



Request for Information (RFI)

Homelessness and Rough Sleeping - Key Groups Training Ref CPD/004/119/177

Authority: Ministry of Housing, Communities and Local Government (MHCLG)
(the Authority).

Date Response required: Friday 08 March 2019 – By 17.00 hrs

1 PURPOSE

- 1.1 This Request for Information (RFI) process seeks information in preparation for a potential procurement of a contract to deliver training to the homelessness workforce around the key groups outlined in commitment 126 of the Rough Sleeping Strategy. The purpose of this RFI is to:
 - 1.1.1 help define the requirement;
 - 1.1.2 help provide a better understanding of the feasibility of the requirement;
 - 1.1.3 understand the best approach;
 - 1.1.4 understand the capacity of the market to deliver and possible risks involved; and
 - 1.1.5 provide the market with an opportunity to ask questions, raise queries and any issues to be addressed at an early stage.
- 1.2 The Authority shall maintain commercial confidentiality of information received during the RFI.

2 INTRODUCTION

- 2.1 The Government published the Rough Sleeping Strategy (RSS) in August 2018, setting out a plan to halve rough sleeping by 2022 and end it entirely by 2027.
- 2.2 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 challenging 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 (including experts from the 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.
- 2.3 In summary, the Authority considers that the new training package could include:
 - 2.3.1 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;



- 2.3.2 training for frontline staff about the particular issues faced by Lesbian, Gay, Bisexual and Transgender (LGBT) individuals and how to most effectively support individuals;
- 2.3.3 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,
- 2.3.4 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.

3 HIGH LEVEL OUTLINE PROJECT OUTCOMES REQUIRED

- 3.1 The new training packages are intended to:
 - 3.1.1 Increase awareness of frontline staff about the specific issues and needs of the groups set out in paragraph 2.3;
 - 3.1.2 Give frontline staff the skills and tools to provide effective support to the groups set out in paragraph 2.3;
 - 3.1.3 Identify and share best practice for supporting the groups set out in paragraph 2.3;
 - 3.1.4 Provide a forum for participants to share their experience and effective approaches of working with the groups set out in paragraph 2.3;
 - 3.1.5 Identify future training needs of frontline staff to fully equip them to work with the groups set out in paragraph 2.3;
 - 3.1.6 Evaluate the effectiveness and impact of the training packages provided through this specification.

4 OUTPUTS/DELIVERABLES

- 4.1 The tasks included within Annex A are within the scope of the requirement.

5 KEY DATES & PROCUREMENT PROCESS

- 5.1 Key milestones of the programme timeline have been attached in section 6 of the specification provided in Annex A.
- 5.2 If it is decided this service is required, it is anticipated that a procurement may start in March/April 2019 with the contract to commence before the close of summer 2019. These indicative dates are for information purposes only. MHCLG reserve the right to amend these dates at any time, and Potential Suppliers rely on them entirely at their own risk.
- 5.3 The contract is expected to be for a period of 10 months.

6 RESPONSE

- 6.1 MHCLG is using the Bravo eSourcing portal (located at <https://dclg.bravosolution.co.uk>) to manage this RFI process.
- 6.2 **Please respond with the following information** by 17.00 hrs on Friday 08 March 2019 (the “Response Deadline”).



- Q1 Would you be interested in bidding for this project?
- Q2 Is this project deliverable in the timeframe proposed?
- Q3 Is what the Authority asking for clear?
- Q4 What, if anything, has the Authority missed or overlooked in setting out their requirement?
- Q5 Is there anything here which is irrelevant, outdated or unnecessary?
- Q6 What would the indicative costs be for this piece of work? Please provide a breakdown of:
- day rates
 - development time and costs
 - venue costs
 - trainer costs

6.3 Responses are restricted to a maximum of 10 pages A4.

7 QUESTIONS AND CLARIFICATIONS

- 7.1 Potential Suppliers may raise questions or seek clarification regarding any aspect of this RFI document via the Bravo eSourcing portal. **Questions must be submitted by 17.00 hours on Friday 01 March 2019.**
- 7.2 To ensure that all Potential Suppliers have equal access to information regarding this RFI exercise, responses to questions raised by Potential Suppliers will be published in a “Questions and Answers” document, which will be circulated to suppliers who register via the Bravo portal, with updates appearing at regular intervals (approximately two to three working days).
- 7.3 Responses to questions will not identify the originator of the question.
- 7.4 If a Potential Supplier wishes to ask a question or seek clarification without the question and answer being revealed, then the Potential Supplier must state this in their email and provide its justification for withholding the question and any response. If the Authority does not consider that there is sufficient justification for withholding the question and the corresponding response, the Potential Supplier will be invited to decide whether:
- 7.4.1 the question/clarification and the response should in fact be published;
or
- 7.4.2 it wishes to withdraw the question/clarification.

