

Report for **Cabinet Member Signing – 19th March 2021**

Title: Request to vary the contract with Thamesreach Charity for Haringey Street Outreach Service (HSORT) under Contract Standing Order 10.02.1(b)

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Ward(s) affected: All

Report for Key/

Non-Key Decision: Key Decision

1. Describe the issue under consideration

- 1.1. This report seeks approval to vary the Haringey Street Outreach (HSORT) contract for the period 1st April 2021 to 31st March 2023, with an option to extend for up to one year as allowed under Contract Standing Order (CSO) 10.02.1(b).

2. Cabinet member introduction

- 2.1 Housing Related Support (HRS) services play a vital role in the prevention of homelessness and rough sleeping within the Borough. We know that people who experience rough sleeping face a wide range of inequalities and some of the worst health and housing outcomes of all our residents, including significant risk of a preventable early death.
- 2.2 Our Rough Sleeping Taskforce has made outstanding progress in tackling rough sleeping in Haringey, reducing the number of people living on our streets by 63% in the last four years and enabling people with long-term histories of rough sleeping to sustain accommodation, in some cases for the first time in years. The proposal here aims to continue that work by building capacity in the team to offer flexible and person-centred support to help people exit street homelessness and rebuild their lives.

3. Recommendations

- 3.1. For Cabinet Member to approve, in accordance with Contract Standing Order (CSO) 10.02.1(b), the variation of the contract with Thames Reach Charity for

Haringey Street Outreach Service (HSORT) which was let for a period of 2 years from 1 April 2021 to 31 March 2023 with an option to extend for up to one year.

- 3.2. The variation will increase the capacity of the frontline team employed under the contract, bringing the aggregated value of the contract over a 3-year period to £620,520 inclusive of the agreed extension.

4. Reasons for decision

- 4.1. A Request for Quotation (RFQ) was undertaken via the Council's e-tendering portal (HPCS). A contract was awarded and due to start on 1 April 2021.
- 4.2. The bid was evaluated and found to meet quality and price criteria stated and was awarded at a total value of £472,277. This report requests approval to vary this contract, to include an additional lead worker in the service, at an increased value of £148,243 across the contract period, bringing the total aggregated cost of the contract to £620,520.
- 4.3. Due to increased flow on to the streets and additional and confirmed funding from the Rough Sleeping Initiatives Programme administered by the Ministry of Housing, Communities and Local Government (MHCLG), this proposed variation will better meet demand for the service which in turn will enable the Council to meet its strategic commitments to residents around rough sleeping and single homelessness.
- 4.4. Financial provision exists within the Housing-Related Support budget to meet the additional costs of this variation.

5. Alternative options considered

- 5.1. The Council is not statutorily required to provide these services. It would therefore be legal not to approve the variation proposed and continue only with the contract already entered into with Thames Reach Charity. However, the Haringey Borough Plan (2019-2023) sets out a commitment to ending rough sleeping in Haringey and the Council has received funding from MHCLG to do so, as such it is in the Council's best interests to approve the proposed variation.
- 5.2. It would be possible to insource the additional capacity required, and this was explored as part of the tender process for the main contract. However, due to existing implementation and insourcing commitments made by the Housing-Related Support Service this year, and the extraordinary additional pressures posed by Covid-19, it is not possible to insource the street outreach team or any additional capacity required to the required degree of quality or financial viability. The agreed 2+1-year contract length was determined so that the Council can revisit the insourcing of the service in the mid-term future.

6. Background information

- 6.1. Rough sleeping is the most visible form of homelessness and arguably the most damaging. It causes significant harm to individual physical and mental health, general wellbeing and drastically reduces life expectancy. A woman sleeping on the streets has a life expectancy of 41 years and a man 43 years, almost 40 years younger than the average life expectancy for the general population. In Haringey, approximately four people affected by rough sleeping die prematurely each year, with an average age at death of just 47 years old.
- 6.2. Rough Sleeping and the street-based behaviour often associated with it, such as begging, street drinking and other forms of antisocial behaviour, are damaging to communities and individuals. People who are rough sleeping are vulnerable to abuse, exploitation and trafficking, as well as to hate crime and other forms of victimisation. Some groups are particularly vulnerable to this; women, young people, learning disabled adults, LGBTQ+ people and people from migrant communities.
- 6.3. The current contract expires on 31st March 2021. A procurement process commenced on 19th October 2020, via a request for quotations opportunity on the council's e-tendering system Haringey Procurement and Contracts System (HPCS). Four organisations were invited to submit bids for the service and by the closing deadline of 18th October 2020, one organisation had submitted a bid. The bid was evaluated and found to meet quality and price criteria stated and was awarded at a total value of £472,277 for an Area Manager (0.1FTE), Lead Manager (1FTE) and Lead Workers (2FTE).
- 6.4. Key Performance Indicators, CHAIN data analysis and other qualitative methods of performance management are integrated within the service specification and will be monitored through contract monitoring meetings and reports. This reporting will enable the Council to submit monthly data to MHCLG on the performance of our overall rough sleeping programme.
- 6.5. Monitoring meetings with the provider and local service managers will be held on a quarterly basis. The purpose of monitoring meetings will be to ensure the outcomes set out in the contract are achieved and that service users and local staff and stakeholders are satisfied with the service and able to feed their views and insights into operational delivery.
- 6.6. Responses to Streetlink referrals are partially within the remit of the Rapid Response Team provided pan-London by Thamesreach and commissioned by the GLA. However, there is limited capacity within the Rapid Response Team to offer dedicated casework support, therefore it is clear that Haringey, and all other London boroughs, require a dedicated and discrete outreach team to ensure this work takes place.

