



## CONTENTS

1.	PURPOSE.....	2
2.	BACKGROUND TO THE CONTRACTING AUTHORITY.....	2
3.	BACKGROUND TO REQUIREMENT.....	3
4.	DEFINITIONS.....	5
5.	SCOPE OF REQUIREMENT.....	6
6.	THE REQUIREMENT.....	6
7.	KEY MILESTONES.....	14
8.	REPORTING.....	15
9.	VOLUMES.....	15
10.	GOVERNANCE.....	16
11.	PRICE.....	16
12.	STAFF AND CUSTOMER SERVICE.....	16
13.	SERVICE LEVELS AND PERFORMANCE.....	16
14.	SECURITY REQUIREMENTS.....	17
15.	PRICE AND PAYMENT.....	18
16.	LOCATION.....	18
	ANNEX A.....	19



## 1. PURPOSE

- 1.1 The Ministry of Housing, Communities and Local Government (the Authority) wants to procure new training packages to ensure frontline staff working in local authorities and other delivery bodies have the skills to work with key groups of homeless individuals and rough sleepers. In summary, the Authority considers that the new training package could include:
  - 1.1.1 new specific packages which give frontline staff the skills and tools to identify and support vulnerable groups, including victims of modern slavery and domestic abuse;
  - 1.1.2 training for frontline staff about the particular issues faced by Lesbian, Gay, Bisexual and Transgender (LGBT) individuals and how to most effectively support individuals;
  - 1.1.3 training for frontline staff on how to deal with unpredictable environments, for instance dealing with clients under the influence of New Psychoactive Substances such as Spice; and,
  - 1.1.4 training for frontline staff on how to support non-UK nationals, including ensuring non-UK nationals access the full range of support they are entitled to.
- 1.2 The new training package needs to be developed and delivered during the financial year 2019-20 through multiple contracts (there are 5 Lots) covering individual components of the specification. The Authority is also developing a new sector support package which is expected to start in April 2020, subject to the outcome of the Spending Review. Based on the achieved outcomes, the training package set out in this specification may be continued and rolled into the new package of sector support from financial year 2020-21 with amended outputs and deliverables based on local authorities' changing training requirements, although this is dependent on performance and need.
- 1.3 **A total budget of £345,000 plus VAT is available for the delivery of the training programme. This is the total budget for delivery of the 5 lots / groups of training.**

## 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority is a ministerial department, supported by 11 agencies and public bodies.
- 2.2 The Authority's key responsibilities include driving up housing supply; increasing home ownership; devolving powers and budget to boost local growth in England; and supporting strong communities with excellent public services.
- 2.3 The training outlined in this Statement of Requirements links to the Authority's key objective of 'supporting strong communities with excellent public services' and the Authority's commitment to helping the most vulnerable people in society. This is the reason why, over the Spending Review period until 2020, the Authority has committed over £1.2 billion to tackle homelessness and rough sleeping.
- 2.4 The Authority is committed to tackling homelessness and rough sleeping. There are manifesto commitments to end rough sleeping and halve it by 2022, and implement the Homelessness Reduction Act in full.



