



# Crisis Response and Homelessness Prevention

Further Service Model co-design session:

## **Crisis Hubs and Citywide Supported Accommodation**

07 November 2018



# Agenda



- 10.00am Welcome and introductions
- 10.05am Context and purpose of the day
- 10.10am Responding to Need
- 10.15am Part 1a: Service Delivery Models – Crisis Hubs
- 10.35am Part 1a: Group discussion
- 11.20am Break
- 11.30am Part 1b: Service Delivery Models – Citywide Supported Accommodation
- 11.50am Part 1b: Group discussion
- 12.30pm Lunch
- 12.50pm Part 2: Social Value Commitment
- 1.00pm Part 2: Group discussion
- 1.40pm Next steps, questions and close



# Context



- In August, and as part of our market engagement, we held an initial co-design session to:
- share what we know about people who are currently or have previously used our crisis responses and homelessness prevention services,
  - learning from front line experience;
  - identify gaps in current service provision that the scope of the new service models should seek to meet; and
  - develop a shared understanding of who our services should support going forward, and more importantly, how, through:
    - accommodation settings and capacity
    - workforce skills, training and experience
    - solutions for people who need some form of ongoing support



# Purpose of the day



Building on our ambition to make the prevention of homelessness everyone's business, today is a further opportunity to contribute to the co-design of our crisis response and homelessness prevention services, and be maximising our collective skills, knowledge, experience and resources help residents to maintain the foundations for a stable **LIFE**:

- somewhere to live
- an income
- financial inclusion
- employment opportunities

We will be reviewing the feedback received since August and collectively considering how the contracts that sit with our 'single homelessness' service system (**Crisis East and Crisis West Hubs, and the Citywide Supported Accommodation** contracts (2)) can best respond to the needs of the people who they will support.

We will also think about **Social Value**; what can be achieved and how the collective benefit to the community can be embedded within the design and delivery of the service.



# Proposed Structure of Service System



Single Homeless	<p><b>Crisis accommodation and support hub – West</b></p> <ul style="list-style-type: none"> <li>• Support Accommodation</li> <li>• Floating Support</li> <li>• Housing First</li> <li>• Emergency beds</li> </ul>	<p><b>Crisis accommodation and support hub – East</b></p> <ul style="list-style-type: none"> <li>• Support Accommodation</li> <li>• Floating Support</li> <li>• Housing First</li> <li>• Emergency beds</li> </ul>
	Lot 1 – Supported accommodation citywide	
	Lot 2 – Supported accommodation citywide	
Young People	Supported accommodation and resettlement	
Mental Health	Supported accommodation and floating support	
Multiply Excluded	Outreach	...out with April 19 tender

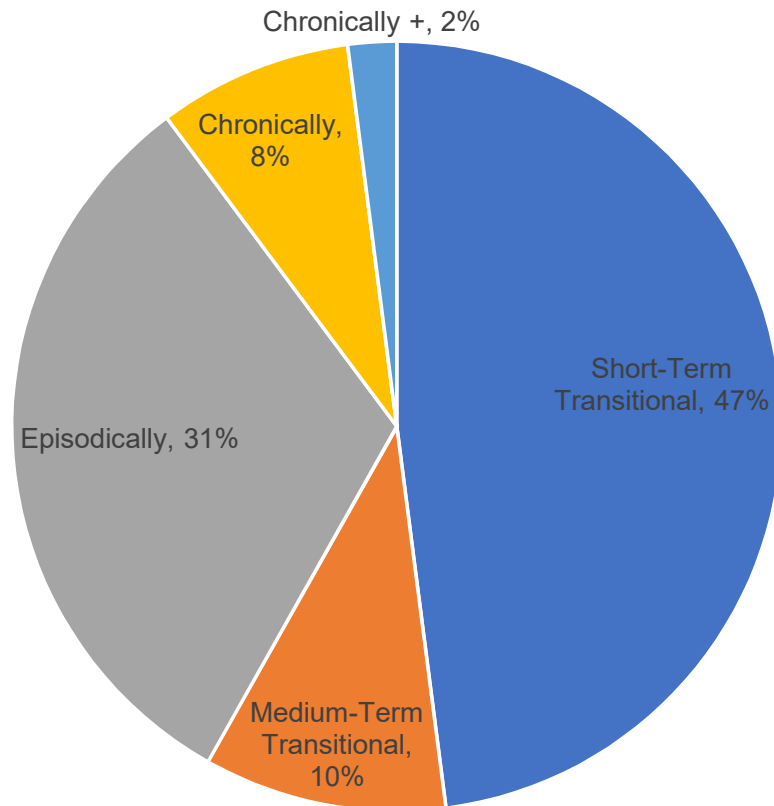




# Responding to Need



# Who is currently using our services?



We have identified 5 segments across our dataset as follows:

