**DoLS Soft Market Consultation – Nottingham City Council**

1. **Overview**

Nottingham City Council are seeking to better understand the current local DoLS sector to gain an understanding of capacity, staffing resources, skills and qualifications available so this can help tailor our future service requirements.

This soft market consultation contains statements which set out Nottingham City Council’s requirements and poses questions to the providers around capability and capacity and the Council’s requirements.

Please complete the form at the end of this document with your response.

1. **Current Volumes**

**NCC Outsourced DoLS Assessments 2023-2024:**

|  |  |
| --- | --- |
| Type of Assessment | Number of agency assessments expected to be required 2023-24  |
| Best Interests Assessor | Approx 9 per month |
| Mental Health Assessor | Approx 30 per month |

1. **Systems and Processes**

NCC Requirements

NCC requires the provider to have access to: Email, Microsoft software (or software which can be used by the Council’s Microsoft based systems – word, excel, outlook), Performance Management/MI reporting systems, Teams, Telephone.

Response

Please confirm your access to the following working software, systems and processes i.e., dashboards, emails communications, software systems.

1. **Staffing**

NCC Requirements

Whilst Nottingham City Council has an internal DoLS team, it requires additional assessments to be undertaken externally. The Council would like to understand your current workforce capacity and availability.

The Council would expect assessments to be undertaken by BIA’s with a minimum of two years’ experience. Face-to-face appointments to be offered as standard. It would also be required that our of area assessments are to be undertaken.

The Council would require a workforce with capacity and availability to meet the current volumes for BIA’s and MHA’s stated above, in accordance with the deadlines in the Deprivation of Liberty Code of Practice, along with the ability to meet any increase in demand for assessments.

Response

Suggestions, comments are therefore welcome on these requirements. Please provide details of your workforce capacity in respect of the above, particularly the split between BIAs and MHAs, so the Council can understand your current workforce capacity and resource availability.

1. **Training**

NCC Requirements

Nottingham City Council BIAs undertake annual refresher training. We require the provider to ensure that BIAs ensure they are meeting the legal requirements and working to best practice principles through up-to-date training.

Response

Suggestions and comments are welcome on how often you consider BIA’s should be required to undertake refresher training.

1. **Management**

NCC Requirements

The Council would require a consistent service lead manager to oversee the mobilisation and provide effective management of the day-to-day running of the service to ensure delays are mitigated to avoid litigations. They would also be required to attend regular quality monitoring meetings and be responsive to information requests or meetings outside of monitoring meetings as required.

Response

Suggestions and comments are welcome on the Council above expectations.

1. **Quality**

NCC requirements

The Council requires reporting on the time taken to correctly complete assessments. There needs to be a commitment to complete assessments on time and in accordance with the quality criteria for assessments. The provider will need to take ownership of the quality management to ensure that good quality assessments are returned with a low amendment rate.

The Council’s preference would be for a quality assurance/manager/team to be in place to meet the above requirements.

Response

Suggestions and comments are welcome on the Council above expectations, particularly in relation to any challenges you would face regarding this and what you consider an acceptable % figure for assessments requiring amendments per month.

1. **Timescales and monitoring**

NCC requirements

The Council requires commitment to meet the standard assessment timescales in accordance with the Deprivation of Liberty Code of Practice. Strong weekly data monitoring reports which are evidence-based, clear and concise provided through qualitative and quantitative data is required along with the ability to have quality monitoring meetings co-ordinated by a strong quality assurance lead. We expect that any provider is flexible and able to work with us to adapt the presentation of data according to our needs.

The Council requires:

* Standard assessments to be completed and authorised within 21 days.
* Urgent assessments to be completed and authorised within 7 days.
* 95% of standalone MH Assessor assessments completed within 7 days per calendar month.
* 95% of combined/ BIA assessments completed within 21 days per calendar month.

Response

Suggestions and comments are welcome on the Council above expectations, particularly in relation to the targets.

1. **Mobilisation**

NCC requirements

We are keen to understand what providers consider to be a realistic and practical mobilisation.

Response

Do you consider a 4-week mobilisation to sufficient (non-TUPE)?

How long would you require for mobilisation period where TUPE is applicable?

What do you require from the Council to enable a successful mobilisation?

What initial and ongoing support would you require to mobilise successfully and to deliver a robust and efficient service?

1. **Pricing**

Please refer to the pricing document.

Response

Suggestions and comments are welcome on the Council’s pricing schedule in terms of structure/content.

Please input a price or a price range for each element (please note you are not required to do so).

What price control mechanisms would you consider appropriate for the on-going management of prices throughout a contract?

1. **Contract Opportunity**

Taking into consideration the demand, proposed NCC requirements and pricing information detailed in this SMT, is this a contract opportunity that you would be interested in responding to should this be required by NCC? If not, why would you not be interested?

**Comments and Confidentiality**

The information you provide will be treated in the strictest confidence. It will not be made available to future potential bidders for the new service in the event of a tendering process taking place, though feedback will be used to help the Council design its service requirements. This is in line with Section 43 of the Freedom of Information Act i.e. a qualified exemption in relation to ‘Commercial Interests’.

Please submit comments on the form below (and pricing document if appropriate) by email, quoting “*DoLS SMC Response*” to: scandmd@nottinghamcity.gov.uk by 12.00 noon on the 8th March 2024

Thank you for your time in completing this consultation.

**DoLS Soft Market Consultation Response**

Expand the boxes to suit your response.

|  |
| --- |
| **Organisation Name:** |
| **Contact Name and Email Address:** |
| **3. Systems and Process - Suggestions and Comment:** |
| **4. Staffing - Suggestions and Comment:** |
| **5. Training - Suggestions and Comment:** |
| **6. Management - Suggestions and Comment:** |
| **7. Quality - Suggestions and Comment:** |
| **8. Timescales and Monitoring - Suggestions and Comment:** |
| **9. Mobilisation - Suggestions and Comment:** |
| **10. Pricing - Suggestions and Comment:** |
| 1. **Contract Opportunity – We would be interested in a future contract opportunity (Yes or No). If no, why not.**
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