### **3. BACKGROUND TO REQUIREMENT**

- 3.1** The Authority published the Rough Sleeping Strategy (RSS) in August 2018, setting out a plan for implementing the manifesto commitment to end rough sleeping and halve it by 2022.
- 3.2** Local authorities and their delivery partners are central to tackling homelessness and rough sleeping. They provide the services, interventions and support that those who are homeless, or are at risk of homelessness, rely on to move into sustainable accommodation. Many individuals have complex and challenge needs. A skilled frontline workforce, capable of supporting an individual with their particular needs, is essential to delivering good services and ultimately reducing homelessness and meeting the Government's commitment to end rough sleeping. Following advice from the Rough Sleeping Advisory Panel (which includes experts from homelessness charities and local government), the Government committed in the RSS to introduce new packages of training for frontline staff working with those who sleep rough.
- 3.3** The training package will last for circa 10 months and will support key individuals within the homelessness workforce including frontline staff within the RRP (Rapid Rehousing Pathway). Specialist RRP navigators are expected to have knowledge around the key groups in the strategy as well as other categories. The proposed training will aim to meet any training gaps that may exist in this particular group of homelessness staff, as well as other relevant groups of workers identified within the wider homelessness workforce.
- 3.4 Non-UK Nationals (Lot 1)**
- 3.4.1** The number of EU nationals (non-UK) sleeping rough on a single night in autumn 2018 increased from 760 (16% of the total) in 2017 to 1,048 (22% of the total). This was an increase of 38%.
- 3.4.2** In London, the increase in the overall number of people sleeping rough was largely driven by increasing numbers of people sleeping rough who were EU (non-UK) nationals. 22% of rough sleepers were EU nationals from outside the UK, compared to 16% in 2017. 3% were non-EU nationals, compared to 4% in 2017.
- 3.4.3** This rise has been identified as one of the biggest risks to the Authority being able to reduce the rough sleeping count as part of the Authority's manifesto commitment.
- 3.4.4** Frontline staff require different skills and knowledge to work with non-UK nationals who sleep rough, many of whom have complex immigration cases or restricted eligibility for welfare and services. The Authority has received feedback that understanding eligibility legislation for non-UK nationals, and particularly EEA nationals, remains a consistent challenge for frontline workers.
- 3.4.5** Around 80% of non-UK nationals sleeping rough in England are from the European Union (EU) and therefore the final agreed immigration policy following the UK's departure from the EU will have a significant impact on the most suitable interventions for this group. Local authorities and their delivery partners will need training during the UK's departure that addresses the settlement scheme for EU nationals. The training will need to be capable of being adjusted to reflect any changes in Government policy and legislation following the UK's departure from the EU.



### **3.5 Domestic Abuse (Lot 2)**

- 3.5.1 Homelessness for women is very closely associated with domestic abuse. A range of studies show that many women who become homeless often do so as a direct result of domestic abuse and that, while it is not always direct cause of homelessness, experience of domestic abuse and abuse is near-universal among women who become homeless.<sup>1</sup>
- 3.5.2 Although training for frontline staff on how to manage cases involving domestic abuse is already available, key stakeholders consistently advise that skill gaps remain which need to be addressed as a matter of high priority for homelessness services.

### **3.6 Modern Slavery (Lot 3)**

- 3.6.1 There is a clear potential risk for vulnerable people who are sleeping rough to be trafficked, including victims exiting support through the National Referral Mechanism, particularly where they have no formalised immigration status and may sleep rough and be re-trafficked.
- 3.6.2 The Authority has anecdotal evidence that homeless services such as daycentres can be touch points and targeted by traffickers. Training for frontline staff is intended to help them identify victims more easily so that they get the appropriate support they need. Training is also intended to help frontline staff develop interventions to minimise the risks of trafficking or exploitation among a vulnerable group and support them to make links with appropriate support and enforcement services.
- 3.6.3 Many victims are non-UK nationals and frontline workers require a basic understanding of eligibility so that they can find sustainable accommodation and support offers for this group.
- 3.6.4 There is limited robust evidence from which to draw firm conclusions on the prevalence of different types of modern slavery, and how this might be driving homelessness and rough sleeping.

### **3.7 Unpredictable Environments (Lot 4)**

- 3.7.1 Use of New Psychoactive Substances is significant in homeless populations with the review of the Psychoactive Substances Act 2016 confirming that use remains higher among homeless populations than other groups.
- 3.7.2 Working with individuals who misuse these substances can be particularly challenging and unsafe because of the unpredictable behaviours these substances can cause.

### **3.8 LGBT (Lot 5)**

- 3.8.1 There has been some early work from the sector that indicates that the causes and needs of LGBT individuals experiencing homelessness can be

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<sup>1</sup> Annual Review 2017, (2018), Homeless Link, Rebuilding Shattered Lives, (2014) St Mungo's, Women and Rough Sleeping, J Bretherton and N Pleace, (2018), University of York



different from those who are non-LGBT. The Homeless Link Annual Survey of youth homelessness estimated that around 7% of young homeless people were LGBT, but also recognised that this was likely to be under reported. Many may have experienced familial rejection, abuse and violence and will have been at increased risk of sexual exploitation. The evidence base is not yet sufficiently robust to draw firm conclusions on how this might be driving homelessness or the prevalence of this issue, however, as with some of the other groups above, our training will pre-emptively help to build the overall knowledge of the workforce in this area through better identification.

