**Manchester City Council**

**Directorate for Children and Families**

**IT Solution to aid the Homeless**

**Prospectus 2017/18**

# Executive Summary

Manchester City Council wishes to commission an IT solution to make it easier for people experiencing homelessness to get the help they need. The Council is seeking a Service Provider who will work in and among communities in the area covered by Manchester City Council (“Manchester”) to provide comprehensive support to people to have ‘one place’ to go for anyone to find out about homelessness in Manchester and DO something to help. This will provide support to charities and grassroots organisations in Manchester through a website and App working both online and offline.

The IT solution should make it easy for anyone accessing the website to see exactly which support services are available nearby in order to meet specific needs through a “Find Help” section. It should also make it easy for Businesses and individuals to contribute through a “Give Help” Section. It should also host the Manchester Homelessness Charter and the Big Change information and updates.

We are seeking applications for funding from Voluntary, Community Sector and not for profit services / organisations who are able to provide this service.

Applications for funding can be from a consortium or individual organisations, but they must be based in Manchester and working with Manchester people. The funding can only be offered to one consortium / individual organisation and cannot be split between bidders. Applications from groups working together in a partnership will require one organisation acting as the lead, accountable organisation.

There is £12,000 available for the IT Solution to aid the homeless grant for 12 months from the award of the grant.

Important dates to note (see Appendix 1 for full list of relevant dates):

Call for applications: **Friday** **23 June 2017**

Closing date: **Monday 10 July 2017**

Decisions: Week commencing **Monday 24 July 2017**

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**Introduction**

Welcome to the IT Solution to aid the Homeless Grant Funding prospectus, and thank you for your interest in applying.

This document provides an explanation to the IT Solution Grant priorities for funding, the grant application process and guidance on how to make an application.

Bidders are advised to read this document thoroughly, and make note of the scoring criteria.

We wish you good luck with your application.

# Section 1

# IT Solution

# Context

# Homelessness is a growing national problem. The number of people presenting as homelessness has been steadily increasing over recent years. In addition to this, in 2016 the number of people sleeping rough in England rose for the sixth year in a row, with an estimated 4,134 people bedded down outside, an increase of 16% on the previous year’s figure of 3,569, and more than double the 2010 figure.

# A particular issue is the difficulty that many homeless people face finding suitable help and support for their own individual needs. To try to address this we are looking to have an IT solution both website and App based that can be readily accessed by both homeless people and the support services to enable them to find the best local solution to their needs.

The overall aim of the service will be to provide a website and App so that all services that help the homeless and people who are homeless themselves can quickly and easily see exactly which support services are available nearby to meet specific needs through a ‘Find Help’ section.

For businesses and citizens with time and resources to contribute, a section that can make it easy for them to see what is needed, and guide them towards supporting more effectively through a ‘Give Help’ section.

The site should also be able to host the Manchester Homelessness Charter and Big Change.

We are looking to work with a provider who has the following knowledge and skills:

* Knowledge of the issues around homelessness;
* Experience of involving people with lived experience in both developing and delivering services;
* Experience of working with volunteers;
* Experience of taking a strengths-based approach to service delivery;
* Developing innovative ideas and best practice around service delivery, partnership working and working with volunteers and people with lived experience.

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# Manchester’s Homelessness Partnership

# The Manchester Homelessness Partnership was developed to create and deliver a multi-agency and partner vision for a homelessness free future in the city. In 2015, the partnership invited people who were homeless in the city, and organisations working to reduce homelessness, to share their experiences, key challenges and concerns. The Manchester

# Homelessness Charter was the outcome of this work, drawing on best practice nationally and internationally.

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# The Charter provides the vision for ending homelessness in Manchester and sets out a number of values underpinning this:

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# A safe, secure home along with an appropriate level of support to create a good quality of life;

# Safety from violence, abuse, theft and discrimination, and the full protection of the law;

# Respect and a good standard of service everywhere;

# Equality of access to information and services;

# Equality of opportunity to employment, training, volunteering, leisure and creative activities.

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# The Charter also sets the collective responsibilities of those that work with people who are homeless, which are:

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# Good communication, coordination and a consistent approach is delivered across all services

# People with experience of homelessness have a voice and involvement in designing the services aimed at helping them.

# Our Manchester Strategy and Approach

# The Our Manchester Strategy is an ambitious statement of where Manchester people, businesses and public services want to get to over the next ten years. The vision is for a city that is:

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# Thriving – with great jobs and the businesses to create them

# Full of talent – both home-grown and from round the world

# Fair – so everyone has an equal chance to contribute and to benefit

# A great place to live – with a good quality of life: a clean, green, safe city

# Connected – both physically, with world-class transport, and digitally, with brilliant broadband.

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# Underpinning the strategy is the Our Manchester approach, which aims to create a more proactive, pre-emptive and creative than business-as-usual public service, focusing on a person's or community's strengths and opportunities. This new kind of partnership of local people, professionals and organisations is developing new answers; some as yet unthought-of and all different. At its centre is delivering things differently with our residents, doing ‘with not to’, and having different conversations with residents about what matters to them.

**Section 2**

**Outcomes**

The Service Provider will be expected to demonstrate the achievement of the following outcomes.

