

Cabinet

13 October 2022

Keyworker Service-Approval to Tender and Award

Recommendations

That Cabinet:

- 1) Approves in consultation with the Portfolio Holders for Children and Families and Adult Social Care & Health proceeding with an appropriate procurement process for the provision of the Keyworker service by Warwickshire County Council, on behalf of partner organisations Coventry City Council and the Integrated Care Board.
- 2) Approves and authorises the Strategic Director for People to enter into all relevant contracts for the provision of the Keyworker service on terms and conditions acceptable to the Strategic Director for Resources.

1. Executive Summary

- 1.1 Warwickshire County Council currently commissions the Keyworker service for children and young people on behalf of Coventry City Council and the Integrated Care Board.
- 1.2 The Keyworker service is for Coventry and Warwickshire residents aged 0-25 who are included on the Dynamic Support Register (DSR). The DSR is a register of people (adults and children) who are autistic, have a learning disability, or both, who have been identified as at imminent risk of admission to a mental health hospital. The Keyworker service supports young people rated Red (at imminent risk of admission) or Amber (imminent risk of the person being admitted to hospital in the next few weeks) on the DSR. The service also supports current in-patients within the 0-25 year age range who are autistic, have a learning disability, or both with the hospital discharge process.
- 1.3 The current outcomes of the commissioned provision are:
 - Increasing access to services and information for autistic people, people with a Learning Disability, or both, who are at risk of avoidable hospital admission
 - Supporting the co-ordination of services and acting as a liaison for the young person and their family.

- Improving service user and carer experience through a co-production approach and supporting them to navigate health and social care services.
- Preventing crisis, thus reducing demand on specialist services
- Reducing avoidable inpatient care or other restrictive approaches and settings
- Ensuring reasonable adjustments are made by services to support neurodiverse service users
- Advocating for the customer and ensuring their voice is not lost

1.4 To achieve the outcomes in paragraph 1.3, the current commissioned provision offers the following elements:

- Navigation
- Advocacy
- Support accessing services
- Reducing avoidable inpatient care or other restrictive approaches and settings
- Ensuring reasonable adjustments are made by services to support neurodiverse service users.

1.5 The service operates a 'soft closure' process to enable easy repeat access to the service if future support is required.

1.6 As the contract is approaching its expiration deadline, Warwickshire County Council has reviewed the current service model to inform future commissioning activity related to this provision.

1.7 The tender for these services will be underpinned by the Warwickshire Council Plan 2022-2027 and Coventry Council Plan 2016-2024 strategic values, specifically, to ensure communities and individuals are supported to be safe, healthy, and independent.

1.8 The service was reviewed in 2022. This has informed the service redesign which builds on existing provision and responds to areas identified for improvement. This was considered alongside national guidance, such as the Council for Disabled Children and NHS England and Health Education England guidance for the development of Keyworker services. This work, coupled with co-production activity, helped to shape and influence the future service model.

1.9 The key lines of enquiry adopted for the Keyworker service commissioning review were as follows:

- Engagement with experts by experience and stakeholders to identify what is working effectively and identify any issues, challenges, and gaps
- Analysis of data regarding avoidable admissions to mental health hospitals

- Desktop review of evidence and the practices of other local authority areas which deliver the Keyworker service
 - Consideration of alternative models of delivery
 - An equality impact assessment was undertaken to understand any positive and negative impacts of the current service on individuals with protected characteristics, and to inform future service design
 - Market engagement with providers
 - Review of outcomes, with specific regards to supporting those with protected characteristics and vulnerable groups
- 1.10 Our review demonstrated that the Keyworker service has shown to achieve its intended outcomes and was well-received and valued by those who use it. Therefore, it is intended that this re-tendering process will build on the current model with a focus on early intervention and working with partner organisations to ensure efficient and co-ordinated care is delivered.
- 1.11 Whilst this tender will be led by Warwickshire County Council, the service will be available to Warwickshire and Coventry residents.

2. Financial Implications

- 2.1 The annual cost of the services in scope is currently £507,650 which is funded by NHS England. The breakdown of this is:
- £480,000 will be allocated to the contract yearly. The total contract value over the two (2) years plus two (2) years extension option is £1,920,000.
 - The remaining monies will be used to support running costs of the service, such as Legal fees and co-production costs.
- 2.2 At present, Warwickshire County Council contract for the full contract values above. Monies are paid to the Integrated Care Board, who will transfer them to Warwickshire County Council to administer on their behalf in-line with the Memorandum of Understanding and Section 256 agreement in place for 2022/23. It is intended that the same model will be followed for the new contract(s).
- 2.3 The duration of the new contract(s) will be two (2) years plus options to extend for a further two (2) years. Funding has been confirmed by NHS England for two (2) years and is extremely likely to continue beyond this.
- 2.4 Inflationary uplifts are not automatically guaranteed or agreed so providers need to bid for services on this basis. The provider will be able to apply for an inflationary increase at the end of the initial two (2) year contract.
- 2.5 A competitive tender process will be undertaken to achieve best quality and value for money in the delivery of this service.

- 2.6 The current funding allocation will be sufficient to cover the service requirements, and efficiencies will be sought and delivered through an effective procurement process.

3. Environmental Implications

- 3.1 Providers will be expected to demonstrate how they will deliver services minimising impact on the climate balanced against meeting the needs of the population they serve.

4. Supporting Information

- 4.1 This work is in support of the Council's commitment to the NHS Long Term Plan 2019¹, NHS England Building the Right Support 2015² and in support of delivery of the Coventry and Warwickshire Joint Strategy for Autistic People 2021-2026³.
- 4.2 Between April 2021-March 2022 the service supported 104 children and young people. 39 of the children and young people were stepped down from the service during this period. 3 people stepped back up to the service during this period.

5. Timescales associated with the decision and next steps

- 5.1 Following Cabinet's decision, the table below sets out the critical milestones and key deadlines for the tendering and commissioning of the Keyworker service. These have been approved by Procurement.

¹ NHS Long Term Plan available at <https://www.longtermplan.nhs.uk/publication/nhs-long-term-plan/> (Accessed 20.07.2022)

²Building the Right Support 2015 available at <https://www.gov.uk/government/publications/building-the-right-support-for-people-with-a-learning-disability-and-autistic-people> (Accessed 20.07.2022)

³ Coventry and Warwickshire Joint Strategy for Autistic People 2021-2026 available at <https://www.warwickshire.gov.uk/allageautismstrategy#:~:text=Joint%20Strategy%20for%20Autistic%20People,Coventry%20City%20Council> (Accessed: 20.07.2022)

Milestone	Date
Approval to tender (Cabinet)	13/10/2022
Tender	24/10/2022
Award contract(s)	03/01/2023
Implementation	04/01/2023-31/03/2023
Service commencement	01/04/2023

Appendix

There are no appendices to this report.

Background Papers

There are no background papers to this report.

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The report was circulated to the following members prior to publication:

Local Member(s): n/a

Other members: Children and Young People Overview and Scrutiny Committee Chair and Vice Chair and Adult Social Care and Health Overview and Scrutiny Committee Chair and Vice Chair