- 3.8.2 Recent engagement with local authority homelessness managers and frontline staff confirmed that there is contact with an increasing number of LGBT service users and that increasing knowledge among frontline staff about the specific issues faced by the LGBT community remains a priority.

### 3.9 Rapid Rehousing Pathway (RRP)

- 3.9.1 In the Rough Sleeping Strategy, the Authority announced its intention to put in place the structures to prevent and quickly respond to rough sleeping in the longer term, through a rapid rehousing approach.
- 3.9.2 This approach includes funding for **Somewhere Safe to Stay** hubs, which will provide warm and dry shelter, rapid assessment, and support to people who are already - or at risk of - sleeping rough; specialist **Navigators**, who act as a single point of contact to support people from the streets into settled accommodation; the establishment of **Local Lettings Agencies** to source, identify, or provide homes and advice for rough sleepers or those at risk; and funding for **Supported Lettings** initiatives, which will provide flexible support to help individuals sustain their tenancies.
- 3.9.3 In December 2018 and February 2019, the Authority announced funding for 53 Early Adopters, including 11 Somewhere Safe to Stay hubs and funding for up to 104 navigators to help around 2,080 people sleeping rough.
- 3.9.4 Specialist navigators and other staff employed through the RRP are expected to have knowledge around the key groups in this specification, as well as other categories. The proposed training package should meet any training gaps for frontline staff within the Rapid Rehousing Pathway, as well as relevant groups of workers identified within the wider workforce.

- 3.10 The proposed training package will complement a number of existing initiatives that are taking place across Whitehall. These are detailed in Annex A.

## 4. DEFINITIONS

Expression or Acronym	Definition
MHCLG	means the Ministry of Housing, Communities and Local Government (the 'Authority')
RSS	means Rough Sleeping Strategy.



Key Groups	means the groups outlined in commitment no. 126 in the Rough Sleeping Strategy.
Lot	means a particular part/contract of the training requirement per key group. <i>E.g. Lot 1 – Non-UK Nationals, Lot 2 – Domestic Abuse</i>
HRA	means Homelessness Reduction Act.
KPI	means Key Performance Indicators.
SLA	means Service Level Agreements.
Project Board	means the Project Board will be made up of officials from the Authority and will oversee the implementation of the research.
RRP	means Rapid Rehousing Pathway
EEA	means European Economic Area
LGBT	means Lesbian, Gay, Bisexual and Transgender
NPS	means New Psychoactive Substances

## 5. SCOPE OF REQUIREMENT

### 5.1 The new training packages are intended to:

- 5.1.1 Increase awareness of frontline staff about the specific issues and needs of the groups set out in paragraph 1.1;
- 5.1.2 Give frontline staff the skills and tools to provide effective support to the groups set out in paragraph 1.1;
- 5.1.3 Identify and share best practice for supporting the groups set out in paragraph 1.1;
- 5.1.4 Provide a forum for participants to share their experience and effective approaches of working with the groups set out in paragraph 1.1;
- 5.1.5 Identify future training needs of frontline staff to fully equip them to work with the groups set out in paragraph 1.1;
- 5.1.6 Evaluate the effectiveness and impact of the training packages provided through this specification.

## 6. THE REQUIREMENT

- 6.1 The work must meet the objectives outlined in paragraph 5.1 through delivery of training to frontline homelessness staff, with a particular focus on the cohorts and learning objectives outlined in the specific Lot.
- 6.2 The learning objectives set out under each Lot are not a definitive list, and if the Contractor thinks that additional learning objectives would be appropriate, additional themes/questions are expected to be provided by Contractors from the outset so as to provide a comprehensive programme. Contractors can also suggest additional learning objectives throughout the lifetime of the project. Learning objectives must be agreed with the Authority.



### **6.3 LOT 1 - Non-UK Nationals**

6.3.1 This training must be made available to staff in Local Authority Housing Options, RRP navigators and staff in Somewhere Safe to Stay assessment centres, Outreach, Navigator, voluntary and commissioned and non-commissioned service staff. Delegates will require a knowledge of different immigration status types and what support is available to homeless people and rough sleepers who are ineligible for mainstream benefits and homelessness services.

