Draft Specification

1. Introduction

The Lampard Inquiry is an independent statutory inquiry set up to investigate the deaths of Mental Health inpatients in Essex from 2000-2023. **[[1]](#footnote-2)**

1. Purpose and Background

The Authority is seeking a Supplier to provide emotional and counselling support to participants in the Inquiry including Core Participants and witnesses around key Inquiry events or public facing activity. In addition to regular support for Inquiry staff over the length on the Inquiry.

The Inquiry will be working with a wide range of participants including through taking first-hand oral evidence from witnesses and through the delivery of Public Hearings.

1. The Requirements

The Authority requires:

A supplier that can provide high quality emotional support to enable families, current and former mental health patients, current and former staff, and individuals representing corporate bodies to engage safely with the Inquiry.

With experience in the following:

* Assessing and managing risk and safeguarding issues.
* Working with trauma presentations including disassociation.
* Working with clients at risk of harm and in crisis.
	+ Some experience of grief and awareness of suicide would also be helpful.
1. Supplier Deliverables

**The following deliverables are required for the provision of support to Inquiry participants which includes witnesses and Core Participants[[2]](#footnote-3) (staff members covered separately below):**

* A dedicated phoneline (voicemail) and email inbox for the Lampard Inquiry available with response to queries made within 48 hours of receipt.
* Each new contact to the service (outside of support around key events below) to receive - an initial assessment to identify the needs, concerns and expectations of Inquiry participants, including an individual risk assessment and, if indicated, a risk management plan.
* Provision of up to 4 phone sessions per individual participant, or video call if requested by the participant, with the support service during each calendar year excluding support around key in person events (see below).
* Signposting to relevant alternative services for those individuals requiring ongoing emotional or mental health support beyond the 4 sessions.
* Emotional support sessions for individual participants to be made available at key in person Inquiry events, i.e. public hearings or evidence sessions, delivered by at least one appropriately qualified individual in attendance on each day (weekdays only).
	+ The first in person session will be required on 9th to 12th; 16th to 19th; and 23rd to 25th September 2024
	+ Dates for future in person sessions are not currently confirmed. They will run from autumn 2024 to autumn 2026 and consist of blocks of 2 to 3 weeks with gaps in between where in person emotional support will not be required. The number of in person days required within a calendar year is not predicted to exceed 125 days.
	+ Flexibility in the number of sessions delivered each day will be required to accommodate the individual needs of the Inquiry participants involved.
	+ Support via pre-arranged phone/video call to be held in the days before and after key events if required by an Inquiry participant.
	+ In person events will be held in London and Essex.
* A confidential and secure service in which any correspondence, reports, personal data etc. are stored securely.
* Robust safeguarding and data protection policies in place.
* Full indemnity cover/insurance.

**The following deliverables are required for the provision of support to Inquiry staff members:**

* Up to fortnightly sessions by phone/video for Inquiry team members that take up the offer plus additional in person support at key inquiry events as needed. Number of team members to be offered support is between 10 and 20. Offer to be in place over entire length of contract.

**The following skills and experience are required:**

* Experience providing emotional and counselling support.
* Experience and competence in the assessment and management of risk and safeguarding issues.
* Experience working with trauma presentations including disassociation, and experience working with clients at risk of harm and/or in crisis.
* Some experience of grief and awareness of suicide would also be helpful.
* Have, or being in training to achieve, a Diploma in Counselling or equivalent;
* Comply with the BACP Ethical framework for good practice in Counselling and Psychotherapy 2012;
* Have experience of delivering short term counselling;
* Have 100 hours of counselling experience;
* Undertake regular supervision by a qualified counselling supervisor in line with BACP guidelines;
* Ensure therapists delivering therapeutic Services meet the minimum level of relevant qualifications and experience required for membership of their appropriate professional bodies i.e. British Association for Counselling and Psychotherapy.