**Short-Term Transitionally Homeless:** individuals who have had 1 episode of homelessness\* for a period of no more than 9 months

**Medium-Term Transitionally Homeless:** individuals who have had 1 episode of homelessness for a period of between 9 months and 2 years

**Episodically Homeless:** individuals who have had 2+ episodes of homelessness of less than 2 years cumulatively

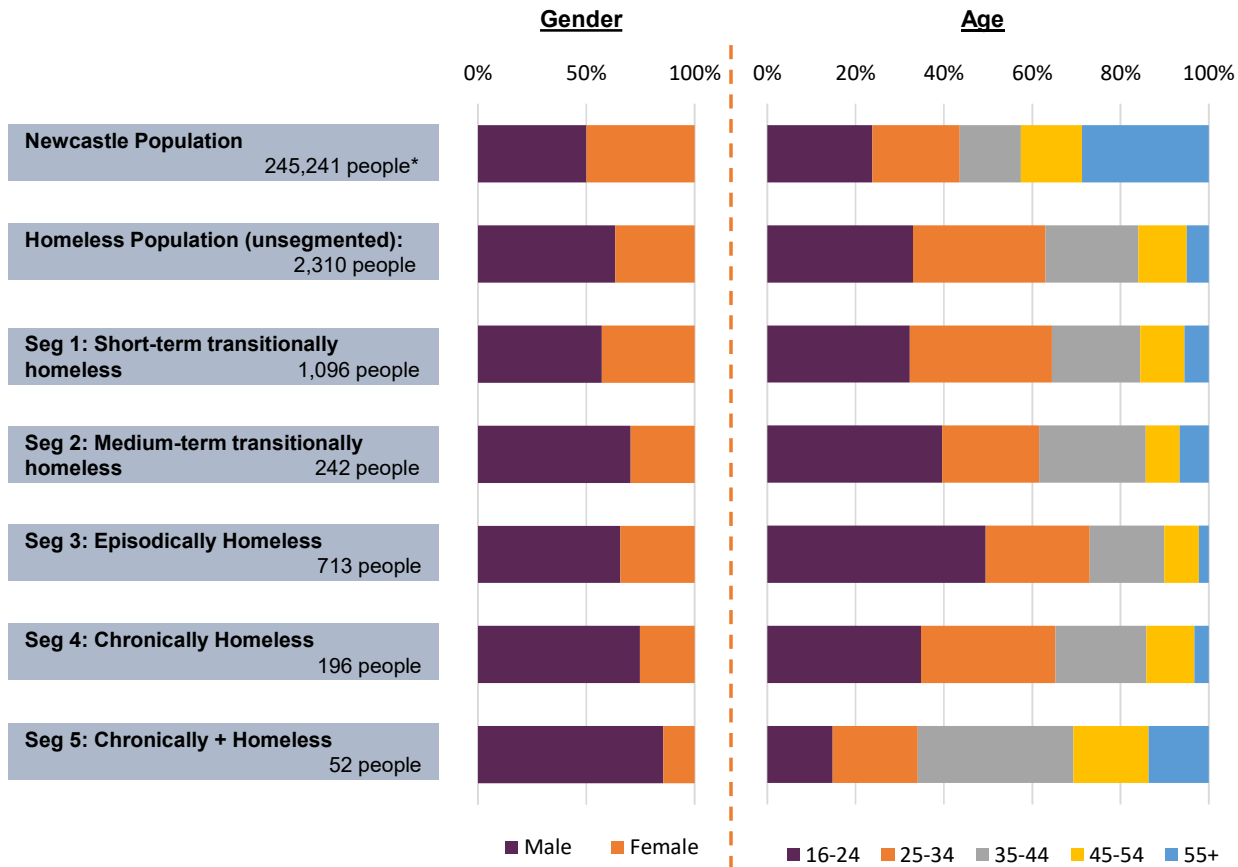
**Chronically Homeless:** individuals who have had 1+ episodes of homelessness of between 2 and 4 years cumulatively

**Chronic+ Homeless:** individuals who have had 1+ episodes of homelessness lasting more than 4 years

■ Short-Term Transitional ■ Medium-Term Transitional ■ Episodically ■ Chronically ■ Chronically +

\* Accessing an accommodation based service  
^ numbers may not sum due to rounding

# Demographics



The charts to the left show the demographics of each of the segments against the demographics of the unsegmented homelessness population and the wider population in Newcastle.

### Age:

The age profile of people accessing accommodation based homelessness services in Newcastle is relatively young.

There is a significantly higher proportion of people aged 16-24 and 25-34 in the homelessness population in comparison to the wider Newcastle population. This is particularly stark in Segment 3 in which 44% fall into the 16-24 age bracket.

### Gender:

Data shows that the homelessness population in Newcastle is primarily male, this is particularly the case in relation to segments 4 and 5.

