

On behalf of



**NHS**

Or

**shaw trust**

**Porchlight**

**Live well**

**Kent and Medway**

**shaw trust**

**LIVE WELL KENT & MEDWAY**

**SERVICE SPECIFICATION**

**Innovation Fund**

**2022/2023**

**Community Mental Health**

**and**

**Wellbeing Services**

## 1. Introduction

Kent County Council (KCC) in conjunction with the Kent and Medway Clinical Commissioning Group (CCG) is responsible for providing prevention, early intervention and recovery services. The Community Mental Health and Wellbeing Service (Live Well Kent & Medway & Medway) will help prevent entry into formal social care and health systems, reduce suicide and prevent negative health outcomes associated with poor mental health. The approach of delivery should be community first, values driven and outcome focused.

Live Well Kent & Medway has been jointly commissioned by KCC including Public Health and CCGs in Kent from 1<sup>st</sup> April 2016 and Medway from 1<sup>st</sup> April 2021 to provide a holistic offer of support for individuals living with mental health and wellbeing needs in Kent and Medway to deliver support in line with national and local guidance and protocols.

As the strategic partner Shaw Trust now holds the contracts with Kent County Council and the Kent and Medway Clinical Commissioning Group and is ultimately responsible for the delivery of the Service through the implementation and development of a sustainable Delivery Network across West Kent, Maidstone, Ashford, Canterbury and Coastal, Medway South, Gillingham and Rainham.

**This specification indicates the activity requirements and contractual outcomes for the Shaw Trust Live Well Kent & Medway Approved Provider Framework for Innovation Fund for potential spot purchase requirements for Young People and LGBTQIA+ clients up to 31 March 2023.**

## 2. Background

### 2.1 National context:

Mental health is the largest single cause of disability and represents 23% of the national disease burden in the UK. Mental illness costs the UK economy £70–£100 billion per year; and only 25% of people with mental illness are receiving treatment.

### 2.2 Kent Context:

Approximately one in four people will have a common mental illness during their lifetime and one in six people in England has a mental health problem at any given time (point prevalence). One in seven people will have two or more mental health problems at any point in time.

There are an estimated 205,000 people living with common and severe mental illness in Kent communities, and approximately 33,600 in Medway. Around 5,000 to 7,000 of these will need a clearly defined care programme of support to avoid relapse and promote recovery. The rest will need variable, lower intensity support to stop them reaching a crisis point and unnecessarily entering into health and social care systems.

### 2.3 Shaw Trust – Live Well Kent & Medway Context

As the contracted Strategic Partner for the Live Well Kent & Medway programmes we are keen to increase the capacity of the formal delivery network to support us in the achievement of the overall contract outcomes related to improvement in wellbeing, recovery and inclusion.

Shaw Trust is responsible for the overall performance of the contract; collates and analyses the performance information from the network; and is required to monitor the delivery of all outcomes identified within the contract. Shaw Trust will manage the Delivery Network and ensure a proportionate approach to risk management.

Our model of community mental health and wellbeing services supports self-management, promotes recovery, tackles social isolation and reduces stigma. This model has a focus on prevention and early intervention to reduce need for secondary mental health services and is outcome focused.

## System Outcomes

By working with health and social care partners the service will:

- Reduce the number of people entering hospital in crisis and residential care admissions
- Reduce the numbers entering secondary mental health care
- Increase the numbers of people being transferred from secondary services to primary care
- Increase numbers of people accessing support including information, advice and sign posting
- Increase number of people self-caring following a period of enablement through the short term recovery service
- Increase access to early intervention services
- Improve transition from children and young people services to adult mental health
- More people in employment
- More people in stable housing and managing their tenancies
- More people supported to achieve emotional wellbeing
- Reduce stigma and discrimination
- Increase awareness raising of mental health in the workplace to reduce barriers to employment
- Support co-working and collaboration between primary care services, health and social care to meet the totality of individual and family needs
- Increase levels and models of mutual/peer support
- Improve outcomes

