



INVITATION TO QUOTE – ‘BETTER OFF IN WORK’ CHECKS, BENEFITS ADVOCACY, DEBT ADVICE AND SUPPORT SERVICE FOR PEOPLE IN CONTACT WITH SECONDARY MENTAL HEALTH SERVICES IN SHROPSHIRE AND TELFORD & WREKIN – AQNV 051

Background

As part of the NHS England continued funding of Individual Placement Support Services (IPS) for Shropshire and Telford & Wrekin, Shropshire Council is commissioning a benefits, advocacy, debt advice and support service.

NHS England is currently investing in the world’s largest scale-up of IPS Services. The Long Term Plan commits to expanding access to IPS nationally to 115,000 people by 2029. It aims to support the expansion of IPS services so that more people who experience serious mental illness (SMI) can find and retain employment.

Rates of employment are lower for people with mental health problems than for any other group of health conditions. IPS is an evidence-based approach to providing employment support for people experiencing serious mental health problems, shown to be twice as effective as vocational rehabilitation, and associated with reduced utilisation of other services, including use of inpatient admissions. IPS is based on eight principles, with increased fidelity to these principles correlated to better outcomes for service users. Enable have received confirmation of continued funding for Apr 2022 to Mar 2023 to continue to provide an IPS service across the area.

Enable has provided a mental health employment service since 1994, and in 2009 became an IPS Centre of Excellence after it became the first service in the UK to be Fidelity Reviewed (the quality of IPS services are scored through independent review, called a Fidelity Review). Since then, in addition to the existing service for Shropshire’s secondary mental health care, it has provided:

- IPS services in Telford (ended due to budget reductions by Telford and Wrekin CCG),
- IPS based services for IAPT in Shropshire and Telford,
- Mentally ill Veterans
- Mentally ill offenders (3 year project in conjunction with Centre for Mental Health)
- Between 20012 and 2014, it obtained regional health funding to train and mentor eight secondary mental health employment teams via the Improve Project to become IPS services. Five of those services went on to become IPS Centres of Excellence.
- Enable trains mental health and other employment workers in IPS and employer engagement.

Within the funding for the IPS Service across Shropshire, Telford & Wrekin there is provision for an element of 'better off in work' benefit checks, advocacy and support for patients receiving the IPS service ("Service Users"). This portion of the funding allocation will be £20,000 per annum for Shropshire and £10,000 for Telford & Wrekin (for a maximum of 1 year).

Specification

A Service Specification has been developed and is shown at Appendix 1.

Expected Volumes

We expect that Enable will support 400 - 450 people in 2022/23 and approximately 200 - 250 of those will need benefits, advice and advocacy.

Contract Period and Payment

The contract will be effective from 1st April 2022 and will be for a fixed period of 1 year. Contract payments will be fixed at £20,000 for the Shropshire Council area and £10,000 for the Telford & Wrekin area (£30,000 in total).

TUPE

As this is not a new undertaking the Employee 'Transfer of Undertakings (Protection of Employment) Regulations '2006 ('TUPE') may apply to this contract.

Quotation Process

Key dates for this quotation process are set out below:

Quotation notice issued week ending 4th February 2022

Quotations returned 25th February 2022

Evaluation of quotes week beginning 28th February 2022

Appointment week ending 4th March 2022

Contract starts 1st April 2022 subject to finalising contractual arrangements

A formal quotation must be submitted which provides the following:

- Details of the organisation (including any consortium partners or sub-contracting partners).
- A named contact with whom we can liaise over all aspects of the quotation, contracting and mobilisation process
- Financial details for your organisation including copies of the last 2 years' audited accounts
- Insurance details – including employer's and public liability insurance held and the value of cover
- With regard to the General Data Protection Regulation:
 - Confirmation that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects.
 - Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with the General Data Protection Regulation

and to ensure the protection of the rights of data subjects. Your response should include, but should not be limited to facilities and measures:

- to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services;
 - to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data;
 - to ensure that any consent based processing meets standards of active, informed consent, and that such consents are recorded and auditable;
 - to ensure legal safeguards are in place to legitimise transfers of personal data outside the EU (if such transfers will take place);
 - to maintain records of personal data processing activities; and
 - to regularly test, assess and evaluate the effectiveness of the above measures.
- A statement of how you will provide quality assurance for the service
 - Details of relevant experience and skills in delivering similar services including, where applicable, details of who will be carrying out the work and their relevant training, experience and qualifications
 - Details on how you will access and manage volunteers if applicable
 - Compliance with appropriate safeguarding processes
 - A description of your approach to outcomes and performance reporting including any added social value you will bring whilst undertaking the work.
 - Details of your implementation plan with timetable.
 - **A full description of how you will deliver the service in accordance with the specification and the evaluation criteria below, and which will also include management of the service and provision for the health and safety of staff, volunteers and service users**

Evaluation Criteria

Proposals will be assessed on the basis of the following quality criteria. In reaching this judgement, the following will be considered:

- Your organisation's (or partnership's) experience of delivering welfare benefits support, including 'better off in work' checks, debt advice and support for people with mental health conditions and those who access secondary mental health services **(20%)**
- Quality of your proposal for service delivery in accordance with the service specification and the extent to which the specification has been understood. This will include the quality of any existing partnership working within Shropshire and/or Telford & Wrekin or your approach to developing partnerships within Shropshire and Telford & Wrekin to support the delivery of this service. You should also describe how you will contribute to the development of plans to make the Service sustainable beyond the end of this Agreement **(40%)**
- How you will ensure that support is available and accessible to eligible people across the whole of the Shropshire and Telford & Wrekin Council areas. You should demonstrate your knowledge of the various communities and complementary

services within Shropshire and Telford & Wrekin and the challenges of ensuring accessibility across the area. **(20%)**

- Describe how you would work to reduce health inequalities. Describe the processes you would have in place to ensure that those people considered as part of the 9 protected characteristics under the Equalities Act 2010 could access support. Please describe how you would support the seldom heard to have a voice regarding mental health services. **(10%)**
- Quality of your approach to delivering and demonstrating customer outcomes and social value outcomes **(10%)**

Shropshire Council reserves the right:

- To determine whether an appointment is made (using the criteria above) based on the proposal submissions alone, or through further competitive interviews if necessary to further inform the decision.
- To not make an appointment.

