



SPECIFICATION FOR PROVISION AND OPERATION OF HOMELESS, HEALTH & HOUSING HUB IN CENTRAL BOURNEMOUTH

Housing and Health Service

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Introduction and Background

BCP Council is looking for an Operator to run a Homeless, Health & Housing Hub (Hub) in central Bournemouth.

The Hub will be for homeless people in the BCP Council area. Homelessness in this context is anyone sleeping out in the BCP Council area, and anyone temporarily or insecurely accommodated in the BCP Council area.

The following bullet points summarise the intentions in relation to this development:

- The development of the Hub is in line with BCP Council Homelessness strategy which aims to reduce homelessness overall and meet homeless peoples' health, housing, and social care needs (see Appendix 6 for Homelessness and Rough Sleeping Strategy).
- The Hub's operation will support users to access multi agency services delivered by a multi-disciplinary team (MDT).
- The MDT will provide access to health, housing, and other support such as drug and alcohol and mental health advice to clients with complex needs and a history of rough sleeping and/or insecure accommodation
- The Hub Operator will work closely with the MDT. The MDT will be coordinated by BCP Council.

Expected Outcomes

The successful bidder will demonstrate that they are able to deliver:

- A Hub space designed to make users feel welcome and safe, providing access to both shared space and private space for consultations.
- A welcome offer with a by appointment service.
- Drop in space (during agreed opening hours) for homeless individuals to make connections (this could be first contact with services or could be contact by agreement with outreach, housing or health services)
- Facilities for users such as:
 - showers
 - washing clothes,
 - cooking,
 - coffee and tea making,
 - luggage storage.
- Confidential meeting space for the MDT to make connections with visitors.
- Improvements to quality of life and well being for service users.

The table below represents an **example** of initial anticipated delivery model

Time	Monday		Tuesday		Wednesday		Thursday		Friday	
Capacity number of visitors on site for am session										
	Appt slots	number	Appt slots	Number	Appt slots	Number	No appointments MDT Meeting- all morning and all team members present in person or virtually.		Appt slots	Number
9.00 - 12.30	GP appt	6	GP	6	Nurse appt	5			GP	6
	Nurse appt	5	Charity	3	Housing	3			Nurse	5
	D&A Appts	3	Housing	3	Charity	3				
Total am		14		12		11				11
Capacity number of visitors on site for pm session										
	Appt slots	number	Appt slots	Number	Appt slots	Number	Appts	Number	Appt slots	Number
13.00-17.00	HHS	3	ASC	3	GP appts	6	Charity	3	Housing	4
	Housing	3	Housing	3	HHS	3	HHS	3	Charity	3
	GP appt	6	Hep C nurse	4	D&A Appts	3	D&A Appts	3		
							Nurse	5		
Total pm		12		10		12		14		7
Capacity allowing for appointment slots and some adhoc or opportunistic visits										
Total appts for each day		26		22		23		14		18
Allow adhoc visits		4		8		7		16		12
Total visitor capacity per day		30		30		30		30		30
Total staff on site inc 2 reception, 2 volunteers, and MDT team staff		10		10		10		10		8
Total Capacity		40		40		40		40		38

Contract Duration

The service is subject to the following:

1. Development Agreement & Agreement for Lease (including an occupational licence to cover the works period) - Appendix 2
2. Lease - Appendix 3
3. Service Provision Contract – Appendix 4

Development Agreement & Agreement for Lease

The Council will enter into a development agreement to cover the works required to renovate the building prior to grant of the lease and the commencement of the service.

Lease

Duration: will be for 25 years (with appropriate breakclauses)

Option(s) to Extend: No. The lease will be contracted out of the security of tenure provisions - LTA 1954.

Lease will be granted when the building has been developed under the Development Licence.

Service Provision and Support Grant Agreement

Initial Contract Duration: 5 years

Option(s) to Extend: Yes

Quantity of Available Extensions: 4

Duration of Each Extension: 60 months

Therefore, if the full extension(s) is taken, then the full contract duration shall be 25 years. It is anticipated that the Service Provision and Support Grant Agreement will start when the building has been developed under the Development Licence

Please note: Options to extend are subject to satisfactory performance throughout the life of the contract and at the discretion of the Council.

Estimated Value

The estimated value of the contract including any possible extensions is between £ 610,000 (low) and £ 1,610,000 (high).

The lower amount of £610,000 is a function of:

- £360,000 (capital)
- £50,000 per year service support grant
- 5 annual payments of service support grant (i.e. £250,000 in aggregate)

The higher amount of £1,610,000 is a function of:

- £360,000 (capital)
- £50,000 per year service support grant

- 25 annual payments of service support grant (i.e. £1,250,000 in aggregate)

Bidders note that:

- BCP Council has budgeted for a service support grant for the first 5 years of operation only.
- BCP Council expects the service provider to use the first 5 years of grant supported operations to be used to develop a sustainable business model that does not rely on or require (any) BCP service support grant.
- BCP Council believe a sustainable business model is achievable through a fundraising programme targeting applications to relevant Trusts, Grants and philanthropists.
- BCP Council does not guarantee any value of the contract

Site and Building Considerations

St Stephens Church Hall, St Stephen's Way, Bournemouth BH2 6JZ has been identified as the venue for the Hub.

BCP Council is seeking to purchase the freehold of St Stephens Church Hall and look for an Operator to take on a lease with the Council, remodel and manage the building and develop the welcome and hospitality offer for service users. At the time of tender BCP Council does not own the parcel of land and the building. The plan is to source an Operator and then complete the purchase of the land.

