



Schedule 2 –
Specification – Provision of a Public-Facing Digital Service to Support the End Rough
Sleeping

1 Introduction

- 1.1. The Department for Levelling Up, Housing and Communities (DLUHC)'s Homelessness and Rough Sleeping Directorate is seeking to procure a supplier for the delivery of a public-focussed digital service on which members of the public can make an alert to local authorities (LAs) and their outreach teams when they see someone sleeping rough, and through which outreach staff can access accurate information from those alerts to find the individual sleeping rough as quickly as possible.
- 1.2. The successful bidder should have experience of developing and running a public facing service and be willing to build an understanding of the homelessness and rough sleeping sector to design and deliver a high-quality service that fits into LA rough sleeping services and provides a genuinely meaningful channel for concerned members of the public to help.
- 1.3. The Authority has a maximum budget of £1,216,000 exclusive of VAT for the initial Contract Period of two (2) Years, Tenderers are explicitly advised to bid for this Tender on this basis.

2. Background

- 2.1. The Department for Levelling Up, Housing and Communities (DLUHC) is a ministerial department, supported by 15 agencies and public bodies. Our work includes investing in local areas to drive growth and create jobs, delivering the homes our country needs, supporting our community and faith groups, and overseeing local government, planning and building safety.
- 2.2. The Government is clear that no one should be without a roof over their head and has a clear manifesto commitment to end rough sleeping this Parliament. We are making good progress, but there is much still to do. The recently published Rough Sleeping Strategy includes a commitment to "make it easier for the public to play their part in supporting people sleeping rough through continued funding to improve the StreetLink service that alerts local outreach teams to someone that the public has reported as sleeping rough.
- 2.3. DLUHC would like to enable the public to support people sleeping rough by providing an easy-to-use, online platform for members of the public to use to make an alert to the relevant outreach team about someone they see sleeping rough. The service will operate across England and Wales.
- 2.4. The service should provide helpful information to local outreach workers, such as location details and description of the person sleeping rough, that will enable them to quickly find individuals in their area who are sleeping rough.
- 2.5. The service should also enable LAs to engage with the public on local rough sleeping support by providing feedback to users on the outcome of their alert and wider information about what rough sleeping support is being provided in their area.
- 2.6. The current platform, 'StreetLink', has existed since 2012. The Authority is seeking to improve the current platform for a greater user-friendly service experience that can provide more effective information for outreach workers.
- 2.7. The total number of registered StreetLink users at the end of September 2022 was 299,876 and over the last two years, an average of 11,245 digital alerts (web and app) have been made each quarter.
- 2.8. An external discovery exercise was completed in 2019 and research has since been done by DLUHC to understand usage and what changes would have the most impact.



- 2.9. The Spending Review in 2021 has given us the opportunity to look afresh at a digital platform. We are seeking to procure a Supplier to work closely with DLUHC's homelessness and rough sleeping team on delivering a new and improved service.

3. Objectives

- 3.1. DLUHC is seeking to contract a Supplier to deliver a nationally accessible online digital platform for members of the public to use to alert local outreach teams to someone they have seen sleeping rough. The digital platform will need to include guidance on how to access this support for people who are sleeping rough, but our objective is not that this service becomes support for people in that situation, there are better pathways for them.
- 3.2. Delivery will include development of the digital platform, service delivery and management, ongoing support and maintenance.
- 3.3. It is envisaged that the service will be based around a website and mobile app, however we welcome proposals that can demonstrate a web app that is enabled for mobile use or can easily be integrated with mobile enabled interfaces.
- 3.4. We expect the digital platform to be ready to launch to the public by June 2023, with no break from the end of the existing service, with ongoing improvement and development over the course of the contract to meet user needs.

