

	Clarification question	Response
1	Can you provide further details of the projects awarded funding under the 'Reducing Veteran Homelessness programme'?	Ten projects have been awarded funding under the 'Reducing Veterans Homelessness programme', projects will deliver a targeted programme to tackle the issue of veterans experiencing homelessness. These projects will provide support to 1,300 vulnerable veterans over two years across almost 60 housing complexes, ranging from apartment blocks to family homes, plus a dedicated helpline. More information regarding the grants awarded can be found here: https://covenantfund.org.uk/reducing-veterans-homelessness-projects-weve-supported/
2	What types of support will be offered by the projects awarded funding under the 'Reducing Veterans Homelessness programme'?	Projects will address complex needs including mental health needs; drug & alcohol issues; financial issues and debt; physical health issues; offending history and/or behaviour and long-term physical health problems or disabilities. More information regarding the grants awarded can be found here: https://covenantfund.org.uk/reducing-veterans-homelessness-projects-weve-supported/
3	We are a not-for-profit, with experience of working in research, do we meet the tender criteria?	Full details of eligibility can be found in the 'Invitations to Tender Documents', which can be found here: https://covenantfund.org.uk/tender-opportunities/
4	I have seen details of this on the internet, where can I find out more information?	Full details are available in the 'Invitations to Tender Documents', which can be found here: https://covenantfund.org.uk/tender-opportunities/
5	Will contact and data be made available, in full, to the successful bidder for evaluation purposes?	All projects are required to provide monitoring information, including the contact details of key personnel, as part of their award. Each project will also be required to work with the external evaluators for this programme, as outlined in our Programme Guidance, which can be found here: https://covenantfund.org.uk/programme/reducing-veteran-homelessness-programme/
6	Should CVs be provided as separate document / appendices to the proposal or are they expected to be within the 10-page limit?	CVs can be provided as an appendix and not included within the 10-page limit.
7	Should the selection questionnaire be provided as a separate document or as an appendix to the proposal?	The selection questionnaire can be provided as an appendix to the proposal.
8	Are you able to provide any information re what data/monitoring information grant-funded projects are already collecting/will be expected to collect?	All projects are required to provide monitoring information, as part of their award. Any additional data collection will be discussed with the successful evaluator and the grant holders. Each project will be required to work with the external evaluators for this programme, as outlined in our Programme Guidance, which can be found here: https://covenantfund.org.uk/programme/reducing-veteran-homelessness-programme/
9	Can we submit other supporting material i.e. screenshots of previous products within the appendices?	Additional relevant supporting material can be included within the appendices.
10	We note that the evaluation runs for one year after the programme funding ends. Will the funded projects be required to continue to provide data during this time or is the evaluation team expected to put steps in place for follow-up with beneficiaries in that year (eg to obtain sustainment of tenancy data)?	All projects are required to provide monitoring information, as part of their award. Any additional data collection will be discussed with the successful evaluator and the grant holders. Each project will be required to work with the external evaluators for this programme, although plans for data collection after the programme has completed, and follow-up with beneficiaries, will need to be discussed with grant holders.
11	Are you able to tell us where the funded projects are based?	Information on grant holders and their locations/delivery areas can be found here: https://covenantfund.org.uk/reducing-veterans-homelessness-projects-weve-supported/
12	The research specification, at the start where you list the three evaluation types, seems to only require a process evaluation for Op Fortitude. Is that the case? Is it consequently the case that no wider process evaluation of the wider programme is required, or is there an option to propose a wider process evaluation if a research team suggests it as necessary or appropriate?	Process, economic and impact evaluations are appropriate for all 10 of the awards made and the programme as a whole. The Trust does not wish to constrain Bidders in terms of the design and methods for this research and is open to proposals that meet the aims of the Contract and that will address all the issues set out in the Services Specification.
