

Finance and Resources Committee

10.00, Tuesday, 23 January 2018

Award of Contract for Homelessness Prevention: Street Outreach, Support Hub and Complex Needs Visiting Housing Support Services

Item number	7.14
Report number	
Executive	
Wards	City Wide
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Executive Summary

This report seeks the approval of the Finance and Resources Committee to award a contract for the provision of Homelessness Prevention Services including a Support Hub, Street Outreach service and Visiting Housing Support service for people with complex needs, from 1 April 2018 for a period of three years, with options to extend for a maximum of two further years.

The total estimated value of the contract, including extensions, is £7,167,400. When compared to the pilot projects this represents an estimated saving of £704,320 (£140,864 per annum) over the duration of the contract including extensions

Award of Contract for Homelessness Prevention: Street Outreach, Support Hub and Complex Needs Visiting Housing Support Services

1. Recommendations

- 1.1 The Finance and Resources Committee approves the award of a contract to Streetwork for Homelessness Prevention Services including a Support Hub, Street Outreach Service and Visiting Housing Support Service from 1 April 2018 for a period of three years, with options to extend for a maximum of two further years and an indicative value of £7.1 million

2. Background

- 2.1 The Homelessness Prevention Commissioning Plan, approved by the Policy and Strategy Committee on 6 September 2011, set out the need to prevent homelessness wherever possible and where people do become homeless, for services to help people resolve their homelessness as quickly and effectively as possible.
- 2.2 The Commissioning Plan also set out the requirement to provide support which is flexible and effective for people with a range of needs. Therefore, the City of Edinburgh Council (the Council) requires a support service to assist individuals with multiple and complex needs.
- 2.3 The purpose of this service is to provide street outreach and a support hub for people who are homeless and / or street beggars, who may have complex needs, to access suitable accommodation and support services and to provide visiting housing support to people with complex needs who are homeless or at risk of homelessness to get or keep a home.
- 2.4 On 4 June 2015, the Finance and Resources Committee approved the award of three pilot projects for the provision of a crisis outreach service and a visiting housing support service for people with complex/multiple needs. The pilot projects will end on 31 March 2018.

3. Main report

- 3.1 On 20 March 2017, the Council published a Prior Information Notice (PIN) on the Public Contracts Scotland (PCS) website, providing information about its intention to undertake procurement of support services for homelessness prevention. 23 notes of interest were received.
- 3.2 Extensive coproduction was carried out which included engagement with potential providers and past and current service users. Information from the coproduction exercises assisted with the design of the Specification. Further information on coproduction can be found in the Consultation and Engagement section of this report.
- 3.3 On 4 September 2017, the Council published a Contract Notice and Invitation to Tender (ITT) on PCS.
- 3.4 A provider briefing meeting was held on 21 September 2017 to give further guidance to potential bidders about the requirements and the related technical details of tendering on PCS.
- 3.5 A total of two tenders were received by the closing date of 16 October 2017.
- 3.6 The Council set a minimum acceptable level for quality assessment to ensure quality would have a significant influence on the outcome.
- 3.7 The recommendation for award of contract is based on the completed evaluation scores for the two tenders as detailed below:

Provider	Quality (out of 60)	Price (out of 40)	Total (out of 100)
Streetwork	59.25	40.00	99.25
Provider B	39.00	37.56	76.56

- 3.8 Streetwork working with Simon Community Scotland achieved the highest score for both quality and price.

4. Measures of success

- 4.1 The contract is awarded on the basis of the most economically advantageous tender to have met the qualitative, technical and commercial requirements.
- 4.2 The services help to achieve a sustainable Edinburgh, because service users will receive support to set up and maintain appropriate accommodation; avoid eviction or loss of accommodation; and prepare for and/or maintain living independently.
- 4.3 The Council achieves improvements in service provision and value for money by taking account of information obtained from monitoring the pilot projects and from the coproduction process.
- 4.4 The Council achieves compliance with procurement legislation, regulations, policies and procedures relating to responsible expenditure of public monies.

- 4.5 The service is monitored with Key Performance Indicators which are linked to the key objectives of the service including assisting service users to find, set up and keep appropriate accommodation, avoid eviction or loss of accommodation and prepare for and/ or maintain living independently.

5. Financial impact

- 5.1 The provision of the Support Hub includes payment by the provider of an annual rental fee to the Council for lease of the Council's property. Information about the lease agreement and the rental fee of £31,000 per annum was included in the tender documents. The annual cost of this contract is estimated at £1,433,480 and the total estimated value of the contract, including extensions, is £7,167,400. Compared to the pilot projects (£1,574,164 per annum), this represents an estimated saving of £704,320 over five years (£140,864 per annum).
- 5.2 The cost associated with procuring these contracts is estimated at between £10,001 and £20,000.

