

## HWOSC Update – December 2012

### Award of Funding Agreements for New Community Mental Health Support Services

#### 1. SUMMARY

- 1.1 During 2011-12 a review of Community Mental Health Support services was undertaken which included public consultation on proposed services changes. Following public consultation proposals for service change were approved by the Joint Commissioning Board (JCB) in February 2012. In April 2012 the JCB approved proposals to secure new service provision using a Prospectus Approach. An update was last provided to the HWOSC in May 2012 and this report is included as background information in Appendix A.
- 1.2 Bids for new services were invited in May 2012, and this paper provides summary details of the bidding process as well as details of the new providers of services which will start 1 April 2013.

#### 2. RELEVANT BACKGROUND INFORMATION

- 2.1 Community Mental Health Support Services in the context of this report is a term used to describe a range of services that support people living in the community to manage their mental health and wellbeing. The services discussed in this report are mainly provided by the community & voluntary sector.
- 2.2 Community Mental Health Support Services have been divided into four categories and the commissioning aim for each category is detailed in paragraphs 2.2.1 to 2.2.5.

**2.2.1 Advice & Information.** The aim is to commission face to face information in a greater range of community setting, and provide on-line and written materials as a dedicated mental health resource to be shared with agencies providing more generic information and advice.

**2.2.2 Psycho-Social Support (including Out-reach)** The aim is to broaden the groups targeted for out-reach services focusing resources on the most at-risk communities to help ensure equity of access to mental health services. We also aim to provide better links and minimise duplication/overlap with the Brighton and Hove Wellbeing Service which started on 1 June 2012<sup>1</sup>.

**2.2.3 Day Services.** The aim is to broaden the range of day service activities and provide an increasing proportion of services in more generic settings whilst maintaining up to two building based day centres.

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<sup>1</sup> The new model of service delivery provided by the Mental Health Partnership (Brighton and Hove Integrated Care Service, 7 GP Practices in Brighton & Hove, MIND in Brighton and Hove, Turning Point & Sussex Partnership Foundation Trust) provides treatment and advice to adults of all ages with common mental health conditions such as anxiety and depression based on the best available evidence in terms of outcomes of care. The service is provided in a range of primary and community settings and includes out-reach, homes visits and an option for self-referral.

**2.2.4 Day Services for people with Personality Disorder.** The aim is to provide a new day service for people with personality disorder<sup>2</sup> in partnership with Sussex Partnership Foundation Trust and service users.

**2.2.5 Employment Support.** The aim is to provide employment support based on evidence based best practice located as an integral part of day services and Assessment & Treatment Services provided by Sussex Partnership Foundation Trust and day services.

### **3. PROCUREMENT PROCESS**

- 3.1 Prior to advertising any bidding opportunities, the potential advantages of using a prospectus approach rather than the full procurement process were evaluated. The decision was made to utilise a Prospectus Approach which specifically includes evaluation of Social Capital as evaluation process. It was anticipated that the process would encourage bids from the community and voluntary sector. In addition the bidding is less onerous than with full procurement and will, therefore, not discourage or preclude smaller organisations from taking part. It also allows greater innovation from prospective service providers and more input into shaping new services.
- 3.2 The Brighton & Hove Commissioning Prospectus was published on the South East Business Portal on 15<sup>th</sup> May 2012. The Prospectus included a range of different services including the five categories of community mental health support services outlined in section 2.2.
- 3.3 In addition to advertising on the Portal, the Prospectus was promoted to all community and voluntary sector organisations currently holding an agreement/contract for community mental health support services as well as being promoted through the Brighton and Hove Community and Voluntary Sector Forum.
- 3.4 Prospective bidders were invited to Briefing Meetings which were held in May and June. These meetings provided an opportunity for interested organisations to gain a better understanding of the services being commissioned as well as the process of preparing and submitting bids. In the region of 70 people attended the meetings and questions and answers were captured in writing and circulated to all attendees. An FAQ sheet was also posted, updated and maintained on the Business Portal so that information was made available to all interested parties.
- 3.5 On the closing date of 27<sup>th</sup> July, 38 bids had been received and the breakdown is detailed in Table 1.

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<sup>2</sup> There is evidence that outcomes can be improved for this client group when specific rather than generic services are provided.

**Table 1: Bids by Service Category**

<b>Service Category</b>	<b>Number of Bids</b>
Information & Advice	5
Psycho-Social Support (including Out-reach)	19
Day Services	8
Day Services – Personality Disorder	2
Employment Support	4
<b>Total</b>	<b>38</b>

3.6 The bids were evaluated by a panel of representatives including Mental Health Commissioner, GP Clinical Lead for Mental Health, Procurement, Finance, Equality & Diversity, Public Health, Contracts, Service Users/Lay representatives. Equal weighting was given to criteria in each of the following three sections:

- quality;
- social capital; and
- cost.

