



# voluntary sector commissioning prospectus

2007 – 2010

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**Important:** To check your eligibility to apply for funding to deliver the services as outlined within this funding prospectus, please complete the self assessment questions contained at page 19 of this document at your earliest opportunity.



## **1. Corporate Introduction**

Birmingham City Council is committed to supporting the work and future of the voluntary and third sector. This coupled with the drive for best use of resources has provided a unique opportunity to reshape our relationships, including funding, with voluntary and third sector organisations.

The council has established a corporate commissioning framework for third sector funding.

The key drivers for the development of the corporate framework are to:

- Improve our partnerships with voluntary and third sector groups and increase their involvement in our services and activities.
- Work towards strategic and longer term funding for voluntary and third sector organisations in return for high levels of performance.
- Ensure that Birmingham City Council's funding is outcome focused and aligned to the Council Plan and Community Strategy priorities.
- Ensure that the Council achieves value for money from its funding and that this funding supports the delivery of excellent public services for citizens and residents in Birmingham.

### **a) Purpose of the Commissioning Framework**

The commissioning framework offers the opportunity for both existing and new organisations to work with the council and have a positive impact in delivering excellent services to our communities. This approach will ensure that the funding is aligned with the Birmingham Strategic Partnership and the Council Plan priorities.

The Housing Department will introduce a commissioning process from November 2006 in order to select service providers to deliver particular services and activities from April 2007. There are six areas of work being commissioned through this prospectus:

- Priority 1: Young Persons' Home Options Service
- Priority 2: Domestic Violence Home Options Service
- Priority 3: Street Intervention Service
- Priority 4: Housing Advice – Single People at Risk
- Priority 5: Day Centre Facility
- Priority 6: Housing Advice – Vulnerable Groups

### **b) Corporate priorities**

The Council Plan 2006 sets out the council's corporate priorities. It includes a key priority for the Housing Department to raise performance in housing services to deliver upon the broader objective of achieving excellence in all of the council's services.

Within this overarching priority for the Housing Department we are committed to:

- Continuing the implementation of the home options framework for households at risk of homelessness to establish a fully integrated advice service.

- Progressing the development and delivery of an integrated and coherent Homelessness Strategy for Birmingham.

A full copy of the Council Plan 2006 can be downloaded from our website at [www.birmingham.gov.uk/councilplan.bcc](http://www.birmingham.gov.uk/councilplan.bcc)

### **c) Why the Council works in partnership with the voluntary sector**

The City Council has a long history of working with the voluntary, or third, sector in the delivery of services to our residents and communities.

The voluntary, or third, sector has skills, expertise and resources which are critical to the development and delivery of an effective network of services. Additionally partnerships with the voluntary sector are acknowledged to add value to the work by creating diversity and choice for customers.

## **2. Directorate Specific Information**

### **a) Housing Department priorities and links to corporate priorities**

The Housing Department's key priority is to raise performance in housing services and to achieve excellence in delivery.

The delivery of high quality services to prevent and tackle homelessness is an important part of this and the Housing Department is committed to achieving a number of related performance targets, to:

- Reduce the level of statutory homelessness acceptances by at least 50 per cent by 2008.
- Reduce use of temporary accommodation by 50 per cent by 2010.
- Reduce the average length of stay in temporary accommodation for priority homeless households to five days for bed and breakfast and eight weeks in hostel accommodation by 2009.
- Maintain low levels of repeat homelessness with no more than six per cent of applicants representing within a two year period.
- Ensure that the number of people sleeping rough within Birmingham on a single night, as assessed via street count, does not exceed 10.

To deliver upon these performance targets we have prioritised:

- The continued development of a city-wide Home Options service to provide a robust homelessness prevention service to those at risk of homelessness.
- The delivery of a network of assertive targeted services for rough sleepers to provide contact, assessment and resettlement support.
- The development and delivery of a strategy to minimise the use of temporary accommodation for priority homeless households.
- The review and revision of Birmingham's Homelessness Strategy by 2008 to complement and support other relevant strategies in particular the Supporting People Strategy.

The services identified for commissioning within this prospectus are all aligned to these strategic targets and priorities and will play a key role in their delivery.

### **b) Call for proposals**

The Housing Department now invites organisations to apply for the services detailed within the service specification section of this document. The deadline for return of applications is 12.00 on the 21<sup>st</sup> December 2006

### **c) Funding available**

This commissioning prospectus describes a three year intended programme of funding for the voluntary or third sector.