Aims

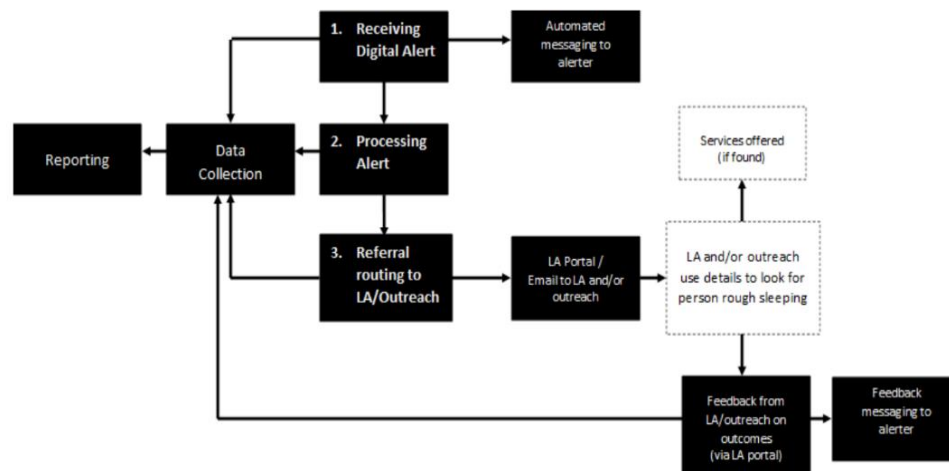
- 3.5. Provide detailed, accurate information from alerts to LA and outreach contacts so staff can find individuals sleeping rough as quickly as possible. Engage with LAs to build their requirements into the platform.
- 3.6. Promote the use of the platform to the public through clear communications and publicity.
- 3.7. Collect data from the platform to feed into wider data collection on rough sleeping and measure the impact of the service on the end of rough sleeping.
- 3.8. We are defining success as a popularly used platform (both in numbers of users and ease of use) that provides helpful information to outreach workers to find rough sleepers.
- 3.9. Our key quantitative metrics in this will be:
- The number of people visiting the platform and using the service to make alerts.
 - The percentage of alerts made that result in someone sleeping rough being found by an outreach worker.
- 3.10. Our key qualitative metrics will be:
- Feedback from the public on the platform, including how it has affected their understanding of rough sleeping.
 - Feedback from LAs on the usefulness of the alerts that come through the system.

4. Scope

- 4.1. To meet the above objectives the successful organisation is expected to deliver a nationally available public alert and referral service over the next 2 years (2023/24 - 2024/25).
- 4.2. There is a possibility to extend the contract for a further two (2) Years. Any extension will be subject to Financial Approval and satisfactory performance against the contract deliverables.
- 4.3. Delivery includes, but is not limited to:
- the development, hosting, support, service and maintenance of the digital platform;
 - processing and managing the alerts through the platform, including referring information onto LAs/outreach services;



- local authority engagement and public communications, including publicity to promote the use of the platform;
 - data collection to analyse the impact of the service on ending rough sleeping and reporting on the service against KPIs;
 - continuous improvement and development of the service.
- 1.2. The supplier(s) will need to deliver every aspect of the service. We are open to joint bids from organisations who want to work together on different elements of the delivery. we are open to
- 4.4. Outline process map:



- 4.5. The primary users of the service will be people who are not themselves sleeping rough.
- 4.6. There will be no requirement to build the service in a particular way, nor any technology that must/must not be used. We are open to bids proposing any model for this service. We welcome bids for entirely new platforms and processes, this does not need to be modelled on the old service or the systems it used.
- 4.7. The Supplier will be expected to continually improve the way in which the service is delivered throughout the contract duration.
- 4.8. We would expect the potential Supplier(s) to address the following service needs:
- 4.8.1. A digital service that enables people to make alerts when they see an individual sleeping rough.
- Team to build and maintain the website and the app.
 - Public interface with a focus on user experience that makes it accessible and easy to use.
 - Meets GDS Service Standards and GOV.UK design standards.
 - A user journey to make alerts with stops/options to prevent unhelpful alerts being entered.
 - Location functionality so alerts can be tagged to a location.
 - Send alerts to triage service.
 - Send alerts to data collection service.
 - Feedback provided to users on receipt of alerts, and work in partnership with triage/LA service to allow for tailored responses on the outcome of alerts.
 - Data protection for user details.
 - Analytics to understand user experience/journey and make changes to improve this.
 - Seek feedback on functionality of the app from users and LAs who receive the alerts and make any changes required.
 - Customer service function to allow for feedback from public users on the app.
 - User research and analysis of users (location, frequency of alerts made, timing of alerts) to understand platform usage and how to improve it.



