

**Market Engagement Questionnaire for the provision of Advocacy Services in Lancashire**

**Section 1: Our initial approach to engaging with providers**

**1.1. Introduction**

Lancashire County Council is in the process of undertaking an exercise to recommission Advocacy Services in Lancashire. Prior to the commencement of a procurement, we wish to engage with key stakeholders to gather information and share procurement proposals via an online questionnaire.

Currently, the county council operates a main statutory advocacy service, The Lancashire Advocacy Hub. This service meets all of our legal obligations to provide advocacy with the exception of advocacy for Carers. The County Council operates a distinct statutory advocacy service for eligible carers.

The Hub contract is currently held by a single provider and covers the following services:

* Independent Mental Capacity Advocacy
* Independent Mental Health Advocacy
* Care Act Advocacy (except for carers)
* Complaints Advocacy
* Non-statutory advocacy

Both the main statutory advocacy service ("the Hub") and the carers advocacy service ("Carers Count") are due to expire in July 2022 and the Council is seeking to procure advocacy services beyond this date to ensure that high quality advocacy services continue to be available to all eligible residents of Lancashire.

As part of its preparations for these new services, the county council is considering (among other options) the potential for a number of providers to work together to deliver advocacy services to allow for maximum flexibility in terms of service provision and to ensure an adequate number of independent advocates to meet demand.

It has not yet been decided whether statutory advocacy for carers will be procured with or separate to the main statutory advocacy service. Providers will note that we ask for views on this issue in the questionnaire below.

The new main statutory advocacy service will also help the county council to discharge its duties under the new Liberty Protection Safeguards introduced in the Mental Capacity (Amendment) Act 2019.

Please note that the County Council also operates three other advocacy contracts, namely Peer and Group Advocacy services for people living with a learning disability, for people with a mental health condition and for people with an autism spectrum condition. These services are not affected by the procurement of the main, statutory advocacy service (nor the advocacy for carers service) and are not within the scope of this market engagement exercise. That said, we always welcome feedback and other information from providers about any and all aspects of our advocacy services.

**1.2. Purpose of Engagement**

This engagement questionnaire has been designed to be the first stage of our market engagement activities, and is intended to build upon our existing knowledge of the market in Lancashire and the wider UK.

Throughout the engagement exercise, we hope to use the information and feedback we receive to develop our plans for the future of advocacy services in Lancashire and to help us to deliver best-in-class services.

This is an open engagement exercise in which any potential providers can participate. A summary of the engagement process along with any learning and how it has influenced service design would be published as part of any subsequent procurement process.

The County Council wishes to better understand the landscape in which we will procure these services. We also wish to begin an initial assessment of various potential procurement options (including the benefits and weaknesses of any proposed options). In order to begin this process, we are seeking the participation of providers through this questionnaire.

Once we have received and analysed responses to this questionnaire, we plan to hold a virtual event with providers to explore providers' views in more detail. Details of this event will be shared with providers in due course and will be published on the Lancashire County Council Tendering Opportunities adverts page. Participation in this engagement questionnaire is a not a pre-condition of provider's involvement in such an event.

This is an open invite to engage with us and all participants to this initial engagement will be made aware of future opportunities to engage with us.

We are also engaging with other stakeholders, including the NHS.

**1.3. Responses**

All responses to this questionnaire should be returned via email to caphprocurement@lancashire.gov.uk , **no later than 4pm on Friday** **16th July.**

**1.4 Definitions**

For the purpose of this questionnaire, the following definitions of terms are employed:

**Single provider model:** A unitary commissioning model with a one-to-one relationship between a local authority commissioner and a single provider organisation who deliver all statutory advocacy services on behalf of the commissioning authority.

**Consortium:** Where a group of providers (i.e. at least two) come together to jointly deliver a service. Arrangements between providers are usually established by some form of partnership arrangement or governance structure. The county council seeks views on the consortium model overall and, further, two specific types of consortium-based models:

1. **Prime Contractor model:** This is where a commissioning council contracts with one organisation which then takes responsibility for the day-to-day management of other providers that deliver support within a specific pathway (e.g. IMCA, IMHA, non-statutory advocacy, etc.) or other arrangement devised by the partners to the consortium.
2. **Prime Provider model:** This is akin to the Prime Contractor model but allows for the contracted organisation to also provide services directly as well as managing operations (unlike the Prime Contractor model, which is more about managing the flow of operations). The Prime Provider could be a new or existing provider from within the local health economy, or a consortium of providers and "integrators".

