

Invitation to Tender

An independent evaluation of SPEAR's Homeless Health Link Service

March 2023

Maximum tender value:	£17,000 including VAT
Delivery period:	April 2023 – April 2026
Deadline to submit proposals:	5pm on 14th April 2023

Introduction

This invitation to tender invites proposals to evaluate SPEAR's Homeless Health Link service.

SPEAR is a local homelessness charity in South West London. We support adults and young people aged 16-25 years who are experiencing homelessness, to secure accommodation and work towards a positive future.

We have recently secured three-year continuation funding for the delivery of our Homeless Health Link service in Richmond and Kingston from the National Lottery Community Fund (April 2023 – March 2026).

We particularly welcome proposals from organisations with experience in:

- Evaluating health and/or homelessness related interventions
- Working with confidential client data

Homeless Health Link Service

It is well established that rough sleepers are more likely to have poorer physical and mental health than the general population. Health needs are often chronic, multiple and complex in nature, which can significantly reduce their life expectancy.

Rough sleepers can also experience a number of barriers to accessing healthcare services, such as the lack of a home address and ID, lack of confidence, trust and the skills needed to successfully navigate services and understand written correspondence.

In response, our Homeless Health Link service empowers rough sleepers to improve their health and wellbeing by connecting them to local healthcare services. It has two main strands;

- (i) support to rough sleepers to access and engage with local healthcare services, both digitally and face-to-face, receive diagnoses and joined up care and gain a greater understanding of their treatment.
- (ii) upskill healthcare professionals in the challenges that homeless people face, to support a more inclusive and accessible local healthcare.

We work in partnership with the South West London Integrated Care Board and a range of health and wellbeing organisations across South West London. These partnerships have recently enabled us to expand our health offer for rough sleepers. This includes the delivery of a number of community-based health and wellbeing drop-in days and digital skills support to increase rough sleeper access to online health services.

Aim of the evaluation

The evaluation aims to understand the impact of our Homeless Health Link service on rough sleepers and healthcare professionals.

Specifically, we wish for an evaluation to focus on:

- The extent to which the service has achieved its objectives.
- The impact on rough sleepers who have accessed the service.
- The impact on healthcare professionals who have engaged with the service.
- Highlight any similarities or differences between the two geographical areas of delivery; Richmond and Kingston.
- Any unintended benefits of the service, to both rough sleepers and health partners.
- The strengths and weaknesses of the approach taken by this service.
- Lessons learnt and identifying best practice.

Methodology

We expect proposals to include the following methodology as a minimum:

- Initial desk-based research on rough sleeping in South West London and specifically Richmond and Kingston, to set the project in context.
- Quantitative data
- Qualitative data, including surveys and focus groups

To support the successful delivery, we can provide:

- Exported datasets from our client CRM system, which records client's homelessness situation, health needs and engagement with support.
- Previous evaluation reports undertaken on the service.

We are keen to understand if longitudinal data could be captured and incorporated into the evaluation.

Homeless Health Link objectives

Outcomes	Outcome indicators	Target
Improving rough sleeper's awareness of the health services and wellbeing support available to them.	The number of rough sleepers who access healthcare treatment.	550
	The number of rough sleepers who report improvements to their health.	
Improving rough sleeper's health and wellbeing.	The number of rough sleepers who newly register with primary healthcare services.	250
	The number of rough sleepers who access healthcare treatment.	
	The number of rough sleepers who report improvements to their health.	
Reducing rough sleeper's need for engagement with emergency health services.	The number of rough sleepers who report a reduction in their use of emergency health services (A&E, ambulance, hospital admission).	-
Improving rough sleeper's confidence, self-esteem and digital skills to navigate the health system independently.	The number of rough sleepers who report feeling more confident to independently access primary healthcare services.	-
	The number of rough sleepers who report improved digital skills.	
	The number of rough sleepers who report feeling more confident to find and access health information and services online.	
Building rough sleeper's resilience and social connectedness through the development of a trusted support network.	The number of rough sleepers who feel able to cope with a health issue.	-
	The number of rough sleepers who report feeling socially connected to others in their community.	
Improving healthcare professional's awareness and understanding of the local homeless population and their health needs.	The number of health professionals who report a greater awareness and understanding of the unique health needs of rough sleepers.	210

Key deliverables

The following outputs would need to be achieved:

Deliverable	Date
A work plan and timetable for delivery	1 st May 2023
Attendance at a start/inception meeting	w/c 1 st May 2023
Development of an evaluation framework	w/c 5 th June 2023
Development and cascading of evaluation tools	w/c 19 th June 2023
Completion of piloting of the evaluation tools	w/c 17 th July 2023
Attendance at evaluation progress meetings	Quarterly
Interim report	November 2024
Final report ready for external publication	April 2026

Intellectual property

The ownership of the evaluation material including the data and reports lies with SPEAR.

Information sharing

To support the successful delivery of the evaluation, all information generated by the service will be shared on a regular basis. Information sharing agreements will be established at the start of the work.

We will ensure that our extracted datasets are anonymised, but we also expect the evaluator to securely store and process the data in line with GDPR.

Timescales

Milestone	Date
ITT published	10 th March 2023
Deadline for submissions	14 th April 2023
Interviews	w/c 17 th April 2023
Selection of contractor	w/c 24 th April 2023
Completion of evaluation with final report	April 2026

Budget

The budget is £17,000 inclusive of VAT where applicable.

Proposal Requirements

Your proposal should include:

- Your proposed methodology.
- A detailed work plan and timetable for the completion the work, highlighting key milestones and deadlines.
- Details of the evaluation team and their intended role within this work. Please include biographies and DBS status as an appendix.
- Knowledge and understanding of our sector and area of work.
- Your track record in evaluating similar projects. Please include an example evaluation report as an attachment.
- Identified risks associated with the project and how these could be mitigated.
- A detailed budget, including a clear structure of charges broken down by days, member of staff and activity.
- Evidence of professional indemnity and public liability insurance.
- Two referees.

Tender proposals should be emailed to marktaylor@spearlondon.org and sarahaffleck@spearlondon.org by 5pm on Friday 14th April 2023