6. Risk, policy, compliance and governance impact

- 6.1 If this contract is not awarded there may be a risk of the Council being unable to meet its aims as set out in The Homelessness Prevention Commissioning Plan.
- 6.2 The contract to be awarded is compliant with procurement regulations and the Council's Contract Standing Orders (CSOs). The risk of legal challenge relating to contractual arrangements for the provision of these homelessness prevention support services will thereby be reduced.
- 6.3 Key Performance Indicators (KPIs) will inform regular service monitoring.
- 6.4 The provider is required to meet the following requirements as part of the contract to ensure quality of service;
- 6.4.1 Care Inspectorate minimum of Grade 4 for Quality of Care and Support;
 - 6.4.2 All personnel who will be employed and volunteers used to deliver this contract are appropriately PVG registered or Disclosure Scotland checked as relevant to their role in the organisation; and
 - 6.4.3 Relevant staff will be SSSC registered.

7. Equalities impact

- 7.1 An Equalities and Rights Impact Assessment (ERIA) was undertaken for the Homelessness Prevention Commissioning Plan, which was approved by the Policy and Strategy Committee on 6 September 2011.

- 7.2 A subsequent ERIA was undertaken prior to the procurement of these contracts and it has been updated.
- 7.3 Information from the ERIA was used to inform the Specification to ensure equitable access to the service for all eligible service users.

8. Sustainability impact

- 8.1 The impacts of this report in relation to the 3 elements of the Climate Change (Scotland) Act 2009 Public Bodies Duties have been considered, and the outcomes are summarised below.
- 8.2 The proposals in this report will neither reduce nor increase carbon emissions.
- 8.3 The need to build resilience to climate change impacts is not relevant to the proposals in this report because there are no related matters for consideration.
- 8.4 The proposals in this report will help achieve a sustainable Edinburgh, because service users will receive support to set up or maintain appropriate accommodation; avoid eviction or loss of accommodation; and prepare for and / or maintain living independently.
- 8.5 Environmental good stewardship is not considered to impact on the proposals in this report, because there are no related matters for consideration.
- 8.6 The preferred bidder has offered to provide a range of community benefits related to the contract, including engagement with schools, colleges and local clubs with learning opportunities about homelessness and supporting people with lived experiences to gain employment with Streetwork or alternative organisations. The designated contract manager in the Partnership and Planning Team in Homelessness and Housing Support will be responsible for monitoring the delivery of these community benefits.

9. Consultation and engagement

- 9.1 A coproduction briefing meeting with incumbent and potential providers took place on 24 April 2017. This was followed by a coproduction cafe style workshop with providers on 12 May 2017 and 6 June 2017, which was attended by nearly 40 participants, included representatives from 16 different organisations and relevant representatives from the Council and NHS.
- 9.2 Summaries of the discussions during the workshops were published on 27 July 2017 and a draft service specification was published encouraging additional feedback.
- 9.3 A survey of service users was undertaken and 35 completed surveys were subsequently returned. Additionally, two service user consultation events were held, whereby service users were given the opportunity to discuss the topics in the questionnaire and their experience of services.

- 9.4 The service users' feedback highlighted the importance of flexibility of service and consistency with the support worker they received and this was reflected in the Specification.

10. Background reading/external references

11. Contract Award for Homeless Prevention – Crisis and Complex Services, Finance and Resources Committee, 4 June 2015.

- 10.1 *Review of the Implementation of the Homelessness Prevention Commissioning Plan and Extension of Contracts*, Finance and Resources Committee, 2 February 2016, Item 7.5
- 10.2 *City Housing Strategy 2012-2017*, Health, Social Care and Housing Committee, 13 December 2011, Item 11

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Appendices

Appendices

1 – Summary of Tendering and Tender Evaluation Processes

Appendix 1

Summary of Tendering and Tender Evaluation Processes

Contract	Homelessness Prevention – Street Outreach, Support Hub and Complex Needs Visiting Housing Support Services Contract Ref: CT2195	
Contract Period	1 April 2018 to 31 March 2023	
Estimated Contract Value (including extensions)	£7,167,400 (including extensions)	
Procurement Route Chosen	Open Procedure	
Tenders Returned	2	
Name of Recommended Supplier	Streetwork	
Price / Quality Split	Quality 60	Price 40
Evaluation Criterion and Weightings and reason for this approach	Criteria	Weighting (%)
	Service Delivery	25%
	Organisational Structure	10%
	Practical Support	25%
	Lessons Learned	15%
	Performance Management	10%
	Fair Working Practices	10%
	Zero Hours Contracts & the Living Wage	N/A
	Community Benefits	5%
Evaluation Team	Council Officers from Homelessness Services with relevant experience.	