\* ONS 2016 estimate of individuals aged 16+  
 ^ numbers may not sum due to rounding



# Severe and Multiple Disadvantage Profile

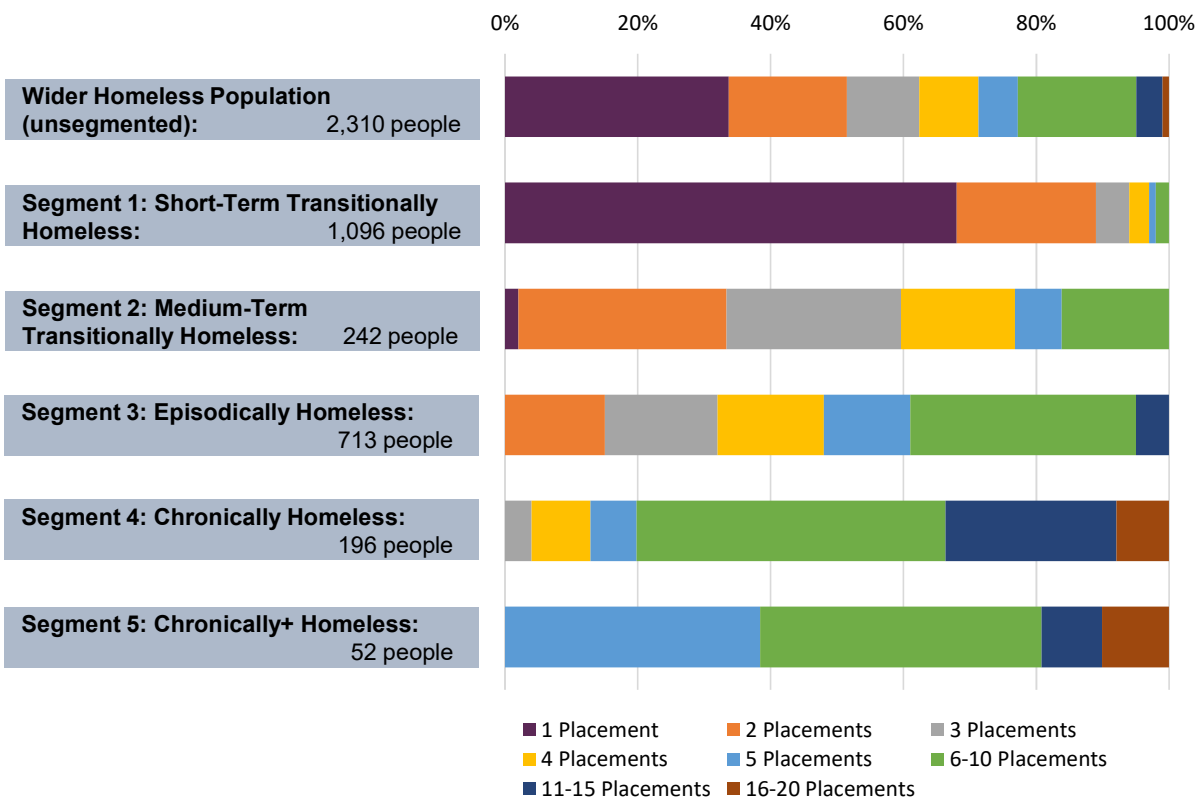


Gateway data suggests that the Severe and Multiple Disadvantages that are experienced by people using our services are (noting that some will be self reported and may not be diagnosed):

	Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Overall Population
Offending	79%	74%	79%	82%	60%	78%
Mental Health	70%	78%	72%	76%	72%	73%
Drugs	50%	44%	58%	57%	47%	53%
Alcohol	52%	46%	49%	49%	63%	50%