- Work with triage service to analyse what makes a good alert to make changes to user journey to reflect this.
- Ongoing tech support to maintain the system, for example bug fixing and continuous development.
- As a minimum, alerts should capture the following information:
 - Time of day/night person seen sleeping rough
 - Location of person seen sleeping rough
 - Physical description and any other relevant information relating to the person seen sleeping rough
 - Contact details and consent information of the person making the alert (optional)

This list is not exhaustive, and we welcome suggestions from the Supplier on how alerts can be improved and provide effective intel to outreach teams.

4.8.2.Alert processing to pass information on the location of people sleeping rough to LAs.

- Team to set up the process and work with LAs on continuous development to tailor it to their needs.
- Automated triaging of alerts (based on LA requirements) to filter unhelpful alerts before they go to LAs/outreach workers.
- Manual triaging where automatic triaging isn't suitable
- Engage with LAs to understand their needs and requirements, regularly get their feedback on changes needed.
- Build an interface for LAs/outreach workers to see their alerts and to input the outcome of each alert.
- Pass feedback from LAs on the outcome of the alert back to the public platform to inform the user who made the alert.
- Capability to integrate with LA line of business systems where relevant.
- Ongoing tech support to maintain the system, for example bug fixing and continuous development

4.8.3.Data collection and reporting service to analyse impact on ending rough sleeping

- Collect data from the online platform and from the triaging process and store it, including (but not limited to):
 - Number of alerts, timing and location
 - Outcomes of alerts
 - Regional differences
 - How changes to the user journey affect alert outcomes
- Capability to integrate with CHAIN and SHIN (Wales) and potentially other systems (e.g., LAs local systems).
- Analyse to understand the effectiveness of the system, particularly when changes are made, and make recommendations for improvement.
- Identify trends and patterns in the data and suggest that can show areas for improvement.
- Provide regular reports to stakeholders on the data collection and analysis, including commentary on the above.
- Share data for publication by HMG as needed.
- The Supplier will need to monitor the performance of the platform to report on its impact on public engagement with rough sleeping and how to help, and on LA outreach teams' work.

4.8.4.Publicity and comms to promote the use of the platform to the public

- To promote the use of the service, the Supplier will need to develop structured public communications that increase the effective usage of the platform.
- Produce material for the public platform to explain to the public what they can do to support rough sleeping, including FAQs that reflect public interest.



- Work with LAs to develop local messaging about what is being done to help rough sleeping and how the public can help.
- Design branding to increase the recognition of the platform.
- Regularly update the material to reflect changing rough sleeping situation e.g., cold weather, government announcements, local initiatives.
- Promote the platform on social media accounts.
- User research to find out what messaging public opinion and understanding of rough sleeping is to tailor messaging.
- Analysis to understand impact of comms on alert quantity and quality.
- Work with the online platform team to support their customer service.

4.8.5. Governance

- Working with stakeholders in central and local government to ensure feedback loop on the performance of the system.
- Raise any performance issues with suppliers.
- Monitor if the results being delivered are aligned to the KPIs set out in the contract.
- Monitor spend and ensure it is in line with the contract.

4.9. We would expect the potential Supplier(s) to address the following user needs:

4.9.1. Members of the Public

- To have the ability to do something to help when they see someone sleeping rough
- To understand what help can be provided
- To know what happened / what help has been provided in response to their alert

4.9.2. In a recent survey on public perceptions and homelessness, whilst there was a low awareness of the existing StreetLink service, there was a positive response to being able to do something constructive to help people. Participants appreciated the way you can report anonymously rather than worrying how best to approach rough sleepers themselves, and the idea of an app was appreciated by many in younger audiences (18-24/25-44 years), who would be keen to download the App and use.