**Working with the Inquiry:**

* Production of communications materials including but not limited to – hard copy leaflets or similar for distribution at in person events, and information for inclusion on Inquiry website.
1. SLA and KPI’s

The supplier’s performance, and success of the programme they deliver, will be measured based on the following Key Performance Indicators:

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| --- | --- | --- | --- | --- | --- | --- | --- |
| No. | KPI Name | KPI Description | Time | Inadequate | Requires Improvement | Approaching target | Good |
| 1 | Response times | All queries from Participants via phone or email responded to within 48 hours | Throughout contract | Greater than 72 hours | Greater than 48hrs | 48hrs | Less than 48hrs |
| 2 | Appointments | All counselling appointments arranged within 72 hours of first contact if appointment requested by participant | Throughout contract | Greater than 96 hours | Greater than 72 hours | 72 hours | Less than 72 hours |
| 3 | Counselling Sessions | Initial counselling session to take place within 3 working days of referral to the allocated counsellor. | Throughout contract | Greater than 5 working days | Greater than 3 working days | 3 working days | Less than 3 working days |
| 4 | Inquiry in Person Presence | Inquiry event presence with the appropriate number of skilled Supplier Personnel available within 10 working days  | Throughout contract | Greater than 15 working days | Greater than 14 working days | 12 working days | Less than 10 working days |
| 5 | Communication materials | Development of support materials at request of the Inquiry |  | Materials that do not meet Inquiry commission provided and/or materials not provided within 10 working days | Materials which meet Inquiry commission to some extent provided | Materials which meet Inquiry commission provided within 7 working days | Materials which meet Inquiry commission provided within 5 working days |

1. Budget/Payment Schedule

The budget from 2024-2027 is up to £267,500 excluding VAT or £321,000 inclusive of VAT. Payment will be made upon receipt of an itemised invoice.

1. Contract Term

The contract will commence from 1st August 2024 to 30th July 2027 with an option to extend for a further 12 months.

1. Reporting/Meeting Requirements
* Appoint a dedicated account manager to oversee the work and liaise with the Inquiry team.
* Make the Authority aware of any risks to the project as early as possible, and the actions taken to mitigate these risks (particularly anything that may affect the project timescales).
* A quarterly report summarising how the service was delivered including but not limited to – safeguarding referrals, number of contacts from participants, number of sessions delivered, average response times to participants queries, any barriers or enablers to effective service delivery. The report should be anonymised to protect user confidentiality.
* Utilise appropriate confidentiality and data security measures:

a) There must be appropriate security safeguards, both physical and computer based, for the storage of data and documents relating to any part of the fieldwork and its participants. These safeguards should be such that participants can be assured that the confidentiality of personal data will not be compromised.

b) The Supplier should ensure appropriate secure storage of personal data, and have suitable means for its subsequent disposal, throughout the project.

Meetings

Monthly contract management meetings with the Inquiry team and working closely with the Inquiry’s independent clinical psychologist.

Location of performance/contract management meetings: As agreed with successful supplier, can be virtual.

1. Location

This service requires virtual engagement with Inquiry participants and staff via phone and email, and provision of emotional support services via phone/video call and in person. In person elements to be delivered at the Inquiry’s venues in London and Essex.

10.Data requirement

The supplier may be required to collect and process personal data in the performance of the contract.

Standards

• The supplier shall provide secure solutions that comply with any restrictions or requirements arising out of Customer’s security policies. This shall include, but not be limited to:

o Cyber Essentials Scheme Basic Certificate; or

o NHS Data Security and Protection Toolkit; or

o ISO 27001 Information Security Management as agreed;

• The service provider shall not charge a premium to the Authority for any additional standards and/or security compliance applicable to the contract, unless otherwise agreed in advance by the Authority.

1. [About Inquiries - The Lampard Inquiry - investigating mental health deaths in Essex](https://lampardinquiry.org.uk/about-inquiries/) [↑](#footnote-ref-2)
2. [About Inquiries - The Lampard Inquiry - investigating mental health deaths in Essex](https://lampardinquiry.org.uk/about-inquiries/) [↑](#footnote-ref-3)