# Understanding churn between services

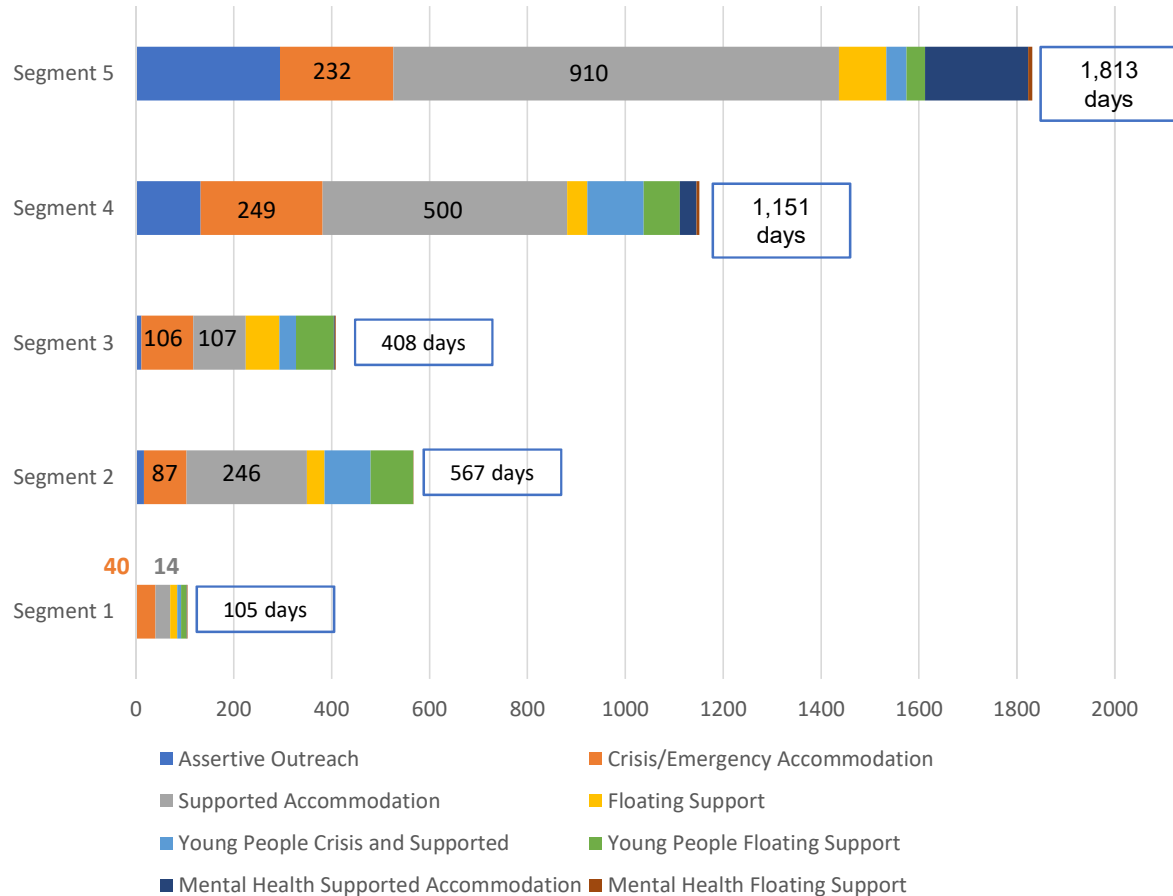


The chart to the left shows the number of placements individuals in each of the segments have had across 1 or more episodes (whilst individuals in segments 1 and 2 are characterised by a single episode, many have had multiple placements which this episode).

Segment 4 has the greatest proportion of people accessing 6+ placements and has no one with fewer than 3 placements. Unsurprisingly, the greatest proportion of people accessing in excess of 16 placements is in segment 5.

→ Numbers may not sum due to rounding

# Service Usage



On average, across the whole population, a total of 369 days is spent accessing homelessness services in Newcastle (accommodation based and floating support).

The chart shows, by segment, the average number of days spent in each service type by segment.

Interestingly, despite almost half of the population of segment 3 (44%) being aged 16-24, only 34 days on average are spent in young people specific accommodation based services.

Segment 5 has the highest number of days on average known to the assertive outreach team and accessing supported accommodation services.

→ Numbers may not sum due to rounding



## Part 1a

# Service Delivery Model – Crisis Hubs



# Feedback – Responding to Need (1)



Service requirements	Type of support	Type of needs	Admit criteria, length of stay, unit capacity
<p><b>Crisis Accommodation</b></p> <p>Provision of <b>humane multidisciplinary responses</b> in <b>smaller, psychologically informed environments</b> in <b>good quality accommodation</b> in <b>community based</b> settings, that deliver <b>person centred</b> support.</p> <p>An assessment of need that ensures the most appropriate accommodation offer is made.</p> <p>Rapid re-housing options to be a consideration.</p> <p>Accommodation must be staffed 24/7 with appropriate staffing levels that enable risk to be managed safely.</p>	<p>Support to be person centred, not prescriptive and therefore flexible to meet an individual’s changing needs and their potential fluctuating levels of engagement.</p> <p>Support to be focussed on the prevention of homelessness and mitigate against repeat cycles of homelessness.</p> <p>Outcome focussed ways of working that use strength based approaches to provide support, and that capitalises on the assets of the individual.</p> <p>Define and agree support plan actions that are aligned to the <b>Inclusion Plan</b> and are outcome focussed.</p>	<p>Support for single homeless people and couples including those with multiple needs (such as, but not limited to, those with problematic drug and alcohol use, offending behaviour, mental health problems, learning disabilities, refugees, older homeless people, veterans)</p>	<p><b>Referrals and Admit</b></p> <p>Referrals into services are via the Newcastle Gateway or directly from Active Inclusion Team.</p> <p>For people who are literally homeless or who are threatened with homelessness within the next 7 days.</p> <p><b>Length of stay</b></p> <p>Being less prescriptive about the period of time to be spent in crisis accommodation.</p> <p>Expectation that stays in the ‘emergency beds’ continue to be at 5 days, before being moved to more suitable accommodation.</p>



