

**TENDER DOCUMENTATION**

Volume 3

SPECIFICATION

BIDDER RESPONSE

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| Reference Number: 0147 Exeter City Council |
| Contract for: SafeSleep 2018-19 |

Closing date for return of submission:

12:00hrs (noon) on 9th August 2018

And submitted to

ecctenders@exeter.gov.uk

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## General Requirements

The Contractor must:

* 1. Clearly publish the aims and objectives of the Service
	2. Be able to start the service from the 1st October 2018 for a minimum of 6 months, ensuring that it operates 7 days a week and at a minimum of between the hours of 20:00 – 09:00 Monday to Friday and 19:00 – 12:00 on Weekends and Bank Holidays.
	3. Provide an inclusive and flexible service that works to accommodate up to 26 rough sleepers each night, including assessment of people who present during the night, dependent on vacancies.
	4. Manage premises that is leased by Exeter City Council. Premises should have a working W/C, Kitchen (providing drinking water and hot drinks), separate sleeping quarters (where possible) for Male and Female Rough Sleepers, provide sharps containers and provide a suitable area for dogs.
	5. To work with Businesses in the vicinity (where appropriate) and wider community to address concerns and to ensure that any Anti-Social Behaviour (ASB) caused internally or in the immediate vicinity is dealt with swiftly.
	6. To work with rough sleepers to ensure that their needs are met as best as possible and that they are given the opportunity to volunteer in the design and delivery of the service and develop and progressively review house rules
	7. To work with relevant partner agencies in the city including charities and RSLs, Faith Groups, Soup Kitchens and Volunteers to provide added value to the service.
	8. To ensure that service delivery meets Homeless Link’s guidance on extended winter provision <http://www.homeless.org.uk/our-work/resources/guidance-on-severe-weather-emergency-protocol-swep-and-extended-weather-provision>
	9. To keep an accurate record of all rough sleepers who have been assisted with Safe Sleep. To actively work with rough sleepers to identify accommodation options and include working closely with Outreach, Resettlement, the Council, St Petrocks and other providers to assist clients to move out of Safe Sleep and into more stable accommodation.
	10. To keep accurate rent records of all clients accommodated at Safe Sleep and to work with the Temporary Accommodation Team Leader at Exeter City Council, Housing Benefit Department to claim Housing Benefit Payments for occupants. This includes the collection of data and supply of Housing Benefit Forms.
	11. To develop an inclusive management policy which outlines ASB, Substance Misuse, warnings and exclusions. It is important that there are clear rules and an exclusion policy that is developed alongside the Council, external providers and service users.
	12. To ensure that Rough sleepers with no local connection to Exeter and wider Devon are provided with a Single Service Offer and reconnected, where safe, to an area where they have a local connection.
	13. To ensure a budget is factored in to facilitate reconnections.
	14. To ensure that the service links in with Exeter City Councils Rough Sleeping Reduction Coordinator, Complex Needs Officer and Safesleep Caseworker
	15. To liaise with relevant external agencies to ensure that there is a clear process for accessing Safe Sleep and to ensure consistency in approach and that sustainable solutions are found.
	16. Have secure electronic monitoring systems that adhere to best practice and relevant legislative requirements on data protection for the storage of data relating to the Service. Have clear outcome indicators and systems to measure outcome performance and provide for the monitoring requirements of Homeless Link Annual Survey**.**
	17. Provide a report for members and commissioners providing a comprehensive overview of the service ensuring that feedback from service users, external partners and community is provided.

## Staffing Requirements

The Contractor must:

* 1. Provide evidence of how staff time will be dedicated to the Service with clear role profiles and perspective person specifications.
	2. Ensure that staff are motivated and have skills to work and think independently and to help influence progressive change within the service provision.
	3. Evidence that all staff working on the Contract hold a recent Enhanced Disclosure and Barring Service check
	4. To pay a minimum of a Living Wage to any paid employee of the Service.
	5. Provide regular restorative supervision sessions to every staff member or volunteer involved in front line service delivery.
	6. Provide a flexible workforce which can adapt to cover for the service in periods of sickness or longer absence such as maternity leave.
	7. To work with relevant partner agencies, volunteers, soup kitchens and faith groups to provide added value to the service.

