



## SPECIFICATION

### CPD4124043

#### **1 Introduction**

1. The Department for Levelling Up, Housing and Communities requests a supplier for delivery of a rough sleeping lived experience forum to inform national policy development on homelessness and rough sleeping over 2 years.
2. The supplier will have experience of engaging people with lived experience in policy development, including facilitating meetings and empowering people to make a meaningful contribution. Additionally, experience reporting to government or senior management with key ideas and summaries is important.

#### **2. Background**

3. The Government has committed to ending rough sleeping by the end of this parliament. This is an ambitious commitment which will require a thorough understanding of the issues and the impact of our interventions.
4. The most recent [annual rough sleeping statistics](#) (published February 2022) show rates of rough sleeping to have fallen to an 8-year low. We want to end rough sleeping for good – by ensuring it is prevented in the first instance, and it is responded to effectively in the rare instances that it does happen, so that someone's experience of sleeping rough is brief and non-recurring. This is why, building on the previous [2018 Rough Sleeping Strategy](#), we have recently committed to delivering a bold new strategy setting out how DLUHC will work across Government and with LAs and the sector to end rough sleeping.
5. We would like stakeholder insight, including from people with direct experience of rough sleeping, to inform the development of this new strategy and longer-term policy and delivery work. While we engage extensively with local authorities and the VCS to inform our approach and decision making, and DLUHC ministers and officials have met with people with lived experiences of homelessness and rough sleeping on an ad-hoc basis, we would like to ensure our engagement with individuals who have been directly impacted by rough sleeping is more consistent and comprehensive.
6. Individuals with experience of rough sleeping have unique perspectives on the circumstances that led them to sleep rough, the impact rough sleeping has on people, navigating the route and barriers to coming off the streets and building a more stable life.
7. We want to understand the user experience to support the design, development and delivery of our policies and programmes, as well as our long-term strategy, using insights from the forum to tailor our work for maximum effect. We know that key to tackling rough sleeping is ensuring that those experiencing it are well engaged with and trust the offers of support – hearing directly from those who have experienced rough sleeping will provide important insights to understand what is needed.



8. We now seek to establish a forum for engaging people with lived experience over the next 2 years and to inform our policy decisions as we seek to deliver the manifesto commitment of ending rough sleeping.

### **3. Objectives**

Our overarching objectives include:

9. Better outcomes for our cohort (people rough sleeping or at risk of doing so) which is informed by people with lived experience of rough sleeping and homelessness. Better outcomes means less individuals becoming rough sleepers and those that do ensuring they receive a quality offer of support so that their experience is brief and non-reoccurring.
10. Ensuring ongoing national policy decisions (official and ministerial level), including across Government, are informed by the real challenges people face, including how they change over time.
11. Ensuring delivery and financial decisions (from inception through to implementation), including across Government, are informed by the experiences and needs of people with diverse (including geographical) experiences of homelessness or rough sleeping to ensure these have maximum effect in reducing rough sleeping and improved outcomes for those that do.

### **4. Scope**

12. To achieve the above objectives, the supplier should establish and deliver a flexible forum to run for the next 2 years which enables Government policy to be informed by the people who have direct experience of rough sleeping, homelessness, publicly funded or sector-delivered services, and the range of issues that can result in rough sleeping.
13. The Supplier will demonstrate how they intend to achieve the above objectives and how they intend to maximise the actionable impact of the lived experience forum and its influence on policy. The supplier will be responsible for:
14. Identifying people to participate with a range of experiences and insights and provide appropriate training for participants to articulate ideas in a profession group setting and is constructive for policy development;
  - a. Co-design sessions with the Department for maximum policy impact;
  - b. Sensitively facilitate the sessions for maximum policy impact;
  - c. Run the forum in a trauma-informed way and provide the pastoral support and safeguarding needed;
  - d. Produce accompanying material, such as meeting write-ups, bi annual reports or other materials to land key points and support the Department to translate the discussions into decisions and action, adapting for different audiences where needed;
  - e. Use the forum flexibly over a 2-year period to cover a range of topics, responding to business need;
  - f. Use project management techniques to deliver on time, and to standard, making good use of time for members of the forum, officials and ministers;



- g. Work with the press/Comms teams in the Department where appropriate to communicate about this work, including to increase the public's awareness of the different experiences and drivers of rough sleeping, and the support available.
- h. Appropriate handling of sensitive information to ensure a safe space for testing developing policy options.

