



Pre-Tender Market Engagement

Early Help and Supporting Families National Insights data collection CPD4124165

Authority: Department for Levelling Up, Housing and Communities (DLUHC) ("**the Authority**").

Date Response required: 12:00pm (GMT) 9th January 2022

1 PURPOSE

- 1.1 This Pre-Tender Market Engagement (PTME) seeks information in preparation for the potential procurement of a Supplier (from herein referred to as a "**Potential Supplier**") with relevant experience to collect, process and analyse data provided by Local Authorities (LAs) in England from across the Early Help system.
- 1.2 The purpose of this PTME is to:
 - 1.2.1 help define the requirement;
 - 1.2.2 help provide a better understanding of the feasibility of the requirement;
 - 1.2.3 understand the best approach;
 - 1.2.4 understand the capacity of the market to deliver and possible risks involved; and
 - 1.2.5 provide the market with an opportunity to ask questions, raise queries and any issues to be addressed at an early stage.
- 1.3 The Authority shall maintain commercial confidentiality of information received during the PTME.

2 INTRODUCTION

- 2.1 The Department for Levelling Up, Housing and Communities (DLUHC) are seeking to commission a Potential Supplier with relevant experience to collect, process and analyse data provided by Local Authorities (LAs) in England about all families worked with across the Early Help system. The purpose of this commission is to provide central government and local authorities with a better understanding of how the Early Help system operates at a local and national level.
- 2.2 Insights from this research will enable central government and local authorities to resource and commission support for disadvantaged families more effectively and target specialist support at specific problems (thereby increasing the impact and value for money of existing programmes) and provide essential inputs to future policy discussions on the shape of Early Help and Children's Social Care and the response to the Care Review.
- 2.3 The Potential Supplier is asked to undertake a phased data collection across 2023-2025. All LAs in England will be invited to take part. We expect that the majority will not be ready to participate in the first several collections. We would expect LAs to start providing data when they have mature enough data systems to collect and to contribute the necessary fields,

therefore we expect the initial collection to be with a smaller group of LAs, building up to the full list of 150 upper tier local authorities during the 2023-2025 period. The Potential Supplier will be responsible for providing local and national level reports to be shared with central government departments (e.g. Department for Education, Department for Health and Social Care) as well as LAs and other local partners.

2.4 The total budget for this project is £500k.

3 HIGH LEVEL OUTLINE PROJECT OUTCOMES REQUIRED

3.1 The data collection outlined in this bid will be the first country-wide collection of data on the Early Help system in England.

3.1.1 Currently, there is no national data set covering the details of interventions, issues faced by families, and outcomes achieved in the Early Help system (apart from limited aggregate numbers of interventions collected by the Association of the Directors of Children's Services).

3.1.2 The Government also do not currently collect granular data on needs, outcomes, and durations for families in the Supporting Families programme.

3.1.3 The knowledge gap that this project aims to fill is how the Early Help system works at a local and national level.

3.2 As part of the 2021-22 Supporting Families programme, we worked with 19 LAs to design and pilot the Early Help and Supporting Families National Insights data collection through 2021/22.

3.2.1 The pilot was considered a success.

3.2.2 LAs were able to supply these data, which was found to provide significant insight into the needs of families and progress they achieved.

3.2.3 The LAs involved in the pilot were supportive of it continuing.

3.3 The aims of the Early Help and Supporting Families National Insights data collection are to:

3.3.1 Gather and understand issues for families across the whole of the Early Help system in England;

3.3.2 Encourage areas to use the information and analysis to inform local commissioning/resourcing decisions and workforce development;

3.3.3 Inform commissioning decisions at a national level;

3.3.4 Gain understanding of the complexity of families and their challenges, and the national distribution of this;

3.3.5 Encourage authorities to automatically track and monitor family outcomes, as set out in the Supporting Families Outcomes Framework;

3.3.6 Establish factors which might lead to additional or more serious issues being experienced by families;

3.3.7 Use this data to inform and influence cross Whitehall discussions and encourage programme support; and

3.3.8 Provide reports back to LAs giving them insight into data and good practice examples across their peers.

3.4 The aims of the contracted exercise are:

- 3.4.1 Ensure the timely delivery of the required outputs (raw data sets, local reports, and national level reports see section 4 for more detail);
- 3.4.2 Perform and distribute robust analysis of the data that supports the aims given in 3.2, working to ensure that all findings are reputable and reproducible;
- 3.4.3 Collaborate with the Contracting Authority and LAs to ensure the data collection and analysis process is smooth and not unnecessarily burdensome, with the relevant stakeholders regularly informed; and
- 3.4.4 Work to uphold General Data Protection Regulations (GDPR) in the collection, storage and sharing of data collected for the purposes of this project.