4.9.3. Outreach/LAs

- To receive required information about someone sleeping rough
- To find the person sleeping rough quickly and easily
- To identify new rough sleepers as quickly as possible
- To reduce time spent responding to duplicate alerts, street activity, know persons or 'hotspots'
- To maximise the impact of the referral service, the Supplier(s) will need to work with LA partners to understand local outreach requirements and rough sleeping pathways to ensure the referral service provides information effectively.

4.9.4. In a recent survey of local authorities on their use of the existing StreetLink service, 93% of respondents said they use StreetLink as part of the LA's activities to end rough sleeping

4.9.5. Accessibility

- The Supplier shall ensure that the service is enabled for mobile use or can easily be integrated with mobile enabled interfaces.
- The Supplier shall ensure, where required, all technology and digital services are designed in line with the Government Digital Service (GDS) standards, and in particular number 5 which is "Make sure everyone can use the service".
- The Supplier shall ensure, where required, all technology and digital services are compliant with WCAG accessibility standards and best practice.
- The Supplier will be expected to provide or contribute to support for service users, which:
 - helps the public and LAs use the service effectively



- is easy for users to find and access, at the times and places they need it
- is free to use (no additional fees are charged)
- gives a good end to end experience for users
- is trusted by users
- securely stores and handles users' personal data, ensuring users' privacy is maintained
- meets legal accessibility and language requirements
- is measured through analytics and user feedback, to improve the support and make the digital service better.

4.10. Transfer of Undertakings (Protection of Employment) ("TUPE"):

- 4.10.1. We consider that the Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE") may apply at the Competition procedure.
- 4.10.2. Any relevant information has been included in the pack, but it is your responsibility to take your own advice and consider whether TUPE is likely to apply in the particular circumstances of the contract and to act accordingly. You are therefore encouraged to carry out your own due diligence exercise.

5. Deliverables/Outputs and Performance Measures

5.1. Deliver a nationally accessible (England & Wales) online digital platform for members of the public to use to alert local outreach teams to someone they have seen sleeping rough.

- Outputs
 - Deliver a public interface with a focus on user experience that makes it accessible and easy to use. Ensure GDS Service Standards and GOV.UK design standards are met. Provide ongoing tech support to maintain the system, for example bug fixing and continuous development and iteration.
 - Design a user journey to make alerts with stops/options to prevent unhelpful alerts being entered. Incorporate analytics to understand user experience/journey and make changes to improve this.
 - Provide feedback to users on receipt of alerts, and work in partnership with triage/LA service to allow for tailored responses on the outcome of alerts.
- Quantitative outcome: user satisfaction of the platform increases e.g., Appstore reviews, number of complaints about functionality decreases, issues dealt with within a set time.

5.2 Provide detailed, accurate information from alerts (such as that described in 4.8.1 above) to LA and outreach contacts so staff can find individuals sleeping rough as quickly as possible. Engage with LAs to build their requirements into the platform.

- Outputs
 - Automated triaging of alerts (based on LA requirements) to filter unhelpful alerts before they go to LAs/outreach workers. Provide manual triaging where automatic triaging isn't suitable
 - Pass detailed information on the location of people sleeping rough to LAs/outreach teams. Work with LAs to understand what makes a good alert and make changes to user journey and triage service to reflect this.
 - Build an interface for LAs/outreach workers to see their alerts and to input the outcome of each alert.
 - Service level agreements with LA areas that have specific needs or contextual factors (e.g., high numbers of rough sleepers, low numbers of outreach workers, large rural areas etc.) to make sure their needs are catered to.
- Quantitative outcome: The number of alerts with the outcome of 'person found' increases as a proportion of overall alerts.



