**Evaluation of Sub-regional Immigration Advice Services**

**Specification**

1. **Summary**
   1. The Greater London Authority (GLA) is seeking to commission an evaluation of the Sub-regional Immigration Advice Services (SIAS) programme to better measure and understand its outcomes and value as well as inform policy asks, local authority responses, and possible practice improvements. This will enable the GLA and London Councils to better assess the ongoing impact of the sub-regional services on ending rough sleeping and to improve the programme to ensure it is meeting its goals.
   2. The evaluation will seek to:

* understand the effectiveness and impact of the SIAS programme
* highlight where and how best to apply the available resources of SIAS over the course of programme
* consider the extent to which the activity of the programme is contributing to the achievement of housing outcomes for service users
* inform policy asks, local authority responses, and practice improvements to maximise outcomes for people sleeping rough in terms of sustainable routes off the streets
* enable the GLA, London Councils and North London Housing Partnership to assess the ongoing impact of the five SIASs on ending rough sleeping and to improve them to ensure they are meeting their goals

1. **Background**
   1. The GLA and London Councils received £4.9m funding under the Rough Sleeping Initiative to fund four sub-regional immigration advice services (SIASs) from 1 July 2022 to 31 March 2025. This is an ambitious, new and innovative grant programme which provides immigration advice for people sleeping rough, and those at risk of rough sleeping, who need specialist support to clarify and/or regularise their immigration status.
   2. The four sub-regions are:

* South West London, delivered by South London Refugee Association in partnership with South West London Law Centre
* South East London, delivered by Southwark Law Centre in partnership with Lewisham Refugee and Migrant Network
* North West London, delivered by North Kensington Law Centre in partnership with Ealing Law Centre
* North East London (except Newham), delivered by Praxis in partnership with RAMFEL and Tower Hamlets Law Centre
  1. A fifth sub-regional immigration advice service covering the North Central sub-region has been commissioned by North London Housing Partnership and is delivered by RAMFEL and Asylum Aid.
  2. The services support people sleeping rough to assess their immigration options and, when relevant, to apply for leave to remain and/or access to public funds so they can obtain the accommodation and support they need to exit rough sleeping. Each sub-regional service is accessible to local authorities, homelessness services and No Second Night Out (NSNO) hubs in each sub-region.
  3. The services work flexibly and collaboratively with referring agencies and people sleeping rough, including offering advice peripatetically. The services work with partners to identify those needing advice and provide high quality immigration assessments/casework, including at OISC Level 2/3 and facilitating access to Legal Aid when relevant. For the first 15 months of the programme, a linker worker service delivered by St Mungo’s works with each sub-region to maximise the effectiveness of the support provided by the referring agencies and the advice services and improve joint working. Emergency accommodation is also provided for those who are most vulnerable.
  4. The programme objectives are:
* To increase immigration advice provision for people sleeping rough in London.
* To support people sleeping rough to assess their immigration options and, when relevant, to obtain leave to remain and/or access to public funds so they can obtain the accommodation and support they need to exit rough sleeping.
* To improve joint working between referring agencies and immigration advice providers and maximise the effectiveness of the support provided by the sub-regional immigration advice services.

1. **Intended dissemination**
   1. This research is primarily intended for an internal audience, i.e. GLA commissioning managers, North London Housing Partnership and London Councils, who grant-manage the SIAS programme. However, the final report should be produced to a standard, and in a format, which would allow for circulation within the rough sleeping sector as required (e.g. Local Authority commissioners, DLUHC, third sector organisations, etc).
2. **Scope and considerations**
   1. The evaluation will enable the GLA, London Councils and North London Housing Partnership to assess the ongoing impact of the five SIASs on ending rough sleeping and to improve them to ensure they are meeting their goals.
   2. The evaluation will cover year 1 of the SIAS programme and provide a framework to support the GLA and London Councils to conduct a light evaluation for years 2 and 3. If additional funding becomes available, the contract for the evaluation will be extended to cover the entire lifetime of the programme.