4 OUTPUTS/DELIVERABLES

4.1 The Authority expects the Potential Supplier to collect data from Local Authorities with sufficient data maturity on their Early Help data systems.

4.1.1 The Potential supplier is to collect two data sets, one at family level and one at cohort level.

4.1.1.1 Family level (one row per family). All families who have an early help assessment (as well as those who have been worked with by Children's Social Care if this resulted in a Supporting Families outcome (claim for payment)). Dates of intervention, lead practitioner/service details, closure reasons and all issues and outcomes for the family.

4.1.1.2 Cohort level demographics data, including gender, age, and ethnicity of those who have been provided in the family level submission.

4.1.1.3 Collection templates will be provided by the Authority to support the Potential Supplier in setting up the collection. These templates have already been tested with Local Authorities; therefore, the Supplier would not need to design the template or consult with LAs. Both data sets would be provided by LAs to the Supplier in these agreed templates.

4.1.2 As this data has not been previously collected it is difficult to estimate the total volume of data that will be collected. However, scaling up the average number of cases using data submitted in the pilot, suggests that each submission of all families would be in the range of 5,100 cases x the number of LAs submitting. Please note, this is an estimated average, and the real volume might be higher or lower than this.

4.1.3 We ask the Supplier collect data twice a year, each February and July, between 2023-25.

4.1.4 We propose a rolling collection that will cover the cases opened in the last two years (adding the most recent six months and removing the oldest six months).

4.1.4.1 This is needed to allow for analysis of re-referrals and developments in cases.

4.1.4.2 This timeline has been consulted with the pilot LAs who agreed that six monthly collections are appropriate and less onerous than quarterly collections.

4.1.4.3 The dates of collections have also been selected to fit with end of year reporting and inform spending reviews. Additionally, these dates have been designed to avoid clashing with other data submissions.

4.1.4.4 However, we reserve the possibility of increasing frequency of collection to quarterly if LAs demonstrate they can provide this.

Date of collection	Intervention start dates covered by this collection
Feb 2023	March 2021 to Feb 2023
July 2023	July 2021 to June 2023
Feb 2024	March 2022 to Feb 2024
July 2024	July 2022 to June 2024
Feb 2025	March 2023 to Feb 2025

4.1.5 As a minimum, we require data to be collected from all 150 upper tier Local Authorities delivering the Supporting Families programme by the final data collection of this exercise.

4.1.6 We have used their self-reported data maturity levels to estimate when they might start to submit this data, however, we would like to accelerate the expansion of this data collection and any tender would need to be flexible enough to accept up to 150 submissions at any point between 2022-25.

Year	Estimated number of LAs coming on board this year
2022/23	45 (30%)
2023/24	40 (26.7%; cumulative 56.7%)
2024/25	65 (43.3%; cumulative 100%)

4.2 The Authority will support the Potential Supplier in the collection of this data by providing a degree of support with communications to LAs.

4.2.1 The Authority will support the Potential Supplier by occasionally as necessary liaising with LAs (noting that the Supplier will have primary and ongoing responsibility for engaging with LAs on this project throughout its duration) and publicising the data collection exercise.

4.2.2 The Authority anticipates that Local Authorities who are willing and capable of providing data for a given collection may require communication and engagement from the Supplier to provide a timely return in the correct format.

4.2.3 The Authority anticipates that following each collection, some engagement may be required by the Supplier with Local Authorities to resolve issues of data quality

4.3 The Authority anticipates that the Potential Supplier can provide a data collection and sharing platform suitable for this volume of sensitive data.

4.3.1 This platform must be capable of securely transferring data from the LA, storing the data collected from LAs and share access to the data with the Authority.

4.3.2 The Authority will offer support to the Potential Supplier by supplying data collection templates.

4.4 Whilst the Authority anticipates a potential supplier to have a suitable platform, we are currently investigating the possibility for the collection to be undertaken using DELTA. This would mean a Potential Supplier would not need to supply a data platform, but instead manage the collection on DELTA.