# Feedback – Responding to Need (2)



Service requirements (cont..)	Type of support (cont..)	Type of needs (cont..)	Admit criteria, length of stay, unit capacity (cont..)
<p><b>Crisis Accommodation (cont..)</b></p> <p>The accommodation offer also needs to be able to respond to people for whom communal living is not appropriate or conducive to success.</p> <p>Accurate and current risk and need information is shared between agencies.</p> <p><b>Emergency Bed Provision</b></p> <p>Continued provision of emergency beds that offer a rapid and brief response to people who are literally homeless.</p> <p>Beds to be kept available as much as possible to enable urgent access.</p> <p>Move on using a coordinated approach (service provider, HAC, other agencies)</p>	<p>Provision of trauma informed care that takes an integrated approach.</p> <p>Develop and coordinate multi-agency responses, through potential co-location opportunities to facilitate access to and engagement with support provision to reduce crisis for those with complex needs (drugs, alcohol, mental health, offending).</p> <p>Multi-agency and holistic support to create and promote sustainable independence.</p> <p>A structured move on process that considers and facilitates access to a range of suitable and sustainable accommodation options.</p>	<p>As per slide 13</p>	<p>For some, crisis accommodation should be a short term stepping stone to greater independence, for others more intensive support may be required for a longer time, however in both cases, support planning should be more focussed on developing the capacity and resilience of the individual to prepare them to move-on to independence.</p> <p>Resettlement support that is flexible to respond to need, and may be longer term to maintain independence.</p> <p><b>Unit Capacity</b> Smaller units of accommodation; the 'ideal' size is still to be defined, and some of this will be driven by asset availability (currently single self-contained units of dispersed accommodation to a single site of 52 units).</p>



# Feedback – Responding to Need (3)



Service requirements (cont..)	Type of support (cont..)	Type of needs (cont..)	Admit criteria, length of stay, unit capacity (cont..)
<p><b>Housing First</b>  <a href="#">Fidelity to the seven principles of Housing First</a></p> <ol style="list-style-type: none"> <li>1. Access to housing is as quickly as possible and provision is based on suitability.</li> <li>2. Long term offer of support, which is flexible and meets individual need.</li> <li>3. Support and housing are separate.</li> <li>4. Choice and control over housing, and engagement with other services</li> <li>5. Small caseloads to enable proactive, persistent approach.</li> <li>6. Based on people’s goals, strengths and aspirations.</li> <li>7. Support through a harm reduction approach (substances) and to improve their physical and mental health, and their wellbeing.</li> </ol>	<p>Support to be person centred, not prescriptive and therefore flexible to meet an individual’s changing needs and their potential fluctuating levels of engagement.</p> <p>Intensive support to be focussed on the prevention of homelessness and mitigate against repeat cycles of homelessness.</p> <p>Provision of trauma informed care that takes an integrated approach.</p>	<p>People will present with multiple and complex needs (including but limited to those with problematic drug and alcohol use, offending behaviour, mental health problems, learning disabilities, refugees, older homeless people, veterans) and are likely to have been entrenched in the homelessness system, including multiple episodes of rough sleeping and for whom traditional alternative accommodation options have not been successful.</p>	<p><b>Referrals and Admit</b>                      Referrals into Housing First will be through a closed route with admit and suitability criteria to be defined.</p> <p><b>Unit Capacity</b>                      Single units of self contained accommodation that is dispersed citywide.</p> <p>Due to the intensive nature of the support provided through Housing First, this element of the service is likely to be for no more than 20 people at any one time.</p>



# Feedback – Responding to Need (3)



Service requirements (cont..)	Type of support (cont..)	Type of needs (cont..)	Admit criteria, length of stay, unit capacity (cont..)
<p><b>Housing First (cont..)</b>  <a href="#">Fidelity to the seven principles of Housing First</a></p> <p>Accurate and current risk and need information is shared between agencies.</p>	<p>Develop and coordinate multi-disciplinary responses, through potential co-location opportunities to facilitate access to and engagement with support provision to reduce crisis for those with complex needs (drugs, alcohol, mental health, offending).</p> <p>Multi-agency and holistic support to create and promote sustainable independence.</p> <p>Specialist workforce with demonstrable skills and experience of successfully engaging with people with multiple and complex needs (has to be a different offer from generic 'Support Worker' role)</p>	<p>As per page 15</p>	<p><b>Length of Stay</b>                      This will be determined by the effectiveness of the support and interventions delivered, but intensity of support should reduce in line with increased independence.</p>





