



1. PURPOSE

- 1.1 The Ministry of Housing, Communities and Local Government (hereafter referred to as the Authority) have commissioned a formative, process, impact and economic evaluation of the three Regional Housing First Pilots.
- 1.2 The Authority would like to amend this contract in order to reflect the impact of COVID-19 and corresponding need to evaluate the effectiveness of the 'Next Steps' programme.
- 1.3 The Authority are amending the contract to cover two work packages. One is to reflect as per 1.2 and is covered in this Specification for Next Steps Only. The second work package reflects the required changes following the reprofiling of the Housing First Pilots and the impact of Covid-19. The two documents should be treated of equal importance, but where any contradiction in terms may exist, Addendum 2 to Annex A Reprofiling of the Pilot Delivery Programme and related proposal will take precedence.

2. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 2.1 The Housing First Pilots are being delivered in three combined authority regions – Liverpool City Region (LCR), Greater Manchester (GM) and West Midlands (WM). These three regions cover 23 Local Authority areas – 10 in Great Manchester, 6 in Liverpool, and 7 in the West Midlands.
- 2.2 The combined authorities and their elected mayors are the strategic leads for the pilots. In LCR and GM the Housing First services are also commissioned by the combined authorities, but in WM, each LA has commissioned their own Housing First service. In 2020 the funding for the Housing First programme was reprofiled, giving the Pilots the option to extend their funding and delivery to 2023. The programme therefore ends at different points in each Pilot, in 2022 and 2023.
- 2.3 The contract included a break clause for the impact study in March 2020 to review progress and decide whether it was viable to complete this aspect of the evaluation. ICF completed the co-design phase in July 2019, which was a required pre-requisite to the decision on the impact study. Since Summer 2019 ICF have been collecting initial baseline data from Housing First clients, and interviewing people who could subsequently be selected to be part of a comparator group. It was agreed that the impact work would continue and the further contract was due to be in place for April 2020. However, due to the COVID-19 outbreak, the contract renewal was put on hold to allow the impact of the outbreak on the Housing First evaluation to be assessed.
- 2.4 A thorough assessment of the impact of the pandemic and subsequent policy response on the impact evaluation has resulted in the need to introduce an additional objective (objective 8).

3. SCOPE OF REQUIREMENT

- 3.1 The aim of this contract amendment is to introduce an additional objective and associated requirements.
- 3.2 Given the significant investment in the 'Next Steps' programme by MHCLG (and the impact of this investment on the feasibility of the Housing First impact evaluation), the Authority is keen to evaluate the outcomes associated with it by varying the Housing First evaluation contract.
- 3.3 This variation would add the following objective (Objective 8) to the contract:



To understand the outcomes of people accommodated through the 'Everyone in' policy, with a particular focus on exploring the drivers and barriers to tenancy sustainment.

- 3.4 This objective encapsulates a series of research questions:
- 3.4.a. What support have people received to access long term accommodation?
 - 3.4.b. What are the immediate and medium-term housing (and other) outcomes of people receiving support to move on from emergency accommodation?
 - 3.4.c. What are the main drivers and barriers to successful tenancy sustainment?
 - 3.4.d. What is the relative importance of formal and informal support, housing tenure and quality, personal characteristics and history and other factors such as benefits and employment to tenancy sustainment?
 - 3.4.e. What benefits are associated with sustaining long-term accommodation?
 - 3.4.f. What support has been provided to people while in temporary and long-term accommodation?
- 3.5 Through quantitative data collection and analysis this research should generate information on:
- 3.5.a. Service users' characteristics and histories
 - 3.5.b. What support service users have received during lockdown, and afterwards, and their use of public services
 - 3.5.c. Where they move on to upon leaving their 'lockdown' accommodation
 - 3.5.d. Whether they sustain temporary or long-term accommodation upon leaving 'lockdown' accommodation over the course of up to 12 months
 - 3.5.e. The factors associated with better housing sustainability outcomes
 - 3.5.f. How other outcomes change over time (e.g. health, wellbeing, involvement with the criminal justice system) and the interrelationship with other factors (e.g. housing)
- 3.6 The tasks and outputs associated with this objective are
- 3.6.a. Deriving a random sample of individuals from areas not included in previous research using the Rough Sleeping Questionnaire (RSQ) if there are sufficient numbers to do so (all individuals who completed previous interviews and have received support through the Next Steps programme should be included in the sample). The survey questionnaire will comprise mainly closed questions, one optional open-ended question and up to five 'other-specify' questions. At each wave the maximum questionnaire length will be 20-25 minutes.
 - 3.6.b. Two waves of fieldwork, where wave 1 includes a 'live trial', that generates a longitudinal sample of service users. Contacting and informing service users about the research, including plans for administrative data linkage



and inviting them to participate in a telephone interview. This may include providing an option for service users to complete an online version of the survey in another language (to be reviewed upon receiving the nationality data). All sampled users will receive written notification of the survey prior to its start.