- 4.4.1 DELTA is an online system provided by DLUHC to facilitate the collection of statistical data and the administration grant applications including:
 - 4.4.1.1 Local government finance statistics
 - 4.4.1.2 Housing and planning statistics
 - 4.4.1.3 Homelessness statistics (e.g., H-CLIC (Homelessness Case Level Information Collection))
 - 4.4.1.4 Other DLUHC data collections
 - 4.4.1.5 Grant administrations.
 - 4.4.2 If it is decided that DELTA will be used for this collection, the Potential Supplier will handle the management of this collection. This will involve:
 - 4.4.2.1 Undertaking security vetting to obtain access to DELTA.
 - 4.4.2.2 Managing the onboarding of LAs onto the system and the bulk uploads of data from LAs.
 - 4.4.2.3 Managing the data quality assurance checks and validation of data.
 - 4.4.2.4 Managing the downloading and sharing of DELTA outputs with DLUHC and LAs.
 - 4.4.3 More information on DELTA can be found here (<https://delta.communities.gov.uk/FAQs>)
 - 4.4.4 Potential Suppliers should indicate in their responses if they have a preference to undertake the collection using their own platforms or manage the collection using DELTA.
- 4.5 The Authority expects the Supplier to analyse data on Early Help and use this to design and develop reports detailing local and national findings.
- 4.5.1 The Potential Supplier must deliver reports for each of the participating LAs with their own data and comparisons with national trends and appropriate smaller comparison groups (like statistical nearest neighbours).
 - 4.5.2 National reports/dashboards are also to be developed by the Potential Supplier for use by the national Supporting Families programme and shared with teams involved in early help work and to other government departments with an interest in this work.
 - 4.5.3 Local and national reports are to be submitted to the Contracting Authority no later than one-month after data collection. These should include the following as a minimum requirement, but innovation is encouraged from Potential Suppliers.
 - 4.5.3.1 Count of problems, both individual and aggregated to the ten headline problems in the Supporting Families Outcomes Framework <https://www.gov.uk/government/publications/supporting-families-programme-guidance-2022-to-2025/chapter-3-the-national-supporting-families-outcome-framework>
 - 4.5.3.2 Correlation of problems, which problems are likely to occur together, which problems are likely to be correlated to particular outcomes or lack of successful outcomes
 - 4.5.3.3 Trends over time on problems, outcomes, re-referral rates, complexity of families
 - 4.5.3.4 Gaps and data quality analysis – which problems are authorities struggling to report on.

- 4.5.3.5 Analysis of the demographics and exploring whether different cohorts experience different problems/outcomes e.g., does an area with an overall younger cohort tend to have different problems compared to an area with an overall older cohort. The Potential Supplier is only expected to analyse this data at a cohort/area level. This is because the demographic data collected for the purpose of this project cannot be linked with that of individual families.
 - 4.5.4 Additionally, given the variation in scope of eligibility and coverage between Early Help systems, some metadata on the operation will need to be gathered to help interpret the data.
 - 4.5.5 The completed reports should be shared with LAs and DLUHC via email, as they do not contain any personal or identifiable data.
- 4.6 The Authority expects the Potential Supplier to support the broader government commitment to social value of wellbeing, and specifically the policy outcome to improve community integration.
 - 4.6.1 The Potential Supplier should demonstrate how they will seek collaboration from users and communities during the data collection, analysis, and reporting process.
 - 4.6.2 The Potential Supplier should state how they would engage with participating local authorities and central government departments. The Potential Supplier should also state how they ensure necessary flexibility and ability to adapt approaches to suit local needs and capacity.
 - 4.6.3 The Potential Supplier should provide updates on how they are ensuring the social value commitments made initially are being practically implemented during the collection and report writing process.

5 KEY DATES & TENDERING PROCESS

- 5.1 If it is decided this service is required, it is anticipated that a procurement may start January 2023 with the contract to commence late February/early March 2023. These indicative dates are for information purposes only. DLUHC reserve the right to amend these dates at any time, and Potential Suppliers rely on them entirely at their own risk.
- 5.2 The contract is expected to be for a period of two years from Feb/March 2023-Feb/March 2025.
- 5.3 It is envisaged that this contract will be procured using the Crown Commercial Services (CCS) Dynamic Purchasing System (DPS) – RM6126 Research and Insights.
- 5.4 Suppliers are able to apply to join the DPS at any time. During application to join the DPS, suppliers indicate which services they may be able to provide under the DPS. Please note that new suppliers are able to register with the DPS via the following link and that this process can take around 2 weeks:

<https://supplierregistration.cabinetoffice.gov.uk/dps#research>

NB: Once you click on the link above, please scroll down to see 'Research and Insights' under Communications Marketplace.