The building considerations

- The current layout of St Stephens Church Hall is given in Appendix 7. Surveys have been conducted of St Stephens Church Hall to assist bidders with determining the works required (see Appendix 8 for surveys).
- St Stephen's Church is a grade II listed building and St Stephen's Hall is not listed but it may be considered under the curtilage of a listed building. The Council are clarifying the listed nature of the building and will inform bidders when known. The Operator will need to apply for planning permission if required.
- All building refurbishment works within Planning and Building Regulations
- The operator will apply for any requisite Planning permissions
- The operation of the building must on an ongoing basis meet Health and Safety legislation
- *Note* – St Stephens Church Hall includes a flat. The Operator may choose to remodel the flat for rental or alternative use of the space.

The remodelling work must:

- Be designed to enable operational service delivery
- Be suitably and sufficiently costed (using the services of a reputable Quantity Surveyor) to mitigate risks of unaffordable design and/or insufficient budget to complete the remodelling
- Meet building control and legislative building compliance standards such as fire and DDA
- Meet requirements of service users

Bidders are asked to be creative in their design and refurbishment of the Hub. The design must include:

- Clinical space, meeting space, a reception, and outside space

- Showers, kitchen facilities, clothes washing facilities
- Luggage storage
- Address issues from the survey findings (Appendix 8)

The Operator will help ensure transition of the MDT into the newly remodelled space and ensure that it blends with the welcome and hospitality offer.

Funding

The Operator will refurbish the facility. BCP Council has a capital budget of £360,000 for the design and remodelling works for the Hub. The Operator is encouraged to apply for further external funding (e.g. appropriate Trusts and/or Grants) outside of BCP Council. The Operator will be transparent to BCP Council where additional funds are sourced from.

Operation of the Site

Hub Operation

The Operator must:

- Publicise the service to ensure that potential service users have access to services in a timely manner.
- Provide the welcome and management of the Hub. This includes the day-to-day management and security of the Hub. It will also include the welcome, triage, hospitality and other safety aspects for any visitor attending the centre/service.
- Establish and maintain safe operating procedures for the Hub including recruitment of appropriate staff with relevant DBS and safeguarding checks.
- Work closely with the Multi-Disciplinary Team (MDT) who will be provided with access to meeting space by the Operator. Liaison between the MDT and the Operator will be via the Strategic MDT lead. The Operator will be a part of the Service' Partnership Board. Alongside the MDT they will report on service provision

The core operational hours for the Hub will be Monday to Friday 09:00 to 12:30 and 13:00 to 17:00, these will be reviewed and developed via the Board when the service is operational.

Funding

The Operator will receive £50,000 funding per annum from BCP Council towards and in advance of ongoing Operator revenue costs.

Service operation revenue costs include:

- staff costs to ensure safe operation of site
- building running costs
- maintenance costs
- consumable costs, such as refreshments, cleaning supplies etc
- training costs

The Operator may raise further revenue required to run the facility via income opportunities at the Hub, such as rental of space (St Stephens Hall currently has a residential flat) and or fundraising.

The Operator is encouraged to apply for further funding outside of the Council and should be transparent to BCP Council where additional funds are sourced from.

Performance/Contract Management

The successful Operator will become a part of the Homeless, Health & Housing Hub Partnership Board along with the MDT.

The Board will co-develop annual performance targets for the Hub for the Key Performance Indicators below and monitor actual performance of the operator against targets. Key Performance Indicators for Year 1 of Operations include:

- Reduction in the number of homeless individuals caught in a cycle of accommodation and homelessness
- Improved engagement with entrenched rough sleepers because of the MDT offer
- Fewer homeless people becoming acutely unwell requiring hospital admission
- Reduction in homeless individuals attending ED for primary care issues
- Increase in the number of homeless individuals engaging in primary care and Health & Social Care Provision

If the Operator does not meet the requirement performance standards then their performance will be subject to a corrective action plan and will be monitored as appropriate to identify improvement. If performance does not improve within agreed timeframes, then the Operator will be given notice of the withdrawal of Council funding. This notice will trigger a review of the Lease and could lead to the termination of the building lease.

The service will be reviewed at the end of year 4 of operations. This review will include both scope of operations and value. Periodic contract reviews will lead to a stop / modify / extend decision(s). For the avoidance of doubt the contract will be modified at the end of year 4 and thereafter at 5-year intervals.

Potential future use of the site

Whilst the tenure of the Hub will initially be restricted such that it can only be used as a Homeless, Health and Housing Hub, this may be modified during the life of the contract to focus on outcomes associated with other aspects employment and/or wellbeing as new priorities emerge. Council reserves the right to give input in accordance with its corporate vision about potential future use of the site. Any modifications to the contract will be agreed via the Council.

The Multi-Disciplinary Team (MDT)

The Operator will work with the strategic lead for the MDT development to ensure that the MDT can operate from the Hub once the site is operational. The MDT includes: Drug and alcohol support; Adult social Care; NHS Primary Care; NHS Mental Health and NHS Acute Hospital Homelessness team.

The MDT working from the Hub will provide:

- Targeted and meaningful contact with homeless clients who are of concern to the MDT

- Accessible housing assessment, advice, and support, including drug and alcohol advice, mental health assessment, support, and treatment
- Additional wraparound services as required

Work in relation to the MDT is currently underway with various partners and by the time the Hub building has been remodelled (target end 2022) the full MDT should be operational and able to deliver their services from the Hub.