## Personal Outcomes

- Connect to their communities and feel less lonely and socially isolated
- Have choice, control, and feel empowered
- Report and optimise physical and emotional wellbeing
- Live safely and independently and optimise recovery
- Be in stable accommodation and managing their life
- Achieve economic wellbeing - ensuring people's income is maximised, debts are managed and where appropriate applicable welfare benefits are accessed
- Feel satisfied with service delivery and service outcomes
- Be involved in service design, service offer and availability
- Access a wide range of opportunities to support their personal recovery which include (but are not exclusively limited to): lifelong learning, employment and volunteering, social and leisure, healthy living support including local opportunities to get fitter and make better lifestyle choices regarding food, smoking, alcohol and harm minimisation.
- Stay in or enter employment

- Be supported to be independent and manage their long term conditions
- Have increased social skills
- Be appropriately supported to manage their recovery

### Measures of Success

- People are talking about and taking positive care of their mental health
- Services focus on a move from a crisis driven to a preventative model of support
- Services create an environment which facilitates progression and personal achievement
- Flourishing communities, self-management and personal resilience – life not a service
- Integrated delivery network, sharing costs, sharing best practice, continuously improving and diversifying
- Improved community engagement leading to sustainable lives
- Reduced discrimination and stigmatisation in local communities
- Reduce demand on primary and secondary care health services
- Reduce social dependency

### 3. Scope of Service

The Live Well Kent & Medway service is person centred, holistic and non-stigmatising. It has a strengths based approach, focusing on assets, independence, recovery and social inclusion with no wrong door. The service is community focused, built on the principles of community development and community capacity. There is an emphasis on prevention and improving wellbeing and services should deliver interventions that have an evidence based approach demonstrating good practice.

#### 3.2 Key Objectives

- Work to identified wellbeing goals based on persons’ aspirations and needs
- Provide a motivational, coaching, empowering and progressive provision to clients.
- To facilitate time limited brief interventions and peer led support, focussing on an individual journey to achieve positive outcomes.
- Work with individuals to ensure they are engaged with the local community and support networks that will facilitate continued recovery.

#### 3.3 Elements of the Delivery Model

Offer	Description	Provision	Contract
<b>Innovation programmes</b>	<ul style="list-style-type: none"> <li>• Structured programmes of support to young people aged 17 - 25 to develop resilience, learn new skills and to enhance physical wellbeing.</li> <li>• Delivery of a programme of support offered in each locality and/or surrounding area.</li> </ul>	<p><b>1. Resilience and Wellbeing Programme for Young People aged 17 to 25.</b></p> <ul style="list-style-type: none"> <li>• Programme of sessions to support and promote resilience, new learning and wellbeing</li> <li>• Programmes can be focused, on but are not limited to: physical or emotional wellbeing, bereavement and loss, environmental activities, or art activities.</li> </ul>	Creation of Supply Partner Framework to support the delivery with an agreed service provision within a geographical area for the agreed caseload at time of commissioning.

	<ul style="list-style-type: none"> <li>The programmes will have an agreed set of outcomes to support inclusion and recovery and progression.</li> </ul>	<ul style="list-style-type: none"> <li>Service delivery could be one to one sessions or as a group dependent on activity.</li> <li><b>Service delivery to complete by 31st March 2023.</b></li> </ul>	
<b>Innovation programmes</b>	<ul style="list-style-type: none"> <li>Structured programmes of support for clients identifying as LGBTQIA+ to develop resilience, learn new skills and to enhance physical wellbeing.</li> <li>Delivery of a programme of support offered in each locality and/or surrounding area.</li> <li>The programmes will have an agreed set of outcomes to support inclusion and recovery and progression.</li> </ul>	<b>2. Resilience and Wellbeing Programme for LGBTQIA+ clients</b> <ul style="list-style-type: none"> <li>Programme of sessions to support and promote resilience, new learning and wellbeing</li> <li>Programmes can be focused on, but are not limited to: physical or emotional wellbeing, bereavement and loss, environmental activities, art activities).</li> <li>Service delivery could be one to one sessions or as a group dependent on activity.</li> <li><b>Service delivery to complete by 31st March 2023.</b></li> </ul>	Creation of Supply Partner Framework to support the delivery with an agreed service provision within a geographical area for the agreed caseload at time of commissioning.

