



Glasgow City Council
Contracts and Property Committee

Item 8

29th April 2021

Report by Chief Officer, Glasgow City Health and Social Care Partnership

Contact: Susanne Millar Ext: 78853

**Contract Extension Request:
Flexible Homelessness Outreach Support Services (FHOSS)**

Purpose of Report:

- 1) To advise Contracts and Property Committee of the impact of the Coronavirus pandemic on the implementation phase of the Glasgow Alliance to End Homelessness (the Alliance) in relation to the development of purchasing and sub-contracting arrangements to support the work of the Alliance.
- 2) To seek committee approval on behalf of, and as members of the Alliance Leadership team, to extend the existing Flexible Homelessness Outreach Support Services contract for a 12-month period from 11 March 2021 to 10 March 2022 with an option to extend for up to a further one year thereafter, said extension only to be used under further extenuating circumstances.
- 3) The extension is sought under COVID-19 Emergency Measures, to maintain and sustain current support to people at risk of or experiencing homelessness.

Recommendations:

Contracts and Property Committee is asked to:

- a) approve a 12-month extension to the existing Flexible Outreach Support Services contract from 11 March 2021 to 10 March 2022 with an option to extend for up to a further one year.
- b) If approved instruct GCHSCP Commissioning to work with the Director of Governance and Solicitor to the Council to extend existing Council contractual arrangements as outlined in 4.1 of this report.

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes No consulted: Yes No

1. BACKGROUND

- 1.1 On January 16th 2020, following a Competitive Tender process, the Council authorised the award of contract for the establishment of the Alliance. The aim of the Alliance is to work with the Council to deliver a significant transformational change agenda with a focus on service planning, redesign and delivery across the Homelessness purchased sector in Glasgow.
- 1.2 The Council is an equal member of the Alliance and the Alliance Leadership Team (ALT) together with, Aspire, Crossreach, the Mungo Foundation, Sacro, the Salvation Army, the Wheatley Group (Loretto Care) and Ypeople. Individuals with lived experience are involved through Homeless Network Scotland and Glasgow Homelessness Involvement Feedback Team (GHIFT – being represented on the ALT).
- 1.3 The Alliance Agreement was signed by all provider partners and the Council in July 2020. Whilst significant progress has been made, the implementation period to support the establishment of the Alliance was adversely affected by the impact of COVID-19 and this has limited the ability to progress some key areas of business activity. The ALT is fully committed to developing the Alliance infrastructure required to support their ambitions for service and cultural change across homelessness provision.
- 1.4 Despite the adverse impact of COVID-19 the Alliance has made significant progress during their first 9 months. A number of working groups have been established to progress issues such as, Governance, Legal and Procurement, IT infrastructure and website design, Service Design, Communications, Human Resources, Finance and Income Generation.
- 1.5 The Alliance has recently secured the appointment of an Alliance Director, with a start date of May 2021. Further recruitment is underway in relation to administration and support posts required to progress the work of the Alliance. These developments will assist the members of the Alliance Leadership Team to accelerate key priority areas for development in 2021/22.

2. CONTRACT EXTENSION PROPOSAL

- 2.1 The Alliance Contracts and Procurement sub-group is currently working on developing sub-contracting arrangements as a priority, however the Alliance's top priority has been to maintain current service delivery options for those in need of the support that is currently delivered by FHOSS services. The Alliance Leadership Team has requested, in these exceptional circumstances, that the Council agree to a further extension of the contracts for these services. This will enable the Alliance to continue support provision to those individuals and families currently at risk of, or experiencing homelessness whilst concluding procurement and sub-contracting arrangements.
- 2.2 The Tender for FHOSS was awarded by the Council under direction from the Integration Joint Board on 6th March 2016 on the basis of a 2+1+1 contractual arrangement. The key principles of the FHOSS services are to promote

strength-based approaches, working with individuals and families to reduce the length of time people remain in homelessness services, reduce dependency on building based accommodation and develop robust housing support and tenancy sustainment models of intervention to facilitate faster move-on to settled accommodation.

- 2.3 The three contracts are subject to contract monitoring under Social Work's established Contract Management Framework. This evidences that all services are and have performed well during the contract term. Health and Social Care Partnership lead officers from care group, locality, finance and commissioning are supportive of the proposal to extend the existing contractual arrangements.
- 2.4 The contract extension will enable the Alliance to carry out a planned strategic service review of all outreach support provision delivered by homelessness service providers. The outcomes of this review will inform the future design and delivery of a range of outreach and tenancy sustainment support models.

3. CONTRACTUAL ARRANGEMENTS

- 3.1 Existing contractual / purchasing arrangements with providers remain with the Council as "Legacy Contracts". This is an interim arrangement to facilitate the transition of contractual arrangements to the Alliance. Contracts continue to be monitored by GCHSCP Commissioning officers under the terms of the Contract Management Framework.
- 3.2 The medium to longer-term aim is for the Alliance Provider Partners to enter into sub-contracting arrangements with relevant provider organisations for the delivery of purchased homelessness services. The £24m budget commitment for purchased services rests with the Alliance and GCHSCP Finance Officers manage the budget on behalf of the Alliance partners.
- 3.3 GCHSCP will act as "Fund Holder" for the Alliance for a minimum of 2 years post-award, when there is then (or at a later date), an opportunity at the sole discretion of the Council, to transfer this "Fund Holder" arrangement to a provider organisation within the Alliance partners.

