

Welcome

Community Commissioning – Mental Health

11/11/2024

Starting 11.05am due to armistice



Hertfordshire





Community Commissioning – Mental Health

Amy Kay- Business Manager, Contracts Commissioning and Quality

Nicola Scott- Commissioning Manager

Daniel Lancaster- Commissioning Manager

Tara Holland- Contract Officer


Duchess Okoronkwo- Contract Officer

Agenda

Introductions & Overview	Peter Bullen
Market overview	Nicola Scott
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Feedback	Dan Lancaster, Duchess Okoronkwo
The Tender Process	Nicola Scott
Next Steps & Timescales	Nicola Scott



Introduction & Overview



Today's event is an initial introduction to the planned procurement of mental health homecare and community support in Hertfordshire and an opportunity to seek feedback from the market as well as answer your questions.

Please note that all information presented today is initial thinking. Feedback from today will be used to inform proposals.

Final proposals will need to be signed off the HPFT Executive, therefore all presented proposals and timescales are subject to change at this point.

Further updates on proposals will be presented at further events as the project progresses.

Market Overview

- HPFT currently SPOT purchases all Community Support and Homecare packages.
- The Enablement At Home Framework had limited success and was not extended beyond its initial term.
- We are planning to replace this with a contract that includes both Community Support and Homecare.
- We are in the early stages of this process and would welcome as much input from providers as possible to ensure the contract will be successful for both HPFT and the market.

Market Overview

- HPFT has over 80 providers set up to deliver these services on a SPOT basis.
- In the 2023/24 financial year, only 41 of those providers delivered a package of care.
- A small number of providers held the majority of those packages (10 providers held over 65% of packages).
- The value of these packages was over £3.5 million.
- The system is not currently working as it should

What do we want to achieve

- Services that are local to service user need
- Reliable and quick pathway to attaining services
- Services bespoke to individual needs of service users
- Parity of support across Hertfordshire
- Good supportive contracts
- Contract management and relationships with provider market
- Quality assurance and quality support
- Strong and stable supplier market

Updates so far - Service

- Service types in scope
 - Homecare – CQC registered care
 - Community Support
- Service types not in scope
 - Cleaning
 - Storage
- Service levels
 - All packages Care Act eligible mental health clients. Mostly working age.
 - 3 different levels to services lines and rates to be based on assessment and alignment to HPFT need profiles.
 - Each service level would apply for both levels of service

