

Procurement of Countywide Floating Support Service to prevent homelessness

To: Adults and Health Committee

Meeting Date: 17 March 2022

From: Will Patten, Service Director, People & Communities

Electoral division(s): All

Forward Plan ref: 2022/007

Key decision: Yes

Outcome: To provide Committee with an understanding of the approach that will be taken to re-procure the Countywide Floating Support Service for adults requiring support to maintain or sustain their accommodation.

To provide Committee with information on the timescales for the planned procurement.

To seek approval from Committee to proceed with the proposed procurement approach.

Recommendation: The Adults and Health Committee is being asked to;

a) Approve the recommissioning of the Countywide Floating Support service for adults with support needs for a contract period of 5 years and total value of £4,848,160.

b) Agree to delegate the responsibility to award the contract to the Executive Director of People and Communities.

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Member contacts:

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1. Background

- 1.1 The Countywide Floating Support Service is part of the range of service commissioned by Cambridgeshire County Council to provide support to people experiencing homelessness.
- 1.2 The focus of this service is to prevent homelessness. It supports working age adults in Cambridgeshire and is currently delivered by P3 (People, Potential, Possibilities). The service supports a range of people within different types of accommodation including private sector renters, social housing tenants and homeowners.
- 1.3 The service supports people who are at risk of losing their home or require support to develop the necessary skills to set up and successfully manage a new tenancy. The service aims to support people to address the issues that are putting them at risk of homelessness and enable them to find long term solutions and access other help and support they may need.
- 1.4 Homelessness negatively impacts people's physical, emotional and mental wellbeing and can result in people requiring access to statutory, higher need or crisis services. Delivering this support to prevent homelessness enables people to address issues earlier and to help them build the necessary resilience and capacity to manage adverse situations in future.
- 1.5 The service also includes a Mental Health component aimed at providing a slightly more intensive level of tenancy support for people who have mental health issues, but who would not generally be assessed as eligible for a service from the statutory mental health services.
- 1.6 The current service has been operating since October 2018. The contract expires 30th September 2022.

2. Main Issues

Current Service

- 2.1 As of 31st December 2021 (end of the Quarter 3 monitoring period) the service was supporting 274 people across Cambridgeshire.
- 2.2 Over the life of the contract the service has also developed a 'drop-in' type element which enables them to support people with 'one-off interventions' to access specific support in relation to areas such as debt, assistance to contact other support services and general signposting
- 2.3 Referral information for April 2020 to December 2021 is shown below. This shows a significant increase of referrals following the ending of Covid lockdown in Quarter 2 and then the subsequent removal of the government's Eviction Protection measures.

	Q1 2020-21	Q2 2020-21	Q3 2020-21	Q4 2020-21	Q1 2021-22	Q2 2021-22	Q3 2021-22
Cambs							
New referrals this month	100	249	267	270	252	198	249

2.4 During Covid the service moved to supporting people remotely via phone calls, social media or virtual meetings. This was positively received by customers, many of whom expressed a preference to be supported in this way. As a result of this feedback, the service has continued to offer much of its support virtually. Reducing the amount of travel for workers has also enabled them to increase caseloads slightly so that more people can be supported by the service.

2.5 The service supports people with a range of needs. The table below shows the identified needs of clients who were being supported at the end of Quarter 3.

Need	No with Need
Mental health problems	182
Drug problems	29
Alcohol problems	29
Experiencing /have experienced domestic abuse	20
Offending history	42
Physical disability	85
Learning disability	44

- 2.6 At the end of this quarter the service was also supporting;
- 109 clients who had children
 - 34 clients who were also being supported by Children's Social Care
 - 21 clients who were also being supported by Adult's Social Care

Service Outcomes

2.7 Since April 2019 the service has supported more than 1,800 different customers across Cambridgeshire. The service aims to provide support to customers for between 3 and 6 months, though this can be extended where there is an ongoing need. The table below highlights some of the outcomes the service has achieved for customers who have completed their support journey with the service over the past 9 months.

Client Outcomes	Q1 2021/22	Q2 2021/22	Q3 2021/22
Housing:			
Number of clients for whom eviction or repossession action was prevented	64	72	56
Number of clients who were evicted this quarter	0	1	2
Children:		0	
Number of clients who have engaged with children's social care services	22	19	22
Number of clients who have attended child protection and/or child in need meetings	12	15	11
Be Healthy:			
Number of clients who have accessed mental health services	40	41	35
Number of clients who have accessed drug and/or alcohol services	12	17	12

<u>Enjoy and Achieve:</u>			
Number of clients who have accessed employment	18	13	12
Number of clients who have accessed volunteering roles/opportunities	2	6	2
<u>Economic Wellbeing:</u>			
Number of clients who have accessed debt advice or are successfully managing debts	71	88	48
Number of clients who have developed budgeting or money management skills	73	82	48
<u>Positive Contribution:</u>			
Number of clients who report increased self confidence and self esteem	59	109	63
Number of clients who report they are feeling less isolated	47	93	55

(A full table of outcomes can be found at Appendix A, along with two case studies which illustrate the positive impact of the service for customers)

Service Feedback

- 2.8 A wide range of stakeholders were contacted and given the opportunity to provide feedback on the current service. This included referrers, key partners and the support staff delivering the service. An online survey was also undertaken in to provide current and former customers with an opportunity to give feedback.
- 2.9 A total of 27 responses were received from professionals and the feedback overall was very positive with an overwhelming view that the service was very much needed; *“P3 is my “go to” when families I am supporting have issues with housing and tenancy. The impact of losing this service would be huge. When supporting a family who moved across county they acknowledged the loss of P3, as the new area had no such service.”*
- 2.10 Feedback provided by P3’s own staff was also very positive. Staff were clearly committed to the service and felt valued and supported by P3 as an organisation. The importance of shared knowledge and learning within the team was also highlighted.
- 2.11 32 customers responded to the online survey. All respondents indicated a very positive experience of the service and identified a range of things they had been supported with. A summary of responses can be found in Appendix B. The feedback received has been used to inform the new Service Specification.