# Feedback – Responding to Need (4)



Service requirements	Type of support	Type of needs	Admit criteria, length of stay, unit capacity
<p><b>Floating Support</b></p> <p>A primary and secondary prevention approach for people threatened with homelessness, offering targeted responses to individuals on a case by case basis.</p> <p>Accurate and current risk and need information is shared between agencies.</p>	<p>Support to be person centred, not prescriptive and therefore flexible to meet an individual’s changing needs and their potential fluctuating levels of engagement.</p> <p>Support to be focussed on the prevention of homelessness and mitigate against repeat cycles of homelessness.</p> <p>Outcome focussed ways of working that use strength based approaches to provide support, and that capitalises on the assets of the individual.</p> <p>Define and agree support plan actions that are aligned to the <b>Inclusion Plan</b> (if in place) and are outcome focussed.</p>	<p>Support for single homeless people and couples including those with multiple needs (such as, but not limited to, those with problematic drug and alcohol use, offending behaviour, mental health problems, learning disabilities, refugees, older homeless people, veterans)</p>	<p><b>Referrals and Admit</b></p> <p>Referrals into services are via the Newcastle Gateway or directly from Active Inclusion Team.</p> <p>For people who are <b>not</b> threatened with homelessness within the next 7 days.</p> <p><b>Length of stay</b></p> <p>To prevent the risk of homelessness.</p>



# Feedback – Responding to Need (4)



Service requirements	Type of support	Type of needs	Admit criteria, length of stay, unit capacity
<b>Floating Support (cont...)</b>	<p>Multi-agency and holistic support to create and promote sustainable independence.</p> <p>Consider alternative accommodation options to ensure affordability, suitability and sustainable, with specialist support for people who are either employed or are experiencing a change of circumstance that may impact them financially.</p>	As per page 17	



# Outcome focused approach



We have talked about the changing emphasis of these contracts to becoming more outcome focused, not only on our three priority areas (increasing access to available accommodation, reducing evictions through an improved evictions process, and increased move-on to independence), but on the individual outcomes defined and agreed through the Inclusion Plan and the support planning process.

The service delivery models need to respond to this requirement, and be embedded within the culture and ethos of the organisation.

Underpinned by ways of working that seek to be responsive and adaptive, with accountable and transparent decision making.



# What outcomes do we want to achieve?



## Somewhere to **LIVE**:

- Rapid rehousing into accommodation
- Safe temporary accommodation
- Support to develop the skills to live independently
- Supported move-on to affordable, suitable and sustainable accommodation

## An **INCOME**:

- Income maximised through receiving appropriate benefits and entitlements
- Support to identify and prevent financial exploitation

Person Centred  
Support & the  
foundations for a stable **LIFE**

## **FINANCIAL INCLUSION**:

- Supported to set up a bank account
- Support to develop budgeting skills
- Payment plans established to pay off arrears
- Access support from specialist agencies, such as Money Matters

## **EMPLOYMENT** opportunities:

- Supported to enter and sustain education, training, or vocational studies
- Supported to engage with volunteering opportunities
- Support to increase self esteem, confidence and self-belief that they're employable
- Support to enter the employment market



# What outcomes do we want to achieve?



Access to a range of affordable accommodation options

Being informed and empowered to exercise choice and control in their own lives

Have a healthy lifestyle and avoid risky behaviours

Increased capacity to manage self-harm, avoid causing harm to others, and minimise harm/risk of harm from others

Be safe from maltreatment, neglect, abuse and exploitation

Person Centred Support & the foundations for a stable **LIFE**

Better managed and improved physical health

Compliance with statutory requirements

Establish, and be supported to maintain engagement with family, community and social network

Establish, and be supported to maintain engagement with support services

Better managed substance misuse, leading to a decrease in use

Reduced debt



# Part 1a: Service Models – group discussion



1. Consider each element of the **Crisis Hub** service model and particularly the **service requirements** (what the service should deliver), the **type of support** (how it will be delivered), the type of **needs** (who the service will support), and the **admit** criteria, length of **stay**, suggested unit **capacity** of the accommodation elements:
  - a) What else would you expect from each element so that the service will be able to respond to the needs of those likely to access it?
  - b) How can we ensure the Crisis Hubs are integrated within the wider Crisis Response system?
  - c) What are the workforce skills required to deliver this service?
  - d) Learning from the past 4 years, what do we want to avoid in this new contract (thinking of all elements)?
  - e) Is there anything further we need to consider? Have the risks and opportunities been fully explored?
  
2. Thinking of the outcome-focused approach (Access, Eviction and Move on and personalised outcomes) consider:
  - a) How can this proposed service model contribute to the outcomes described?
  - b) What are the challenges to achieving these outcomes?
  - c) What do you think success could look like for this contract?