13	We think that the evaluation is of the whole programme from end to end, with a specific element being the role and impact of Op Fortitude. Is that correct?	Yes
14	Are you interested in evaluating the impacts for service users who do NOT enter the housing programmes through the Op Fortitude route as well, and comparing their outcomes to those of the people who do come via Op Fortitude?	Yes
15	We understand that many calls to Op Fortitude may be around issues not connected to the wider housing programme, or to homelessness – they may be for more general advice. Are those calls part of what is to be reviewed, which is to say is the process evaluation of Op Fortitude to cover all its work or rather to only cover its work which is related to homelessness and the wider programme of housing related provision?	The focus of Op FORTITUDE is housing and homelessness support for veterans, and the service is solely funded through a grant from the Reducing Veteran Homelessness Programme, so the evaluation would naturally cover all of its work. Any activities or support unrelated to housing and homelessness would be minimal, but for example could be briefly noted in the evaluation.
16	Building contacts and good relations with housing providers, Op Fortitude, and service users is very important. Are there any current arrangements through which either or all of these groups meet on a regular basis, or collectively, to discuss emerging issues. Could the research team take part in such meetings or events? In particular, are there any specific communities (virtual or in person) of service users who share experiences of services, or more generally?	The successful evaluators can participate in groups or meetings that are convened with or by grant holders, as appropriate, during the course of the Reducing Veteran Homelessness Programme. The successful evaluator may also convene such groups for research and evaluation purposes.
17	Do you envisage some type of "Expert stakeholder review group" or sounding board with whom the research team could have regular meetings to discuss emerging issues (in addition to the regular meetings with commissioners which are specified)?	Yes, as and when appropriate, and this can be discussed with the successful evaluation team.
18	On service users and undertaking in depth interviews, what arrangements do you envisage to assist the research team to identify willing and able service users to interview in line with a general specification of the cross section of people targeted for interview? Do you have any views on the extent to which remote (phone or Zoom) interviewing might be more acceptable than alternatives such as on-line surveys or face to face?	Appropriate engagement with service users can be proposed by prospective bidders; it is expected that undertaking this research will be done in consultation with grant holders using relevant and appropriate methods. Remote engagement and online surveys may be cost-effective, but also impractical for veterans experiencing or at risk of homelessness and related issues.
19	The work will involve the collection of a wide range of quantitative data including potentially detailed case level information from Op Fortitude, housing and service providers, and other agencies about individuals' profiles and outcomes. What systems currently are in place to track service users and the outcomes of engagement (including issues around, for example, longer term re-housing from supported housing, housing management related evictions for rent arrears or repeat rough sleeping reported to local authorities and others)? Will the commissioners be in a position to assist in ensuring that programme funded partners will be willing and able to meet any reasonable and proportionate request for GDPR compliant data of this type?	All grant holders are experienced service providers with systems and processes in place for appropriate and GDPR compliant data collection and sharing protocols. Each project will be required to work with the external evaluators for this programme, as outlined in our Programme Guidance, which can be found here: https://covenantfund.org.uk/programme/reducing-veteran-homelessness-programme/ .

20	In relation to the economic analysis, do you have a baseline body of evidence which could serve as a “business as usual” or any research evidence counterfactual against which to build the cost benefit analysis and overall evaluation? Is this available now or would the research team be expected to produce it?	Baseline economic data and metrics can be discussed with the grant holders. Where additional data or evidence is required this would be expected of the successful evaluators.
21	The Veterans Strategy Action Plan 2022-24 sets out a number of commitments towards reducing veterans rough sleeping, and also to additional areas of development in relation to understanding and addressing specific issues for veterans (including, for example, “We will develop a better understanding of the demographics of our veteran community in the UK than ever before. This will enable us to look at whether there are issues disproportionately affecting certain groups of veterans” (p30)). This appears to be parallel work and analysis around issues which directly affect veterans’ homelessness and rough sleeping outcomes? To what extent can the work of the research team be linked to key officials and organisations who are taking forward this commitment.	The successful evaluators can be introduced to relevant individuals conducting complementary research where appropriate and necessary.
22	The timeline suggests that year three is mainly analysis and report writing, and more specifically addressing the longer term sustainable outcomes for service users, which is to say that they do not subsequently become homeless or sleep rough. Can a project plan have overlapping elements of the work packages integrated within the overall plan? Are these points correct?	Year three will most likely focus on longer term sustainable outcomes for beneficiaries of the programme, as well as any additional data collection and research. It is appropriate to suggest other ways of delivering the outcomes required of the evaluation. The Trust does not wish to constrain Bidders in terms of the design and methods for this research and is open to proposals that meet the aims of the Contract and that will address all the issues set out in the Services Specification.