6.3.2 The course must be suitable for staff with little or no prior knowledge, who work directly with non-UK nationals who are homeless or rough sleeping and are required to give advice on eligibility for services including healthcare, housing, welfare and homelessness services. Each session must have capacity for between 16-20 delegates.

#### **6.3.3 Course Aims**

6.3.3.1 Provide participants with an understanding of immigration status types (including pre-settled status and settled status); and how these affect entitlement to statutory support and alternative options for support for ineligible persons.

6.3.3.2 Provide participants with an understanding of processes in immigration decisions, including settled status applications and the support available for vulnerable people to access this.

6.3.3.3 Provide participants with a practical understanding of how to apply their knowledge to support non-UK nationals to end or prevent their homelessness or rough sleeping.

#### **6.3.4 Learning objectives**

6.3.4.1 Identify individuals who are subject to immigration control or who are 'other persons from abroad';

6.3.4.2 Identify which persons from abroad are eligible for support under Part VII of the Housing Act 1996;

6.3.4.3 Understand what constitutes immigration advice and what qualifications are required to give this;

6.3.4.4 Understand and apply the Habitual Residence Test;

6.3.4.5 Examination of right to reside rules for European Economic Area (EEA) nationals including:

- (a) EEA workers;
- (b) Work seekers;
- (c) Self-employed people;
- (d) Family members and extended family members;





- 
- (e) Carers (including Zambrano cases);
  - (f) Derivative right to reside;
  - (g) Permanent Residence;
- 6.3.4.6 Understand what benefits people with different immigration status types are eligible for, including what health care services an individual is eligible for under National Health Service (Charges to Overseas Visitors) (Amendment) Regulations 2017;
- 6.3.4.7 Understand local authorities' duties under section 17 of the Children Act 1989 & the Care Act 2014;
- 6.3.4.8 Understand case law in all relevant areas;
- 6.3.4.9 Understand the EU Settlement Scheme and implications for eligibility to welfare, housing and health services. Enable participants to direct eligible EEA rough sleepers toward the EU Settlement Scheme and outline how to apply;
- 6.3.4.10 Understand how to support ineligible persons in line with government policy, including, for example:
- (a) identifying links with other agencies assisting individuals to resolve their status;
  - (b) supporting reconnection with countries of origin;
  - (c) accessing employment or welfare benefits;
  - (d) accessing health services; and
  - (e) Be familiar with supporting material addressing Home Office services and how to contact them, including the Rough Sleeping Support Service, National Referral Mechanism and Voluntary Returns Service.
- 6.3.4.11 Contractors must ensure that the content of the programme can be flexed to take account of any changes in immigration policy in response to the UK's exit from the EU.
- 6.3.5 Programme Reach**
- 6.3.5.1 The Authority knows that certain areas of the country have concentrations of non-UK nationals within their homeless and rough sleeping populations, including:
- (a) London
  - (b) Bristol
  - (c) Bedford
  - (d) Luton
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- 6.3.6 The training for all key groups must to be made available in any local authority area in England, subject to demand and need. Contractors must be able to identify all such areas from the outset and throughout the programme, and deliver training in locations in such a way as to allow staff from these areas to easily attend. The Contractor must provide recommended locations for review and approval by the Authority.

#### **6.4 LOT 2 - Domestic Abuse**

- 6.4.1 This training must be made available to staff in Local Authority Housing Options, RRP navigators and staff in Somewhere Safe to Stay assessment centres, voluntary organisations, commissioned and non-commissioned services and staff in homeless hostels, working with victims of domestic abuse. Delegates must have a better understanding of the specific needs and challenges of such service users and how to effectively support them to prevent or relieve their homelessness.

- 6.4.2 The course must be suitable for staff with little or no prior knowledge, who work directly with victims of domestic abuse and are required to give advice on housing options and homelessness. Each session must have capacity for between 16-20 delegates.

##### **6.4.3 Course Aims**

- 6.4.3.1 Provide participants with an improved awareness of the issues and characteristics these individuals may present with and an understanding of the statutory and non-statutory options that are available to support clients.
- 6.4.3.2 Develop local 'champions' and equip them with the skills to disseminate their learning to peers.