4. FINANCE

- 4.1 The costs for delivering FHOSS services are included within the annual budget allocation awarded to the Alliance. The annual cost of delivering the FHOSS services is as follows:

	Sector	Maximum Budget
Loretto Care	North East Flexible Homelessness Outreach Support Service	£1,538,300 per annum

Turning Point Scotland	North West Flexible Homelessness Outreach Support Service	£1,711,300 per annum
Turning Point Scotland	South Glasgow Flexible Homelessness Outreach Support Service	£1,750,400 per annum
	Total	£5,000,000 per annum

5. POLICY AND RESOURCE IMPLICATIONS

Resource Implications:

Financial:

The £5m funding is available within the Alliance budget allocation for Purchased Homelessness Service.

Legal:

The Director of Governance and Solicitor to the Council will be required to extend contractual arrangements for current providers delivering these services.

Personnel:

There are no personnel issues arising for the Council from this report.

Procurement:

Contract extension requested by the Alliance on the basis of a continued purchasing arrangements with current providers.

Council Strategic Plan:

A Council that supports its vulnerable people.
A Healthier City; Priority 46

The recommendation from this tender are consistent with aims of the Council Strategic Plan, the GCHSCP Strategic Plan (2016-2019), Homelessness Strategy 2015–2020 and the Glasgow Strategic Review of Homelessness Services 2015

The recommendations from this Report are consistent with aims of the Council Strategic Plan, the GCHSCP Strategic Plan (2019-2022), Homelessness Strategy 2015-2020 and the Council Rapid Rehousing Transition Plan 2019/20-2023/24.

<https://www.glasgow.gov.uk/CHttpHandler.ashx?id=40052&p=0>

<https://glasgowcity.hscp.scot/publication/gchscp-strategic-plan-2019-2022>

https://www.yoursupportglasgow.org/media/25081/final_homelessness_strategy_5_year.pdf

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2017-21

Yes, by adopting a rights and strength based approach to improving outcomes for those at risk of or experiencing homelessness.

By increasing access to settled accommodation, with support where needed, improve outcomes by supporting people by improving equality of access to services in the communities where they live.

The design and delivery of a holistic, whole system approach to the prevention and alleviation of homelessness will result in more person-centred services and support being provided.

What are the potential equality impacts as a result of this report?

Positive impact in relation to supporting vulnerable individuals and families to access and sustain their own tenancies and by the provision of a reduced number of short-term emergency accommodation services.

The Alliance will have a role in addressing stigma and discrimination in relation to homelessness and will proactively promote anti-discriminatory practice across services.

<https://glasgowcity.hscp.scot/publication/eqia-vulnerable-child-and-adult-services-glasgow-alliance-end-homelessness>

Please highlight if the policy/proposal will help address socio economic disadvantage.

Purchased sector providers remain committed to recruiting locally wherever possible. The Alliance model will adopt an asset-based approach encouraging active citizenship approaches and linking individuals with organisations supporting access to education, training and employability opportunities wherever possible. The Alliance will also seek to maximise such opportunities within its own membership where possible, including the involvement of peer mentors.

The Alliance partners and Homelessness Sector providers are committed to Fair Working Practices

Sustainability Impacts:

<i>Environmental:</i>	N/A
<i>Social, including opportunities under Article 20 of the European Public Procurement Directive:</i>	<p>By developing person-centred approaches, promoting good health and wellbeing, building resilience and confidence, including promoting positive engagement with their local communities.</p> <p>Delivering effective outreach service interventions with the aim of preventing repeat homelessness and assist in the resettlement process from homelessness to permanent accommodation.</p> <p>Support people using services to develop skills, knowledge and support networks to achieve long term tenancy sustainment.</p>
<i>Economic:</i>	An increase in support to those experiencing or at risk through income maximisation, securing settled accommodation opportunities for individuals to develop skills, resilience and self-confidence opportunities in the jobs market
Privacy and Data Protection impacts:	<p>The FHOSS providers are subject to GDPR data protection requirements as these relate to commissioned services.</p> <p>The contract extension requests operate under the terms of the DPIA previously agreed for the Alliance</p>

6. RECOMMENDATIONS

6.1 Contracts and Property Committee is asked to:

- a) approve a 12-month extension to the existing Flexible Outreach Support Services contract from 11 March 2021 to 10 March 2022 with an option to extend for up to a further one year.
- b) If approved instruct GCHSCP Commissioning to work with the Director of Governance and Solicitor to the Council to extend existing Council contractual arrangements as outlined in 4.1 of this report.