Rate levels

Standard

Enhanced

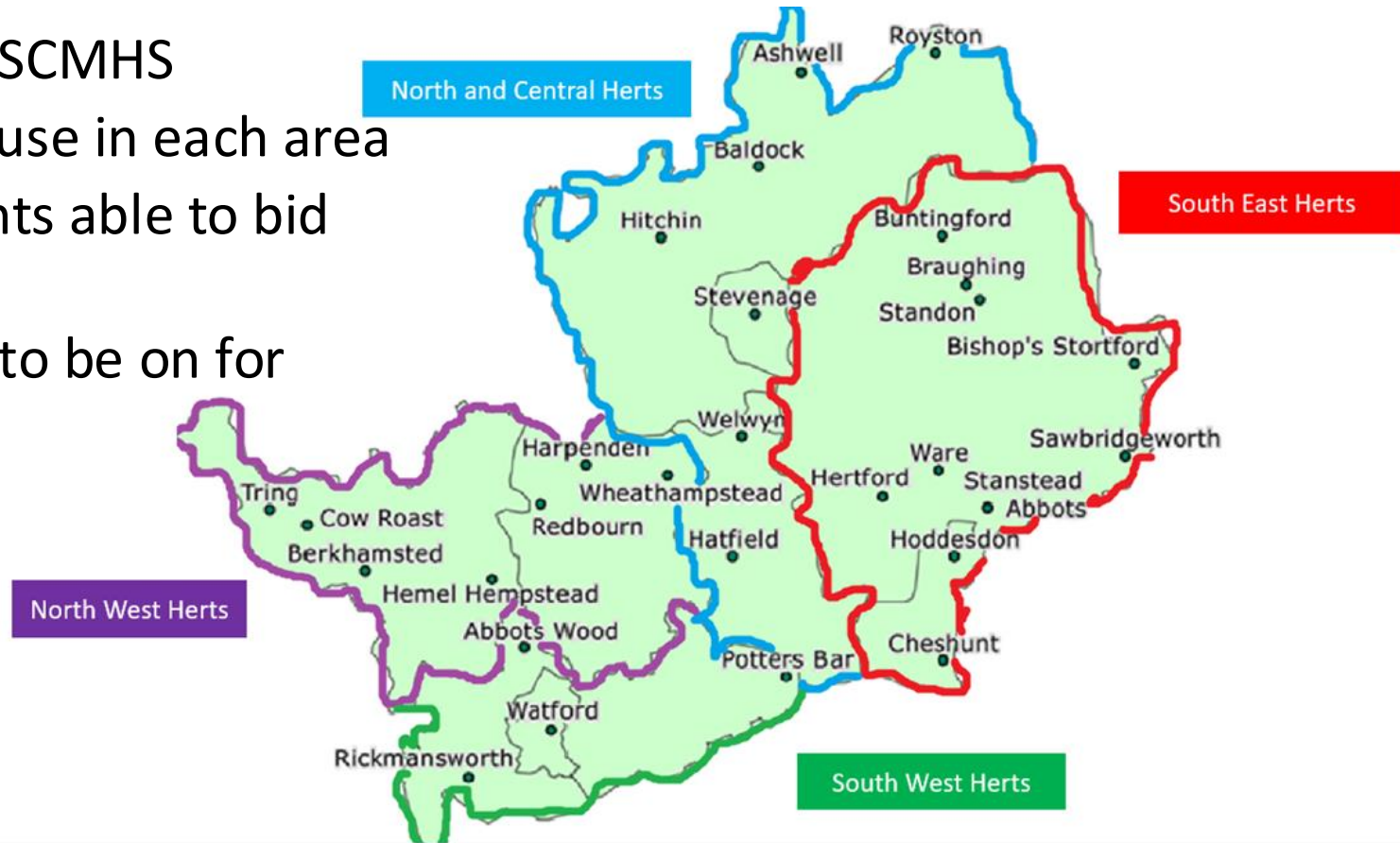
Bespoke

Feedback- what do you as providers consider to be examples of mental health need profiles for against these 3 rate descriptors?