The evaluation will highlight where and how best to apply the available resources of the services over the course of programme, inform policy asks, local authority responses, and practice improvements in order to maximise outcomes for people sleeping rough in terms of sustainable routes off the streets. This will include:

* Considering what happens to clients who have moved through SIASs with a positive outcome and what other barriers exist to them leaving the streets for good (e.g. access to benefits, employment and sustainable accommodation);
* Comparing rough sleeping outcomes/experiences for those that are in accommodation while they access SIASs compared to those who aren’t accommodated during this process;
* Comparing rough sleeping outcomes/experiences for those that use SIASs with those who don’t;
* Looking at who and how many people aren’t engaging with the services and who/how many people fail to be accepted by the services (and why), with a view to determining how this can be changed positively.
  1. The evaluation will cover the period from July 2022 to June 2023, focusing on the four immigration advice services and the link worker service grant-funded by London Councils, as well as the fifth immigration advice service commissioned by North London Housing Partnership.
  2. The review should focus on each of the following themes as follows:
* **Effectiveness**: The evaluation should consider the effectiveness of the sub-regional model for immigration advice provision, including referral mechanisms and the role of the link worker service. The evaluation should also lay out an initial framework to consider what elements should be included in a potential cost-benefit analysis of the services.
* **Impact**: The evaluation should analyse the outcomes of the services that go beyond regular monitoring, including longer term move-on outcomes for clients, and the role of immigration advice provision and related services in enabling a route off the street for service users. This would include:
  + Role and impact of the link worker service and homelessness services on outcomes
  + Use and impact of the SIAS emergency accommodation budget for immigration advice cases and use of alternative accommodation options
  + Pathways of clients supported to positively move-on and find a sustainable route off the streets
* **System level outcomes**: The evaluation should explore the impact of the sub-regional immigration advice services on rough sleeping numbers and prevention. It should take into consideration the [Department for Levelling Up, Housing and Communities’ rough sleeping indicators](https://www.homelessnessimpact.org/post/defining-an-end-to-rough-sleeping) when assessing the impact of the services.
* **Key challenges**: The evaluation should consider key challenges for the sub-regional immigration advice services and proposed solutions. This includes:
  + Working with clients when they are not accommodated
  + Working with clients when they are not supported
  + Taking over cases from prior immigration advice providers
  + Determining who is at risk of rough sleeping/who to work with
  + Getting access to the most disengaged/engaging those that are more service resistant
  + Offering gender informed and culturally specific services to a wide group of clients
  + data protection considerations
  + using different systems for recording immigration and housing related outcomes
  + the barriers to the effective use of Legal Aid provision
  + the recruitment issues in the advice sector
* **Success factors**: The evaluation should explore factors which contribute to the success of the services. Factors to consider include:
  + the impact of longer-term funding for these services
  + the role of collaboration between the homelessness and migrant sectors
  + the inclusion of partner organisations with Legal Aid contracts
  + the integration of the evaluation early on in the delivery of the services
* **Lived experience**: Lived experience must be considered as part of the research.

1. **Methodology**
   1. GLA requests that bidders consider the range of datapoints available and set out their intended research methodology. It is expected that the successful bid will include both quantitative and qualitative methods. The GLA and London Councils will work with the successful bidder to hone the planned methodology to ensure that it answers all desired research questions as fully as possible.
   2. The GLA and/or London Councils will also:

* facilitate access to data reports from the CHAIN database which can inform findings on points such as outcomes;
* make any necessary introductions to staff members in the Sub-regional Immigration Advice services and any other relevant organisations (e.g. local outreach teams);
* if required, encourage services to support with recruitment of people who have used the service for the research;
* set up regular meetings with the researcher to discuss progress and ensure the consistency of the data for the evaluation;
* share existing data on the qualitative elements of the evaluation, including on client and stakeholder experiences of the services;
* share service performance data from the sub-regional immigration advice services, which has been submitted on a quarterly basis since the service commenced.

1. **Outputs and deliverables**

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| **Deliverable reference** | **Deliverable\*** | **Submission date(s)** |
| 1 | **Final Evaluation Plan**\*\*   * The plan should include the detailed scope, approach, methodology, plan for evaluation and schedule for delivery, risks, issues and mitigation. * Structure for the involvement of people with lived experience in place in partnership with London Councils. | March 2023 |
| 2 | **Progress update report**   * Update on progress of evaluation and potential challenges. * Templates for the report(s) to be agreed. | April/May 2023 |
| 3 | **Draft Year 1 evaluation report**   * Summary and extended narrative including findings from first year of the services and recommendations. | August 2023 |
| 4 | **Final Year 1 evaluation report – July 2022 to June 2023 and presentation**   * Summary and extended narrative including findings from first year of the services and recommendations. * Proposed approach and methodology for London Councils/GLA to undertake further analysis of the outcomes and value of the services for the remainder of the programme if no additional funding for evaluation is available. * It should outline how the evaluation could potentially be extended to March 2025, should additional funding for the evaluation become available. | September 2023 |

\*Additional meetings and deliverables may be added where required. All the deliverables that are agreed at the outset will need to be signed off as completed by the GLA.

\*\* The final evaluation plan is subject to approval by the GLA. Once approved by the GLA in writing, the final evaluation plan will form part of the specification for this project. A failure to discharge the requirements set out in the final evaluation plan will amount to a failure to discharge the requirements of the specification and a breach of the contract.