8 GENERAL CONDITIONS

- 8.1 This RFI will help the Authority to refine the requirements and to understand the potential level of interest in the delivering requirements. It will also aid



Potential Suppliers' understanding of the requirements in advance of any formal competitive tender exercise.

- 8.2 The Authority reserves the right to change any information contained within this RFI at any time, and Potential Suppliers rely upon it entirely at their own risk.
- 8.3 The Authority reserves the right not to proceed with a competitive tender exercise after this RFI or to award any contract.
- 8.4 Any and all costs associated with the production of such a response to this RFI must be borne by the Potential Supplier.
- 8.5 No down-selection of Potential Suppliers will take place as a consequence of any responses or interactions relating to this RFI.
- 8.6 The Authority expects that all responses to this RFI will be provided by Potential Suppliers in good faith to the best of their ability in the light of information available at the time of their response.
- 8.7 No information provided by a Potential Supplier in response to this RFI will be carried forward, used or acknowledged in any way for the purpose of evaluating the Potential Supplier, in any subsequent formal procurement process.



Annex A

This is a draft Statement of Requirements (SoR).
The purpose of attaching this SoR as part of the current RFI process is to provide potential suppliers with an understanding of the likely future requirement.
On this basis there is no necessity to provide the information requested in the document below e.g. *section 4; Scope* which refers to information which will be required as part of a future formal procurement process.
This SoR is subject to change prior to any future procurement being undertaken.

1 Introduction

1.1 The Ministry for 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:

- 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;
- training for frontline staff about the particular issues faced by Lesbian, Gay, Bisexual and Transgender (LGBT) individuals and how to most effectively support individuals;
- 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,
- 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 either through one contract for the whole specification or multiple contracts covering individual components of the specification. The Authority will agree a one-year contract(s). The Authority is also developing a new sector support package which is expected to start in April 2020 and last for the length of the next Spending Review period, 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.

2 Background

2.1 Background to the contracting authority

The Authority is a ministerial department, supported by 11 agencies and public bodies.

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.

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.

The Authority is committed to tackling homelessness and rough sleeping. There are manifesto commitments to halve rough sleeping by 2022 and eliminate it altogether by 2027, and implement the Homelessness Reduction Act in full.

2.2 Background to requirement

The Authority published the Rough Sleeping Strategy (RSS) in August 2018, setting out a plan for implementing the manifesto commitment to halve rough sleeping by 2022 and eliminate it altogether by 2027.

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.

2.3 Non-UK Nationals

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%.

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.

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.

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 officers.

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 will need training during following 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.

2.4 Domestic Abuse

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.¹

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.

2.5 Modern Slavery

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.

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.

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.

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.

2.6 Unpredictable Environments

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.

Working with individuals who misuse these substances can be particularly challenging and unsafe because of the unpredictable behaviours these substances can cause.

2.7 LGBT

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

¹ 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



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.

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

• Objectives

The new training packages are intended to:

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

4 Scope

The tasks included within this section are within the scope of the requirement. To ensure that the training effectively reflects the programme objectives, suppliers must ensure that bids address the following factors:

Delivery method and design

Suppliers should set out:

- How they propose to deliver the objectives outlined in section 4;
- What package of the training programme they will deliver, for example;
 - manage the programme and sub-contract suitable providers for delivery of training;
 - deliver training for all groups;
 - deliver part of the training;
- Content of the training, including draft course programmes;
- The Supplier should set out the delivery methods to be used (e.g. whole or half day training sessions, e-modules or webinars etc).

Project plan

Suppliers should set out:

- A detailed project plan for how the project will be delivered on time and budget.
- The key review and decision points to deliver the project;
- The blocks and timeframes that training will be completed in;
- How you will build relationships with delivery partners and users to deliver the project, meeting users' needs and expectations.

Project team

Suppliers should set out:

- Who will be involved in the delivery of the project enclosing a CV for each;



- Provide details of project teams' expertise, qualifications and experience of delivering similar projects and knowledge of the subject matter outlined in this specification;
- Further recruitment and resourcing requirements.

Costing Profile

Suppliers should set out:

- A breakdown of the estimated cost of delivering the training package(s) being bid for, including day rates, development time and costs, venue costs, trainer costs, etc;
- Evidence of how the costs have been estimated.

