Attachment 3 – Service Description

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# INTRODUCTION

1.1 The Department of Health and Social Care is the sponsor of the Gosport Independent Panel investigation into deaths at Gosport War Memorial Hospital between 1984-2002. The report of the investigation will be published on 20th June and the Department is seeking counselling support for the families whose relatives died at Gosport War Memorial Hospital and may be affected by the findings of the investigation.

# PURPOSE

2.1 This procurement seeks to secure the services of an organisation to provide counselling support for families whose relatives died at Gosport War Memorial Hospital and may be affected by the findings of the investigation. The purpose of the counselling service is to support people who may face difficulties as they understand what happened to their relatives at Gosport or to support those grieving for their loved ones or to provide support for difficulties in the person’s life more generally.

# background to the authority

## 3.1 The Gosport Independent Panel was formally established in December 2014, by the then Minister for Care Services, Norman Lamb, to be chaired by former Bishop of Liverpool, Bishop James Jones, working with eight expert Panel members. The panel was established to review the documentary evidence held across a range of organisations concerning the initial care of families’ relatives and the subsequent investigations into their deaths in Gosport War Memorial Hospital, going back to the 1980s. The terms of reference include the Government’s commitment to oversee the maximum possible public disclosure of all relevant information relating to the unexpected deaths and treatment. The Panel is working with affected families to ensure that their concerns are adequately addressed. In February 2018 the Panel announced that disclosure to the Gosport families will be on 20th June 2018 in Portsmouth.

# Background to requirement/OVERVIEW of requirement

## This procurement seeks to secure the services of an organisation to provide counselling support for the families of patients who died at Gosport War Memorial Hospital. The purpose of the counselling service is to support people who may be affected by the findings of the report, which may prompt grieving, or anxiety or feelings such as guilt, anger or fear, depending on the individual’s personal circumstances.

## The report’s findings may be unsettling or stressful for the Gosport families. Whilst the report may provide some degree of closure, it may also validate/exacerbate anxieties that individual family members have been harbouring since the 1990s. The families may understandably feel let down by the institutions which were supposed to provide care to them and their families. Access to counselling may help some of the families in addressing their worries or help identify where they may benefit from accessing mental health services via the NHS.

## So far some 120 families, mostly represented by a single individual, have come forward to the investigation. Most of these families (60%) are located in the Gosport and Fareham area with remainder being located around the UK. The Department considers it likely that further families will come forward following publication of the report and they may also be spread around the UK. Therefore the service provided must be able deliver support across the UK, rather than just in the Gosport and Fareham area.

4.4 The proposed term of the contract will be from the end of June 2018 until 30 June 2019, with a review at 6 months to determine the uptake of the service.

# scope of requirement

5.1 The contractor will be required to provide counselling support, including bereavement. The service would be modelled on the support services DHSC provides to staff, offering six, one hour long, sessions of support per person and then signposting to appropriate services, should an individual require longer term support. Due to the non-localised nature of individuals who may be seeking services, counselling will need to be provided remotely either over the phone or via online communications such as skype or hangouts.

The service would provide:

* crisis support including emotional stabilisation and grounding if an individual is in distress;
* bereavement counselling;
* supporting individuals to engage with the Department, should they wish to participate in action being undertaken following publication of the report
* implementing emergency procedures to ensure client safety and draw up well-being plans with them; and
* signposting to local agencies.

5.2 It is anticipated that demand for counselling services will not begin immediately following publication of the report on 20th June. We expect that individuals will need some time to process the report and understand the findings before they may consider seeking external help. The Department will signpost individuals seeking help to the Contractor and will also advertise the service online.

**Expected Requirements of the Contractor**

The contractor must be:

* experienced in providing counselling support remotely;
* provide clinical supervision to their staff;
* competent and experienced in assessing and managing risk and safeguarding issues;
* competent in actioning safeguarding referrals where appropriate;
* experienced in handling and storing personal and sensitive information securely; and
* have sufficient numbers of appropriately trained and vetted staff, having Disclosure and Barring (DBS) enhanced clearance with barred list checks issued within three months, or membership of the DBS Update Service with enhanced DBS certificate with ‘barred list’ checks.

Counsellors must:

* have a diploma in counselling;
* have at least 100 hours general counselling experience;
* be registered with either the British Association of Counsellors or Psychotherapists (BACP) or the UK Counsellors and Psychotherapists (UKCP);
* abide by the BACP code of standards and ethics;
* have experience working with trauma presentations including dissociation;
* have experience working with clients at risk of harm, and in crisis, and are competent in assessing risk and implementing safeguarding procedures; and
* receive regular clinical supervision.

5.3 The contractor is expected to submit evidence of this in the form of a narrative for each counsellor, detailing their experience and how it is relevant for the role. These will be assessed prior to the commencement of their work on the contract.

**Safeguarding**

5.4 It is expected that counselling staff providing this service are competent in assessing and managing safeguarding situations and have experience in making safeguarding referrals. The contractor is expected to identify a single point of contact for their staff to escalate issues of a safeguarding nature to. The contractor will be expected to follow their own safeguarding policy and procedures. The contractor is required to submit copies of their safeguarding policy and procedures as part of their tender submission and confirm who the nominated safeguarding leads are within their organisation.

**Managing Complaints**

5.5 The contractor must acknowledge receipt of all complaints received to them directly, in writing, within 24 hours of receipt. Where the Department receives a complaint about the contractor, the Department will inform the contractor and expect a receipt within 24 hours. In the event of a complaint about the service, the contractor will conduct a review of the complaint, draft a report of their findings and propose a resolution plan for each particular complaint and submit both to the Department for consideration and agreement.

# service levels and performance

6.1 The contractor is expected to meet the following key performance indicators as a minimum set of requirements:

* the contractor must be able to provide counselling services remotely, either online or over the phone
* the contractor must ensure that a contact log is completed each time a counsellor has contact with an individual
* the contractor must co-operate fully with the Department’s evaluation of the quality of the counselling support service, which will be done through seeking feedback from participants.

6.2 The contractor will need to provide management information in the form of a monthly report to the Department and should include details on:

* performance against key performance indicators;
* uptake of counsellors;
* number of hours worked;
* any incidents of threatened or actual self-harm expressed;
* any incidents of threatened or actual harm to others;
* number of complaints made;
* any known contact with NHS crisis service;
* any known contact with other support services ;
* summary of any feedback received; and
* costs incurred.

# Additional Requirements

7.1 The Department will confirm requirements two weeks in advance. Services should be invoiced monthly in arrears.

# Location

8.1 The services will be carried out in various locations throughout England.

# BUDGET

9.1 We expect the total value of the contract to be a maximum of £100,000.

9.2 The Department is looking for a cost effective solution as part of government’s efficiency drive to obtain value for money. The agencies are expected to show wherever possible how they can deliver the same for less and achieve savings.

9.3 Prices should be inclusive of expenses and exclusive of VAT.