It covers the period 1 April 2007 – 31 March 2010 and describes a maximum annual commitment of £750,000

The funding for the services described within this commissioning prospectus is made available via the Housing Department's Voluntary Sector Grants Programme and a grant award from the Homelessness and Housing Support Directorate housed within the Government's Department of Communities and Local Government.

Applicant organisations must note that the above two budget sources are set on an annual basis, while this prospectus covers a three-year period. Awards will be reviewed annually to take account of changes to budgets, need and performance.

### **3. Service Specifications**

#### **Priority 1: Young Persons' Home Options Service**

<b>Target Client Group</b>	Young people aged 16 - 25 at risk of homelessness due to exclusion from friends and family
<b>Service Overview</b>	This service will deliver a key component of our Home Options framework. The service will receive referrals from Neighbourhood or Housing offices during standard office hours, of young people identified as being at risk of homelessness. The service will undertake structured face-to-face casework with those referred to prevent homelessness occurring. Prevention work could include housing advice, referrals to alternative accommodation, structured resettlement support, family mediation and so on.
<b>Links to Housing Department Performance Targets</b>	This service will contribute to the delivery of the following Housing Department performance targets: <ul style="list-style-type: none"><li>• To reduce the level of statutory homelessness acceptances by at least 50 per cent by 2008.</li><li>• To reduce the use of temporary accommodation by 50 per cent by 2010.</li><li>• To reduce the average length of stay in temporary accommodation for priority homeless households to five days for bed and breakfast and eight weeks in hostel accommodation by 2009.</li><li>• To maintain low levels of repeat homelessness with no more than six per cent of applicants representing within a two year period.</li></ul>
<b>Evidence of Need</b>	In the region of 2000 young people a year approach the City Council as homeless or potentially homeless due to exclusion from family and friends. Evidence shows that young people presenting as homeless are broadly representative of Birmingham's diverse population.

<b>Key Partners</b>	Housing Department, Local Services, other voluntary and statutory services
<b>Geographical Boundary</b>	City wide
<b>Headline Performance Targets</b>	<p>The headline performance targets attached to this service are as follows:</p> <ul style="list-style-type: none"> <li>• That young people referred to the service will be contacted within a maximum of 48 hours and will be offered an interview within a maximum of five working days.</li> <li>• That 75 per cent of young people referred will be diverted from homelessness and will not return to make a homelessness application within six months of referral.</li> </ul> <p>Further performance targets and indicators will be negotiated as part of the process of defining a service level agreement.</p>
<b>Maximum Funding Allocation</b>	£200,000 per year

## **Priority 2: Domestic Violence Home Options Service**

<b>Target Client Group</b>	Households at risk of homelessness due to domestic violence
<b>Service Overview</b>	<p>This service will deliver a key component of our Home Options framework. The service will receive referrals from Neighbourhood and Housing offices of households identified as being at risk of homelessness due to domestic violence. The service will undertake structured face-to-face casework to prevent homelessness within a context of risk assessment to ensure that households are kept safe. Prevention interventions delivered could include signposting to legal advice, advice on non-molestation orders, safety planning, referrals to supported housing or planned moves.</p>
<b>Links to Housing Department Performance Targets</b>	<p>This service will contribute to the delivery of the following Housing Department performance targets:</p> <ul style="list-style-type: none"> <li>• To reduce the level of statutory homelessness acceptances by at least 50 per cent by 2008.</li> <li>• To reduce the use of temporary accommodation by 50 per cent by 2010.</li> <li>• To reduce the average length of stay in temporary accommodation for priority homeless households to five days for bed and breakfast and eight weeks in hostel accommodation by 2009.</li> <li>• To maintain low levels of repeat homelessness with no more than six per cent of applicants representing within a two year period.</li> </ul>
<b>Evidence of Need</b>	<p>In the region of 1000 households per year approach the City Council as being at risk of homelessness due to domestic violence. The majority of these households are made up of women and children, however about three – five per cent of approaches are from men. Anecdotal evidence also suggests that the numbers of approaches from members of the gay and lesbian population are increasing.</p>