5.3 Promote the use of the platform to the public through clear communications and publicity.

- Outputs
 - Establish a comms strategy to promote the service. Conduct user research to find out what messaging public opinion and understanding of rough sleeping is to tailor messaging.
 - Produce material for the public platform to explain to the public what they can do to support rough sleeping, including FAQs that reflect public interest. Regularly update the material to reflect changing rough sleeping situation e.g., cold weather, government announcements, local initiatives.
 - Work with LAs to develop local messaging about what is being done to help rough sleeping and how the public can help.
- Quantitative outcome: number of registered members increases and the number of members who make alerts increases.

5.4 Collect data from the platform (on alerts and on usage) to feed into wider data collection on rough sleeping and measure the impact of the service on the end of rough sleeping.

- Outputs
 - Collect data from the online platform and from the triaging process and store it, including but not limited to:
 - Number of alerts, timing and location
 - Outcomes of alerts
 - Regional differences
 - How changes to the user journey affect alert outcomes
 - Ensure capability to integrate with CHAIN and SHIN (Wales) and potentially other systems (e.g., LAs local systems).
 - Identify trends and patterns in the data and suggest that can show areas for improvement.
 - Provide regular reports to stakeholders on the data collection and analysis, including commentary on the above.
 - Provide cleaned dataset to DLUHC to enable further analysis on a regular basis (quarterly)
- Qualitative outcome: Data from the platform is used to develop the platform and wider HRS policy.

5.5 KPIs: We encourage suppliers to propose key performance indicators for their work. The Authority will consider these, and otherwise measure the quality of the Supplier's delivery by:

Objective	KPI	KPI Description	KPI Target
Project management and delivery	1	Inception meeting within two weeks of contract commencement.	100%
	2	Supplier can demonstrate they are delivering the GDS Service Standard by passing external or internal Service Assessments.	100%
	3	Initial draft of a roadmap, backlog and risk register to be produced within four weeks of contract award and updated throughout contract.	100%
	4	Service to go-live by 30 April/30 June 2023.	100%
	5	Attend quarterly progress meetings, via Teams or face-to-face, with the DLUHC project team. Payments will be scheduled for after these meetings and payments will be made if DLUHC project team is satisfied with progress.	100%



	6	<p>Progress reports to be provided by email by the Supplier no later than seven days before scheduled progress meetings. To include:</p> <p>Usage</p> <p>Number of people accessing the platform</p> <p>Number of registered users who make an alert and how frequently</p> <p>Number of people who start an alert but don't complete and at what point they stop</p> <p>Number of alerts</p> <p>Alert quality</p> <ul style="list-style-type: none"> • % Alerts with a 'person found' outcome • % Alerts with a 'person found' outcome when the person was not already known to local services • % Alerts that were unusable by LAs e.g. not enough, or not clear enough, information • % Alerts filtered out through triaging <p>User experience</p> <ul style="list-style-type: none"> • Feedback from LAs with highest number of alerts • Feedback from public user research surveys • Google and app store reviews of the platform 	100%
Deliver an online digital platform operating across England and Wales and available 24/7, for members of the public to use to alert local outreach teams to someone they have seen sleeping rough	7	Number of registrations to reach 200,000 after one year and 300,000 by the end of the contract.	90%
	8	Number of alerts received per quarter to reach a mean average of 8,000 by 30 March 2024 and continue to increase to a target of a mean average of 10,000 by end 2025.	100%
	9	Ensure the service is available for the public to use 24/7. <i>Flex is possible for circumstances outside the supplier's control e.g., server outages.</i>	95%
	1	Nudges to complete user research surveys to all registered public users once a quarter. Results to be provided to DLUHC monitoring meeting and to be fed into development sprints for improvements.	100%
	1	Public online user reviews to achieve an overall 'Good' rating or above by March/June 2024. Google and app store reviews of the platform to be over 3.5 stars.	80%
	1	Meet digital accessibility standards and publish an accessibility statement in time for the 'go-live' date of March/June 2023. Make sure any new content and features published continue to meet accessibility standards.	100%
	1	<p>Bugs fixed within set timescales:</p> <ul style="list-style-type: none"> • Platform operation: if a bug has implications to part of the product critical to the functioning of the platform, the bug should be fixed within [xx] hours 	



