Development of BSBC Local Support Delivery Model – Invitation to Tender Specification

1. Background

Better Security, Better Care (BSBC) is a national programme to improve data and cyber security in the adult social care provider sector. It is led by a programme board whose members include NHS Transformation Directorate, NHS Digital, NHS England and Improvement, the Local Government Association, the Association of Directors of Adult Social Services (ADASS) and, on behalf of the care provider sector, Digital Social Care. You can find more about the programme here.

The BSBC programme supports the adult social care sector with resources and assistance to help care providers complete the Data Security & Protection Toolkit (DSPT). The DSPT is a free, online self-assessment for health and care providers to evaluate and improve their data and cyber security. It's an ambitious programme with the aim that all CQC registered adult social care services will have completed the DSPT to 'standards met'. There are around 26,000 care providers registered with the CQC and over 1.5 million staff working in care. The programme is delivered by a diverse group of care sector organisations, including many local care associations, with colleagues from the NHS, ADASS and local councils also involved.

2. Programme vision

To help adult social care services manage data and cyber security risks better, enabling the benefits of digital technology to be enjoyed without putting people's confidential information or the operation of services at risk.

To provide the assurance needed to allow health and social care providers to share information securely and effectively, leading to joined up care and consequently to better quality of care for the people our services support.

To develop and promote the Data security and Protection Toolkit (DSPT) as the best way for social care providers to achieve these aims.

3. Purpose of this project

The BSBC programme works in partnership with 7 Regional Coordinators and 29 Local Support Organisations (LSOs) across England, who deliver support activity to CQC registered adult social care providers in their local areas under a grant agreement funded by the programme. LSOs deliver a variety of activity, including helpline support, training, webinars, and direct support, to help providers to fulfil the requirements of the annual DSPT assessment. This project seeks to understand the challenges, opportunities and best practice of the current LSO delivery model, in order to inform next steps in strategy development and a recommended operational model for the

next year of the programme (23/24).

4. Project objectives

1. Summary of the business models seen across LSOs – what is the operational scope of the organisation and their services (beyond the BSBC programme), what are the capabilities, risks, strengths and weaknesses of the different business models.

2. Report on infrastructure model of LSOs in relation to BSBC programme delivery, including regional variations, geographic coverage/gaps, performance data, challenges, risks and opportunities to fill any gaps identified.

3. Case study of at least one area that has seen a marked improvement in DPST compliance over the last year, and analysis of how this has been achieved.

4. Analysis of best practice approaches across LSO support activity, with a particular focus on direct one-to-one support and how this is delivered.

5. Ideas and recommendations for the development of the LSO operational model within the context of the wider programme, and how this could support further performance improvements in DSPT compliance rates.

5. Timescales

EOI deadline	**13 November 2022**
Submission review and clarifications	**14– 18 Nov 2022**
Grant award by	**18 November 2022**
Project go live from	**21 November 2022**
Project complete by	**31 January 2023**

6. Budget

The maximum available budget for this work is £40,000 (inclusive of VAT).

7. Expression of Interest

Expressions of interest to be submitted in writing to
nadiasiouty@digitalsocialcare.co.uk by the closing date (please use
attached application form and note word limits for each section).

Expressions of interest must include the following information:

- Company details

- A brief summary of relevant experience

- A summary of how you would approach this work and the process you
  would propose to follow

- Outline project plan with timescales

- Breakdown of proposed project budget including resource costings

Expressions of interest will be reviewed by a group which may include
representatives from any of the programme partners listed in the background above.
The submissions scoring will be weighted towards those who can demonstrate
relevant experience in the social care sector.

Experience	50%
Project Delivery	30%
Budget	20%