# **Part 1b**

## **Service Delivery Model –**

### **Citywide Supported Accommodation**



# Feedback – Responding to Need (1)



Service requirements	Type of support	Type of needs	Admit criteria, length of stay, unit capacity
<p><b>Supported Accommodation</b></p> <p>Provision of <b>humane multidisciplinary responses in smaller, psychologically informed environments in good quality accommodation in community based</b> settings, that deliver <b>person centred</b> support.</p> <p>The accommodation offer should include a range of options including accommodation with communal facilities, but also self contained dispersed properties, or self contained units in HMOs.</p> <p>An assessment of need that ensures the most appropriate accommodation offer is made.</p>	<p>Support to be person centred, not prescriptive and therefore flexible to meet an individual’s changing needs and their potential fluctuating levels of engagement.</p> <p>Support to be focussed on the prevention of homelessness and mitigate against repeat cycles of homelessness.</p> <p>Outcome focussed ways of working that use strength based approaches to provide support, and that capitalises on the assets of the individual.</p> <p>Define and agree support plan actions that are aligned to the <b>Inclusion Plan</b> and are outcome focussed.</p>	<p>Support for single homeless people and couples including those with multiple needs (such as, but not limited to, those with problematic drug and alcohol use, offending behaviour, mental health problems, learning disabilities, refugees, older homeless people, veterans)</p>	<p><b>Referrals and Admit</b></p> <p>Referrals into services are via the Newcastle Gateway or directly from Housing Advice Centre to respond to statutory duty.</p> <p>Supported accommodation <b>should not</b> be solely used as the move-on option from crisis accommodation.</p> <p>Referrals following assessment in the crisis hubs, may be for people who do not need intensive crisis accommodation and can access supported accommodation instead.</p> <p>For people who are literally homeless or who are threatened with homelessness within the next 7 days, and for which a responsive interview process is required.</p>





# Feedback – Responding to Need (2)



Service requirements	Type of support	Type of needs	Admit criteria, length of stay, unit capacity
<p><b>Supported Accommodation (cont...)</b></p> <p>Accommodation must have an emergency response 24/7 with appropriate staffing levels that enable risk to be managed safely within the environment.</p> <p>Accurate and current information in relation to risk and needs is shared between agencies.</p> <p>A structured assessment of move-on readiness is regularly and consistently applied to manage perceptions and expectations of independent living.</p>	<p>Supported to register on TAWH, and to follow the process through the provision of appropriate documentation, references, debt payment plans etc..</p> <p>A structured move on process that considers and facilitates access to a range of suitable and sustainable accommodation options.</p>	<p>As per page 24</p>	<p><b>Referrals and Admit (cont..)</b> For people who are <b>not</b> literally homeless or who are threatened with homelessness within the next 7 days. ie, within 8-56 days.</p> <p><b>Length of stay</b></p> <p>Being less prescriptive about the period of time to be spent in supported accommodation; planning should be more focussed on developing the capacity and resilience of the individual to ensure they have the necessary skills that will enable them to live independently.</p> <p>Resettlement support that is flexible to respond to need, and may be longer term to maintain independence.</p>



# What outcomes do we want to achieve?



## Somewhere to **LIVE**:

- Safe accommodation
- Support to develop the skills to live independently
- Supported move-on to affordable, suitable and sustainable accommodation

## An **INCOME**:

- Income maximised through receiving appropriate benefits and entitlements
- Support to identify and prevent financial exploitation

Person Centred  
Support & the  
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## **FINANCIAL INCLUSION**:

- Supported to set up a bank account
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## **EMPLOYMENT** opportunities:

- Supported to enter and sustain education, training, or vocational studies
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- Support to increase self esteem, confidence and self-belief that they're employable
- Support to enter the employment market



# What outcomes do we want to achieve?



Access to a range of affordable accommodation options

Being informed and empowered to exercise choice and control in their own lives

Have a healthy lifestyle and avoid risky behaviours

Increased capacity to manage self-harm, avoid causing harm to others, and minimise harm/risk of harm from others

Be safe from maltreatment, neglect, abuse and exploitation

Person Centred Support & the foundations for a stable **LIFE**

Compliance with statutory requirements

Better managed and improved physical health

Establish, and be supported to maintain engagement with family, community and social network

Establish, and be supported to maintain engagement with support services

Better managed substance misuse, leading to a decrease in use

Reduced debt



# Part 1b: Service Models – group discussion



1. Consider the **Citywide Supported Accommodation** service model and particularly the **service requirements** (what the service should deliver), the **type of support** (how it will be delivered), the type of **needs** (who the service will support), and the **admit** criteria, length of **stay**, suggested unit **capacity**
  - a) What else does this service model need to include so that the service will be able to respond to the needs of those likely to access it?
  - b) How can we ensure these two contracts are integrated within the wider Crisis Response system?
  - c) What are the workforce skills required to deliver this service?
  - d) Learning from the past 4 years, what do we want to avoid in this new contract (thinking of all aspects)?
  - e) Is there anything further we need to consider? Have the risks and opportunities been fully explored?
  