- 6.7. Since 2018, the Haringey Rough Sleeping Taskforce has made consistent reductions in the number of individuals rough sleeping in the borough. The bi-monthly street counts have shown that there has been a 63% reduction in rough sleeping since the start of interventions funded by Rough Sleeping Initiatives programme, from which the Haringey Street Outreach Team play a key role.
- 6.8. Three people died in Haringey in 2020, either whilst rough sleeping, or shortly after a long period of rough sleeping. An outreach team with increased capacity, working as part of our multi-disciplinary Haringey Homeless Health Inclusion Team, will enable the prevention and reduction of further deaths. The team play a key role in the Homelessness Fatality Review procedure, and other safeguarding and learning reviews which take place.

7. Contribution to Strategic Outcomes

- 7.1 This contract supports the delivery of the Housing priority in the Borough Plan (2019-2023) '*A safe, stable and affordable home for everyone, whatever their circumstances*', in particular to;
- 2a) Reduce the number of households in temporary accommodation by a third to under 2000 by 2022
 - 2c) Aim to end street homelessness by 2022
 - 2d) Ensure access to high quality housing support that prevents or relieves homelessness for people with additional needs
- 7.2. The service also supports the delivery of the People Priority in the Plan, '*Strong families, strong networks and strong communities nurture all residents to live well and achieve their potential*', in particular to;
- 7b) People will be supported to live independently at home for longer
 - 7c) Adults will feel physically and mentally healthy and well
 - 7d) Adults with multiple and complex needs will be supported to achieve improved outcomes through a coordinated partnership approach
- 7.3 The service will contribute to the strategic objectives of Adult Social Care and their partners to offer preventative interventions at individual and community levels; decreasing demand on supported housing, preventing escalation of need and offering viable options to residential care.
- 7.4 The services will contribute to the delivery of the Council's Homelessness and Rough Sleeping (2018) strategies by helping to prevent and relieve homelessness, reduce the use of temporary accommodation and provide rapid exit from street homelessness for those in need.

7.5 The service also contributes to the Council’s statutory responsibilities under a range of legislation including the Homelessness Reduction Act (2018), the Care Act (2014) and the Equality Act (2010), by providing housing-related support to vulnerable people in order to ensure they are able to live independent, fulfilling and active lives in the community for as long as possible.

8. Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)

8.1. Finance

8.1.1. The costs of the contract will be fully funded from the Rough Sleeping Initiative (RSI) Grant. The grant available in 2021-22 fully covers the cost of the contract including the variation sought.

8.1.2. The funding for the contract in future years is predicated upon the grant continuing at similar levels.

8.1.3. The annual contract cost, including variation is detailed in the table below:

Staffing	Awarded Contract	Varied Contract	
Area Manager	0.1	0.1	
Lead Manager	1	1	
Lead Workers	2	3	
Costing			Variation
Yr 1 (2021/22)	£153,175	£201,255	£48,080
Yr 2 (2022/23)	£157,387	£206,789	£49,402
Yr 3 (2023/24)	£161,715	£212,476	£50,761
Total	£472,277	£620,520	£148,243

8.2. Procurement

8.2.1. This report refers to a provision that is for the purpose of the Public Contracts Regulations 2015 a schedule 3 service, if it was at threshold.

8.2.2 The Contractor was originally awarded the contract via waiver following a tender process in which it was the sole bidder. Since award, additional funds have become available which has enabled further delivery capacity to support this vulnerable cohort of the homelessness community.

8.2.3 The request to vary the contract is permitted both under Contract Standing Orders and the Procurement Code of Practice.

8.2.4 Key performance indicators and other monitoring requirements are set out in the service specification to enable commissioning to have effective contract oversight of service delivery and ensure service outcomes and standards are met.

8.3. Legal

8.3.1. The Head of Legal and Governance has been consulted in the preparation of the report.

8.3.2. The original approval to award the contract in the report was granted by a Director as the initial value of the contract was £472,277. The value of the variation sought is £148,243 bringing the aggregated value of the contract to £620,520 thereby making it necessary in accordance with the Council's Contract Standing Order (CSO) 9.07.1(d) to get the approval of Cabinet as the total value of the contract is now above £500,000.

8.3.3. Pursuant to CSO 10.02.1(b), Cabinet may approve the variation of a contract if the value of the contract is £500,000 or more and as such Cabinet has power to approve the variation of the Contract in the Report.

8.3.4. The Head of Legal and Governance sees no legal reasons preventing the approval of the recommendation in the report.

8.4. Equality

8.4.1 The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share those protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not.

8.4.2 The three parts of the duty applies to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

8.4.3 The proposed decision varies the contract to employ an additional lead worker over the three-year contract. This will increase the capacity of the service for rough sleepers, and thereby help the Council to meet its equalities duties and address known inequalities affecting individuals with protected characteristics, relating to age, sex, sexuality, gender identity, race, and disability. Accordingly, the decision represents progress to eliminate discrimination and advance equality of opportunity.

9. Use of Appendices

None.

10. Local Government (Access to Information) Act 1985

N/A