



Introduction to HAIL

The Housing Association for Integrated Living (HAIL) was founded in 1985 as a result of an initiative by members of the Housing Committee of St. Brendan's Mental Health Association and as a direct response to the needs of homeless adults with mental ill health who found themselves caught in a revolving door comprising of hospital admissions, discharge into homeless situations and subsequent re-admissions due to relapse of symptoms and the consequences of housing in-stability.

Over the past 34 years, HAIL has developed from a small voluntary organisation to a highly skilled and specialist housing association providing exceptional quality housing and support services to our tenants and to clients living in other forms of accommodation including private rented, local authority and other housing association tenures. The provision of support services is a vital part of HAIL. For many people, a place to call 'home' becomes the centre point to their own recovery journey.

Services to be evaluated:

(a) In house tenant support service

Description of the service

HAILs In House team delivers a support service which is tailored to our tenants needs inclusive of crisis management. Our In House team works with clients who are in HAIL tenancies but who have a diagnosis of severe and enduring mental ill health. The support team works from a community based recovery model and in partnership with local mental health teams and family members. Each tenant plays a lead role in identifying the support goals which will support them in sustaining their tenancy along with reducing risks associated with relapse as regards their mental health stability. The In House team work across the four Dublin local authorities and Kildare, Laois and Offaly also. As HAIL offer lifelong tenancies, the support service aims to equip clients with the life skills that will support them in living independently. This team aims to work with people over a time frame of between 6-9 months and in some cases up to 12 months. When a client feels they are ready to finish with formal regular home support they are introduced to our Client Engagement Service (CES) who aim to engage with them 3 to 4 times a year to ensure strong links with community services along with mental health teams are being maintained. Where a client is showing signs that their tenancy is at risk or their mental health is deteriorating our CES will make a referral back into our In house team for a higher level of contact and support.

Current number of Tenants Supported.

100 on a frequent basis and a further 132 on a less frequent basis.

Aims & Objectives of the Service

- To provide housing and individually tailored services to support people with mental health difficulties, to integrate and live independent lives in the community

- To reaffirm HAIL's commitment to its current tenants and clients, and to ensure that the standards of housing and support services provided are maintained at the highest level.
- To actively seek out, evaluate, and pursue opportunities for partnership and collaboration with other organisations to further the capacity of HAIL to meet the needs of its tenants and clients.
- To continue and expand the provision of a personalized support service to people with mental health difficulties,, in order to help them to manage their tenancy and live independently in the community
- As the first and most prominent service funded for HAIL to support our Housing colleagues in the development of our Housing Portfolio
- To house clients from Local Authority Housing waiting lists who are in homeless , residing in congregated settings or institutions and/or unsustainable accommodation
- To resettle clients post referral and provide floating visiting support services to them in their homes
- To work with clients to maintain their tenancies and ensure they do not fail hence returning or entering homelessness
- To work with clients to support them in making safe decisions with evidenced capacity if they wish to or have to end their tenancy
- To work with local Mental Health Teams to support a client in maintaining their mental health stability within the community
- In times of crisis/emergencies to support clients and their teams in gaining admission to hospital for treatment
- To introduce clients to opportunities for friendships/work/training/social activities/supports in the community not necessarily related to Mental Health service providers

(b) Regional Visiting Floating Support Service

Description of the Service

HAILs Regional Visiting Floating Support Service aims to prevent homelessness, to reduce hospital admissions, to facilitate links with community mental health services, and to promote community integration. The Regional Support Service works with clients with a mental health diagnosis who are already residing in either a Private rented Local Authority or ABH tenancy and those also who are moving into such a tenancy from a homeless status or on a housing transfer. (They are not HAIL tenants). They offer a visiting support service for 3, 6 or 9 months, visiting clients in their own home, advocating with regards to tenancy challenges with landlords/housing providers and supporting a client to play a lead role in their own recovery. The team focus on relapse prevention and tenancy sustainment as the forefront of their support planning. Limiting the risk to a clients tenancy alleviates risks to their over all mental health recovery.

