

Service Specification: Work-Ready Hub

Aim: Provide a psychologically informed environment for up to 15 people who are work-ready.

Overview: A building-based short-stay service set up to ensure 15 work-ready clients have somewhere safe to stay whilst being supported to find work and exit/prevent rough sleeping.

Building(s): The service would ideally be based across no more than three buildings, providing approx. 15 rooms in total.

The provider is responsible for the safe running of the building.

Nb. We are happy to work with a provider that can only supply part of the 15 spaces – ideally where all (or majority) of clients have their own room. We will either look for a combination of providers and/or supplemented provision by using temporary accommodation via private sector landlords.

The service is not expected to have regular onsite staff – but ideally for security would have some Concierge/ staffing cover in the evenings/night. We are also happy to consider alternative proposals from the provider on managing the sites security.

Location: The accommodation needs to be within (or very close to) the London Borough of Ealing.

Funding: We are asking providers to quote for up to one year's funding to run this service. The cost must be for the full cost – including housing/lease costs, running costs of the building and proposed concierge/security or other cover.

Nb.

Your price should anticipate ZERO rental income/housing benefit or service charge. Clients who are in paid employment, will not pay rent, but save to move into the private sector.

It may be possible to get rental income / Housing Benefit for clients who are eligible and not in work – however it would be expected that this is used to expand the service provision / staffing.

Please also note that clients will be supported by the RSI Floating Support worker (see below). This is funded separately and sits within the Outreach Service so is not part of this Specification.

Period: The start date of the service is from 1st April 2020 onwards (please quote against your anticipated start date) and ends on 31st March 2021.

Client Group: Clients will be rough sleepers, and those at risk of rough sleeping who meet the following criteria,

- Over 18 years of age
- Independent / Low support needs
- Eligible to work in the UK, motivated and work-ready

The service will accept couples

Work-Ready Hub

Referrals Agencies:

- Ealing Rough Sleeping Outreach Service;
- Rough Sleeping Assessment hub;
- Ealing Navigators;
- Ealing Rough Sleeper Borough Coordinator

Support (in project and move on):

Clients will be supported by the existing RSI funded Floating Support worker based in the Rough Sleeper Outreach Service.

Support will generally be provided during office hours, Monday – Friday.

Support will include:

- Full assessments
- Development of an action plan around support needs and to access employment
- Referrals to specialist education, training and employment services as well as the Job Centre.
- Regular support sessions
- All EEA nationals will need to register under the EU Settlement Scheme with support of specialist services.

Move-on:

Move-on will predominantly be into the private sector – it is anticipated that clients will lead on searching for an affordable room to rent.

The Floating Support worker will have access to a budget to assist with deposits/rent advance to access the private sector, where the client is not eligible for DHP or other grants.

If clients are eligible and need additional support, they may be referred into supported accommodation.

Where clients are not eligible, reconnection to home areas may be the only option.

Outputs:

The service will support 15 clients for an average of 3-4 month stays – approx. 45 people assisted over the year

Outcomes/Key Performance Indicators:

1. > 95% occupancy of rooms
2. > 95% engage with education, training or employment support services within 3 weeks
3. > 75% find sustainable employment within 3 months
4. > 60% move into longer term sustainable accommodation (anticipated to last at least 6 months) within 4 months
5. < 10% return to rough sleeping within 6 months of leaving the project
6. > 90% of EU nationals have their Settled Status clarified via the EU Settlement Scheme