

## **Proposed Officer Key Decision to be taken by the Strategic Director of People Group on or after 13 November 2015**

### **Approval to Tender for a Mental Health Helpline**

#### **Recommendations**

That the Strategic Director of People Group

1. Approves the tender, negotiations and purchase of a Mental Health Helpline across Coventry and Warwickshire.
2. Approves and authorises the Head of Service for Strategic Commissioning to enter into all relevant contracts for the provision of a Mental Health Helpline on terms and conditions acceptable to the Strategic Director of Resources.

#### **1.0 Background**

- 1.1 Coventry and Warwickshire Partnership Trust (CWPT) currently contracts with Mental Health Matters for the delivery of a Mental Health helpline across Coventry and Warwickshire. The service has been in operation since April 2011.
- 1.2 The current contract value is £147,003 per annum of which Warwickshire County Council contribute £80,000. Through discussions with CWPT it has been highlighted that the sum of £67,003 for the Coventry element of the service is funded by Coventry & Rugby Clinical Commissioning Group (CCG).
- 1.3 An exemption has been approved for services until the end of March 2016 to allow sufficient time for a replacement service to be retendered and to ensure the new service fulfils the new statutory duties required within the Care Act 2014.
- 1.4 Work is underway with partners to develop a new outcome based service specification to ensure the future service is fit for purpose and is Care Act compliant. A market testing event took place on Tuesday 18<sup>th</sup> August with potential providers to gather their thoughts/opinions and experiences of both the current service and other models they have knowledge off. All of the feedback has been fed into the future specification for services.

#### **2.0 Current Service Provision**

- 2.1 In total between June 2014 and May 2015 the helpline received 17,501 calls from across Coventry and Warwickshire. Data captured by area commenced late 2014 and currently indicates greater use from Warwickshire residents. From December 2014 – May 2015 a total of 9,372 people made contact with the helpline with 6,032 from Warwickshire.

- 2.2 Individuals calling the helpline are offered up to 20 minutes of support from trained and experienced support workers who use counselling skills to provide emotional guidance and information.
- 2.3 Due to the nature of the service being confidential and anonymous data collection of impact of access to the service is not collected. The current provider currently records outcomes achieved under the following headings;
- Caller received advice and guidance
  - Caller referred on
  - Caller was signposted
  - Caller wellbeing was maintained
  - Crisis was de-escalated
  - Caller wellbeing maintained
- 2.4 If the helpline were not in place it is likely that a number of the 6000 plus Warwickshire calls could be diverted to operational teams, crisis teams or GP's, or more concerning, people would not seek any support with their mental health issues. The service clearly contributes to Section 2 of the Care Act and our duties to help prevent, reduce or delay needs for care and support.
- 2.5 Warwickshire invests £80,000 towards the helpline. Using the data in 2.1 the cost of each call for Warwickshire equates to £6.67 which evidences value for money.

### **3.0 Proposal**

- 3.1 The current contract is due to expire on the 31<sup>st</sup> March 2016. Doing nothing is not an option.
- 3.2 It is proposed that Warwickshire County Council retender the Mental Health Helpline on behalf of Coventry and Warwickshire. The proposal for WCC to undertake the role of lead commissioner is based on WCC being the largest contributor.
- 3.3 The process for the retender of a new Mental Health Helpline will begin from the November 2015, with the intention to award and commence services from 1<sup>st</sup> April 2016.
- 3.4 It is proposed that the new service will have a contract duration of 2 years, with the option to extend for a further 2 years based on satisfactory performance.
- 3.5 The service specification will include the requirement for all people, regardless of their protected characteristics, to be able to access and use the service equitably.

### **4.0 Budget**

- 4.1 The current budget for services is £80,000 from Warwickshire County Council and £67,003 from Coventry and Rugby CCG (paid to CWPT). WCC have commitment from both CWPT and Coventry and Rugby CCG for future funding for this service.
- 4.2 The total value for the contract period is £588,012. As the value is over £500,000 approval to tender is required from the Strategic Director.

## 4.0 Timescales associated with the decision and next steps

4.1 The table below outlines the high level milestones and associated timescales.

Milestone	Date
Procurement plan approved	October 2015
Approval to tender secured	November 2015
Final specification signed off	November 2015
Tender period - Open process	November 2015
Evaluation	December 2015
Contract Award	January 2015
Contract start date	1 <sup>st</sup> April 2016

## 5.0 Background Papers

None

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