<b>Key Partners</b>	Housing Department, Local Services, other voluntary and statutory services
<b>Geographical Boundary</b>	City wide
<b>Headline Performance Targets</b>	<p>The headline performance targets attached to this service are as follows:</p> <ul style="list-style-type: none"> <li>• That households referred to the service will be contacted within a maximum of 48 hours and will be offered an interview within a maximum of five working days.</li> <li>• That 75 per cent of households referred will be diverted from homelessness and will not return to make a homelessness application within six months of referral.</li> </ul> <p>Further performance targets and indicators will be negotiated as part of the process of defining a service level agreement.</p>
<b>Funding Allocation</b>	£150,000 per year

### **Priority 3: Street Intervention Service**

<b>Target Client Group</b>	Rough sleepers and street beggars
<b>Service Overview</b>	Service to provide an assertive support service to rough sleepers and street beggars to enable them to be successfully resettled from the streets and other locations not suitable or intended for human habitation. Service to be delivered via a combination of outreach and targeted responses to information received from third parties. Service to be operational at a range of key times to include early mornings, evenings, nights and weekends. Service to co-ordinate multi-agency packages of support to the target group to include drugs, alcohol, mental health, offending behaviour and so on.
<b>Links to Housing Department Performance Targets</b>	<p>This service will contribute to the delivery of the following Housing Department performance target:</p> <ul style="list-style-type: none"> <li>• To ensure that the number of people sleeping rough within Birmingham on a single night as assessed via street count does not exceed 10</li> </ul>
<b>Evidence of Need</b>	Eight rough sleepers were identified during the last Birmingham rough sleepers count held in November 2005. There are currently known to be in the region of 25 core rough sleepers within Birmingham who have been on the streets for in excess of 28 days. These core rough sleepers commonly have additional support needs in relation to drug or alcohol misuse, mental health or offending behaviour. Around 30 new people arrive on Birmingham's streets each month
<b>Key Partners</b>	Housing Department, City Centre Management, West Midlands Police, Birmingham Antisocial Behaviour Unit, other voluntary and statutory services.

<b>Geographical Boundary</b>	City wide
<b>Headline Performance Targets</b>	<p>The headline performance targets attached to this service are as follows:</p> <ul style="list-style-type: none"> <li>• That reports of rough sleeping will be responded to within a maximum of 48 hours.</li> <li>• That levels of rough sleeping as assessed via street counts will be maintained at less than 10.</li> <li>• That 80 per cent of new arrivals will be resettled or diverted within 28 days and will not represent as rough sleeping within 12 months.</li> </ul> <p>Further performance targets and indicators will be negotiated as part of the process of defining a service level agreement.</p>
<b>Maximum Funding Allocation</b>	£100,000 per year

## **Priority 4: Housing Advice – Single People**

<b>Target Client Group</b>	<p>Single adults and childless couples at risk of homelessness due to presenting vulnerabilities</p>
<b>Service Overview</b>	<p>This service will deliver a component of our Home Options framework. It would receive referrals of vulnerable singles from the Neighbourhood Advice network and the Housing Department as well as acting as an alternative access point to services for this client group.</p> <p>The service would act as an assessment and referral hub for vulnerable single people enabling access to a range of quality assessed supported housing provision as well as promoting access to permanent accommodation options. The service would provide access to specialist support agencies as required in relation to drugs, alcohol, mental health, learning disability, offending behaviour etc.</p>
<b>Links to Housing Department Performance Targets</b>	<p>This service will contribute to the delivery of the following Housing Department performance targets</p> <ul style="list-style-type: none"> <li>• To reduce the level of statutory homelessness acceptances by at least 50 per cent by 2008.</li> <li>• To reduce the use of temporary accommodation by 50 per cent by 2010.</li> <li>• To reduce the average length of stay in temporary accommodation for priority homeless households to five days for bed and breakfast and eight weeks in hostel by 2009.</li> <li>• To maintain low levels of repeat homelessness with no more than six per cent of applicants representing within a two year period.</li> <li>• To ensure that the number of people sleeping rough within Birmingham on a single night as assessed via street count does not exceed 10</li> </ul>
<b>Evidence of Need</b>	<p>In the region of 1000 single people and childless couples approach the council each year as homeless or at risk of homelessness. These individuals commonly have additional support needs in relation to drugs, alcohol, mental health, learning disability or offending behaviour which underpins their accommodation or housing problems.</p>