We will send a survey on this by email

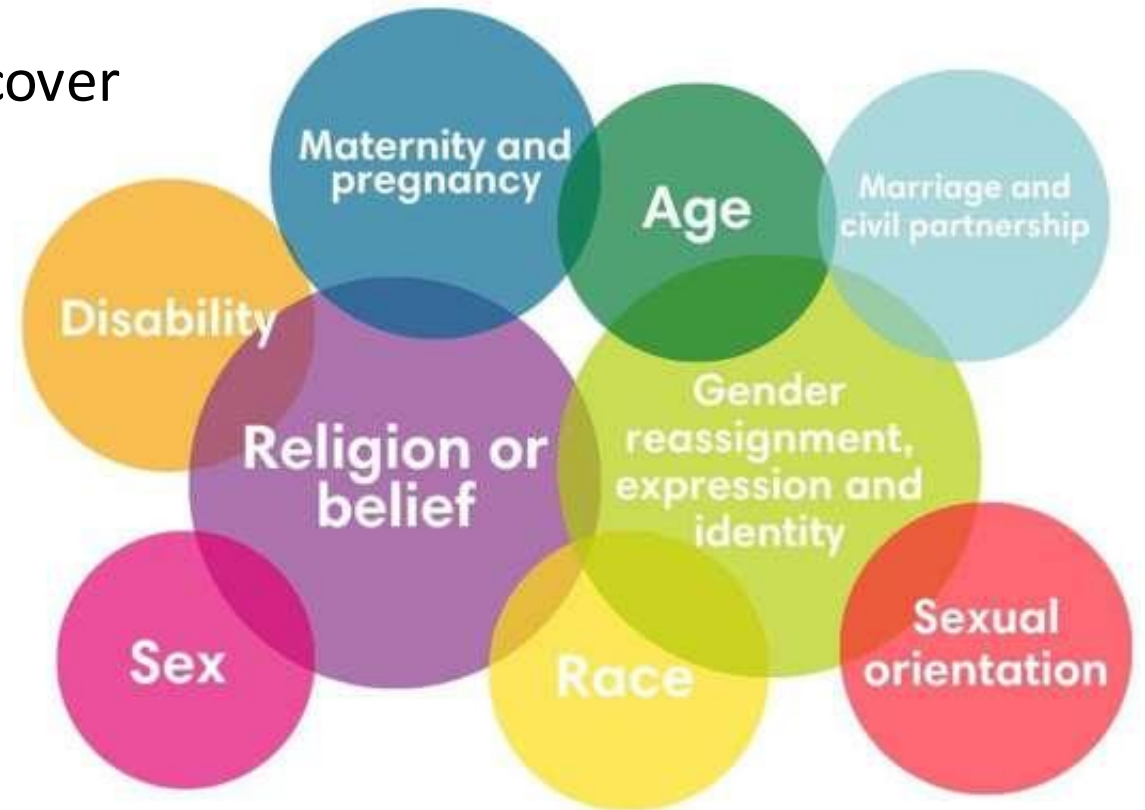
Updates so far - Service

- Quadrant alignment
 - Service framework in line with ASCMHS
 - Roughly even volume of service use in each area
 - Restriction to volume of quadrants able to bid on
 - Undecided how many providers to be on for each quadrant area.



Updates so far - Services

- Bespoke spot purchasing
 - Not all people have the same needs
 - Framework providers will be expected to cover most need
 - Spot contracting option to allow targeted purchasing for specific need



Updates so far - Contracts

- ADASS Contract
 - Full Contract T&C and Service Specification
 - Undecided if separate contract for registered and unregistered services
- Contract Support
 - Contract meetings, commissioner relationship
 - Service Finding team relationship key contact
- Quality Assurance
 - PAMMS visit, report and action plan support
- Market risk management

Feedback

- What works currently?
- What doesn't work?
- What would you change?
- What else might we need to think about?

We will be arranging meetings with current providers for personalised feedback and send a survey to all for more opportunity for your thoughts.

The Tender Process

- New contracts will be awarded following a competitive tender process under Public Contracts Regulations 2015.
- Bids will be completed on the NHS tendering system, Atamis. This is different to the previously used In-Tend system and providers will be guided through registering and using the portal.
- We will hold Tender preparation sessions ahead of the tender going live to help prepare providers, especially those that may not have completed this process before.

Next Steps and Timescales

These are indicative timescales and liable to change

- Engagement events – November 2024 – January 2025.
- **Provider tender preparation sessions – January – February 2025.**
- **Tender go live – April 2025.**
- Tender close – May/June 2025.
- Evaluation of bids – June – July 2025.
- Contract award letters – August 2025
- **Contract start date & mobilisation – August 2025**

Next Steps and Timescales

- Provider drop-in session Tuesday 26th Nov 10:00 -11:00 Teams
- Providers can email any questions/feedback up until the Tender go live date to hpft.commissioning@nhs.net
- We will send out our contact details and joining details for the drop in session after this event.

The HCPA Resource Library

Everything you need, all in one place.

