

Ending homelessness in Newcastle – a partnership between Newcastle City Council and Crisis

Invitation to tender – Ending Homelessness in Newcastle: Element 1 - Services

Summary

- *This documents invites proposals to undertake research on homelessness provision and associated services currently operating in Newcastle*
- *The project is expected to begin in July 2020 and run for approximately 6 months*
- *The deadline for the proposal is 29th May 2020*
- *This project forms part of a wider review of homelessness in Newcastle, as outlined in the overview document*
- *Organisations wishing to submit proposals for more than one element may do so in the same proposal, providing it speaks to all tenders submitted to. Similarly, those wishing to submit a proposal as a consortium may do so*
- *Please note that due to the on-going response to the coronavirus pandemic there may be unforeseen delays and limitations to the face-to-face work within this tender. Please consider and detail any methodological approaches you could utilise to mitigate the impact this will have on the research*

Element 1 – analysis of how homelessness provision and associated services currently operate in Newcastle

Introduction

Background to the partnership to end homelessness

On 20 June 2019 Newcastle City Council and Crisis announced a formal partnership focused on ending homelessness in Newcastle.

Heriot-Watt University's recent study of homelessness prevention in Newcastle in the context of welfare reform and austerity¹ found that *“the headline story in Newcastle is of a city facing an extremely challenging context, but managing to maintain extremely low and stable levels of homelessness”*. This partnership will enable us to move from this strong record of preventing and relieving homelessness, to ending it altogether. In doing so, the partnership will build on Newcastle's [Homelessness Prevention Trailblazer](#) and [Active Inclusion Newcastle](#) partnership approach and will seek to actualise Crisis' plan to end homelessness: [Everybody In – How to end homelessness in Great Britain](#).

The partnership commits us to an ambitious place based programme, underpinned by a collective understanding of what causes homelessness, how we currently respond, and how we maximise the value of our collective investment to end homelessness. In doing so, we will consider the role of structures, systems and

¹ Watts, B., Bramley, G., Blenkinsopp, J., McIntyre, J. (2019) [Homelessness prevention in Newcastle: Examining the role of the 'local state' in the context of austerity and welfare reform](#). I-SPHERE/ Heriot Watt University

services as well as the organisational and professional values and behaviours they produce. We will work with a range of stakeholders to understand their perspective on homelessness in Newcastle and the role they play in ending it. The review will help us to start to form this collective understanding, but we will also need to learn and develop as we go on. To do so, we will build on the Active Inclusion approach of periodically reviewing and improving².

The evidence review will inform the development of a strategy to end homelessness in Newcastle over ten years, which in turn creates a realistic and exciting opportunity to unite the city, enabling us to align our resources to do what's right by making homelessness rare, brief and non-recurring in Newcastle. We define 'ending homelessness' as:

- No one sleeping rough
- No one forced to live in transient or dangerous accommodation such as tents, squats and non-residential buildings
- No one living in emergency accommodation, such as shelters and hostels, without a plan for rapid rehousing into affordable, suitable and sustainable accommodation
- No one homeless due to leaving a state institution such as prison or the care system
- Everyone who is immediately threatened with homelessness gets the help that prevents it from happening
- Everyone known to be at greater risk of homelessness due to affordability or vulnerabilities is proactively targeted with advice and support to reduce the possibility that they become threatened with homelessness at an earlier opportunity than 56 days

Background to the review

To inform the development of the partnership's strategy for ending homelessness in Newcastle, we will conduct a review of homelessness in the city. The review is intended to help us to better understand the scale and nature of homelessness within Newcastle, the effectiveness of our responses, what drives organisational and professional behaviour, and what needs to be done differently to end homelessness. The views of residents who are homeless or at risk of homelessness will be central to this work, as will the views of those who work closely with residents who are homeless or at risk of homelessness.

The review includes several distinct research elements, each of which are described in more detail in the overview document for the review. The review will be jointly managed by Newcastle City Council and Crisis. In order to support this review and the ongoing work of the partnership, an Integrated Team of staff, overseen by both

² More details on Newcastle's quarterly review processes can be found here - <https://www.newcastle.gov.uk/services/housing/housing-advice-and-homelessness/information-professionals/newcastle-homelessness>

Newcastle City Council and Crisis will be established. The team will support a place-based approach to ending homelessness in the city.

About this Element

The aim is to understand how homelessness provision and associated services currently operate in Newcastle with a view to informing the development of a service model that aligns with the aim of ending homelessness.

The review aims to cover the system of homelessness prevention and relief in Newcastle (and where relevant, associated systems such as asylum and migration, benefits, social care, and health). Therefore, it is important that this element gathers insight from a wide range of stakeholders. For services whose primary focus is not on homelessness prevention or relief, the research should seek to better understand their relationship with the homelessness sector and their potential role in achieving the aim of ending homelessness in Newcastle. It should also seek to identify the factors that support or hinder their ability to contribute to this aim.