### 3.4 Activity Requirements, Volumes and Costs

The Innovation Fund is used to increase uptake and provision for clients matching the criteria, these groups are currently underrepresented across Live Well Kent and Medway. Each activity should be no more than eight weeks and can either be one to one or group based. Due to the timing constraints, we are happy to commission one-off activities or a new provision.

Each area listed will initially have up to £6,000 allocated to it, however the budget for the Innovation Fund may be increased and we would look to increase funding to any provider chosen through this EOI. No provider will be allocated more than £6,000 at initial award and no contract will be increased beyond £10,000, even with additional allocation of funding.

Specific delivery venues will be identified by the provider within their response and it is envisaged that there may be more than one delivery venue in a key geographical location.

### Delivery Locations and allocated funding

Locality	Outlying Areas	Provision	Maximum Contract Value
<b>Ashford</b>	Ashford Central	Resilience and Physical Wellbeing Programmes	£6,000
<b>Canterbury and Coastal</b>	Faversham Herne Bay Whitstable Canterbury Central	Resilience and Physical Wellbeing Programmes	£6,000

<b>Maidstone</b>	Parkwood Estate Maidstone Central Maidstone Outskirts	Resilience and Physical Wellbeing Programmes	£6,000
<b>West Kent</b>	Sherwood Estate Edenbridge Hadlow Tonbridge Tunbridge Wells Sevenoaks	Resilience and Physical Wellbeing Programmes	£6,000
<b>Medway</b>	Medway South Gillingham Rainham	Resilience and Physical Wellbeing Programmes	£6,000

### 3.5 Provider Premise Requirements

- The Provider will give Shaw Trust details of proposed locations for delivery of the service.
- The Provider will be responsible for securing and developing any fixed site premises and will be responsible for any rent, maintenance, running costs, safety and upkeep of any premises used for the provision of the service.
- The sites will be suitable to accommodate open access and be Equalities Act compliant.
- The Provider will provide and operate all required premises within the contract price
- The Provider will conduct risk assessments on all premises utilised and ensure appropriate insurances are in place

### 4. Standards and Best Practice

- The Provider shall meet any nationally recognised standards which may be introduced by the Regulatory Bodies which apply to the service provided from time to time during the Contract Period.
- The provider must deliver time limited evidence-based interventions / support which are aimed at progression to meet the needs of clients accessing the provision.

### 5. Service Delivery

#### 5.1 Eligibility Criteria

- The contracted service provider will accept referrals from the Live Well Kent & Medway Programme, with the client remaining under the shared support of the LWK team and the contracted service provider.
- All attendees following acceptance on to the Community Navigator Caseloads will be referred by the Live Well Kent & Medway Programme
- Programme Age Criteria - 17 years and above and not in crisis.

#### 5.2 Level of Service delivery

- Ensure that each client's experience is welcoming and supportive when joining the services
- Ensure that clients are treated with dignity and respect at all times
- Ensure that every client contact is a kind, compassionate and positive experience



- Support people to realise their aspirations and work on their own individual goals and to achieve the goals agreed in their individual Wellbeing Action Plan
- Recognise each client's right to take risks in order to develop / extend opportunities and ensure that clients are able to choose the risks they wish to take

### 5.3. Completion Criteria

- The client completes their activity with evidenced successful outcomes within the agreed timeframe.
- The provider will keep a record of attendance of each client and will inform the Community Navigator of the clients' completion of the service, where appropriate.
- The Provider will inform the Community Navigator if the client no longer wishes to receive the service and it will be the responsibility of the Community Navigator to follow up the client.