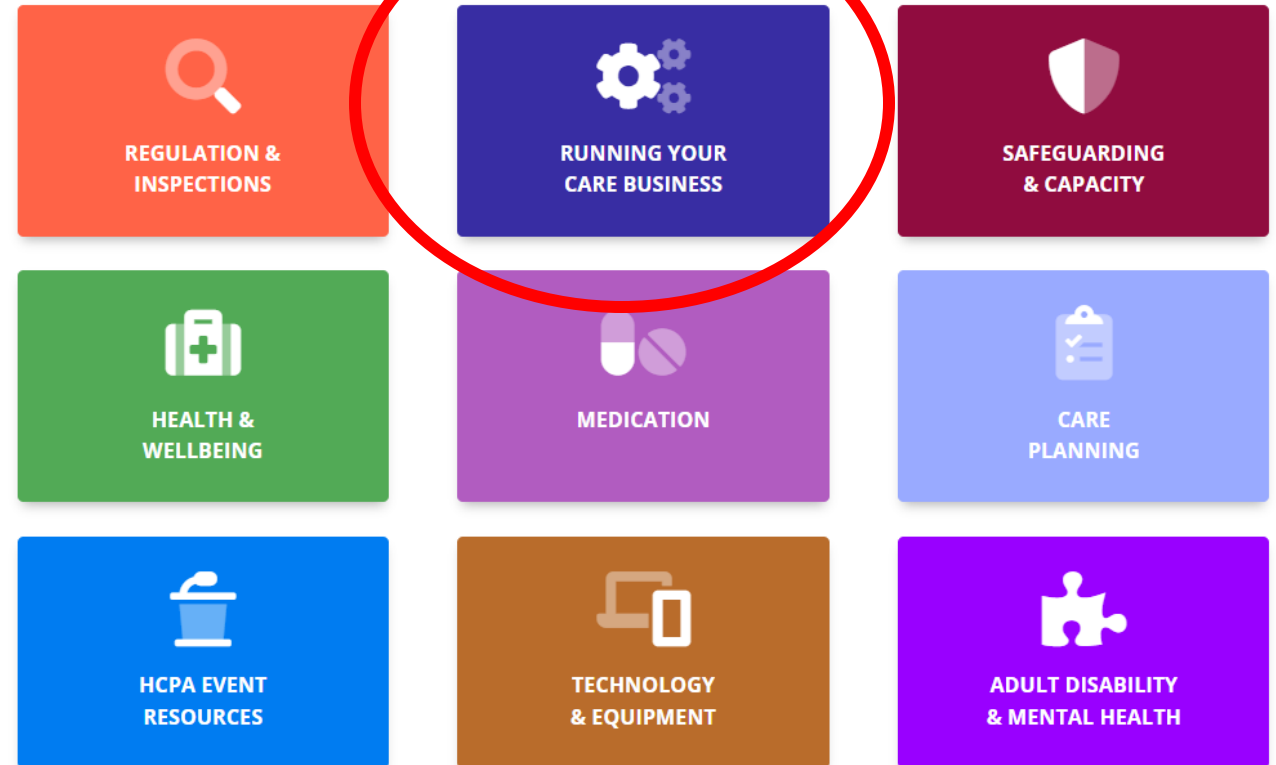
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 - 24/7 access
- Includes local and national resources, tools, guides, guidance, policies, and contacts in a wide variety of areas
 - Perfect tool to support your business
- **All info on local tenders and opportunities**



The Resource Library

The Resource Library (formerly known as the Members Zone) is here to help all HCPA Members access local and national resources, tools, guides, and contacts in a wide variety of areas.