The first step of the research project that informs this element will be to identify and categorise homelessness provision and associated services in the city. This will include statutory and non-statutory provision, including smaller, volunteer led organisations. It will also include 'upstream' prevention services that contribute to reducing the risk of homelessness. This categorisation should reflect the different roles services play in preventing and relieving homelessness, considering the type and scale of service they offer, as well as the extent to which the service fits into the wider system of response.

We would like the provider to explore the views of stakeholders on the current homelessness system and what would be required to end homelessness in Newcastle. The provider completing this element will be expected to use the categorisation described above to inform the selection of an appropriate sample of services for the research. They should also seek to use this categorisation to understand the perspectives of different stakeholders and to contextualise any inferences about effectiveness. In doing so, they should refine the categorisation throughout the course of the research.

We would also like the provider to make use of the quantitative data that is already captured in Newcastle to measure the impact of individual services. As we have a range of services in Newcastle, we would expect the provider to use the categorisation noted above to select key measures that reflect the different purpose and role of different services (e.g. one measure for temporary accommodation services would be the average length of stay of each household placed there).

This specific piece of work should meet the following objectives:

- Utilise and develop the categorisation outlined above to develop a clearer understanding of homelessness provision and associated services in the city

- Use qualitative approaches to explore the views of stakeholders on the current homelessness system and what would be required to end homelessness in Newcastle, with a particular focus on frontline practitioners. The sample of stakeholders who participate should be determined by the categorisation of services described above
- Use quantitative methods to explore the impact of individual services, using measures that reflect the purpose(s) and role(s) of each service (as determined by the categorisation of services described above)
- Identify areas of good practice in the city and opportunities for development. Any evaluation of a service's effectiveness should take account of the type and scale of service they offer

Methodology

We are looking for the successful provider to develop, design and finalise the methodology themselves, however it should address the following areas:

- It is envisaged that the provider will use in-depth interviews and focus groups with relevant staff and organisations operating within the area to explore the views of stakeholders on the current homelessness system and what would be required to end homelessness in Newcastle
- To explore the impact of individual services, we envisage that the provider will conduct secondary analysis of existing data (either held by Newcastle City Council or another organisation)
- Methods to engage smaller organisations, as well as community-based groups with a less formal structure
- An approach that will gather evidence from a range of seniority in the area, with a weighting towards frontline practitioners and ensuring a broad range of staff, not just the most engaged
- We would expect that the provider would include 'upstream' prevention services that support residents who are known to be at greater risk of homelessness due to affordability or vulnerabilities

Outputs

- 1) A summary report, detailing the key findings of the research
- 2) Findings coded using the standardised coding framework developed for use across each element of the review, allowing us to be clear about what insight was gained and where from
- 3) Presentations and findings meetings

Timeline

We have agreed a provisional deadline of December 2020. This may change depending on the progress of our project plan. For the purpose of your proposal, please assume the following timeline:

Milestone/Output	Date
Deadline for organisation's proposal	29 th May 2020
Project start and inception meeting	July 2020
Draft findings submitted	December 2020
Final findings submitted	January 2020

Budget

A maximum budget of £25,000 (including VAT and expenses) is available for this work. This must cover the full planning, at least six meetings with the Steering Group/Advisory Group, report-writing and output costs.

Project Management

The project will be jointly managed by the national Research and Evaluation team at Crisis and the Active Inclusion Service, Newcastle City Council. The lead contact will be Lewis Haines, lewis.haines@crisis.org.uk

Crisis and the integrated team at Newcastle City Council will support the successful contractor to source and secure consultation opportunities and can provide some office space and facilities in Newcastle where required.

The work will also be overseen and supported by a Steering Group and an Advisory Group.

Proposal Information

Your proposal should set out:

1. An explanation of how the work you will do addresses the issues in this brief
2. Details of the proposed methodology, who will be involved and how the results will be analysed and presented
3. A breakdown of costs, showing the proposed number of days and the cost per day
4. A schedule for completion of the work
5. The relevant experience of the organisation and/or individual delivering the project
6. A summary of the risks and ethical considerations associated with the work and how these will be mitigated

Evaluation Criteria

Proposals will be evaluated according to the following criteria:

1. The extent to which the proposal meets the objectives of the brief
2. The consultant's experience of similar consultation processes, analysis and knowledge of the subject area
3. Costs and value for money
4. Ability to meet the specified timescale

Contact Information

For enquiries about this tender and for further information please contact Lewis Haines, lewis.haines@crisis.org.uk