Need

Suppliers should set out:

- How they will measure the demand for elements of the training package(s). The Supplier will be required to draw on all appropriate available evidence, research and data to inform their design. The Authority will be keen to see how the Supplier intends to draw on this to inform their approach.
- How the supplier will continue to assess need and adjust how the design meets the need.

Evaluation

Suppliers should set out:

- How the training will be evaluated;
- Specific performance measures that the training package(s) will meet.

The learning objectives set out under each key group are not a definitive list, and if the Supplier thinks that additional learning objectives would be appropriate, additional themes/questions are expected to be provided by Suppliers from the outset so as to provide a comprehensive programme. The Supplier can also suggest additional learning objectives throughout the lifetime of the project. Learning objectives must be agreed with the Authority.

4.1 Non-UK Nationals

Who is it for?

Housing Options, Outreach, Navigator and voluntary/commissioned service staff who 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.

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.

Course Aims

Provide participants with an understanding of immigration status types (including pre-settled status and settled status), how these affect entitlement to statutory support and alternative options for support for ineligible persons. To provide participants with an understanding of processes in immigration decisions, including settled status applications and the support available for vulnerable people to access this. 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.

Learning objectives

To enable participants to:



- Identify individuals who are subject to immigration control or who are 'other persons from abroad';
- Identify which persons from abroad are eligible for support under Part VII of the Housing Act 1996;
- Understand what constitutes immigration advice and what qualifications are required to give this;
- Understand and apply the Habitual Residence Test;
- Examination of right to reside rules for EEA nationals including:
 - EEA workers;
 - Work seekers;
 - Self-employed people;
 - Family members and extended family members;
 - Carers (including Zambrano cases);
 - Derivative right to reside;
 - Permanent Residence;
- 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;
- Understand local authorities' duties under section 17 of the Children Act 1989 & the Care Act 2014;
- Understand case law in all relevant areas;
- 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;
- Understand how to support ineligible persons in line with government policy, including, for example:
 - identifying links with other agencies assisting individuals to resolve their status;
 - supporting reconnection with countries of origin;
 - accessing employment or welfare benefits;
 - accessing health services;
- 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.

Suppliers will need to 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.

Programme Reach

We know certain areas of the country have concentrations of non-UK nationals within their homeless and rough sleeping populations, including:

- London
- Bristol
- Bedford
- Luton

Suppliers will need to 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. Recommended locations will be reviewed by the Authority.



4.2 Domestic Abuse and LGBT

Who is it for?

Housing Options staff, commissioned services and voluntary organisations working with victims of domestic abuse or LGBT individuals who require 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.

The course must be suitable for staff with little or no prior knowledge, who work directly with victims of domestic abuse and LGBT people and are required to give advice on housing options and homelessness.

Course Aims

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.

Learning objectives

Domestic Abuse

- An introduction to gender and trauma informed practice.
- Develop methods to effectively support people presenting as homeless who may be victims of domestic abuse or abuse, including as a minimum, knowledge of:
 - occupation and property rights;
 - non-molestation orders and occupation orders under the Family Law Act 1996;
 - criminal law relating to domestic abuse;
 - homelessness legislation in domestic abuse cases;
 - understand how to best support and safeguard women sleeping rough and/or accessing homelessness services.
- How to support survivors with multiple disadvantages;
- Develop best practice when conducting interviews or assessments with victims of domestic abuse.
- Have a basic knowledge of effective and psychologically-informed communication skills.
- Develop best practice and models around referral pathways with local partners including police and health services
- 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.

LGBT

- Understand the difference between sexual orientation and gender identity.
- Develop an awareness of the barriers to LGBT people seeking homelessness support, including:
 - Prejudice;
 - Discrimination;
 - Hate crime; and,
 - Homophobia (including transphobia and biphobia).
- Understand housing and support issues for younger and older LGBT people.
- Understand the interaction and impact of overlapping protected characteristics (e.g. BME or disability).



- Understand the support needs of LGBT people with multiple disadvantages.
- 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.
- 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.

Programme Reach

Suppliers 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 these areas to easily attend. Recommended locations will be reviewed by the Authority.

4.3 Unpredictable Environments

Who is it for?

Outreach, hostel staff, those working in assessment hubs and housing options staff who need to acquire a basic knowledge about the effects of New Psychoactive Substances and how to engage with people who are homeless or rough sleeping who are under the influence of these substances.

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.

Course Aims

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.

Learning objectives

- Understand the likely effects of different New Psychoactive Substances, including mental and physical symptoms.
- 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.
- Ensure that participants have an understanding of the relevant support services for users of New Psychoactive Substances, including detox and mental health services.
- 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.