- 5.5 If you have any questions about the DPS and would like to contact a member of the CCS team please use the links provided on the website above.

6 RESPONSE

- 6.1 **Please respond by email to commercialtenders@levellingup.gov.uk with the following by 12pm GMT) 9th January 2023 (the "Response Deadline").**

- Q1 Would you be interested in bidding for this project?
- Q2 Is it feasible for you to deliver this project in the timeframe proposed?
- Q3 Are the Authority's requirements clear?
- Q4 What, if anything, has the Authority missed or overlooked in setting out their requirement?
- Q6 The anticipated budget for this project (until March 2025) is £500k, do you believe it is feasible to deliver the work specified?
- Q7 Please provide an estimate of the set-up costs required for this project and how much of the spend you would require from the Contracting Authority as an initial payment.
- Q8 Do you have access or ownership of an existing data collection and sharing platform that is suitable for this project? If not, how long would you take to provide a suitable platform?
- Q9 Would you prefer this collection to be undertaken using your own data collection and sharing platform or using DELTA, a platform provided by the Authority? If you have a preference, please indicate your reasoning for this.
- Q10 At least 10% of the contract will have to be a direct contribution to social value policy outcomes (going beyond what the core of the contract achieves). The Social Value Model sets out a range of themes (see here for more detail: <https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>)

The social value theme selected for this contract is wellbeing, and specifically the policy outcome of 'improved community integration'. This will be used to evaluate the extent to which a Potential Supplier is able to engage with the local community and demonstrate collaboration with users and communities in the co-design and delivery of the contract.

How would you maximise return on this social value theme? Do you think you could deliver other outcomes from the Social Value Model?

- Q11 In your opinion, what is the level of risk of modern slavery in your supply chain? Can modern slavery risks be managed / mitigated within the service?

7 QUESTIONS AND CLARIFICATIONS

- 7.1 Potential Suppliers may raise questions or seek clarification regarding any aspect of this PTME document at any time prior to the Response Deadline. Questions must be submitted by email to commercialtenders@levellingup.gov.uk with the subject title 'CPD4124165 - Early Help and Supporting Families National Insights data collection'.
- 7.2 To ensure that all Potential Suppliers have equal access to information regarding this PTME exercise, responses to questions raised by Potential Suppliers will be published in a "Questions and Answers" document, which will also be circulated by email, with updates appearing at regular intervals (approximately two to three working days).
- 7.3 Responses to questions will not identify the originator of the question.
- 7.4 If a Potential Supplier wishes to ask a question or seek clarification without the question and answer being revealed, then the Potential Supplier must state this in their email and provide its justification for withholding the question and any response. If the Authority does not consider that there is sufficient justification for withholding the question and the corresponding response, the Potential Supplier will be invited to decide whether:
 - 7.4.1 the question/clarification and the response should in fact be published; or
 - 7.4.2 it wishes to withdraw the question/clarification.

8 GENERAL CONDITIONS

- 8.1 This PTME will help the Authority to refine the requirements and to understand the potential level of interest in the delivering requirements. It will also aid Potential Supplier's understanding of the requirements in advance of any formal competitive tender exercise.
- 8.2 The Authority reserves the right to change any information contained within this PTME at any time, and Potential Suppliers rely upon it entirely at their own risk.
- 8.3 The Authority reserves the right not to proceed with a competitive tender exercise after this PTME or to award any contract.
- 8.4 Any and all costs associated with the production of such a response to this PTME must be borne by the Potential Supplier.
- 8.5 Information contained within this document is confidential and must not be revealed to any third party without prior written consent from the Authority.
- 8.6 No down-selection of Potential Suppliers will take place as a consequence of any responses or interactions relating to this PTME.
- 8.7 The Authority expects that all responses to this PTME will be provided by Potential Suppliers in good faith to the best of their ability in the light of information available at the time of their response.

- 8.8 No information provided by a Potential Supplier in response to this PTME will be carried forward, used, or acknowledged in any way for the purpose of evaluating the Potential Supplier, in any subsequent formal procurement process.