Procurement Approach

- 2.12 Feedback and monitoring data suggests the current service is working well and is delivering good outcomes for customers, therefore we are not seeking to redesign this service but will incorporate any potential areas for development into the updated service specification.
- 2.13 We are proposing to undertake a standard ‘Open’ procurement and to offer a 5 year contract (3 + 1 + 1).
- 2.14 The recommended quality to price ratio for this tender would be 70% quality to 30% price. By giving this greater weighting to quality we can incentivise providers to develop the best possible solution which is focused on quality and delivering the best possible outcomes for individuals, while ensuring price is also given appropriate consideration.
- 2.15 The total proposed contract value is £4,848,160. The annual breakdown is shown below.

Annual contract value	Total contract value (5 yrs)
£969,632	£4,848,160

2.16 The intention to continue to include a small amount of Peterborough funding within this contract. By jointly procuring we can avoid the need to undertake two separate procurement exercises. This reduces the need for providers to make multiple bids for what is essentially the same service within both areas. It also enables internal resources to be focussed on a single procurement, rather than administering two separate processes.

2.17 The proposed timetable for the Procurement is shown below;

Activity	Date
Tender goes Live	April 2022
Tender Submissions	May 2022
Contract Award	July 2022
Contract Start Date	1 st October 2022

Social Value

2.17 All bidders will be required to demonstrate how their proposed service solution will deliver social value. Responses will be evaluated and delivery of commitments monitored.

3. Alignment with corporate priorities

3.1 Communities at the heart of everything we do

There are no significant implications for this priority.

3.2 A good quality of life for everyone

The report above sets out the implications for this priority in paragraphs 1.2 to 1.3 and 2.5 to 2.7

3.3 Helping our children learn, develop and live life to the full

The report above sets out the implications for this priority in paragraphs 2.6 and 2.7

3.4 Cambridgeshire: a well-connected, safe, clean, green environment

There are no significant implications for this priority.

3.5 Protecting and caring for those who need us

The report above sets out the implications for this priority in paragraphs 2.5 to 2.7

4. Significant Implications

4.1 Resource Implications

The report above sets out details of significant implications in paragraph 2.18

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

The report above sets out details of significant implications in paragraphs 2.14 to 2.17

- 4.3 Statutory, Legal and Risk Implications
There are no significant implications within this category.
- 4.4 Equality and Diversity Implications
There are no significant implications within this category.
- 4.5 Engagement and Communications Implications
There are no significant implications within this category.
- 4.6 Localism and Local Member Involvement
There are no significant implications within this category.
- 4.7 Public Health Implications
The report above sets out details of significant implications in paragraphs 2.5 and 2.7
- 4.8 Environment and Climate Change Implications on Priority Areas
- 4.8.1 Implication 1: Energy efficient, low carbon buildings.
Status: Neutral
Explanation:
- 4.8.2 Implication 2: Low carbon transport.
Status: Positive
Explanation: Being able to offer support remotely means that the amount of travel for support workers can be reduced.
- 4.8.3 Implication 3: Green spaces, peatland, afforestation, habitats and land management.
Status: Neutral
Explanation:
- 4.8.4 Implication 4: Waste Management and Tackling Plastic Pollution.
Status: Neutral
Explanation:
- 4.8.5 Implication 5: Water use, availability and management:
Status: Neutral
Explanation:
- 4.8.6 Implication 6: Air Pollution.
Status: Positive
Explanation: Maximising opportunities for people to be supported remotely (where appropriate) rather than face to face will significantly reduce the number of car journeys being made by support workers.
- 4.8.7 Implication 7: Resilience of our services and infrastructure, and supporting vulnerable people to cope with climate change.
Status: Positive

Explanation: If there is a climate change event (like flooding), if there is capacity for virtual support then there is a greater chance that customers can still make use of the service, therefore business continuity is improved.

Have the resource implications been cleared by Finance? Yes
Name of Financial Officer: Justine Hartley

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement? Yes
Name of Officer: Clare Ellis

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or LGSS Law? Yes
Name of Legal Officer: Fiona McMillan

Have the equality and diversity implications been cleared by your Service Contact?
Yes
Name of Officer: Will Patten

Have any engagement and communication implications been cleared by Communications?
Yes
Name of Officer: Matthew Hall

Have any localism and Local Member involvement issues been cleared by your Service Contact? Yes
Name of Officer: Will Patten

Have any Public Health implications been cleared by Public Health?
Yes
Name of Officer: Emily Smith

If a Key decision, have any Environment and Climate Change implications been cleared by the Climate Change Officer?
Yes
Name of Officer: Emily Bolton