<b>Key Partners</b>	Housing Department, Local Services, supported housing providers, other voluntary and statutory services.
<b>Geographical Boundary</b>	City wide
<b>Headline Performance Targets</b>	<p>The headline performance targets attached to this service are as follows:</p> <ul style="list-style-type: none"> <li>• That customers referred to the service will receive an initial interview within one working day.</li> <li>• That 75 per cent of customers referred will be diverted from homelessness and will not return to make a homelessness application within six months of referral.</li> </ul> <p>Further performance targets and indicators will be negotiated as part of the process of defining a service level agreement.</p>
<b>Maximum Funding Allocation</b>	£150,000 per year

## **Priority 5: Day Centre Facility**

<b>Target Client Group</b>	Rough sleepers, single homeless people, lonely and isolated households at risk of tenancy breakdown
<b>Service Overview</b>	Service to provide a walk in street level support service to the target client group via a day centre or drop-in facility. Service to act as key access, assessment and referral centre for rough sleepers and single homeless people. Service to provide a range of social, emotional and practical support services to lonely and isolated households at risk of repeat homelessness due to tenancy breakdown.
<b>Links to Housing Department Performance Targets</b>	<p>This service will contribute to the delivery of the following Housing Department performance targets:</p> <ul style="list-style-type: none"> <li>• To reduce the level of statutory homelessness acceptances by at least 50 per cent by 2008.</li> <li>• To reduce use of temporary accommodation by 50 per cent by 2010.</li> <li>• To ensure that the number of people sleeping rough within Birmingham on a single night as assessed via street count does not exceed 10.</li> </ul>
<b>Evidence of Need</b>	<p>Eight rough sleepers were identified during the last Birmingham rough sleepers count held in November 2005. There are currently known to be in the region of 25 core rough sleepers within Birmingham who have been on the streets for in excess of 28 days. These core rough sleepers commonly have additional support needs in relation to drug or alcohol misuse, mental health or offending behaviour. Around 30 new people arrive on Birmingham's streets each month.</p> <p>In the region of 1000 single people and childless couples approach the City Council each year as homeless or at risk of homelessness. These individuals commonly have additional support needs in relation to drugs, alcohol, mental health, learning disabilities or offending behaviour, which underpin their accommodation or housing problems.</p>

<b>Key Partners</b>	Housing Department, other voluntary and statutory providers
<b>Geographical Boundary</b>	City wide
<b>Headline Performance Targets</b>	<p>The headline performance targets attached to this service are as follows:</p> <ul style="list-style-type: none"> <li>• That newly identified rough sleepers will be referred to an appropriate support agency or housing provider within 24 hours of accessing the service.</li> <li>• That 75 per cent of those identified as being at risk of homelessness or tenancy breakdown will be supported to resolve their problems without becoming homeless.</li> </ul> <p>Further performance targets and indicators will be negotiated as part of the process of defining a service level agreement.</p>
<b>Maximum Funding Allocation</b>	£50,000 per year

## **Priority 6: Housing Advice – Vulnerable Groups**

<b>Target Client Group</b>	Vulnerable groups at risk of homelessness or in housing need
<b>Service Overview</b>	It is our intention to fund a small number of housing advice services within this priority which can complement and add value to other support services targeted at vulnerable groups at risk of homelessness, for example young people, people with drug or alcohol problems, BME communities and so on. The aim of these services is to promote integrated models of service delivery to vulnerable groups and enable housing issues to be addressed alongside other support needs.
<b>Links to Housing Department Performance Targets</b>	<p>These services will contribute to the delivery of the following Housing Department performance targets:</p> <ul style="list-style-type: none"> <li>• To reduce the level of statutory homelessness acceptances by at least 50 per cent by 2008.</li> <li>• To reduce the use of temporary accommodation by 50 per cent by 2010.</li> <li>• To reduce the average length of stay in temporary accommodation for priority homeless households to five days for bed and breakfast and eight weeks in hostel accommodation by 2009.</li> <li>• To maintain low levels of repeat homelessness with no more than six per cent of applicants representing within a two year period.</li> </ul>
<b>Evidence of Need</b>	It is widely acknowledged that some groups of individuals for example young people, care leavers, ex-offenders, people with drug or alcohol problems or those from certain BME communities are at a disproportionately high risk of homelessness. Such groups are also often marginalised and can have difficulty in accessing mainstream statutory support services. Allocations made under this priority strand will enable housing support services to be placed within the context of a broader support service for the client group. For example in a youth advice service, in a counselling and support service for people with drug and alcohol problems, in a day centre facility for people with mental health problems or learning disabilities.