2. Thinking of the outcome-focused approach (Access, Eviction and Move on and personalised outcomes) consider:
  - a) How can this proposed service model contribute to the outcomes described?
  - b) What are the challenges to achieving these outcomes?
  - c) What do you think success could look like for this contract?





# Part 2

## Commitment to Social Value



# What is Social Value?



The Public Services (Social Value) Act came into force on 31 January 2013. It requires commissioners to think about how they can also secure wider social, economic and environmental benefits through the commissioning and procurement of public services.

Social Value refers to wider financial and non-financial impacts of programmes, organisations and interventions, including the wellbeing of individuals and communities, social capital and the environment.

The Act gives us a framework and mechanism to talk to our local market to design better services and consider new and innovative solutions to difficult problems.



# Our Social Value Commitment



Newcastle made a **Social Value Commitment** which sets out four principles of Social Value.

These principles are what Social Value means in Newcastle and form the basis of our focused activities throughout the commissioning cycle.

Securing Social Value is at the **heart of our activity** as it helps to maximise the collective benefit to our communities and residents in Newcastle.

We all need to consider how Social Value could shape the design of services and how it is built into the service to **maximise the collective benefits**.

Working in partnership with stakeholders at an early stage (colleagues, communities, markets, partners and others) helps us to build a better picture of the opportunity and to put Social Value at the heart of the design...through the commissioning model, KPI's, contract design, evaluation criteria, etc

**Think, Buy,  
Support  
Newcastle**



**Community  
Focused**

**Ethical  
Leadership**



**Green and  
Sustainable**



# Our Social Value Commitment



Newcastle made a **Social Value Commitment** which sets out **four** principles of Social Value:

## 1. Think, Buy, Support Newcastle

- value local spend and spending money locally generates value across our supply chain, and effectively delivers it to local people.

## 2. Community Focussed

- Understand and deliver value that local people recognise and ensure mechanisms in place for local people and partners to give feedback that is then used to shape practice
- Working together with partners who have a common interest, creating a greater recognition of, and response to our specific local social challenges

## 3. Ethical Leadership

- We will seek to work with businesses that employ high ethical standards within their practice, and those who want to work to improve their ethical approach.

## 4. Green and Sustainable

- Commitment to using resources efficiently and protecting the environment by minimising waste and energy consumption.
- Work with partners and providers to promote green and sustainable practice in the work that we commission and procure.

**Think, Buy,  
Support  
Newcastle**



**Community  
Focussed**

**Ethical  
Leadership**



**Green and  
Sustainable**





# Part 2: Social Value – group discussion



**Think, Buy, Support Newcastle** - What benefits will local delivery bring?

How will local people benefit (including but not only service users – think about the broader community who may experience employment, environmental and social benefits?)

Are the proposed 'Lotting' structure and specification requirements prohibitive to smaller organisations? Can subcontracting with local VCS orgs (and fairly) be considered?

How does the proposed contract length affect Social Value?

**Community Focused** - Thinking about the whole community (explicitly not service users):

What geographic or community boundary options are there within this opportunity that could influence Social Value?

What does community data tell us about the potential contract geographies that can help us understand what particular Social Value related needs or interests exist within these boundaries?

What is the impact on the community related to physical location of services? How can risks be mitigated?



# Part 2: Social Value – group discussion



**Ethical leadership** - What ethical issues exist within the contract subject area:

Relating to service users or customers?

Relating to the whole supply chain?

Relating to the community as a whole?

How could these be resolved, and what benefits would accrue to the community if this was achieved?

How is the Newcastle Living Wage considered and what other employee benefits can be brought to bear?



**Green and Sustainable** - What environmental sustainability issues exist within the contract subject area:

Relating to service users or customers?

Relating to any goods or consumables that are frequently used in the current model?

Relating to use of natural resources in the current model?

What are the opportunities to engage with the community in green and sustainable ways?



# Next Steps



## Next steps

- Service user engagement continuing during November.
- Feedback from sessions will be collated, and once reviewed will be published on the council's website <https://www.newcastle.gov.uk/business/tenders-contracts-and-procurement/market-position-statements>
- Final commissioning briefing incorporating and responding to feedback from market engagement activity will be published for consultation in December (following which the commissioning process will end and procurement activity will commence and there will be no further engagement outside of the procurement process)

## Indicative procurement timescales

- Presentation of service design proposal prior to issuing tender – December 2018
- Tender publication: early 2019
- Award: Spring 2019
- Contracts commence: late Spring 2019



# Questions from today...