##### **6.4.4 Learning objectives**

- 6.4.4.1 An introduction to gender and trauma informed practice;
- 6.4.4.2 Develop methods to effectively support men, women and non-binary people presenting as homeless who may be victims of domestic abuse or abuse, including as a minimum, knowledge of:
- (a) occupation and property rights;
  - (b) non-molestation orders and occupation orders under the Family Law Act 1996;
  - (c) criminal law relating to domestic abuse;
  - (d) homelessness legislation in domestic abuse cases;
- 6.4.4.3 understand how to best support and safeguard women sleeping rough and/or accessing homelessness services;
- 6.4.4.4 How to support survivors with multiple disadvantages;



- 6.4.4.5 Develop best practice when conducting interviews or assessments with victims of domestic abuse;
- 6.4.4.6 Have a basic knowledge of effective and psychologically-informed communication skills;
- 6.4.4.7 Develop best practice and models around referral pathways with local partners including police and health services; and
- 6.4.4.8 Develop local 'Champions' with the knowledge and skills to disseminate a basic and up-to-date understanding of domestic abuse issues among their professional peers and advise on individual cases.

#### 6.4.5 **Programme Reach**

- 6.4.5.1 The training for all key groups will be made available in any local authority area in England, subject to demand and need. Contractors will identify areas of need from the outset and throughout the programme, and deliver training in locations in such a way as to allow staff from these areas to easily attend. The Contractor must provide recommended locations for review and approval by the Authority.

### 6.5 **LOT 3 - LGBT**

- 6.5.1 This training must be made available to staff in Local Authority Housing Options, RRP navigators and staff in Somewhere Safe to Stay assessment centres, voluntary organisations, commissioned and non-commissioned services and staff in homeless hostels, working with LGBT individuals. Delegates must acquire a better understanding of the specific needs and challenges of such service users and how to effectively support them to prevent or relieve their homelessness.

- 6.5.2 The course must be suitable for staff with little or no prior knowledge, who work directly with LGBT people and are required to give advice on housing options and homelessness. Each session must have capacity for between 16-20 delegates.

#### 6.5.3 **Course Aims**

- 6.5.3.1 Provide participants with an improved awareness on the issues and characteristics these individuals may present with and an understanding of the statutory and non-statutory options that are available to support clients. Develop local 'champions' and equip them with the skills to disseminate their learning to peers.

#### 6.5.4 **Learning Objectives**

- 6.5.4.1 Understand the difference between sexual orientation and gender identity;



- 6.5.4.2 Develop an awareness of the reasons why LGBT people may be at greater risk of homelessness, and the barriers to LGBT people seeking homelessness support, including:
- (a) Harassment;
  - (b) Prejudice;
  - (c) Discrimination;
  - (d) Hate crime; and,
  - (e) Homophobia (including transphobia and biphobia);
- 6.5.4.3 Understand housing and support issues for LGBT people of all ages;
- 6.5.4.4 Understand the interaction and impact of overlapping protected characteristics (e.g. BME or disability);
- 6.5.4.5 Understand the support needs of LGBT people with multiple disadvantages;
- 6.5.4.6 Understand the link between LGBT issues, the legislative framework and statutory duties under the Equality Act 2010, the Housing Act 1996 and the Homelessness Reduction Act 2017 that may be relevant to LGBT people, including vulnerability and suitability assessments and Personalised Housing Plans; and
- 6.5.4.7 Develop local ‘Champions’ with the knowledge and skills to disseminate a basic and up-to-date understanding of LGBT issues among their professional peers and advise on individual cases.

#### 6.5.5 **Programme Reach**

- 6.5.5.1 The training for all key groups must be made available in any local authority area in England, subject to demand and need. Contractors must identify areas of need from the outset and throughout the programme, and deliver training in locations in such a way as to allow staff from these areas to easily attend. The Contractor must provide recommended locations for review and approval by the Authority.

### 6.6 **LOT 4 - Unpredictable Environments**

- 6.6.1 This training must be made available to Outreach, hostel, navigator and assessment hub staff, including RRP navigators and staff in Somewhere Safe to Stay assessment centres and Local Authority Housing Options staff. Delegates must acquire a basic knowledge about the effects of New Psychoactive Substances (NPS) and how to engage with people who are homeless or rough sleeping who are under the influence of these substances.