<b>Key Partners</b>	Housing Department and other voluntary and statutory services
<b>Geographical Boundary</b>	City wide or area specific to link with client group identified within application
<b>Headline Performance Targets</b>	<p>The headline performance targets attached to this service are as follows:</p> <ul style="list-style-type: none"> <li>• That customers referred to the service will be contacted within a maximum of 48 hours and will be offered an interview within a maximum of five working days.</li> <li>• That at least 75 per cent of those identified as being at risk of homelessness or tenancy breakdown will be provided with a housing pathway which prevents homelessness.</li> </ul> <p>Further performance targets and indicators will be negotiated as part of the process of defining a service level agreement.</p>
<b>Maximum Funding Allocation</b>	£100,000 per year, average anticipated award £30 - £35,000

## **4. How to apply**

### **a) Applicant organisation self-assessment form**

This commissioning prospectus relates to a proposed programme of funding for third sector. As such it is targeted at a specific group of applicant organisations.

Before you begin to complete the application form you are advised to answer the self-assessment questions below.

#### **Does your organisation have:**

A formally approved Constitution of Memorandum and Articles	Yes	No	Unsure
A formally appointed Management Committee or Board of Directors which meets regularly	Yes	No	Unsure
Approved policies and procedures relating to:			
Financial management	Yes	No	Unsure
Equal opportunities	Yes	No	Unsure
Health and safety	Yes	No	Unsure
Complaints	Yes	No	Unsure
Quality assurance	Yes	No	Unsure
Child protection*	Yes	No	Unsure
Protection of vulnerable adults	Yes	No	Unsure

\* if applicable to your organisation

#### **Can your organisation supply the following financial evidence:**

Accounts for the last three years	Yes	No	Unsure
Proof of bank account	Yes	No	Unsure
Management accounts relating to the current financial year	Yes	No	Unsure

#### **Has your organisation experience of delivering projects or services for:**

Birmingham City Council	Yes	No	Unsure
and/or			
Any other statutory or private sector funder	Yes	No	Unsure

If you have ticked either no or unsure to any of these self-assessment questions please contact the Housing Department or a relevant support agency such as Birmingham Voluntary Services Council or Birmingham and Solihull Social Economy Consortium.

## **b) Useful Contacts**

### **Housing Department contacts**

The following Housing Department Officers can provide you with support in respect of the commissioning process and the Housing Department's priorities. It should be noted however that to remain impartial they are not able to provide you with specific advice regarding the content of your application submission.

#### **Pip Mayo**

Development Officer  
Housing Needs  
0121 303 6143

#### **Dawn Goodenough**

Domestic Violence Development Worker  
Housing Needs  
0121 464 2683

#### **Paul Webber**

Street Intervention Co-ordinator  
Housing Needs  
0121 675 2761

#### **Joanne Green**

Grants Administrator  
Housing Needs  
0121 303 3856

The Housing Department Officers detailed above can be contacted via email to [homelessnessstrategy@birmingham.gov.uk](mailto:homelessnessstrategy@birmingham.gov.uk)

### **Other Useful Contacts**

#### **Birmingham Voluntary Services Council (BVSC)**

[www.bvsc.org](http://www.bvsc.org)

0121 643 4343

BVSC can provide support, advice and guidance to the third sector on a range of issues related to funding and capacity building.

#### **Birmingham and Solihull Social Economy Consortium (BSSEC)**

[www.bseec.org.uk](http://www.bseec.org.uk)

0121 233 0278

BSSEC can provide support to social enterprise agencies on a range of issues related to funding and capacity building.

### **c) Your application**

The purpose of your application is to provide information about your organisation and the services that you would like to deliver with the support of the Housing Department. Your application must relate to one of the service specifications detailed within this prospectus.

You will note that each of the service specifications detailed within this document relate to a city-wide service and include a maximum available allocation figure. In considering your application you should decide if you wish to apply to deliver the whole service or a proportion of it.

Applications for a city-wide service must clearly demonstrate how the needs of the whole target group are to be met. Proposals should address the practicalities of delivering a service across the whole local authority area and should clearly detail how equality of access will be promoted for all those within the target group.

Applications for smaller services can be made on the basis of geographical boundary for delivery or target group, for example BME communities. You should ensure that the parameters for your proposed service are clear within your application.