3.7 Where the panel believed that further clarification and/or negotiation would be beneficial, bidders were invited to attend Clarification and Negotiation Meetings to discuss outstanding points relating to their proposed service model and/or the amount of money being requested. These organisations were asked to consider submitting amended bids by the deadline of 14<sup>th</sup> September 2012.

3.8 Of the thirty eight bids, twelve bids were discounted and not invited to submit amendments through to the 2<sup>nd</sup> stage. 25 of the 26 bids original bids that were invited for re-submission were returned by the deadline of 14 September. In addition one bidder submitted a combined bid for two services making a total of 26 individual bids that were re-submitted at the second stage. Where amendments were made to the bids they were re-scored by the Panel.

#### **4. BIDS RECOMMENDED FOR AWARD**

##### **4.1 Advice & Information**

Only one bid was invited to the 2<sup>nd</sup> stage of the bidding process. The bid submitted by **MIND in Brighton and Hove** was comprehensive and met all the requirements outlined in the prospectus and was approved by the JCB for funding agreement award.

4.2 **Psycho-Social Support (including Out-reach)**. This category of service had the most bids submitted and was the most complex to evaluate as submissions covered a wide range of target groups. The target groups identified in the Prospectus were as follows:

- Men with a high risk of poor mental health
- Homeless/rough sleepers
- LGB communities
- Transgender people
- Older people
- Groups who may have difficulties in accessing services such as people with disabilities, people with autism spectrum conditions and carers
- BME communities and groups with cultural barriers (including migrants, refugees, travellers and asylum seekers, for whom English might not be their first language)
- Military veterans
- People with suicidal thoughts
- Criminal offenders

4.3 The highest scoring bids that covered the target communities were approved for funding agreement award by the JCB and these are detailed in Table 2. Where there was more than one bid covering the same client group, the highest scoring bid was recommended to the JCB for contract award.

**Table 2: Psycho Social Support & Out-reach: Funding Agreements Approved for Award**

Number	Organisation	Target Community
1	Allsorts Youth Project	LGBT Youth
2	MIND OUT LGB&T Mental Health Project & Switchboard	LGBT
3	Brighton Housing Trust (in partnership with Care Co-operatives and Sussex Central YMCA)	Homeless Men Offenders Dual Diagnosis Older People Substance Misuse Women Military Veterans
4	Assert Brighton & Hove	Autism & Aspergers
5	The Carers Centre Brighton and Hove	Carers
6	Rethink Mental Illness	Offenders and Suicide Prevention

4.4 The process has resulted in a broadening of the target communities currently served, although it has not resulted in complete coverage of all target groups. The key gaps in terms of target communities is BME communities. Whilst two bids were submitted neither fully met the Prospectus objectives. Whilst the JCB did not approve a funding agreement awarded for psycho social support/outreach for BME communities; it did approve the development of alternative plans to secure service delivery to these key target communities. Until any new services are put in place that the existing contract with Black and Minority Ethnic Community Partnership will be continued.

- 4.5 Day Services.** Four services for day services were invited to the 2<sup>nd</sup> stage in the process and the quality of all bids, particularly in terms of innovative service delivery, was high in this category. The highest scoring bid offering two day centres (Preston Park Day Centre and one other location to be agreed) plus a range of out-reach activities was from **South Down Housing Association** and was recommended by the JCB for funding agreement award.
- 4.6 Day Services for people with Personality Disorder.** There are currently no specific day facilities in Brighton and Hove for people with personality disorder and this is a gap in terms of service provision. The bid submitted by **Sussex Oakleaf Association Ltd** in partnership with **MIND in Brighton and Hove** was recommended by the JCB for funding agreement award. The new service will be delivered from the Allen Centre in Hove in partnership working with Sussex Partnership Foundation Trust.
- 4.7 Employment Support** will be provided in SPFT's Assessment and Treatment Services as well as the Day Services. The highest scoring and most comprehensive bid approved for funding agreement award by the JCB was submitted by **South Downs Housing Association**.

**5. SERVICE CHANGE**

- 5.1** The process of awarding new funding agreements will result in some changes in services and service providers from 1 April 2013. A list of current providers of community mental health support services, together with the new providers from April 2013 is detailed in Table 3. The new arrangements will reduce the number of contracts from the current 6 contracts with 12 organisations to 10 contracts involving 12 organisations.

**Table 3: Change in Service Providers**

<b>Current Service Providers</b>	<b>New Service Providers - 1 April 2013</b>
<b>Advice &amp; Information</b>	
1. MIND in Brighton & Hove	1. MIND in Brighton & Hove
<b>Psycho-Social Support &amp; Outreach</b>	
2. Allsorts 3. Big White Wall 4. Black & Minority Ethnic Community Partnership 5. Brighton and Hove Federation of Disabled People 6. Brighton Housing Trust 7. The Carers Centre for Brighton & Hove Ltd 8. Cruse Brighton and Hove 9. MIND in Brighton & Hove 10. National Schizophrenia	2. Allsorts 3. Assert 4. Brighton Housing Trust – in collaboration with Care Co-ops & Hove YMCA 5. National Schizophrenia Fellowship (Rethink Mental Illness) 6. MIND Out LGB&T Mental Health Project and Switchboard 7. The Carers Centre for Brighton & Hove Ltd