6.6.2 The course must be suitable for staff with little or no prior knowledge, who work directly with people who are homeless or rough sleeping that use New Psychoactive Substances and are required to give advice on housing options and homelessness and engage rough sleepers with support services. Each session must have capacity for between 16-20 delegates.

6.6.3 **Course Aims**

6.6.3.1 Provide participants with an improved awareness of the main behaviours associated with New Psychoactive Substances among homeless people and rough sleepers, and to develop professional practice and learn skills to safely support those under the influence.

6.6.4 **Learning objectives**

6.6.4.1 Understand the likely effects of different New Psychoactive Substances, including mental and physical symptoms.

6.6.4.2 Identify and manage a wide range of behaviours associated with New Psychoactive Substance use and know how to deescalate clients' behaviour after they have used New Psychoactive Substances.

6.6.4.3 Ensure that participants have an understanding of the relevant support services for users of New Psychoactive Substances, including detox and mental health services.

6.6.4.4 Keep themselves and others safe when engaging with rough sleepers using or under the influence of New Psychoactive Substances. Examples include enabling hostel workers to conduct safeguarding assessments for staff and other guests.

6.6.5 **Programme Reach**

6.6.5.1 The Authority knows certain areas of the country have concentrations of NPS users within their homeless and rough sleeping populations, including:

- (a) London
- (b) Bristol
- (c) Manchester
- (d) Newcastle
- (e) Nottingham
- (f) Leicester

6.6.6 The training for all key groups must be made available in any local authority area in England, subject to demand and need. Contractors must be able to identify all such areas from the outset and throughout the programme, and deliver training in locations in such a way as to allow staff from areas with high need to easily attend. The Contractor must provide recommended locations for review and approval by the Authority.



## **6.7 LOT 5 - Modern Slavery**

6.7.1 This training must be made available to staff in Local Authority Housing Options, RRP navigators and staff in Somewhere Safe to Stay assessment centres, day centres, voluntary organisations, commissioned and non-commissioned services and staff in homeless hostels who need to acquire a basic knowledge about the housing options and other statutory support options that are available to victims of modern slavery.

6.7.2 The course must be suitable for staff with little or no prior knowledge, who work directly with victims of modern slavery and are required to give advice on housing options and homelessness. Each session must have capacity for between 16-20 delegates.

### **6.7.3 Course Aims**

6.7.3.1 Provide participants with an improved awareness what modern slavery is, how to identify potential victims of modern slavery, the issues and characteristics victims of modern slavery might present with and an understanding of how best to support a victim of modern slavery to prevent or relieve their homelessness.

### **6.7.4 Learning objectives**

6.7.4.1 Using existing cases, understand the different forms of modern slavery, the legislative framework and relevant provisions under the Modern Slavery Act 2015.

6.7.4.2 Identify a potential victim of modern slavery, their support needs and how to respond, including through the National Referral Mechanism.

6.7.4.3 Report suspicious activity (or act as a first responder if applicable).

6.7.4.4 Be able to signpost or provide legal support to victims such as advice on immigration, housing or compensation.

6.7.4.5 Understand when and how to share intelligence in relation to illegal employers with enforcement organisations such as HMRC and Immigration Enforcement.

6.7.4.6 Develop local 'champions' and equip them with the skills to disseminate their learning to peers who may encounter victims of modern slavery, for example:

- (a) Neighbourhood Housing Officers;
- (b) Enforcement Officers;
- (c) Environmental Health Officers;
- (d) Safer Neighbourhood Teams.



6.7.4.7 Understand the wider issues and vulnerabilities faced by victims of modern slavery and their relation to homelessness legislation, for example:

- (a) Statutory homelessness;
- (b) Vulnerability assessments;
- (c) Suitability assessments;
- (d) Guidance set out in Chapter 25 of the Homelessness Code of Guidance.

6.7.4.8 Raise awareness around the tools available for reporting modern slavery.

## 6.7.5 Programme Reach

6.7.5.1 The training for all key groups must be made available in any local authority area in England, subject to demand and need. Contractors must be able to identify areas of need from the outset and throughout the programme, and deliver training in locations in such a way as to allow staff from these areas to easily attend. The Contractor must provide recommended locations for review and approval by the Authority.

