

**TENDER DOCUMENTATION**

Appendix 6

SPECIFICATION

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| **Safe Sleep Winter 2017/18** |

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## General Requirements

The Contractor must:

* 1. Clearly publish the aims and objectives of the Service
	2. Be able to start the service from the 1st December 2017 to 28th February, 2018, ensuring that it operates 7 days a week and at a minimum of between the hours of 20:00 – 8:00 each day.
	3. Provide an **inclusive** and flexible service that works to accommodate up to 40 rough sleepers each night, including assessment of people who present during the night, dependent on vacancies.
	4. Provide premises that meets necessary Exeter City Council Planning consent to enable it to be used as a night shelter. Premises must have a working W/C, Kitchen (providing drinking water and hot drinks), Separate sleeping quarters (where possible) for Male and Female Rough Sleepers, provide Sharps containers and provide suitable area for dogs.
	5. To work with Businesses in the vicinity (where appropriate) and wider community to address concerns and to ensure that any ASB caused internally or in the immediate vicinity. Maintain regular contact with these groups and provide a responsible approach to tackling ASB.
	6. To work with rough sleepers to ensure that their needs are met as best as possible and that they are given the opportunity to develop house rules.
	7. Work with Faith Groups, Soup Kitchens and Volunteers to provide added value to the service.
	8. Ensure that they meet Homeless Link’s guidance on extended winter provision <http://www.homeless.org.uk/our-work/resources/guidance-on-severe-weather-emergency-protocol-swep-and-extended-weather-provision>
	9. Keep an accurate record of all rough sleepers who have been assisted with Safe Sleep. To actively work with rough sleepers to identify accommodation options and include working closely with Outreach, Resettlement, Council, St Petrocks and providers to assist them to move out of Safe Sleep and into more stable accommodation.
	10. To keep accurate rent records of all clients accommodated at Safe Sleep and shall be responsible for completing all relevant documentation with regard to Housing Benefit claims. This include, without limitation, the collection of data, supply of Housing Benefit Forms and maintaining rent records.
	11. To develop an inclusive management policy which outlines ASB, Substance Misuse, warnings and exclusions. It is important that there are clear rules and an exclusion policy that is developed alongside the Council, external providers and service users.
	12. Rough sleepers with no local connection to Exeter and wider Devon will be provided with a Single Service Offer and reconnected, where safe, to an area where they have a local connection.
	13. Not used.
	14. To participate with the development of Severe Weather Provision Protocol for Exeter.
	15. To liaise with relevant external agencies to ensure that there is a clear process for accessing Safe Sleep and to ensure consistency in approach and that sustainable solutions are found.
	16. Have secure electronic monitoring systems that adhere to best practice and relevant legislative requirements on data protection for the storage of data relating to the Service. Have clear outcome indicators and systems to measure outcome performance and provide for the monitoring requirements of Homeless Link Annual Survey**.**
	17. Provide a report for members and commissioners providing a comprehensive overview of the service ensuring that feedback from service users, external partners and community is provided. Bidders to provide an outline report as part of their response and must include as a minimum the following information:
* Number of people using the accommodation per night
* Sex (M/F) using the accommodation per night
* Age groups using the accommodation per night

18 to 25

25 to 40

40 to 65

65 plus

* Average number of nights per person
* Local connections made for each client and provide and details thereof
* Number of clients assisted off the street and into more stable accommodation (including details of where placed)
* Number of clients who return to the streets after the service ends (31st March, 2018)
* Number of exclusions made, including reasons for exclusion
* A minimum of 2 case studies to be submitted per month (1 x male and 1 x female)
* Monthly summary of service provision and challenges faced, including (where appropriate) how these were overcome.

## Staffing Requirements

The Contractor must:

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

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

The Contractor must:

### Deliver an **inclusive** homeless shelter which is accessible 7 days a week and open for period of up to 3 months from 1st December,2017 through until 28th February, 2018. The premises must be accessible at a minimum from 20:00 Hours through until 8:00am the next morning. Where possible the service will be accessible during the day to provide meaningful occupation opportunities.

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

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

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

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

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

### Send daily report to Council, Outreach Team and other agreed external partners as to who has accessed the provision and any incidents which may have occurred. Where possible reports to be sent by 10am the next day, any incidents which might directly impact on other agencies need to be communicated by telephone before 9:00.

* 1. Have secure electronic monitoring systems that adhere to best practice and relevant legislative requirements on data protection for the storage of data relating to the Service. Have clear outcome indicators and systems to measure outcome performance and provide for the monitoring requirements of Homeless Link Annual Survey see **Appendix 8.**
	2. Provide a report for members and commissioners providing a comprehensive overview of the service ensuring that feedback from service users, external partners and community is provided.

### Be expected to suggest as part of their response to the questions in **Appendix 11 – Bidders Response** any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Authority. The Applicant will also be expected to explain what additional social value they may be able to offer as part of this Contract over and above what has already been outlined within this Specification. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.

**Appendix A – Performance Monitoring**

## Fortnightly Meetings

The Authority requires fortnightly review meetings with the Contractor to discuss the performance of the Service, suggest improvements and acknowledge achievements to be held at the Council premises at no cost to the Council.

## Management Information

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

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

**Targets**

* The main requirement will be to assist up to 40 people to move on into settled accommodation over the course of the funding.
* To keep up to date records of people you have assisted and detailing interventions and length of time from homelessness into settled accommodation.
* To have no more than 20% of the rough sleeping population (as recorded during the Autumn Estimate) still bedded down on the streets after the Provision is open.

For the purpose of this agreement, there were 41 recorded persons rough sleeping in 2016, and therefore no more than 8 people should be still rough sleeping when the provision is opened. It is the contractor’s responsibility to engage with rough sleepers, encourage them to use the winter provision that is being provided.