**REQUEST FOR INFORMATION:**

**Crisis Engagement Consultancy**

**North East London NHS Foundation Trust**

**Completed Responses to be submitted by:**

**21st July 2023 at 12:00PM**

To: Tiara Pizzey

Procurement Specialist

Via. Atamis eTendering Portal

REF: Insert Atamis Contract Reference

***\*NOTE: Please respond to this request via the Atamis portal.\****

## **Introduction**

North East London NHS Foundation Trust require an engagement piece of work to be completed to support in defining what our service users define as a crisis and what support can be offered to assist.

At present, we would like to gather further information on the route to market and whether a framework mini competition or open procedure tender will be suitable based on the draft specification presented, and stipulation for VCSE providers listed in the questions below.

The goals of the engagement within our population and workforce are as followed:

* To understand how people define a mental health crisis (mental health crisis is usually self defined) – what does it mean to me?
* To understand what service characteristics people feel would be most beneficial when experiencing a mental health crisis and in preventing a near crisis.
* To address service development and planning considerations such as form, function and geographical position and social assets (with consideration of 15-minute neighbourhoods.). For example: is an alternative model of crisis support best offered in one geographical location, or as a hub and spoke model which facilitates reach and access into different parts of the communities? And at what times does it need to be available Suppliers are invited to submit information relative to the specification / responses to the questions posed below.

The purpose of this exercise is a request for information from the market with a view to entering a procurement process and award of a contract.

Suppliers should message through the Atamis portal for queries relating to this Request for Information.

## Trust Background

**North East London NHS Foundation Trust (NELFT)**

North East London NHS Foundation Trust (NELFT) was formed in 2008 under the Health and Social Care (Community Health and Standards) Act 2003.

With an annual income of £504 million, we provide care and treatment for a population of circa 4.3 million. We employ in excess of 6,500 staff who work across 210 bases in London, Essex, Kent and Medway. We aim to ensure that local people can receive the care they need close to their homes.

NELFT is a large trust both geographically and in terms of the range of services we provide. This comes with a number of challenges and opportunities in relation to the complexity of the health and care systems we work within.

We provide an extensive range of integrated community and mental health services for people living in the London Boroughs of Barking & Dagenham, Havering, Redbridge and Waltham Forest, and community health services for people living in the south west Essex areas of Basildon, Brentwood and Thurrock. We provide an emotional wellbeing mental health service for children and young people across the whole of Essex. We are the provider of all age eating disorder services and child and adolescent mental health services across Kent and Medway.

We work in partnership with health and care colleagues across North East London, Essex and Kent to support the development of integrated care systems as set out as the direction of travel for the NHS nationally.

We are part of the Mid and South Essex Community Collaborative, the Kent and Sussex CAMHS Provider Collaborative, and the Kent and Sussex Adult Eating Disorder Provider Collaborative. We are developing the North East London Mental Heath and Learning Disability Collaborative and the North East London Community Collaborative with our partners.

## Draft Statement of Requirements

**Objectives**

• Through stakeholder engagement to identify how people would self-define a mental health crisis. This should be presented as recurring themes that emerge for different groups of stakeholders.

• Through stakeholder engagement to identify features of a service that will provide an effective alternative, but complementary service for people in mental distress and self-defined crisis. This will be an alternative to the four Outer North East London mental health crisis offers (inpatient admission, home treatment teams, psychiatric liaison in A & E departments, and the NELFT Integrated Crisis Assessment Hub)

• To give people with lived experience and service users the opportunity to share their expertise in what does and does not help them manage when they are experiencing a mental health crisis and recover from their mental health difficulties

• To consider how the Marmot Report Fair Society Healthy Lives (The Marmot Review) - IHE (instituteofhealthequity.org) and its referenced health inequalities can be considered in the design of the engagement programme to ensure the views and experiences of people with certain protected characteristics are in scope and voices heard

• To identify features of a service that will build resilience within individuals and communities through networking and facilitate peer support.

• Work in partnership with the NELFT mental health crisis pathway services to ensure patients receive the right care, at the right place and at the right time

**Service Description**

We would expect engagement with the following stakeholder groups:  
  
- Users of mental health services

- Engagement with group of disadvantaged people *(i.e. refugees)*

- Carers of people with mental health needs  
  
- VCSE organisations working within their local populations   
  
- NELFT staff groups (Mental Health Practitioners and further teams)

- Social workers for children with parents with mental health needs

- Public Health colleagues involved in mental health promotion and prevention

This list is not exhaustive and other groups may be identified through the engagement process.

Engagement should take place through mixed modalities, including face to face, virtual and survey responses. At least 50% of engagement activities should be face to face.   
  
Given the vulnerability of some of the stakeholder groups, the workforce undertaking the engagement should have DBS clearance prior to contract commencement.

It is expected that the successful provider will work with a stakeholder reference group. This group will meet with the provider every 4 weeks to support mental health service and ‘place’/Waltham Forest networking. The reference group will also be available for problem solving and guidance. Membership will comprise of the following:

* Service user or lived experience representative, who is a BHR or Waltham Forest resident
* NELFT BHR/Waltham Forest operational representative
* NELFT transformation team representative
* LBWF /BHR public mental health lead
* LBWF/ICB MH commissioning lead
* LBWF or WF/BHR VCSE representative

## Request For Information – Questions

Suppliers are asked to respond to the below questions to the best of their knowledge to assist in this RFI.

|  |  |
| --- | --- |
| Question | Response |
| The Trust is seeking guidance from the Market on the feasibility of the draft specification. Please identify any sections that you feel may be an unrealistic expectation. |  |
| Would you be able to undertake the services within all boroughs required, or would you prefer to bid via lots. |  |
| If you are a VCSE organisation, would you be interested in undertaking this engagement work requirement if this means exclusion from being able to tender for a larger piece of work emerging from this contract? |  |
| It is expected that the engagement shall take no longer than 12 weeks to complete. Is this feasible based on the service requirements? If this is not suitable, please provide your indication of a suitable timeframe for review. |  |
| Please add other considerations which would impact on ability to deliver this specification? |  |

## Timetable and Next Steps

Responses to this RFI must be submitted according to the cover page of the document. All responses must be sent via the Atamis portal.

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| **DATE** | **ACTIVITY** |
| 17/07/2023 | Publication of the Request for Information |
| 24/07/2023 | Deadline for submission of a RFI Response |
| 31/07/2023 | Analysis of RFI responses |
| 02/08/2023 | Confirm next steps to RFI Respondents and route selected |