15. Wider engagement with other stakeholders, such as the voluntary sector and local authorities is not in scope for this project.

16. The supplier's proposal for meeting the requirement should answer:

17. Budget: Our budget for this project is up to £28,000 over 2 financial years (2022-23, 2023-24) (excluding VAT).

## **5. Deliverables/Outputs and Performance Measures**

18. The main output is the delivery of at least four structured meetings a year with people with experience of rough sleeping and homelessness to gather insights that will inform the development of the Government's rough sleeping strategy, as well as longer term policy development.

19. More specifically, we expect the core outputs to be:

- a) Identify individuals with diverse experiences and geographic locations to participate. Group members may be appointed specifically for the project, or a provider may work with people who are already contributing to a range of engagement activities, however all participants at each meeting should have relevant experience for the policy area being considered.
- b) The designing of sessions, agendas, and outputs, in collaboration with DLUHC, to best enable the people attending to influence policy. The supplier will advise the department on how best to utilise the forum to achieve policy objectives through the meeting, this could include but not limited to advising on questions posed to forum, materials shared, techniques for prompting discussion. The supplier will work with DLUHC and the group flexibly to facilitate conversations on varied challenging areas of policy, supporting members to share their personal views and experiences, with a focus the group providing practical advice. And the forum should adapt to cover changing policy areas over time.
- c) The facilitation of these sessions to best ensure a range of voices are heard, through effective chairing that encourages group members to contribute and gives each an equal opportunity to do so. Sensitive subjects (i.e. peoples personal experiences of rough sleeping and the circumstances that led to them sleeping rough) are handled carefully, and conversation remains pertinent to the policy subject at hand.
- d) The delivery of any accompanying audio, visual or written material alongside or following sessions, or the use of mechanisms (e.g. existing boards, meetings, presentations to teams) to distribute insight more widely.
- e) The provision of appropriate support to individuals, including relevant safeguarding, who will have discussed difficult subjects that are personal to them through designing meetings to cover sensitive subject matters with a trauma informed approach and intervening support for members if their mental health is at risk.



20. Performance will be assessed based on:

- a) All forums delivered within the stipulated 3 weeks' notice period.
- b) The openness and constructive nature of the feedback received through the forum, participants should feel empowered to make contributions and supported to make them constructively in a way that informs policy making that can be reflected in our strategy and other policy and delivery programmes. This will be measured through the participants being forthcoming to make contributions, all being offered the chance to contribute and that contributions should be relevant to questions posed.
- c) Quality of write ups and accompanying reports from meetings, reports should link feedback to the meeting objectives and should show clearly recommendations. Meeting reports should be shared with the department within 2 weeks of the forum meeting being held.
- d) Positive qualitative feedback from ministers, officials and individuals participating in the forum with a general consensus the meetings were facilitated to keep to topic, handled topics sensitively and created an environment for a constructive feedback.

## **6 Approach**

21. Forum meetings can be held either virtually or in person, but we expect at least half of the engagement (particularly with ministers) to be in person.

## **7 Key Dates**

22. We expect the lived experience forum meetings to be held on a quarterly basis (4 meetings a year), with flexibility on when the forum is convened to meet business need.

- a. Meetings to be held flexibly throughout the year, meetings should be held within 3 weeks of DLUHC requesting to convene the forum.
- b. The final meeting should be provided before the 31 March 2024 (end of contract).
- c. Contract to end on 31 March 2024

## **8. Contract Management Arrangements**

Contract manager: **[REDACTED]**

23. The supplier shall co-design each forum meeting with DLUHC officials and feedback post meetings.

24. A minimum of monthly contract management meetings between officials and the suppliers team to be held over Microsoft teams. These will be arranged by DLUHC officials.

25. The supplier shall be expected to report on:

- a. arrangements progress for future meetings
- b. timings of sending reports from previous meetings, reports should be quarterly to align with meetings held quarterly.
- c. evaluation on success of ,meetings (refer to performance measures in section 5 and based on these any recommendations for how to improve format of future meetings.



**9. Data Protection**

26. For this project personal data arrangements will be DLHUC as the controller and the supplier as processor.
27. Personal data will only be gathered for the purposes of delivering the forum and will be deleted once the contract deliverables have been met in full.