

GREATER LONDON AUTHORITY

[REDACTED]
Via email

Our ref: MGLA160216-5419

Date: 9 March 2016

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 16 February. Your request has been dealt with under the Freedom of Information Act 2000.

You requested:

Further information about the Council's Housing Related Support services.

Could the Council provide details of individual contracted services they have for Housing Related Support (including homelessness accommodation based and floating support services).

For each individual contract, could the Council please provide the following information:

- Contract name
- Contract start and end date
- Contract value (please indicate total or annual)
- The current contract provider
- Owner of the building the contract is delivered from
- The client group
- Number of clients supported under the contract
- Whether there is an intention to extend or reprocure the contract
- Lead commissioner name and contact details

Please find our response below:

The GLA funds and commissions rough sleeping services, projects and initiatives that are pan-London. These complement and supplement those provided or commissioned by boroughs, which have the primary responsibility, and receive the bulk of government funding, for providing or commissioning services.

Each year, the Mayor spends around £9 million on a range of commissioned pan-London rough sleeping services and projects that complement those provided by London's boroughs. The attached provides some detail on services that are currently being commissioned. It also includes the SIB programme which is administered by the Mayor of up to £5 million over four years.

The GLA has recently undertaken a competitive tender process to re-commission the following services with a contract period of three years, plus an optional 2 years extension, commencing in April 2016:

- CHAIN
- Clearing House
- London Reconnections Team
- London Street Rescue
- Tenancy Sustainment Team North
- Tenancy Sustainment Team South

The contract management is conducted by [REDACTED]. He can be contacted at [REDACTED]

Yours sincerely,

[REDACTED]
Business Support Team
Housing & Land

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at <http://www.london.gov.uk/mayor-assembly/gla/governing-organisation/freedom-information>.

No Second Night Out	An assessment and reconnection service for rough sleepers who are new to the streets, comprising three assessment hubs, plus accommodation 'staging posts'. For more information see No Second Night Out (external website) . This also includes and is co-located with the former No Living on the Streets project - An assessment and reconnection service for rough sleepers who are not new to the streets, comprising three assessment hubs, plus accommodation 'staging posts'.	NSNO has seen over 8000 clients since inception. The current contract value is £3 680 000 per annum. This contract merged with the NLOS service to ensure greater efficiencies. The current contract expires March 2017. NLOS commence in 2012, NSNO commenced in 2013.
London Street Rescue	Outreach services in boroughs that do not commission outreach plus outreach across London specifically for linking new rough sleepers to No Second Night Out.	LSR sees an average of 680 people sleeping rough per year. The annual contract value is £609, 173 and the contract period is April 2011 – March 2016.
StreetLink	Phoneline (0300 500 0914) and website (www.streetlink.org.uk) for the public to tell us about rough sleepers they see, so that they can be found and linked into services.	This is grant funded annually. The GLA currently contributes £50,000 per annum.
London Reconnections Team	Supported reconnection of non-UK nationals abroad.	LRT reconnects an average of 400 people per year. The annual contract value is £362, 353 and the contract period is April 2011 – March 2016.
Clearing House	Allocation of Rough Sleeper Initiative units	With the help of Clearing House, Between 1 April 2011 and 31 March 2015, over 1,000 tenancies have been provided to people in Rough Sleepers Initiative (RSI) properties. The annual contract value for CHAIN and Clearing house combined is £397, 693 and the contract period is April 2011 – March 2016.

CHAIN	Database containing information provided by key services on London's rough sleepers.	As above.
Tenancy Sustainment Teams – North and South	Tenancy support to those who move into Rough Sleepers Initiative units.	These teams each work with over 1,500 people per year. The combined contract value of these teams is £2,734,709 and the contract period is April 2011 – March 2016.
Severe Weather Emergency Provision	A shelter that opens when the temperature is predicted to be zero degrees, or less, for three consecutive nights	This is grant funded annually. The GLA funding for this is capped at £95, 000
Non-UK nationals project	An accommodation-based service for non-UK nationals focussing on both employment and reconnection	Since it launched in 2009, this project has helped over 1,300 people off the streets, of who 1,239 have been reconnected and 72 have secured employment in the UK and moved into private rented accommodation. The current contract period is April 2011 – March 2016.
Homeless health peer advocacy project	A project whereby peer advocates accompany rough sleepers to attend health appointments and sustain health treatment.	This is grant funded annually. The GLA currently funds Groundswell £50, 000 per annum to run this service which has enabled rough sleepers to attend 3,100 medical appointments between 2012 and 2015.
Non-commissioned services project	A project to influence non-commissioned services to help rough sleepers move away from the streets.	This is grant funded annually. The GLA currently contributes £25,000 per annum.
Social Impact Bond (Rough Sleeping)	A payment by results project which involves two providers delivering a range of services to achieve a reduction in rough sleeping, support clients into employment, and support clients to better manage their health. The project runs for three years, allows a degree of flexibility in approach, and is designed to improve outcomes for a cohort of 831 rough sleepers in London.	This is a 3 year project, with a 1 year tail-off period running from November 2012–October 2016. The funding form DCLG is capped at £5 million for the duration of the project.