The project is to gather qualitative and quantitative data on attitudes and understanding among those living on boats on London's waterways with regards to emissions from solid fuel burning. The services being sought are:

Design and create a survey to gather data on boaters' usage of solid fuel burning together with their attitudes and understanding of the links between solid fuel burning and air quality, health and climate change;

Conduct the survey which has been designed using various methods to engage boaters and secure a representative sample of the community;

Analyse the data collected which should contain a mix of both qualitative and quantitative data;

Produce a report with analysis and recommendations.

1.2. Background

This project forms part of a wider joint project between 15 London boroughs and which is led by London Borough of Newham. It is part of a more comprehensive programme for which funding was received from the Mayor of London Air Quality Fund.

Therefore, the services will be required across all 15 boroughs:

1. London Borough of Newham
2. London Borough of Camden
3. London Borough of Hackney
4. London Borough of Brent
5. London Borough of Hammersmith and Fulham
6. London Borough of Haringey
7. London Borough of Hounslow
8. London Borough of Islington
9. Royal Borough of Kensington and Chelsea
10. Royal Borough of Kingston upon Thames
11. London Borough of Richmond upon Thames
12. London Borough of Southwark
13. London Borough of Tower Hamlets
14. London Borough of Wandsworth
15. City of Westminster

The project has been created with the key aim of improving air quality on and beside the waterways within London.

The wider programme is made up of three distinct phases. These are set out below for information but this specific invitation to tender concerns **PHASE 1** of the programme **ONLY**. The wider programme will run over the three years 2024-2027.

- Phase 1:
Develop and conduct a survey to gather data on the levels of awareness among the boating community around issues relating to solid fuel burning, air quality and its associated impacts on health and the link between solid fuel burning and the climate emergency. In this instance the boating community means people living on the canals and rivers within the participating London boroughs. The boating community includes both those living on permanent moorings and those known as continuous cruisers.
- Phase 2:
Encourage the boating community to make positive changes, where necessary, to reduce CO2 emissions and reduce exposure and contribution to air pollution by transitioning to cleaner energy sources such as electricity for heating and cooking. Identify communications gaps, and inform future projects.
- Phase 3:
Develop a strategy for encouraging partnerships and cooperation to support a dialogue between canal boaters and local authorities and other relevant stakeholders.

An aim of this project is to foster active participation from boaters so that a collaborative approach is used to identify solutions and resources. This collaborative approach aims to ensure that the boating community supports future interventions and resources, building positive engagement and fostering lasting impact.

The survey data collected during Phase 1 will be used to inform the future phases of the project.

1.3. Scope of Works

Create a survey using suitable and proven methodology to gather data on attitudes and awareness levels. The survey needs to be designed to engage the audience, who are those living on vessels using London's waterways. The successful bidder will be responsible for the wording of the questions, the format and the design of the survey. This needs to be done in such a way as to elicit responses that will provide both quantitative and qualitative data on the boating community's understanding and awareness of issues relating to solid fuel burning.

Conduct a survey of the boating community using face to face and virtual engagement across the area covered by the 15 participating London boroughs. The number and quality of the responses must ensure that the sample is representative of the boating community so that we can be statistically confident that the data is an accurate reflection of their levels of understanding and awareness of issues relating to solid fuel burning.

Produce a report using data collected from the survey and provide an analysis of the results within the report. This report should include comments and recommendations that can be used to inform the future phases of the wider project.

Engage with the 15 London boroughs participating in the programme, key stakeholders and those service providers commissioned to deliver services in phase 2 and 3 of the programme. This engagement will result in a strategy which can be adopted by any local authority or stakeholder working with the boating community around issues related to solid fuel burning.

2. Deliverables

2.1. Critical Requirements

The successful applicant will commit to meeting the following requirements:

a. Work with the programme lead officers to create a survey to gather data on the levels of awareness among the boating community around issues relating to solid fuel burning. The survey must be designed to gather responses which will enable the project team to understand the following:

- boaters awareness about air pollution;
- boaters awareness about air pollution and the link to negative impacts on health;
- technical information about boaters sources of energy including the ability to connect to mains power;
- boaters ability to use non-solid fuels for heating;
- barriers to moving away from the use of solid fuels;
- boaters awareness of the climate emergency and the link to solid fuel burning;
- the level of willingness to change behaviours.

Note - this list of questions is not exhaustive and will be agreed with the successful service provider during the survey design phase.

b. Engage members of the boating community who have permanent mooring licences AND those who are continuous cruisers. Recognising the barriers to engage a community who are regularly moving, conduct a survey to gather data on the levels of awareness among the boating community around issues relating to solid fuel burning.

c. Conduct the survey using both online and face to face methods to ensure at least 500 responses to the survey which provide usable data are received from members of the boating community.

d. Ensure that at least 50% of the boating community surveyed are surveyed using face to face methods.

e. Conduct the face to face surveys for sufficient time to gather usable data. This is expected to be for a minimum of 10 minutes.

- f. Conduct the survey between February 2025 and March 2025.
- g. Provide analysis of the survey data.
- h. Produce a survey report and present the report to the programme participants.
- i. Engage with the participants of the programme to develop a strategy which can be adopted by any local authority or stakeholder working with the boating community around issues related to solid fuel burning.

2.2. Project Requirements

To meet the project deliverables outlined above, the applicant must also meet the following requirements:

- Attend meetings to gain oversight of the whole programme and specifically how the phase 1 data survey aspect will feed into and align with the other two phases within the programme.
- Attend meetings every two weeks between the time of the contract award and the delivery of the survey report.
- Attend 2 x 1 hour meetings following the delivery of the survey report to engage with the participating boroughs, key stakeholders and phase 2 & 3 service providers to help develop a strategy for future engagement with the boating community.
- Produce a risk assessment which highlights the risks associated with the delivery of this contract.
- Communicate clear expectations about the project's duration and format and maintain consistent communication between the representatives from boating communities and the partner boroughs.
- Meet the key deadlines of the project.
- Have the required skills and experience to develop a survey which captures the data required.
- Obtain appropriate consents from individuals in line with data protection legislation, and record and evidence those consents appropriately.
- Work with the Council to draft appropriate privacy notices, unless otherwise agreed.
- Have the required skills and experience to conduct the survey using a combination of face to face and virtual methods with the boating community.
- Have the required skills and experience to analyse the survey data and produce a clear and concise report.
- A written report is due at the end of each financial year, with a final report required at the project's conclusion.
- All communication materials must adhere to the GLA's branding and design requirements.
- Draft communications need to be approved by the relevant authorities.

3. Timelines and Interdependencies

The whole programme is a three-year project. The subsequent phases will be built on the outcomes from Phase 1. Therefore, the deliverables from Phase 1 which meet the

critical requirements as set out in this Specification, must be completed by the end of April 2025.

The proposed timeline set out below is indicative and subject to slight variation. However, it is essential that any changes be reviewed, agreed upon, and approved collaboratively by all partners and suppliers involved in the programme.

The consultants delivering phases, of which there are three - must liaise with each other, collaborate when possible, and ensure that the other projects within the programme benefit from a handover from the consultant leading the previous phase.

Initiation and design survey: September 2024 - January 2025

Conduct survey February 2025 - March 2025

Evaluate survey and produce a report: April 2025 - June 2025

Engage with other stakeholders to produce a strategy June 2025 - September 2027

END OF SPECIFICATION