- 3.6.c. The exact numbers of telephone interviews will be mutually agreed with the Supplier, and will depend on (i) the number of usable contacts which can be provided via local authorities and (ii) the outcome of the 'live trial' which will be used to assess the viability of telephone approach as well as the proportion of mobile (and other) phone numbers which are no longer being used by the named contact. At this point, it is expected that this will involve around 2,300 interviews at Wave 1 and 1000 interviews at Wave 2.
- 3.6.d. A 'live trial', interviewing a smaller sub-sample of service users over a short period of time, to trial and assess the viability of the research approach. A short report (c.5 pages) will be produced, summarising the key findings and recommendations as to how feasible a full survey of the population is, the number of interviews which are likely to be achievable and any changes to the questionnaire or contact procedures which may be necessary.
- 3.6.e. Remainder of wave 1 fieldwork with service users, based on a specification that is agreed after the 'live trial'. Further wave 1 deliverables will include a short interim report (c.2-3 pages) summarising the headline unweighted findings and based on partial data, final cleaned and weighted data tables and a full report (c.30 pages) summarising the headline findings from wave 1 including, where possible, sub-group analysis.
- 3.6.f. Conducting keeping in touch activity with participants. This might be carried out using emails and/or text messages, taking into account the types of contact details that respondents are willing to share at wave 1.
- 3.6.g. Re-contacting all services users who have undertaken an interview at wave 1. These follow up interviews ('wave 2') will take place approximately 6 months after wave 1. The number of interviews achieved at wave 2 will depend on the number of interviews achieved at wave 1. A short interim report (c.2-3 pages) will be delivered summarising the headline unweighted findings and based on partial data.
- 3.6.h. Final reporting deliverables will include cleaned and weighted data tables, a report (c.50 pages) summarising the headline findings from wave 2, including where possible comparisons with wave 1. This may also include limited sub-group analysis and a short briefing paper.
- 3.7 We encourage ICF, as the primary contractor for Housing First evaluation, to work in a consortium with other organisations to meet this objective, as they do for the original Housing First evaluation objectives. This enables the research to be undertaken by the organisations/people with the requisite skills and expertise, builds on existing partnerships and relationships and prevents MHCLG having to deal with multiple contractors.
- 3.8 The Supplier's responsibilities will include conducting work to keep in touch with service users in between interviews (where applicable), budgeting for and providing an incentive voucher to (service user) interviewees, sending privacy information by email



or post to participants following the interviews if they would like it, and enabling interviewees to withdraw their consent. In addition, if concerns arise for the participant's safety or the safety of another individual during an interview, it will be the responsibility of the Supplier to pass on those concerns at the earliest opportunity to a contact in the relevant Local Authority.

- 3.9 The Authority's responsibilities will include providing service users' personal details to the supplier (including - as a minimum – users' names, postal addresses, telephone numbers and – where available – email addresses), providing the questionnaires and the relevant privacy information in the appropriate languages and population data to use as weighting targets. It will also include provision of contact details for appropriate personnel in the 100 LAs.

4. KEY MILESTONES

- 4.1 The following new milestones have been included to cover Objective 8.

Milestone	Description	Approximate Timing
1	Initial sample from LAs invited / live trial to test questionnaire length and achievable target sample (with up to 500 people invited)	December 2020 -January 2021
2	Short interim report on interviews conducted so far	January 2021
3	Contact service users to invite them to participate in the research and conduct interviews ("Wave 1")	February-April 2021
4	Interim report on findings from initial fieldwork	May 2021
5	Contact all 'Wave 1" service users to invite them to participate further in the research and conduct interviews ("Wave 2")	May-August 2021
6	Short interim report on interviews conducted so far	June 2021
7	Report on findings from subsequent fieldwork	End of October 2021
8	Briefing paper on the findings	October 2021

5. BREAK CLAUSE

- 5.1 The Department reserves the right to break/amend the contract at the following points relating to Objective 8:



- 5.1.a. In January-February 2021, should insufficient contact details be provided by local authorities or the results of the Pilots data collection make it necessary.
- 5.1.b. In April 2021, should insufficient baseline interviews be obtained to enable follow-up and analysis.

6. OPTION TO EXTEND

- 6.1 The Department reserves the right to extend the tasks related to Objective 8 in the following circumstances:
 - 6.1.a. In a block of up to 6 months to allow for further follow up telephone interviews to be conducted at 12 months or if there is a delay to receiving initial data from Local Authorities
 - 6.1.b. And for an additional 12 months further to clause 6.1.a above to allow for further follow up telephone interviews to be conducted at 24 months or if there is a delay to receiving initial data from Local Authorities
- 6.2 All potential options to extend will not alter the overall duration of the ICF contract and relates to these discreet tasks only.

7. SECURITY REQUIREMENTS

- 7.1 See revised Schedule 7 for appropriate data protection information relating to this contract variation.