## 6. Resourcing

**6.1** The Provider shall ensure that it complies at all times throughout the contract period with its staffing profile contained within the contract to ensure that the staffing meets service specification requirements. Shaw Trust is to be notified at the earliest opportunity of any staffing changes in the management or delivery of the contract.

**6.2** The provider shall ensure that all Staff both paid and unpaid have the skills, qualifications and support required to promote and support equal opportunities. The Provider shall employ an equal opportunities policy when selecting its staff. All Providers must have an Equal Opportunities policy (which references the Equality Act 2010)

**6.3** The Provider shall ensure that each member of Staff and Volunteer who is responsible for providing support is provided with effective training and guidance in relation to each of the following in addition to any specialist requirements:

- A. Confidentiality;
- B. Disability awareness;
- C. Equal opportunities;
- D. Cultural awareness;
- E. Anti-racist and anti-discriminatory practices;
- F. Mental health awareness;
- G. Crisis support;
- H. Safeguarding Adults;
- I. The recognition and management of challenging behaviour;
- J. Health and safety;
- K. Personal safety;
- L. Customer care;
- M. Basic first aid;
- N. Information technology and the Provider's administrative systems;
- O. The management of risk.

### 6.4 DBS requirements.

All staff and volunteers working on the Live Well Kent & Medway programme as a provider must have a current enhanced DBS and adults barred list check in place and recorded prior to working with clients

## 7. The contract requirements

### 7.1 Expected Contract Performance Requirements

Each Provider will sign a formal agreement, in the form of a Contract with Shaw Trust. This agreement will be proportionate to the service value and service type commissioned.

The Provider will be responsible for the collection of delivery activity, performance monitoring and information which demonstrates how they have met the outcomes for the people they are delivering a service to. This will be undertaken in a timely manner and provided in a format which meets the requirement of Shaw Trust. This will be provided in both quantitative and qualitative format, in order to demonstrate the breadth of activity.

Each Provider will be expected to demonstrate the impact of their service or provision against a set of Outputs, Client Outcomes and Quality metrics:

### 7.2. Performance Metrics

The below table provides an indication of what requirements will be applied but this will be agreed within contract negotiations and proportionally applied.

<b>Outputs</b> (Volumes and timeframes)	<b>Outcomes</b>	<b>Quality Metrics</b> (End of Activity)
<ul style="list-style-type: none"> <li>• Numbers attending each contracted activity</li> <li>• Throughput and progression figures for each contracted activity</li> <li>• Referrals received</li> <li>• Accepted and actual starts</li> <li>• Unable to start</li> <li>• Rejected</li> <li>• Response time to referrals</li> <li>• Waiting times</li> </ul>	<ul style="list-style-type: none"> <li>• Helping people achieve personal goals and ambitions.</li> <li>• Progressive mutual support in a shared journey of recovery.</li> <li>• Supporting clients to access community resources and assets.</li> <li>• Giving people the confidence and support to access the services and support as part of their recovery journey.</li> <li>• Helping people to recognise their own resources and seek their own solutions.</li> <li>• Facilitating progression towards independence</li> </ul>	<ul style="list-style-type: none"> <li>• Number of unresolved complaints</li> <li>• Number of serious incidents</li> <li>• Service user feedback mechanisms and outcomes</li> <li>• Evidence of continuous quality improvement activity</li> <li>• Onward referral data – Number and percentage of participants accessing mainstream activities during and at completion of service provision – this will include who; where; what and why.</li> </ul>



## 8. Procurement and contractual requirements

### Key Dates:

Action	Date
2022-23 Innovation Service Specification released	Tuesday 11 <sup>th</sup> October 2022
Clarification questions period – questions from providers	Tuesday 11 <sup>th</sup> October 2022 to Friday 28 <sup>th</sup> October 2022
Deadline for submission	5pm, Tuesday 1 <sup>st</sup> November 2022
Evaluation of responses	From Wednesday 2 <sup>nd</sup> November 2022 to Wednesday 16 <sup>th</sup> November 2022
Outcome responses	From Monday 21 <sup>st</sup> November 2022
Contracting (if awarding)	From Monday 28 <sup>th</sup> November 2022
Proposed Contract start (To be agreed)	From Monday 2 <sup>nd</sup> January 2023

\* All dates are subject to change.

