**Carers (Countywide) Information, Advice, Assessment and Support Service**

**Early Engagement & Soft Market Testing**

**Background:**

This document is intended for information purposes only and will be used by West Sussex County Council’s (WSCC) contracts and commissioning service to understand Provider interest. This document does not form a legally binding contract and is not a statement of intent to enter into a contract with any Provider.

Please note that this is not the commencement of a procurement process and Service Providers are expressing an interest to receive further information on this service and take part in soft market testing. Should any procurement arise from this, a separate notice and information will be provided.

WSCC are inviting views from Specialist Carer Support organisations as part of a soft market testing exercise in relation to a **Carers Information, Advice, Assessment and Support Service** in West Sussex. Providers are asked to provide feedback on the points below and to confirm whether this would be of commercial interest to them.

WSCC is anticipating that a procurement process will be undertaken in Autumn 2023. The services will provide information advice, statutory carers assessments, and support services to an adult carers population of over 73, 000 (Census, 2021). Currently 32,000 carers are registered as such in the county and around 400 new carers are registering with the service every month.

Young Carers (under 18 years of age are out of scope).

The carer offer is to include, but not be limited to:

* A Single Point of Access (Telephone, email, website, social media), Carer registration and re-referral
* Carer Statutory Assessments both full and light touch, plus reviews
* Personal/Budget and Direct Payments
* Onward referral to local and national support organisations
* Carer Support Worker Service in local acute and community hospitals
* Volunteer management
* Carer Equipment Service
* Carer peer support groups and social opportunities
* Carer coaching/training
* Emotional support and Carer Counselling Service
* Carer coaching
* Carer Benefits Service
* Carer Contingency planning (Carer Emergency Contact card Scheme)
* Carer Discount Card scheme

This piece of market testing aims to get Provider’s views on the potential for other models of delivery to compliment the above range of interventions in order to best meet the need to:

* Identify carers
* Support the wellbeing of carers (Care Act 2014)
* Track carers through their caring journey so that they are not lost to ‘the system’.
* Meet growing demand

Please can you respond to the questions listed below by latest, **5pm on Friday the 23rd of June 2023.** Please submit your completed document via email to [carercommissioning@westsussex.gov.uk](mailto:carercommissioning@westsussex.gov.uk).

1. **Identification of Carers:**

Please can you give your thoughts and comments on the best ways to alert family and friends carers, who might not necessarily identify as such, of the presence of carer information and support services, and any barriers you might envisage with mitigations to manage these?

1. **Supporting the wellbeing of carers:**

Please can you give your comments and thoughts on the above menu of interventions and any other possible solutions to meeting carer outcomes?

1. **Tracking carers:**

Carers in West Sussex tell us that they have receive lots of information at the point of diagnosis but subsequently when a situation changes/deteriorates they have lost the information, or it is out of date. We are currently looking at cost efficient and non -intrusive ways of reminding carers that support is available and what they should do to access it. Please can you give your ideas and an indicator of the potential annual cost of your suggested approach.

*Please note that this is for soft market testing only and no figures given will be used for any other purpose other than to help inform WSCC of the potential service cost. This will not be used to evaluate any future bid.*

1. **Meeting Demand**

In West Sussex ‘new’ carers are registering at a rate of over 400 per month. In addition many of the cohort of 32,000 registered carers are needing ongoing information , advice and support. We are looking for ideas and innovations, including digital solutions, in respect of managing increasing volumes within limited resources. Please can you give your ideas and an indicator of the potential annual cost of your suggested approach.

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