		<ul style="list-style-type: none"> User impact: if a bug has severe implications that will affect a large number of users and negatively impact the user's ability to help someone they have seen sleeping rough, the bug should be fixed within [xx] hours Bug Prioritisation Scoring Template Workarounds can be used but only if absolutely necessary and DLUHC must be informed if a bug cannot be fixed within the specified timescale 	
	1	Create a list of prioritised developments to be made to the platform and discuss timing/prioritisation of these with DLUHC contacts every month (informal meetings separate from the monitoring meetings)	100%
	1	Four development sprints to be conducted a year for big changes driven by feedback from users, platform analytics. Analysis to be conducted of the impact of the sprints on improved public usage and alert quality.	75%
	1	Analytics to be conducted before every monitoring meeting to provide the information required in KPI 5.	100%
Provide detailed, accurate information from alerts to LA and outreach contacts so staff can find individuals sleeping rough as quickly as possible. Engage with LAs to build their requirements into the platform.	1	Maintain an up-to-date list of LA contacts responsible for the service in their organisation.	100%
	1	High % of 'person found' results from alerts – target 25% by 30 March/June 2024, continuing to increase throughout 2025.	80%
	1	Surveys to be sent to all Local Authorities every six months on the platform's ease of use and the quality of alerts. Results to be provided to DLUHC monitoring meeting and to be fed into development sprints for improvements.	100%
	2	Service level agreements with LAs with particular needs (to be decided by DLUHC initially but reviewed at the quarterly meetings) to deliver referrals to their requirements.	75%
	2	Agreed target time for alerts to be triaged and passed on to LAs as appropriate of four hours.	75%
Promote the use of the platform to the public through clear communications and publicity	2	Provide feedback to members of the public on the outcome of their report (to those who request it) within 10 working days of their report being made. Feedback to include information (written by LAs) on the local response to rough sleeping.	100%
	2	Social media engagement strategy developed in advance of the go live date.	100%
	2	Quarterly comms piece (e.g., newsletter) to be sent out to registered users and stakeholders to update on changes to the platform, information on the current rough sleeping situation e.g., severe weather or stats announcements, and	100%
	2	Develop (in partnership with DLUHC) content on the for the platform on how best the public can help with rough sleeping and information on the current rough	100%



		sleeping situation. Monitor traffic to this part of the site to see if it is being used.	
	2	Conduct an annual survey on awareness of StreetLink and public understanding rough sleeping and how best to support people. To be done in partnership with DLUHC.	100%
	2	Establish a communication channel (e.g., email address or form on the platform) for the public to provide feedback and respond to all feedback within five working days.	90%
Collect data from the platform (on alerts and on public usage) to feed into wider data collection on rough sleeping and measure the impact of the service on the end of rough sleeping	2	Data shared with CHAIN and other stakeholders quarterly. Engage stakeholders on what information is useful and make changes to the platform to collect it where appropriate.	

6 Approach (optional)

- a. Bidders are invited to submit their proposals for suitable methodology to deliver the scope in Section 4 above.
- b. The potential Supplier(s) proposal should include:
 - Approach and methodology
 - Technical solution
 - How the approach will meet user needs
 - Value for money
- c. The Supplier shall provide a sufficient level of resources throughout the duration of the commission in order to consistently deliver a quality service.
- d. The Supplier's staff assigned to the commission shall have the relevant qualifications and experience to deliver the commission to the required standard.
- e. The Supplier shall ensure that staff understand the Authority's purpose and objectives and respond to queries raised by the Authority within [xx] hours throughout the duration of the Contract.
- f. Essential skills and experience:
 - Multi-disciplinary team with agile delivery capability
 - Experience developing and running a Citizen facing service, for example, from Private beta to live, including where GDS service assessments are applicable
 - Experience applying user-centred design principles to digital services
 - Experience of modern coding practices to run a high volume, transactional, web-based service
 - Ability to analyse and report on user data
- g. Nice-to-have skills and experience
 - Experience with GDS Service Standards and GOV.UK design system
 - Experience building good technology that meets user needs whilst delivering at pace



The Authority will use the essential and nice-to-have skills and experience to help them evaluate Supplier(s) technical competence.