All applicants should ensure that their proposed service is properly costed with both direct and indirect costs being identified. The budget headings in the finance section of the application form should help you to think about ensuring that you apply for the full costs of your proposed service.

Please note that the service specifications supplied include information on the maximum budget available for each service area. Your application should not exceed this maximum and if you are applying to deliver a proportion of the city wide service a level of proportionality is expected.

Partnership and consortium bids will be welcomed particularly where these provide added value or enable the needs of minority groups within the overall target group to be met, for example men affected by domestic violence.

Please ensure that you include all relevant information within your application form as we will not be able to take into account any prior knowledge that we may hold of your organisation.

### **d) Completing the application form**

Applications must be submitted on the form supplied.

An electronic version of this form can be downloaded via the City Council website from [www.birmingham.gov.uk/homelessnessstrategy](http://www.birmingham.gov.uk/homelessnessstrategy) or can be requested by e-mail from [homelessnessstrategy@birmingham.gov.uk](mailto:homelessnessstrategy@birmingham.gov.uk)

Please ensure that you have fully completed all sections of the application form and have supplied all the requested supporting information. Incomplete applications may be rejected.

No additional supplementary papers, folders, or brochures will be considered.

The deadline for submission of applications is 12.00 on the 21<sup>st</sup> December 2006. In submitting your application you are requested to send an electronic version of the completed application form to [homelessnessstrategy@birmingham.gov.uk](mailto:homelessnessstrategy@birmingham.gov.uk) and six hard copies of your application to:

Pip Mayo  
Housing Needs  
Level 2  
Louisa Ryland House  
44 Newhall Street  
Birmingham  
B3 3PL

You need only supply one copy of the supporting information requested.

### **e) Appraisal of applications**

Please note that submitting an application does not guarantee that the Housing Department will fund the proposed service.

All received applications will be appraised to establish the suitability of the applying organisation to receive public funds and the degree of fit with the Housing Department's identified service priorities.

The appraisal and selection process has been designed to ensure that only projects of the highest standard are chosen. The process has also been designed to ensure that activities are not duplicated.

All applications received will therefore be the subject of a three-stage appraisal process:

#### **Stage 1 – Eligibility and Document Completeness**

Upon receipt of applications an initial assessment will be conducted which will assess the applying organisations eligibility to receive funds from the Housing Department. Within this eligibility check compliance with the self-assessment questions will be verified.

Please note that those organisations who are verified as having passed their Supporting People review will be passported through the eligibility check.

Organisations judged to be ineligible to receive funds from the Housing Department will be contacted to discuss our concerns. Those found to be ineligible will be removed from further consideration at this point and rejected.

A check will also be made during this stage one assessment to ensure that application forms have been completed and required supporting documentation submitted.

Incomplete applications will either be removed from the process and rejected, or organisations will be contacted and asked to submit the missing documents.

## **Stage 2 – Core Conditions**

In stage two of the assessment process applications will be assessed against core criteria.

These criteria are detailed below:

- The application addresses the relevant service specification.
- The proposed service links with the aims of the organisation as described within the approved constitutional document.
- The applicant organisation is in at least reasonable financial health.
- The project costs are reasonable.
- The application includes evidence of partnership working or consultation in either its formation or in the delivery of the scheme.
- The applicant organisation has a verifiable track record in successfully delivering projects.
- The application adequately addresses issues of access and diversity.

Applications felt to address these core criteria, will be shortlisted and forwarded to the third and final stage of the assessment process. Those applications which fail to meet any of the above criteria will be removed from the process and formally rejected.

## **Stage 3 – Deliverability and Value for Money**

In stage three of the assessment process, organisations will be invited to an Assessment Panel meeting to formally present and answer questions about their proposal.

It will be the role of the Assessment Panel to determine which of the shortlisted organisations would be best placed to deliver against the service specification.

In making such a judgement the Panel will focus upon deliverability and value for money.

Specifically, the Panel will consider whether the service would be carried out more effectively by the tendering organisation rather than the Council, the private sector or another voluntary sector organisation.

### **f) Notification of decisions**

All applicants will be informed of the decision in respect of their tender and will have the opportunity to receive feedback on their submission.

The Council will publish details of successful applications and will identify where services have not been commissioned because of a lack of suitable applicants.



## **5. Funding Management**

### **a) Funding agreement**

Funding agreements will take the form of service level agreements, which will set out the responsibilities of the selected service provider and the Housing Department.