Conditions of Contract

The contract will be between Shropshire Council and the successful provider and will cover the terms for undertaking the service. This contract must be agreed by both parties before any payments are made.

Your quote should be returned by email **by 12.00pm (midday) on 25th February 2022** to:

Neil Evans
Commissioning Development Manager
Commissioning Development & Procurement Team
Shropshire Council

Tel 01743 255927

Email neil.evans@shropshire.gov.uk

A copy of the Shropshire Council General Terms and Conditions for the supply of goods, services and works is available to download from the Shropshire Council website:

<https://www.shropshire.gov.uk/doing-business-with-shropshire-council/>

However, the General Terms and Conditions will need to be reviewed and finalised prior to the contract being agreed

APPENDIX 1

WELFARE BENEFITS, ADVOCACY, DEBT ADVICE AND SUPPORT SERVICE SPECIFICATION

Background

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1. Service Delivery

1.1 Functions / Role

The Service Provider will provide the services to Service Users in a timely manner:

- Undertake “better off calculations” for eligible Service Users to help them make informed decisions on the financial effects of moving into employment;
- Help people to dispute benefits decisions up to and including appeal as necessary;
- Provide information, advice, support and advocacy in respect of benefits and Universal Credit and personal debt;
- Support Service Users to build confidence;
- Provide support to the overall IPS project as part of a working group, as well as work closely with the Enable team (such as attend team meetings; share knowledge with the team)
- Share data and develop an annual report that describes barriers to employment and how they have been overcome as part of this service;
- Provide support and share learning to help develop any future funding bids;
- Work with Enable to determine referral pathway and working relationship;
- Support Enable and commissioners in planning a sustainable service beyond the life of the NHS England funding.

1.2 Reducing Health Inequalities

It is a requirement that the Service Provider must work to reduce health inequalities and ensure that the 9 protected characteristics under the Equality Act 2010 are considered as part of Service Delivery.

Those from BME groups will have specific needs that need to be considered through the programme.

The Service Provider will have links to the LGBT community and ensure that all eligible people are supported to access IPS.

1.3 Eligibility

Service Users will be in contact with mental health services in Shropshire and Telford & Wrekin and will be referred by Enable.

1.4 Geographical Area

The Service will be available across the whole of the Shropshire Council and Telford & Wrekin Council administrative areas

1.5 Hours of Operation

The Service will be available between the hours of 9.00 – 5.00 Mondays to Fridays, excluding bank holidays.

1.6 Referrals and Partnership Working

Referrals to the Service will come from Enable (it may be that the service provider opportunistically refers clients to Enable and Enable refer back)

It is important that the Service Provider will have close strategic, working and/or organisational links with other organisations who are involved in identifying and/or supporting

people in contact with secondary mental health services in Shropshire and Telford & Wrekin who would benefit from support to move towards or access employment. The Service Provider will demonstrate how these links are delivering better value for money, maximising use of resources and continuous improvement to the employment outcomes for Service Users.

The service provider will operate in a credible, flexible and reliable way, always working to understand the needs of the client group, while supporting the outcomes of the IPS service.

1.7 Staffing and Volunteers

The Service Provider will ensure that there are sufficient staff at all times with the appropriate experience, background and qualifications to deliver the service.

The Service Provider will hold appropriate quality standards relevant to the provision of this service. This may include the AQS (Advice Quality Standard) quality mark and/or the SQM (Specialist Quality Mark) or equivalent.

All staff and volunteers will be properly trained, managed to recognised professional standards and with relevant qualifications, including and with a quality system appropriate for the size and nature of the Service Provider organisation.

Staff involved in providing the service will have an enhanced DBS check in place.

2. Outcomes, Social Value and Reporting

2.1 Outcomes

- Contribution to the successful delivery of an improved IPS service
- Mental health service users are helped to overcome barriers into work
- Increase in the number of people accessing secondary mental health services who are supported into work
- Improved confidence of mental health service users

2.2 Social Value

The Service will be delivered and organised in a way that maximises positive social, economic and/or environmental impacts in accordance with Shropshire's Social Value approach <https://shropshire.gov.uk/social-value/>

In particular the Service will contribute to an increase in the number of jobs created for people with disabilities.

2.3 Measures and Reporting

The Service Provider will provide quarterly reports to commissioners and an annual report. Quarterly reports will be provided which will include:

- Number of people receiving 'better off in work' checks
- Number of people receiving benefits advice and information
- Number of people receiving advocacy and support
- Number of people receiving debt advice
- A schedule of expenditure for the quarter
- Forecast expenditure for the following quarter
- Attendance at partnership forums
- Any issues that need to be resolved

Annual report

- Provide insight, qualitative and quantitative data to help commissioners understand return on investment