## 9. Provider Scoring Mechanism

9.1 Scoring Grid – Shaw Trust will use a rating or scoring grid that works by scoring the Provider's submission against the standards set. Scoring systems give a score for the Provider's ability to meet each of the non-priced criteria. All answers are scored as follows:

Question	Weighting - Percentage	Maximum Points
<b>Part 1 Organisation &amp; Contact Details</b>		
<b>Part 2 Infrastructure</b>		
Give a brief description of your organisation, its size and its values and mission. Please insert organisation chart.	10	5
Describe your current service provision, demonstrating in your description your expertise in the delivery of community mental health and wellbeing.	5	5
<b>Part 3 Service Provision</b>		
a) Service Offer – Please provide the name of the service, course or activity being proposed.		
b) Programme content, structure, workshop themes and evidence base for delivery	50	5
c) Programme outcomes – how will you meet the outcomes listed in the specification?	20	5

How will you enable the clients to feel more connected to community support?		
d) Please explain what is innovative about your service offer?	5	5
e) How would you promote this programme to the relevant client group to increase referrals into LWK&M?	10	5
f) Service offer information - Please complete the required information.		
<b>Part 4 Experience and Performance (information only)</b>		
Have you had any contracts terminated or volunteered to hand back in the last 3 years? If yes, please explain why		
<b>Part 5 Declaration</b>		

**9.2** No evaluation will be provided for Part 1, Part 4, Part 5 and Part 6, these are for information only but must be fully completed for your response to be scored.

**9.3** An evaluation of each response to Part 2 and Part 3 will be conducted.

**9.4** The responses to Part 2 and Part 3 will be marked using the criteria set out in the following table – Marking Criteria:

**Table – Marking Criteria**

Category	Definition	Score Range
<b>Unacceptable</b>	No response to the question or has not provided any information about how the requirement will be met.	0
<b>Poor</b>	Has made some reference but with no supporting knowledge or evidence and/or only partially addresses the question.	1
<b>Acceptable</b>	Has made reference with some limited supporting knowledge, and evidence. Addresses the question.	2
<b>Good</b>	A good response in terms of the level of detail and relevance. The response is good but there are either some omissions of important issues or negative indications that reduce the extent to which the service requirements will be achieved.	3
<b>Very Good</b>	A comprehensive response in terms of detail and relevance and clearly meets the requirements. With good supporting knowledge or evidence and practical examples included.	4
<b>Excellent</b>	A more than comprehensive response in terms of detail and relevance. Clearly meets or exceeds the requirements with no negative indications. With excellent supporting knowledge or evidence and clear understanding and practical examples included	5

**9.4** For Part 3 – question (f), the response will be reviewed alongside the response for Part 3 – question (a).

**9.5** Scoring will be completed per response submission for either Resilience and Wellbeing Programme for Young People aged 17 to 25 or Resilience and Wellbeing Programme for LGBTQIA+ clients, as these will be managed as separate contracts.

**9.6** Where abnormally low cost EOI responses are submitted, the commissioner reserves the right to seek clarification and ultimately disqualify the response, if deemed to be undeliverable.

**9.7** Where only one (1) submission is received, the Commissioner reserves the right to enter into dialogue and seek assurances regarding the delivery of the requirement.