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Mind...*

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- All infection control
- Liaison with Herts County Council.
- Funding, contracting and commissioning.
- Staff wellbeing and recognition.
- HR, Staffing and Recruitment.
- Training and education.
- Business continuity.
- Data protection.
- Monitoring.
- Equipment.
- Insurance.
- **Ask questions to panelists from webinars and forums**

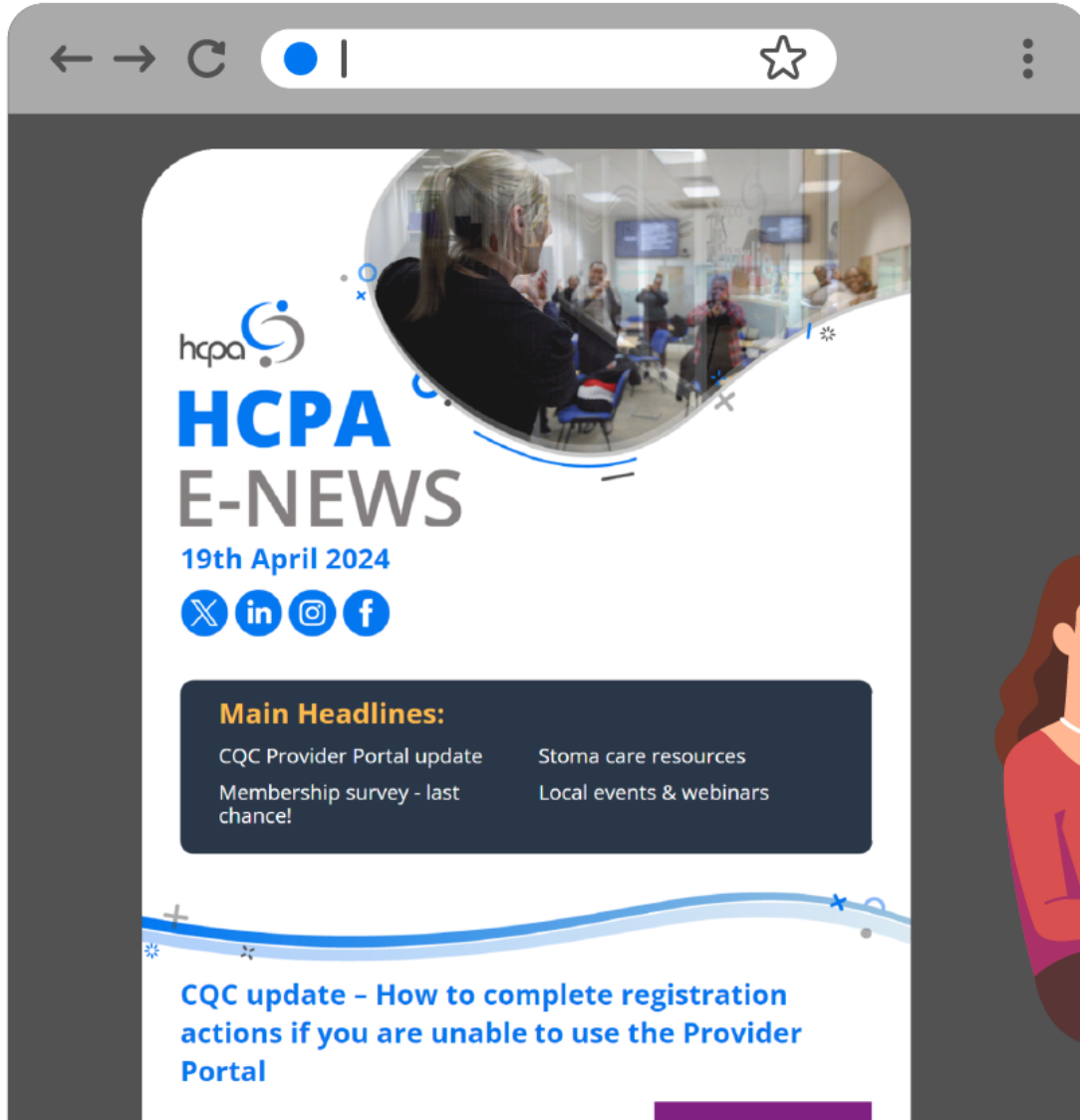
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Challenges & Solutions



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"Set the agenda"

- *What are your challenges?*
- *How can we help?*