Current number of Clients Supported

40 individuals on a rolling basis (no waiting list is operated)

63 clients in total worked with during 2017

Aims & Objectives of the Service

To work with clients who have a mental health diagnoses, whose existing tenancies are at risk and who may enter re-enter homelessness

To work with clients who have a mental health diagnoses who are exiting homelessness and establishing a new tenancy on occasion their first independent home

To support clients with a mental health diagnoses who are in receipt of a Local Authority housing transfer and require support to resettle

To reduce homeless numbers

To reduce unnecessary hospital admissions and delayed discharges

To work with clients to ensure their mental health needs are being met by local mental health services this includes first referrals, re-referrals, and advocacy and case conferences

To support clients in achieving their recovery goals

To encourage community integration and promote social inclusion

To promote good neighbourhood behaviours

Aims & Objectives of the Evaluation

- To what extent has HAIL's In-House and Regional Service's achieved their aims and objectives?
- What are the service's key achievements, impacts and successes and what elements of the service are the most effective?
- What are the service's challenges and barriers to success?
- What are the strengths and weaknesses of these services?
- Better understand our target audiences' needs and how to meet these needs
- What happens to our service users as a result of working with our services
- Measuring Quality of Life Indicators: Material Living Conditions, Productivity or Activity, Health, Education, Leisure and social integration, Economic and Physical safety, Equality & human rights, living environment, and overall experience of their life
- How much time do we spend providing these supports? What makes up the rest of our time?
- Does the input equate to our outcomes?

- What are the remaining gaps and barriers to meeting the needs of our service users and what are the opportunities to develop more effective responses to those needs
- Is there a need for these services' to be provided into the future?
- What impact would not delivering these services have on clients, partners, stakeholders, and the organisation?
- Does the information reflect the service we think we deliver?
- Do we demonstrate Value for money?
- How will the views of stakeholders, community, partners and users feed into the development of the service and review of performance?
- Prioritise outcomes to improve efficiency, effectiveness, performance & quality

Timeframe for completion

3 months from commencement of contact which we hope to award in December 2019

Consent must be granted by all parties in advance. Confidentiality, Anonymization and data storage considerations must be addressed and adherence to HAIL's GDPR and governance standards is implicit. Risks associated with persons who are deemed vulnerable at the time of evaluation must be considered and not outweigh potential benefits of interviewing them

Methodology

Estimate of days required = 25 max

Allocated working days will require the following interactions: Review and analysis of statistics and documents via our bespoke Client case mgmt data base, Oversight of our Service Level Agreements and associated agreed Key Performance Indicators, Relevant DRHE & HSE action Plans/guidance documents,, Service User feedback surveys, Meetings with Management, Home visits & consultations with clients, Meetings with staff and peers, Meetings where applicable with clients family members, meetings & consultations with students and tutors, meetings & Consultations with Stakeholders.

Stakeholder's feedback

- Funding bodies who are responsible for funding the service and provide us with our KPI's (DRHE, Fingal county Council, Dublin City Council, South Dublin County Council, Dun Laoghaire and Rathdown County Council and the HSE)
- Managers with responsibility for the service (Services Manager, project leaders)
- HAIL Employees who are responsible for the delivery of the service (Tenancy Sustainment Workers, Housing Officers)
- Peers and Peer mentors who work alongside the services
- Clients/tenants who use the service

- HSE staff who our clients engage with (CPN's, Consultants, Mental health Social Workers, TUSLA, GP's) & Homeless service providers
- Mental Health Teams and Acute Hospitals

Tender requirements

To enter the tender process, we will require the following;

- Information about your company
- An outline of relevant experience and expertise of delivering on similar projects
- A project plan with timeframes, and detailed delivery dates and methodology
- A fully itemized quote for the total evaluation demonstrating value for money – please include a transparent breakdown of exactly where the costs are. All prices must be inclusive of VAT.
- Payment schedule and method

Timeframe for return of applications

Application Deadline: Friday 14th of December 2018

Please note, late submissions will not be considered

Application Process:

All documentation to be submitted via email only to Sandra@hail.ie

Please include the following in the subject bar “Services Evaluation HAIL Tender Application”

Selection Process

Selection will be based on the following criteria:

Methodology 20%

Experience & Expertise 40%

Pricing 40%

Ownership of Documents & Copyright

All outputs produced by the consultants in connection with this appointment and submitted to HAIL will be considered the property of HAIL and may be used by HAIL at any time without the prior approval of the consultant.