**9.8** Providers must insert their responses into the relevant fields in the LIVE WELL KENT AND MEDWAY Expression of Interest Form, attaching and returning completed responses to [contracts@shaw-trust.org.uk](mailto:contracts@shaw-trust.org.uk) by the EOI Response deadline of **5pm, Tuesday 1<sup>st</sup> November.**

**9.9** Response return Email must use the subject – LIVE WELL KENT & MEDWAY Expression of Interest – [Providers name)

**9.10** If multiple responses are being submitted, they must be attached to a single email where permissible.

**9.11** Responses must clearly demonstrate how they propose to meet the requirements set out in the questions and address each element in the order they are asked.

**9.12** Responses should be limited to and focused on each of the component parts of the question posed. They should refrain from making generalised statements and providing information not relevant to the topic.

**9.13** Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas including identifying key sections within responses.

**9.14** Responses must adhere to the word count stated.

**9.15** Please include all additional requested documents and use the naming convention for each attachment, if required.

**9.16** EOI submissions will be assessed on the basis of the most economically advantageous tender, using a most cost-effective approach to quality and price evaluation.

**9.17** In order to calculate the overall percentage, the marks awarded to each question are converted using the percentage allocated to each question.

Example:

Part 2, question (a) has a weighting percentage of 10%

There are 5 points available using the marking criteria.

The response scores 3.

Using the marking criteria to calculate the percentage awarded the following calculation is applied:

(mark given / total marks available) x % weighting

Worked example:

Provider A has submitted an answer for Part 2, question (a) percentage weighting this question is 10%.

The response on consensus evaluation has been awarded 3 marks.

$(3 / 5) \times 10 = 6\%$

**9.18** On completion of the Consensus Evaluation, all marks will be added up and a percentage (%) score allocated.

**9.19** Responses scoring over 60% will be invited to be placed on the Shaw Trust LWK/LWM Approved Provider Framework for Innovation Fund for further dialogue to take place about the service offer for Spot Purchase requirements up to 31<sup>st</sup> March 2023.

**9.20** Shaw Trust reserves the right to award more than one spot purchasing contract as a result of this expression of interest.

**9.21** Shaw Trust reserves to the right not to award any contracts across all regions, if it is felt that any or all the responses are not suitable to meet the needs of the specification, participants or commissioners requirements.

**9.22** The contract awards will be subject to the completion of a due diligence questionnaire, if one has not been completed in the last 12 months, or if required, confirmation that all due diligence information currently held remains accurate and up to date.

**9.23** Due Diligence is subject to internal approval processes and governance, which must be satisfactorily completed prior to commencing the contract.

**9.24** Being placed on the Shaw Trust LWK/LWM Approved Provider Framework is not a guarantee of a contract but provides organisations the opportunity for potential work as demand changes throughout the duration of this contract dependant on the suitability of the service offer up to the contract expiry date of 31<sup>st</sup> March 2023.

**Please note:**

- **Costs should be representative of the Courses/Interventions you intend to provide.**
- **All costs/quotes remain valid for a minimum of 90 days.**
- **No provider will be allocated more than £6,000 at initial award and no contract could be increased beyond £10,000, even with additional allocation of funding.**

## **10. Contract/service management requirements**

**10.1** Suppliers who go on to be awarded a Spot Purchase contract will be required to complete the due diligence and supplier onboarding process prior to the commencement of any contracted services.

**10.2** Regular catch up meetings to discuss the performance, volumes and KPIs of the service provision will be held at agreed points in the delivery of any contracted service offer.

## 11. Annexes

### 11.1 Expression of Interest Form

Please complete the form provided and return by the tender submission deadline of **5pm, Tuesday 1<sup>st</sup> November** to [contracts@shaw-trust.org.uk](mailto:contracts@shaw-trust.org.uk)

Response return Email must use the subject – LIVE WELL KENT & MEDWAY Expression of Interest – [Providers name)

If multiple response forms are being submitted, they must be attached to a single email where permissible.

**Incomplete forms will not be evaluated.**