1. **Price**
   1. The budget for this project would be up to £45,000. This is for research, report writing and presentation of findings on Year 1 of the SIAS programme.
   2. Prices must be provided on a fixed-cost basis and must exclude VAT.
   3. Payments will be made upon evidence of satisfactory milestone achievement and in accordance with the following payment schedule and weighting:

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| --- | --- | --- |
| **Payment number** | **Achievement/evidence** | **Payment weighting** |
| Payment 1 | Milestone 1: Acceptance of the Final evaluation plan shared with GLA.  The final evaluation plan must include the detailed scope, approach, methodology, plan for evaluation and schedule for delivery, risks, issues and mitigation. It should also include the structure for the involvement of people with lived experience in place in partnership with London Councils. | 40% |
| Payment 2 | Milestone 2: Progress Update report April/May 2023 | 60% |

1. **Optional Term & Optional Services** 
   1. Additional funding may be available for this service from government funding as well as from internal GLA funding, subject to spending review and budget allocation. Therefore, TFL is proposing to issue this contract with the option to extend the Contract by the Optional Term in order to allow for the delivery of the Optional Services.
   2. If further funding is secured, then an additional budget of up to £45,000 is provisioned for the Optional Services during the Optional Term (up to 21 months).
   3. The funding of the Optional Service (i.e. service continuity) would be based on the full costs for these services subject to funding and need, as indicated by the supplier in the pricing schedule.
   4. The Optional Services will consist of four key deliverables:

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| --- | --- | --- |
| **Deliverable reference** | **Deliverable** | **Submission date(s)** |
| 1 | **Progress update report**   * Update on progress of evaluation and potential challenges.   *Subject to additional funding for evaluation becoming available* | January 2024 |
| 2 | **Mid-term evaluation report and presentation**   * Interim report and findings from the first half of the SIAS programme. * Interim report and findings from the first half of the SIAS programme, detailing the effectiveness and impact of the services and system level outcomes, as well as key challenges and success factors * Recommendations for the homelessness and migrant sectors and for local, regional and central government * The GLA expect to review draft(s) of the mid-term evaluation report before the final report and presentation are submitted.   *Subject to additional funding for evaluation becoming available* | July 2024 |
| 3 | **Progress update report**   * Update on progress of evaluation and potential challenges.   *Subject to additional funding for evaluation becoming available* | January 2025 |
| 4 | **Final report and presentation**   * Final report and findings covering the lifetime of the SIAS programme, detailing the effectiveness and impact of the services and system level outcomes, as well as key challenges and success factors * Recommendations for the homelessness and migrant sectors and for local, regional and central government * The GLA expect to review draft(s) of the final evaluation report before the final report and presentation are submitted.   *Subject to additional funding for evaluation becoming available* | June 2025 |

* 1. Prices must be provided on a fixed-cost basis and must exclude VAT.
  2. Payments will be made upon evidence of satisfactory milestone achievement and in accordance with the following payment schedule and weighting:

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| **Payment number** | **Achievement/evidence** | **Payment weighting** |
| Payment 1 | Milestone 1: Mid-term evaluation report acceptance by GLA and presentation | 50% |
| Payment 2 | Milestone 2: Final report and presentation | 50% |

**Appendix: Scoring Criteria**

The evaluators will score the weighted sections of the Bidder’s submission against the criteria detailed below. Note: **Any Technical question** that receives a **score of 0** will result in the Bidder’s proposal being automatically **rejected** from the tender process.

**Weighted Technical questions will be scored using the following scale:**

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| --- | --- | --- |
| **Linear Score** | **Rationale/Judgement** | **General Description** |
| 4  (Max Score Available) | Described in the Question | As described in the ITT questions |
| 3 | Described in the Question | As described in the ITT questions |
| 2 | Described in the Question | As described in the ITT questions |
| 1 | Described in the Question | As described in the ITT questions |
| 0 | Described in the Question | As described in the ITT questions |

To calculate the technical weighting the formula is

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| --- | --- | --- |
| Linear Score Awarded (E.g. “3”) | x | 10 (weighting) = 7.5 |
| Maximum Score Available (E.g. “4”) |

**The Commercial**

It will be scored using an inverse price proportioning approach. The maximum weighting of 15% will be awarded to the lowest cost proposed. All other offers will receive points in an inverse proportion to the lowest cost. The formula used to work out commercial scoring is shown below:

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| --- | --- | --- |
| Lowest submitted commercial submission | x | 15(weighting) |
| Bidders submitted commercial submission |