Programme Reach

We know certain areas of the country have concentrations NPS users within their homeless and rough sleeping populations, including:

- London
- Bristol
- Manchester



- Newcastle
- Nottingham
- Leicester

Suppliers will need to 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. Recommended locations will be reviewed by the Authority.

4.4 Modern Slavery

Who is it for?

Local authority Housing Options staff, commissioned services and voluntary organisations who need to acquire a basic knowledge about the housing options and other statutory support options that are available to victims of modern slavery.

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.

Course Aims

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.

Learning objectives

- Using existing cases, understand the different forms of modern slavery, the legislative framework and relevant provisions under the Modern Slavery Act 2015.
- Identify a potential victim of modern slavery, their support needs and how to respond, including through the National Referral Mechanism.
- Report suspicious activity (or act a first responder if applicable).
- Be able to signpost or provide legal support to victims such as advice on immigration, housing or compensation.
- Understand when and how to share intelligence in relation to illegal employers with enforcement organisations such as HMRC and Immigration Enforcement.
- Develop local 'champions' and equip them with the skills to disseminate their learning to peers who may encounter victims of modern slavery, for example:
 - Enforcement Officers;
 - Environmental Health Officers;
 - Safer Neighbourhood Teams.
- Understand the wider issues and vulnerabilities faced by victims of modern slavery and their relation to homelessness legislation, for example:
 - Statutory homelessness;
 - Vulnerability assessments;
 - Suitability assessments;
 - Guidance set out in Chapter 25 of the Homelessness Code of Guidance.
- Raise awareness around the tools available for reporting modern slavery.

Programme Reach



Suppliers 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 these areas to easily attend. Recommended locations will be reviewed by the Authority.

5 Deliverables/Outputs and Performance Measures

The Authority will measure the quality of the Supplier's delivery by the following outputs. Specific measures will be developed and agreed with the successful supplier.

KPI	Service Area	KPI/SLA description
1	Delivery	<i>The Supplier will ensure all training products are developed on time, to a standard agreed by the Authority and within budget.</i>
2	Performance	<i>The supplier will collect feedback from delegates evaluating the overall quality of the course and trainer. The supplier will submit feedback to the authority containing analysis.</i>
3	Impact	<i>The supplier will collect feedback from delegates evaluating the overall knowledge transfer, changes in participants behaviour and effectiveness of training.</i>
4	Reporting	<i>The Supplier will update the authority through a highlight report at regular intervals throughout delivery and attend quarterly face-to-face meetings with the Authority.</i>
5	Learning	<i>Providers should be prepared to work with officials from the Authority to identify skills gaps within the homelessness workforce, and to help build evidence for future Government support. This will involve the Supplier working closely with officials during monitoring meetings to assist them as they develop policy, contributing learning and policy ideas.</i>

6 Key Dates

Potential providers must note the following project milestones that the Authority will measure the quality of delivery against. Payments will be attached to specified milestones.

Milestone	Description	Timeframe
1	Award contract.	-
2	Programme inception meeting / implementation plan to confirm the project plan.	Within 1 week of the contract being awarded.



3	Analysis of training need for key groups provided to the Authority.	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.	Within 2 months of the contract being awarded.
7	Delivery of training begins. Second payment released on delivery of agreed development outputs.	Before close of July 2019.
8	Monitoring Report.	Monthly.
9	Third payment released on delivery of agreed outputs.	3 months from commencement of training delivery.
10	Monitoring Report.	Bi-monthly.
11	Fourth payment released on delivery of agreed outputs.	6 months from commencement of training delivery.
12	Training concludes.	Before close of March 2020.
13	Annual performance review.	Within 1 month of training concluding.

5 Contract Management Arrangements

The programme will be managed by the programme manager based in the Authority. The successful supplier must provide a named Contract Manager. We will request regular monitoring reports submitted in a format agreed by the Authority via email. We will use these reports to question and challenge on progress in regular monitoring meetings. We will review programme performance against specific deliverables agreed in line with the service areas in section 5 of the specification. Payments would be made to the supplier upon the successful completion of specific deliverables that will be developed and agreed with the successful supplier.



6 Security and data protection

- 6.1 The Supplier will be responsible for securely storing any personal information captured during this research.
- 6.2 The Supplier 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>
- 6.3 The Supplier will securely process and store personal data in accordance with the Data Protection Act and the General Data Protection Regulation (GDPR). The Supplier 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 Supplier must ensure all the organisations involved meet the required data security standards.



Appendix A

Group	Activity
Vulnerable Groups (Domestic Abuse, Modern Slavery)	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.
	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).
	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.
Non-UK Nationals	£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
Unpredictable Environments (Spice)	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.
LGBT	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.