Preventing Homelessness and Reducing Rough Sleeping by enabling outreach workers, volunteers and various professional agencies including police, ambulance and health professionals to access the service.

Improving the awareness of the Homeless Charter and Big Change with the public

Reducing the number of Street Kitchens by finding out about their skills, availability and resources, directing them to where help is needed, and away from direct giving and street kitchens

Informing the Public through NEWS and Social media influencing the public and informing them about what is happening

Increasing Resources to aid Homelessness Prevention and Reduce Rough Sleeping.

Improving Standards for individuals and groups who volunteer services.

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**3. Who can apply?**

To apply for this grant your organisation must have, and be able to produce when asked:

* A safeguarding policy
* An equal opportunities policy
* A health and safety policy
* A data protection policy
* Financial policies and procedures
* Evidence of at least 4 Board / Management Committee meetings in the last year
* A list of Board / Management Committee members, including their roles
* A governing document (i.e. a Constitution)
* Relevant insurance
* A recent annual report and independently verified accounts
* Evidence of significant recent provision of services to Manchester residents.

You must also be a not-for-profit organisation – this includes voluntary, community and faith organisations, co-operatives and mutual societies, non-governmental organisations which are value driven and which principally invest their surpluses to further social, environmental or cultural objectives.

Applications are welcomed from groups working together in a partnership with one organisation acting as the lead, accountable organisation.

You cannot apply if you are:

A private sector or “for profit” organisation.

A public sector organisation i.e. local authority, education institution, health authority etc.

**4. Funding**

The funding for 2017/18 of £12,000 will be paid through Purchase Order, on a quarterly basis over a 12 month period from the grant award date.

£3000 August - October (in October)

£3000 November - January (in January)

£3000 February - April (in April).

£3000 May - July (in July)

In accordance with the obligations placed upon local authorities by the Freedom of Information Act 2000 (the Act), all information submitted to Manchester City Council may be disclosed in response to a request made pursuant to the Act.

In respect of any information submitted by applicants, which they consider to be commercially sensitive, applicants should:

Clearly identify such information as commercially sensitive.

Explain the implications of disclosure of such information.

Detail the envisaged timeframe during which such information will remain commercially sensitive.

Please note, even where information is identified as commercially sensitive, Manchester City Council may be required to disclose such information in accordance with the Act if a request is received. Receipt of any information marked "confidential" should not be taken to mean that Manchester City Council accepts any duty of confidence by virtue of the marking.

**5. How to apply**

Please send your completed application to: workingwithus@manchester.gov.uk

(NB – incomplete applications will not be considered).

If you require a paper application form please contact:

Mick Stacey m.stacey@manchester.gov.uk or 0161 219 3373

Please ensure that you remember / include the following important points:

Make sure you read the guidance notes carefully.

Ensure that you understand the application criteria.

Provide evidence to support your application.

Answer every question on the application.

The deadline for applications is **Monday 10July 2017**

You will receive an acknowledgement of our receipt of your application

**6. How will decisions be made?**

Applications will be considered by the Scoring Panel, which will consist of senior officers within Manchester City Council, people with experience of homelessness, and people who have good knowledge and understanding in this area.

Each application will be considered on its own merits, from both established groups and new groups, and from established and new proposals.

The Scoring Panel will assess each application and allocate scores based on how well the application can evidence:

* How it contributes to the objectives.
* How it will achieve agreed outcomes.
* How a partnership would work (if the proposal is for partnership, alliance or consortium).
* Reasonable and well thought through costings.

In the event of more than one group bidding to deliver the same service or activity, the grant evaluation panel will consider which proposal best meets the criteria.

**7. What will happen after the decisions have been made?**

All applicants will be notified by email of the panel decision.

The decisions will be made week commencing **Monday 24 July 2017**

Written feedback will be provided on request. There is no appeals process.

Officers from MCC will arrange to meet with representatives of the successful applicants to finalise details around service delivery, monitoring and reporting arrangements and grant fund payments.

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**8. Monitoring and evaluation**

Manchester City Council is required to safeguard public funds. Therefore, successful providers will be required to provide monitoring information which will evidence agreed outcomes, based on the objectives of the Grants. This information will also be used to inform future commissioning priorities and to secure future financial resources. The monitoring information will be required within two weeks after the end of each financial quarter.

Officers from the Directorate for Children and Families will meet with the successful provider to agree the specific requirements and format of the monitoring information, the frequency of monitoring meetings and the overall governance arrangements.

**9. Getting help**

If you require any clarification, please contact:

Mick Stacey Commissioning Officer at: m.stacey@manchester.gov.uk

Key documents that may assist with your application include:

* Manchester Homeless Charter
* Manchester Strategy 2016-2025

If a query is raised by an applicant, any answer(s) given by Manchester City Council may be provided to all applicants, along with the original query. Details of the enquirer will not be disclosed.

**10. Appendices**

**Appendix 1 - Relevant Dates:**

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| Grant Applications issued | **24 June 2017** |
| Closing date for Applications | **10 July 2017** |
| Panel assessments | **Week commencing 10 July2017** |
| Mediation Panel | **Week commencing 10 July2017** |
| MCC Internal Approvals | **Week commencing 17 July2017** |
| Announcement of Funding Decisions | **Week commencing 24 July2017** |
| Projects to commence | **01 August 2017** |