<b>Current Service Providers</b>	<b>New Service Providers - 1 April 2013</b>
Fellowship (Rethink Mental Illness) 11. Sussex Partnership Foundation Trust	
<b>Day Services</b>	
12. Care Co-operatives Ltd 13. South Down Housing Association 14. Sussex Partnership Foundation Trust 15. MIND	8. South Down Housing Association
<b>Day Services for People with Personality Disorder</b>	
None	9. Sussex Oakleaf Association Ltd in partnership with MIND in Brighton and Hove
<b>Employment Support</b>	
16. South Downs Housing Association	10. South Downs Housing Association

5.2 Work is progressing in terms of service transition plans to ensure a smooth transfer of services. A summary of providers whose contract will terminate on 31 March 2013, together with options for service delivery on 1 April 2013 is detailed in Table 4 below.

**Table 4: Service Transfer - 1 April 2013**

<b>Service Provider Contract Terminates 31 March 2013</b>	<b>Description of Service</b>	<b>Options for Service Delivery - 1 April 2013</b>
Big White Wall	On-line support	<ul style="list-style-type: none"> <li>Brighton &amp; Hove Wellbeing Service – option to direct to free on-line support</li> <li>New advice &amp; Information Service</li> <li>Day Services</li> </ul>
Brighton and Hove Federation of Disabled People	Counselling for people with disabilities	<ul style="list-style-type: none"> <li>Brighton and Hove Wellbeing Service</li> </ul>
CRUSE	Bereavement services	<ul style="list-style-type: none"> <li>Brighton and Hove Wellbeing Service</li> </ul>
MIND	Men Support Group	<ul style="list-style-type: none"> <li>New Brighton Housing Trust – service for men</li> </ul>
Sussex Partnership Foundation Trust	BME Support	<ul style="list-style-type: none"> <li>Interim arrangements being developed</li> </ul>
Sussex Partnership	Day Services – The	<ul style="list-style-type: none"> <li>South Down Housing Day</li> </ul>

<b>Service Provider Contract Terminates 31 March 2013</b>	<b>Description of Service</b>	<b>Options for Service Delivery - 1 April 2013</b>
Foundation Trust	Allen Centre & Buckingham Road	Services
Care Co-ops	Day Services – Limited Editions at Wagner Hall	<ul style="list-style-type: none"> <li>• South Down Housing Day Services</li> </ul>
MIND	Activities Fund	<ul style="list-style-type: none"> <li>• South Down Housing Day Services</li> </ul>

## 6. LEARNING FROM THE PROSPECTUS APPROACH

- 6.1 This was the first time Brighton and Hove have secured services using a prospectus approach and it was encouraging to have such a positive response to the bids for community mental health support services. There is learning from the process including issues around communication and governance arrangements that commissioners are in the process of evaluating. We are also having further discussions with the Community and Voluntary Sector about how to improve the way services can be commissioned through a Prospectus approach in the future. Full details of the learning from this process will be shared with the HWOSC in a future report.

## 7. FINANCIAL

- 7.1 The funding agreement awards (including the interim arrangements for BME support) total £1.8 million per annum. The breakdown by service category is detailed in Table 4:

**Table 4: Expenditure Breakdown 2013-14**

<b>Service Category</b>	<b>Annual Financial Value 2013-14</b>
Information & Advice	£91,999
Psycho-Social Support (including Out-reach)	£391,899
Day Services (including personality disorder)	£1,119,720
Employment Support	£243,000
<b>Total</b>	<b>£1,846,618</b>

## 8. RECOMMENDATIONS:

8.1 That the HWOSC note that the JCB has approved the award of the following 10 funding agreements for provision of community mental health support services to commence on 1 April 2013:

- i. **MIND in Brighton & Hove** for Advice and Information
- ii. **Allsorts Youth Project** for Psycho-Social Support/Outreach
- iii. **Assert Brighton and Hove** for Psycho-Social Support/Outreach
- iv. **Brighton Housing Trust in partnership with Care Co-operatives & Sussex Central YMCA** for Psycho-Social Support/Outreach
- v. **MIND Out LGB&T Mental Health Project and Switchboard** for Psycho-Social Support
- vi. **National Schizophrenia Fellowship (Rethink Mental Illness)** for Psycho-Social Support
- vii. **The Carers Centre for Brighton & Hove Ltd** for Psycho-Social Support
- viii. **South Down Housing Association** for Day Services
- ix. **Sussex Oakleaf Association Ltd in partnership with MIND in Brighton & Hove** for Day Services for People with Personality Disorder
- x. **South Down Housing Association** for Employment Support

8.2 That the HWOSC note that alternative plans will be developed to secure psycho-social & outreach support for Black & Minority Ethnic Communities.

8.3 That a further update is provided to the HWOSC on the broader learning from the Prospectus approach as a means of procuring services from the community and voluntary sector.