## 7. KEY MILESTONES

7.1 The Potential Contractor should note the following project milestones that the Authority will measure the quality of delivery against for each Lot:

Milestone	Description	Timeframe
1	Award contract.	Early June 2019
2	Programme inception meeting / implementation plan to confirm the project plan.	Within 1 week of the contract being awarded.
3	Initial analysis of need for training provided to the Authority. <i>E.g. analysis of need for training to be delivered in Q1 with ongoing analysis for Q2 etc. / analysis of need for training in specific region with ongoing analysis for remaining areas etc.</i>	Within 1 month of the contract being awarded.
4	Weekly catch up-calls (30 mins) with an official from the Authority.	Weekly.
5	Highlight reports with updates on the progress of development.	Monthly.
6	Design of training course agreed with the Authority. First milestone payment	Within 6 weeks of the contract being awarded.



	released upon completion of agreed deliverables.	
7	Delivery of <u>one or all elements</u> of the training begins. <i>The Authority will be keen to receive ideas around how best to meet this delivery date e.g. training initially delivered to RRP audiences.</i>	Within 2 months of award notice
8	Monitoring Report with updates on the progress of delivery provided to the Authority.	Monthly.
9	Monitoring meeting with the Authority to review project progress against milestones.	3 months from commencement of training delivery.
10	Second milestone payment released on delivery of agreed outputs.	3 months from commencement of training delivery.
11	Monitoring meeting with the Authority to review project progress against milestones.	6 months from commencement of training delivery
12	Third milestone payment released on delivery of agreed outputs.	6 months from commencement of training delivery.
13	Training concludes.	Before end of March 2020.
14	Annual performance review. Final payment released on delivery of agreed outputs.	Before end of March 2020.

## 8. REPORTING

- 8.1** The Contractor will update the authority through a highlight report at monthly intervals throughout delivery and attend quarterly face-to-face meetings with the Authority.
- 8.2** The Authority will request regular monitoring reports submitted in a format agreed by the Authority via email. The Authority will use these reports to question and challenge on progress in regular face-to-face monitoring meetings.
- 8.3** The Authority will review programme performance against specific deliverables agreed in line with the service areas outlined in section 12 of the Statement of Requirements.

## 9. VOLUMES

- 9.1.1 Individual training sessions must have a capacity of 16 – 20 delegates per session.
- 9.1.2 The Authority *expects* that, with the available budget and the required volume of delegates per session, a potential of c600 training spaces could be made available for each Lot. This is flexible dependent on analysis of demand and need and the Contractor may present alternative volumes.



The Authority will be keen to see how the Contractor intends to draw on evidence to inform their estimated volumes.

## 10. GOVERNANCE

- 10.1** The programme will be managed by the project manager based in the Authority. The successful Contractor must provide a named Contract Manager.
- 10.2** Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## 11. PRICE

- 11.1** Prices will be set out in the Price Schedule and will exclude VAT.

## 12. STAFF AND CUSTOMER SERVICE

- 12.1** The Authority requires the Contractor to provide a sufficient level of resource throughout the duration of the Key Groups Training Contract in order to consistently deliver a quality service to all Parties.
- 12.2** Contractor's staff assigned to the Project shall have the relevant qualifications and experience to deliver the Contract.
- 12.3** The Contractor shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## 13. SERVICE LEVELS AND PERFORMANCE

- 13.1** The Authority will measure the quality of the Contractor's delivery by the following outputs. Lot specific measures, based on these KPIs, will be developed and agreed with the Contractor.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery	The Contractor will ensure all training products are developed and delivered on time, to a standard agreed by the Authority.	90%
2	Delivery	The Contractor will ensure a target number of training sessions are delivered, with a minimum average attendance rate per session. Specific measures will be agreed with the Contractor.	85%
3	Performance	The Contractor will collect feedback from a target number of delegates, evaluating the overall quality of the course and trainer.  The Contractor will achieve an overall 75% good or excellent rating of the trainer and course content.	75%