Draft funding agreements will be offered to selected applicants following appraisal of tenders. These funding agreements will contain details of the responsibilities of both the service provider and the Housing Department, will define the mode of operation for the service and will define a range of scheme specific targets.

Service level agreements must be signed by a senior manager and a director or management committee member on behalf of the service provider.

All funding granted as a result of this prospectus is subject to the City Council's standing orders, financing regulation and audit requirements.

### **b) Monitoring and review**

The Housing Department will identify a key contact officer for each project funded. This officer will be the lead development support for the scheme and will be responsible for monitoring its performance.

Project review meetings will be held, between the key contact officer and the successful service provider. These meetings will be held at least quarterly and will:

- Review the activity and progress of the project towards achievement of agreed objectives and performance targets
- Review the effectiveness of financial management
- Develop effective forward service and resource planning
- Ensure effective joint working
- Monitor compliance with the service level agreement.

To support discussions at these meetings successful service providers must produce:

- A report to detail the project's progress against the agreed objectives and performance targets
- An income and expenditure analysis related to the project
- A customer monitoring form to show the breakdown of customers by ethnicity, gender, disability and age
- Any other identified evidence or information.

Officers from the Housing Department will also, from time to time, make visits to the successful providers to verify evidence of funded agreement activity, and compliance with funding agreement requirements for financial procedures, quality assurance, publicity, equal opportunities, health and safety, data protection and so on.

At the end of each financial year a 360 degree review of the scheme will be conducted. This review will consider:

- The views of customers
- The views of partner organisations and other stakeholders
- The service provider's experience of providing the scheme
- The service provider's views of support received from the Housing Department.

Changes to the service level agreement for the following financial year may be negotiated with the provider where this review highlights a need to make changes to services delivered to improve performance. Additionally, changes to the service level agreement may be made in the event of significant change to the Housing Department's budgets.

Additionally, if there are changes to the budgets the Housing Department receives to fund voluntary sector activity there will have to be a renegotiation of funding levels.

During the period of the service level agreement a financial systems audit may be conducted by council officers to ensure that adequate audit trails and internal controls exist.

The financial systems review may help service providers to improve their current systems, provide assurance of the robustness and reliability of their financial administration and contribute to effective risk management.

### **c) Payment arrangements**

Unless agreed through negotiation, service providers will receive payment via four equal quarterly payments. The Housing Department will endeavour to make all payments relating to a quarter within its first month. Payments will however only be made on the submission of relevant and appropriate monitoring information.

Payments will be made directly into the service providers' accounts via BACS

The Housing Department will inform service providers of the release of quarterly payments. It is the responsibility of the service provider to check that released payments are received and to notify the Department within the relevant payment quarter of any payment, which has not been received.

Organisations must submit to the Housing Department copies of audited annual accounts within six months of the end of the financial year. In line with financial regulations, all funding given must be shown as 'restricted funds' within these annual accounts.

All funding given relates specifically to the funding period covered by the service level agreement and cannot be accrued unless agreed in writing by the Housing Department.

## Glossary of Terms

Term	Definition
Bed and breakfast	A form of temporary accommodation owned or managed by a private company or individual within which resident households are required to share facilities such as bathrooms and kitchens.
Birmingham Strategic Partnership	The local strategic partnership for Birmingham bringing together key public agencies and representatives from the business, community, voluntary and faith sectors to achieve more effective joined up action at a city and district level.
BME	Black and minority ethnic
Council Plan	Identifies the priorities and strategy for the council
Home Options	A city wide framework for preventing homelessness delivered via a partnership between the council and the voluntary sector.
Homeless family	A homeless household containing children or a pregnant woman.
Hostel	A form of temporary accommodation provided by the council or a not for profit partner agency.
IDeA	The Improvement and Development Agency, having a remit to promote and share good practice amongst councils.
Neighbourhood office	Access points for the public to council services.
Priority homeless household	Households who are assessed as being homeless or likely to become homeless within 28 days and have an identified priority reason for rehousing.
Service level agreement	Contract document which sets out the terms and conditions associated with any agreed funding.

Statutory homeless	Households who would be considered to be homeless within legislation.
Supporting People	Framework for planning, commissioning and funding housing related support services.
Temporary accommodation	Accommodation provided by the council to households who are found to be, or are likely to be, priority for rehousing whilst awaiting settled accommodation if currently roofless.