## The Provision of Services to rough sleepers and homeless people during the winter months in Exeter

The Contractor must:

### Deliver an **inclusive** homeless shelter which is accessible 7 days a week and open for period of up to 6 months from October 2018 through until March 2019 and the possibility of an additional 6 months (October 2019 – March 31st 2020) dependent on future funding. The premises must be accessible at a minimum from 20:00 Hours through until 09:00 the next morning and 19:00 – 12:00 on Weekends and Bank Holidays.

### To treat all people referred to the accommodation with dignity and respect and to ensure that the services are Psychologically Improved Environments. It is up to the provider to ensure that they have an inclusion policy and to manage behaviour both internally and within the immediate vicinity of the provision. Where anti-social behaviour necessitates further action it is up-to the provider to ensure that they take necessary steps to deal with that behaviour. Anyone who is excluded has to be given the opportunity to reuse the provision if they can ensure their behaviour remains stable.

### Ensure that all occupants are welcomed and given a tour of the premises as well as informed about house rules and sign accepting the rules (it is essential that rules cover behaviour outside premises and impact on the wider community). Occupants will be given a hot drink and food if available. All occupants must have access to minimum of camp bed / roll matt and sleeping bag / duvet and pillow.

### To actively work with the Outreach Team to encourage anyone bedded down in the high street after the provision is open to take up residence at Safe Sleep.

### To work with outreach services, Council and external partners to identify more permanent accommodation options for occupants and actively encourage them to take up options.

### To work with Exeter City Council Safesleep Caseworker to ensure all clients are assessed under the Housing Act and have a Personal Housing Plan in place

### Actively listen to residents and give them the opportunity to write down / record their story of being homeless, which will go towards future learning, projects and commissioning opportunities.

### Send daily report to the Council, Outreach Team and other agreed external partners as to who has accessed the provision and any incidents which may have occurred. Where possible reports to be sent by 10:00 the next day, any incidents which might directly impact on other agencies need to be communicated by telephone before 09:00.

* 1. Have secure electronic monitoring systems that adhere to best practice and relevant legislative requirements on data protection for the storage of data relating to the Service. Have clear outcome indicators and systems to measure outcome performance and provide for the monitoring requirements of Homeless Link Annual Survey see **Appendix B.**
	2. Provide a report for members and commissioners providing a comprehensive overview of the service ensuring that feedback from service users, external partners and community is provided.
	3. Provider must be available to attend Planning Committee on 3rd September 2018 to help support planning application.

**Appendix A – Performance Monitoring**

## Fortnightly Meetings

The Authority requires fortnightly review meetings with the Contractor to discuss the performance of the Service, suggest improvements and acknowledge achievements. Exeter City Council’s HRA SafeSleep Caseworker will link in with the service on a daily basis.

Applicants are expected to build this requirement in to their Tender proposals and where financial provision for this must be made it must be clearly indicated within this **Volume** and charged as part of the total Contract price. The Authority shall not make any additional payments to the Contractor for attending meeting or any related activities, as the Authority shall assume that the Contractor’s total Contract price will already be inclusive of any related activities.

## Management Information

Applicants should, by way of on-going Contract performance be prepared to produce management information. The exact format and duration will be agreed between the Contractor and Authority Authorised Representative. The Contractor should be able to produce the agreed management information in an electronic format such as Microsoft Excel or any other such format as specified by the Authority. This will be at no cost to the Authority.

The Authority reserves the right to discuss the nature of the information provided with the Contractor during quarterly review meetings and make suggestions as to additional or alternative types of information to be captured as the Service develops over the life of the Contract. Any additional requirements laid out by the Authority shall be provided by the Contract at no additional cost to the Authority.

**Targets**

* The main requirement will be to assist 45 people to move on into settled accommodation over the course of the funding.
* To keep up to date records of people you have assisted and detailing interventions and length of time from homelessness into settled accommodation.
* To have no more than 20% of the rough sleeping population (as recorded during the Autumn Estimate) still bedded down after the Provision is open. For example in 2017 the estimate recorded 35 persons rough sleeping, therefore no more than 8 people should be still rough sleeping when the provision is opened. It is the contractor’s responsibility to engage with rough sleepers, encourage them to use the provision that is being provided.

At the end of the Contract to provide a report for the Council and Partners providing a comprehensive overview of the Service ensuring that feedback from Service Users, external partners and community is provided.

Note: Information to be anonymised and kept in such a manner to maintain confidentiality.