4	Reporting	<p>The Contractor will be required to update the Authority via e-mail through a highlight report on a monthly and bi-monthly basis, and attend quarterly face-to-face meetings to report on progress and any issues arising.</p> <p>The Contractor will be required to provide all written outputs in plain English, and these must be quality assured and proof read by the Contractor before submission to the Authority.</p>	90%
5	Reporting	The Contractor will be required to update the Authority verbally every fortnight, via a teleconference or face-to-face meeting, on progress and any issues arising.	90%
6	Impact	The Contractor will collect feedback from a target number of delegates evaluating the overall knowledge transfer, changes in participants behaviour and effectiveness of training. Lot specific measures will be agreed with the Contractor.	50%
7	Governance	The Contractor must address any comments and concerns raised by the Project Board as advised by the Authority and must provide a log of how comments and revisions have been addressed within two weeks.	100%

- 13.2** The Authority will monitor the Contractor's performance. Where this does not meet the required expectations following attempted remediation, the Authority reserves the right to terminate the Contract early.

#### **14. SECURITY REQUIREMENTS**

- 14.1** The Contractor will be responsible for securely storing any personal information captured during this research.
- 14.2** The Contractor must employ the appropriate organisational, operational and technological processes and procedures to keep participants' data safe from unauthorised use or access, loss, destruction, theft or disclosure. The organisational, operational and technological processes and procedures adopted are required to comply with the requirements of ISO/IEC 27001 or equivalent; and Cyber Essentials <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>



- 14.3** The Contractor will securely process and store personal data in accordance with the Data Protection Act and the General Data Protection Regulation (GDPR). The Contractor must include a clear technical explanation of the organisation's security standards and what measures will be in place to keep the personal data secure and separate. If more than one organisation is processing personal data for this contract, the lead Contractor must ensure all the organisations involved meet the required data security standards.

**15. PRICE AND PAYMENT**

- 15.1** Payment can only be made following satisfactory delivery of pre-agreed certified products, deliverables and key milestones.
- 15.2** Reasonable and proportionate milestone payments will be agreed with the successful Contractor for each lot.

**16. LOCATION**

- 16.1** The location of the Services will be carried out in any local authority area in England, subject to demand and need. Contractors will need to be able to identify areas of need from the outset and throughout the programme, and deliver training in locations in such a way as to allow staff from surrounding areas to easily attend. Recommended locations will be reviewed by the Authority.



## **Annex A**

*Summary of existing initiatives taking place across Whitehall.*

<b>Group</b>	<b>Activity</b>
<b>Domestic Abuse</b>	Domestic Abuse Bill currently being presented in Parliament by the Home Office and Ministry of Justice. There is a manifesto commitment to review funding mechanisms for support services for domestic abuse victims.
	Working with the Department for Culture, Media and Sport on the £15 million Tampon Tax Fund, and have put forward criteria for a theme of female homelessness and rough sleeping.
<b>Modern Slavery</b>	The Controlling Migration Fund is supporting 6 pilot areas to create victim pathway pilots and provides victims of modern slavery who have recourse to public funds with the opportunity to receive a tailored support service upon leaving the National Referral Mechanism (the process by which potential victims of human trafficking and modern slavery are identified and supported).
<b>Non-UK Nationals</b>	£5 million of funding will be made available to local authorities to work with non-UK nationals in 2019/20, and is likely to increase the demand for outreach workers with knowledge of eligibility and the immigration system. The Home Office are launching the Rough Sleeping Support Service (RSSS) to prioritise and speed up resolution of complex immigration cases for rough sleepers. We expect the Controlling Migration Fund to support up to 10 rough sleeping projects in 2019/20
<b>Unpredictable Environments (Spice)</b>	In the 2017 Drug Strategy, the government committed to working with the homelessness sector to address the misuse of New Psychoactive Substances among the homeless population, including those in hostels and supported accommodation. We have already commissioned the Advisory Council on the Misuse of Drugs (ACMD) to provide advice on the risks and factors that cause vulnerable people to misuse drugs. When the ACMD report back later this year we will consider what further steps the government should take to protect these groups.
<b>LGBT</b>	LGBT Action Plan was published by the Government Equalities Office in July 2018. The report committed to begin work to understand the causes of LGBT homelessness and develop knowledge on how to better support LGBT homeless people's needs.