**Section 2: Questionnaire**

**2.1. Organisation Information**

|  |  |
| --- | --- |
| **Question** | **Provider Response** |
| Organisation Name |  |
| Organisation Type(e.g. Limited Company, PLC, Partnership, Sole Trader, Charity etc.) |  |
| Organisation Address |  |
| Name of Persons Completing this Form |  |
| Contact Details for Person Completing this Form (email and telephone required) |  |

**2.2. Provider Questionnaire**

|  |  |
| --- | --- |
| **1** | **Question** |
|  | Is your organisation capable of delivering all statutory advocacy services to people across Lancashire?  |
|  | **Response**  |
|  | [Enter text here] |
| **2** | **Question** |
|  | Does your organisation have experience of delivering all statutory advocacy services for a Council under a single provider contract?  |
|  | **Response**  |
|  | [Enter text here]  |
| **3** | **Question** |
|  | How much of the proposed list of services would your organisation be capable of delivering through your own in-house resource? * Independent Mental Capacity Advocacy
* Independent Mental Health Advocacy
* Care Act Advocacy
* Complaints Advocacy
* Non-statutory advocacy

Please list which advocacy services you are able to provide through your in-house resource. |
|  | **Response**  |
|  | [Enter text here] |
| **4** | **Question** |
|  | Of the advocacy services you do not provide in-house (as per Question 3) which services do you currently have arrangements for providing on a sub-contractual basis (anywhere in the UK)? |
|  | **Response**  |
|  | [Enter text here] |
| **5** | **Question** |
|  | Does your organisation have any existing partnerships with providers in Lancashire or in other local government areas in the North West of England? |
|  | **Response**  |
|  | [Enter text here] |
| **6** | **Question** |
|  | Does your organisation have experience of delivering statutory advocacy as part of a consortium?  |
|  | **Response**  |
|  | [Enter text here] |
| **7** | **Question** |
|  | Would you consider forming a consortium with other providers under a prime contractor model to deliver Lancashire County Council's requirements for a new advocacy service? Please explain your reasons for your answer and your views on this contracting model, including whether your organisation would be interested in being the "lead" organisation in such a model? |
|  | **Response 7.** |
|  | [Enter text here] |
| **8** | **Question** |
|  | Would you consider forming a consortium with other providers under a prime provider model to deliver Lancashire County Council's requirements for a new advocacy service? Please explain your reasons for your answer and your views on this contracting model, , including whether your organisation would be interested in being the "lead" organisation in such a model? |
|  | **Response**  |
|  | [Enter text here] |
| **9** | **Question** |
|  | Do you specialise in a certain area of advocacy provision? If yes, please detail the area you specialise in. Do you plan on expanding your services? |
|  | **Response**  |
|  | [Enter text here] |
| **10** | **Question** |
|  | How do you think the implementation of The Liberty Protection Safeguards (LPS) under the Mental Capacity Act (2019) will affect the delivery of advocacy services? In particular, how do you think LPS will affect demand for advocacy and Mental Capacity advocates under the Act in the future? |
|  | **Response**  |
|  | [Enter text here] |
| **11** | **Question** |
|  | What is your organisation's view on maintaining a distinct and separate statutory advocacy service for carers?  |
|  | **Response**  |
|  | [Enter text here] |
| **Any other comments** |  |

**Section 3: Feedback and Contact**

Thank you for taking part in this Market Engagement Questionnaire.

Please note that participation (or non-participation) in this engagement will confer no advantage or disadvantage should commissioners commence the formal procurement process.

As part of the market engagement activities, we’re happy to receive feedback from providers on the content of the questionnaire and any additional comments you may have.

Please send any feedback along with your response to this questionnaire to Kieran Curran and Jessica Brindle via email at caphprocurement@lancashire.gov.uk , **no later than 4pm on Friday** **16th July.**