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| Questions: Award |

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| Method Statement Number | Method Statement Topic Area |
| **1.0** | **General Requirements (Worth 20%) 750 Word Limit**The Applicant shall provide a Method Statement in accordance with the information provided within this volume – Specification - 1.0 General Requirements. |
| **Authority’s minimum requirements for the Applicant’s response to this Method Statement:** is for the Applicant to provide a detailed method statement that focuses on the general requirements of 1.0 – Specification & Requirements and provides the following information:* Provide detail of your SafeSleep Service
* How will you develop the service
* Outline your plan of how this will be delivered within the timescales
* An explanation of how the proposals set the Applicant apart from its competitors
* How will you monitor outcomes and review the success of the service
* What added value will you bring to help develop the service

**WHAT DOES GOOD LOOK LIKE?**Details on how joint working and information sharing protocols would be implemented (including the systems and approach) to ensure a collaborative approach to risk management and a coordinated delivery of client and strategic outcomes.Evidence on how the service would be fully integrated alongside housing, substance misuse, mental health and well-being.Detail how you will manage the premises ensuring that they are clean and habitable. Detail how you will minimise any issues internally and externally minimising the impact on the surrounding community. |
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| **2.0** | **Staffing Requirements (Worth 20%) 750 Word Limit**The Applicant shall provide a Method Statement in accordance with the information provided this volume – Specification - 2.0 Staffing Requirements. |
| **Authority’s minimum requirements for the Applicant’s response to this Method Statement:** is for the Applicant to provide a detailed method statement that focuses on the staffing requirements of 2.0 – Specification & Requirements and provides the following information:* Provide detailed proposals regarding the staffing structure and the roles and responsibilities allocated to the staff
* Provide assurance that the staff will meet the requirements detailed in the Specification
* An explanation of how the staff will be supported to deliver the service
* Who will take the lead on delivering the strategic needs of the service
* What added value can you bring to increasing capacity within the staff team

**WHAT DOES GOOD LOOK LIKE?**Access to skilled Caseworkers, with appropriate knowledge and skills to support rough sleepers, and support that is joined up with other key agencies, for both referrals and / or signposting as required.Provide evidence of how staff time will be dedicated to the Service with clear role profiles and perspective person specifications. Confirmation is provided in the response as to upholding the requirements as listed in any resulting contract that may be awarded.Details on how personnel are motivated and have skills to work and think independently and to work under pressure, and how Personnel are provided with regular restorative supervision sessions to every staff member or volunteer involved in front line service delivery. Arrangements are in place to provide safe working practices which are followed by Service Provider Personnel and volunteers, especially lone working. |
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| **3.0** | **The Provision of Services to rough sleepers and homeless people during the winter months in Exeter (Worth 30%) 2500 Word Limit**The Applicant shall provide a Method Statement in accordance with the information provided in this volume – Specification 3.0. |
| **Authority’s minimum requirements for the Applicant’s response to this Method Statement:** is for the Applicant to provide a detailed method statement that focuses on 3.0 – Specification & Requirements and provides the following information:* Clearly outline your delivery model to provide SafeSleep support
* Clearly outline how your service will integrate with other voluntary and statutory services.
* What added value will you bring to assist people utilising the service and the wider locality area?
* How will you ensure that duplication is kept to a minimum?

**WHAT GOOD LOOKS LIKE?**A good response would outline clearly how the units would be delivered as part of any resulting contract, what would be available from “day one” and what is planned for securing any shortfall at the start of the contract, and in what timeframe, and confirmation around likelihood to fulfil the shortfall would also be included.A flexible and pro-active service which is client-led, trauma informed and adapts and responds to feedback, learning and evaluation, local priorities, national policy and best practice.Adds value through the exploration and development of new initiatives during the grant funding period e.g. a peer landlord scheme; meaningful opportunities for training and employment; fundraising to address local needs/gaps and sustain the projectWithin the response where it includes how the Service Provider will work constructively with Service Users, this will include where Services Users have complex needs, how they will ensure that they work collaboratively to ensure their needs are effectively met. This may require information about the support being provided to be shared with other organisations where the consent of the service user has been obtained. All staff and volunteers must understand how their role in working with a service user supports resettlement outcomes.  |
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Applicants must note that failure to deliver against the Authority’s minimum requirements for their responses to each of the Method Statements shall result in the Applicant scoring no more than three (3) for that particular Method Statement response in accordance with the Scoring Guidelines within Volume 2.