

<b>Committee(s)</b>	<b>Dated:</b>
Homelessness and Rough Sleeping Sub-Committee	<b>4/10/19</b>
<b>Subject:</b> Rough Sleeping Outreach Service- Commissioning Update	<b>Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For information</b>
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### **Summary**

This report provides an update on the commissioning of a new Rough Sleeping Outreach Service for the City. The new contract will be awarded in January 2020 and the service will begin on 1 April 2020 and run until 31 March 2025 at the latest.

### **Recommendation(s)**

Members are asked to:

- Note the proposed commissioning activities and timelines to implement a new Rough Sleeping Outreach Service for the City.

### **Main Report**

#### **Background**

1. The Rough Sleeping Outreach Service is the City's primary response to rough sleeping and aims to meet the needs of those engaged in the associated street culture, as identified within the City's Homelessness strategy 2019- 2023. The current service, delivered by St Mungo's, is due to expire on the 31 March 2020. To sustain provision of the service the service will be recommissioned.

#### **Current Position**

2. The current Rough Sleeping Outreach Service began in 2013 and is funded by a combination of City of London funding and a grant from the Ministry of Housing, Communities and Local Government (MHCLG). The annual value of the contract is currently £333,000.

3. St Mungo's deliver a substantive outreach service, in addition to a range of additional subsequent variations linked to MHCLG funding, designed to enhance the provision and better meet the outcomes of the service.
4. The outreach team works with those living on the streets, new to the streets, and returning to the streets, which in 2018-19 equated to a total of 441 people. The service is complemented by work undertaken by other providers not linked to this commission, including accommodation and day centre provision.
5. The outreach service aims to:
  - maintain the number of rough sleepers sleeping on the streets to zero
  - identify and protect those at risk of significant harm;
  - assess and meet the needs of the street homeless;
  - consult with rough sleepers in planning, delivering, and reviewing the Services;
  - ensure that the City fully explores and develops opportunities for joint working and partnerships for the well-being of rough sleepers;
  - ensure City of London streets are safe and clean;
  - minimise street drinking and begging;
  - assist on the night and to prevent tomorrow's rough sleepers;
  - ensure an integrated response involving the police and other statutory and voluntary service providers; and
  - balance the social care and enforcement agenda by providing an integrated multi agency response and a co-ordinated cross departmental City of London response.

## **Options**

6. Two options to continue deliver the service were identified within the procurement strategy; delivering the service in house and competitively tendering the service contract.
7. Following a review of the benefits and limitations of both options it was concluded that redesigning the service specification and competitively tendering the contract is the preferred option.

## **Proposals**

8. A detailed review of the current service has shaped the proposals for the new service specification. Additionally, officers referred to the recommendations identified by Homeless Link, the national membership charity for organisations working directly with people who become homeless in England, who were commissioned to complete a strategic review of the existing and future service provision in the City.
9. A summary of the most significant proposals for the new service include:
  - building in the flexibility into the contract to incorporate additional funding from the MHCLG to deliver additional grant funded activities;

- splitting the service into two tiers, one of which focuses on rapid response and the other that provides more intensive support to those more entrenched people sleeping rough with complex needs;
- providing a greater focus on providing social work and mental health;
- providing a service seven days per week;
- specifying a staffing model based on detailed demand analysis;
- using insight gained to ensure staff have specialist skills and expertise to meet identified needs of specific groups such as women that have experienced domestic violence, BAME service users and those with a history of substance misuse;
- developing key performance indicators relating to staff such as training, ongoing competency, absence etc; and
- ensuring that enhanced assertive outreach standards are met.

**10.** In order to develop a service specification that best meets the identified aims, and that is attractive to potential bidders, the commissioning approach will include both stakeholder and market engagement.

**11.** Insight from these activities will ensure that the specification is market tested and deemed suitable, feasible and achievable. This will increase the likelihood of implementing a successful service which achieves value for money.

**12.** It is proposed that the new service contract will be three years, with two optional one-year extensions. The proposed commissioning timeline is set out below:

<b>Activity</b>	<b>Date</b>
Stakeholder engagement	September 2019
Market engagement	25 September 2019
Finalise service specification	30 October 2019
Issue tender	15 November 2019
Tender evaluation	3 January 2020
Contract award	15 January 2019
Service begins	1 April 2019

**13.** Members will be given the opportunity to participate in the evaluation of bids.

### **Corporate & Strategic Implications**

**14.** It is anticipated that by commissioning a new service, with an improved specification and outcomes, shaped through market and stakeholder engagement, will have a positive implication on the corporation's strategic aspirations relating to people sleeping rough in the City.

### **Health Implications**

**15.** The insight and evidence gained throughout the recommissioning will ensure the service has a positive impact on the health and wellbeing of people sleeping rough in the city.

## **Conclusion**

- 16.** The report provides an update on the commissioning intentions and timescales to deliver a new Rough Sleeping Outreach Service for the City of London which better meets client's needs.

## **Appendices**

- None

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