7 Key Dates

Activity	Indicative Date
Invitation to tender	December 22
Closing date for tender responses by	January 23
Evaluation of bids	January 23
Award of Contract	Feb 23

8 Contract Management Arrangements

- This contract will be managed by the Contract Manager based in DLUHC. With support from DLUHC Digital. DLUHC will work with the supplier throughout the contract to monitor how the service is working and its impact. We will also be involved in discussions to decide what changes and improvements are needed to meet our ambition.
- Contract management will involve regular review meetings. The frequency of these meetings will be established during the mobilisation phase and will be reviewed in line with delivery milestones. Ideally this would be fortnightly in the immediate build stage but move to monthly once the service is operational.
- We will establish a review group; representatives from DLUHC, LAs and the Supplier(s) should attend. Supplier should present any suggestions for new ways of working during review meetings.
- We will request regular progress reports against delivery which we will use to inform discussions at review meetings. The governance process and reporting arrangements will be established during the mobilisation phase. The following table sets out the typical governance/meeting type and frequency:

Governance type/purpose	Meeting	Typical Frequency	Typical agenda items
Strategic	Senior contract stakeholders – board level	Quarterly	Supplier and authority objectives, innovation, continuous improvement, critical issues
Operational	Operational management	Monthly	Routine SLA management, escalations and disputes
Transactional	Contract management	Weekly or fortnightly	Invoice payment, milestone tracking

- Changes and improvements to the service or the way in which it is to be delivered must be brought to DLUHC's attention and agreed prior to any changes being implemented.
- DLUHC will support the Supplier on local authority engagement by facilitating discussions throughout the contract and will expect the supplier to work with us on public communications to promote the service and the success of the work.



9 Security and confidentiality requirements (optional)

- a. In accordance with Schedule 36 – Intellectual Property Rights - Terms and Conditions, the Authority will retain full Intellectual Property Rights for the work completed, including but not limited to:
 - i. Digital product/platform built
 - ii. Branding
 - iii. Marketing material
 - iv. Discovery research
- b. The Supplier will be the Data Controller and therefore responsible for carrying out any data protection impact assessment.
- c. The Supplier shall provide a clear Privacy Notice on the digital service where any personal data is to be shared with DLUHC, Local Authorities and their commissioned outreach services.

10 End of contract (optional)

10.1 Dependent on future funding and the delivery of the service over the next two years, DLUHC reserve the right to extend the service for the Provision of Public Focused Digital Service to Support the End of Rough Sleeping for Two (2) Years via exercisable Option.

This explicitly means that DLUHC reserves the right to extend for a further two years, ***after*** the initial two year Period.

11 Glossary (optional)

Expression or Acronym	Definition
DLUHC	Department for Levelling Up, Housing and Communities
Supplier(s)	The successful bidder(s) for this commission, with whom DLUHC will have a contract
Outreach/Outreach services	Teams of sector professionals who meet people sleeping rough and offer them help and access to services to move them away from the streets.
Alert	A notification raised by a member of the public via the digital platform providing details about someone they have seen sleeping rough
Referral	Forwarded information from an alert to the relevant LA and/or outreach services
CHAIN	Combined Homelessness and Information Network – multi-agency database recording information about people sleeping rough and the wider street population in London.
SHIN	Street Homelessness Information Network – multi-agency database recording information about people sleeping rough in Wales.
GDS	Government Digital Service
WCAG	Web Content Accessibility Guidelines