Better Security, Better Care

Programme Evaluation 2023-24

Invitation to Tender BSBC-23-SP10

Background

Better Security, Better Care (BSBC) is a national programme to improve data and cyber security in the adult social care provider sector. The programme is part of the Digital Care Hub and is led by a programme board whose members include NHS Transformation Directorate, NHS Digital, NHS England, the Local Government Association, and the Association of Directors of Adult Social Services (ADASS). 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 approximately 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.

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.

Purpose of this project

Reflecting the increased importance for secure sharing of information between health and care services, the Better Security Better Care programme requires an evaluation of its impact in the care sector. The programme has set an ambitious target to achieve 80% DSPT compliance across CQC-registered adult social care providers by the end of June 2024. To inform the strategy and planning of the next

phase of the programme, it is best practice to undertake a full independent evaluation of delivery progress to date. This evaluation will assess the impact of the programme across adult social care services in England, making recommendations on the future scope and focus of the programme as a whole.

Project objectives

1. Report on size and scope of the programme, providing data on engagement across geographical regions and CQC-registered care providers with a focus on progress made between 1 April 2023 – 30 June 2024.

2. Analysis of data on care providers who have achieved different performance levels in DSPT compliance, benchmarking from data at the start of the programme to measure impact.

3. Evaluation of the impact of the different delivery methodologies adopted by Local Support Organisations, Regional Coordinators, NHS Transformation Directorate and ADASS Leads. Reporting on which had the most positive impact and best results in terms of risk reduction, and where improvement is needed.

4. Analysis of value for money of the different delivery methodologies, including a breakdown of the different regions. To be combined with impact analysis to provide an overall value for money statement for the programme as a whole.

5. Evaluation of the overall impact of the Action Research Fund, a new initiative offering grant funding for pilot research projects that harness sector expertise and encourage innovation. Identify any lessons learned and make recommendations on future iterations of the research fund.

6. Test some of the assumptions and identify any gaps from the output of recently delivered and ongoing partner projects within NHS Transformation Department.

7. Evaluation of programme management approach and effectiveness of existing governance arrangements.

8. Wider systems analysis to situate the programme within the broader context of the health and social care system, including ongoing and upcoming system changes and how the programme aligns with other digital improvement initiatives and partnership networks. To highlight key interdependencies, gaps or risks identified and make recommendations to mitigate these.

9. Recommendations for the future governance and delivery model of the programme, including how the scope of the programme could mature and transition across 2024/25 and beyond.

Timescales

EOI deadline	**Midnight 19 December 2023**
Submission review and clarifications	**20 December 2023 – 10 January 2024**
Grant award by	**12 January 2024**
Project go live from	**15 January 2024**
Project complete by	**End July 2024**

Budget

The maximum available budget for this work is £115,000 inclusive of VAT.

Expression of Interest

Expressions of interest to be made in writing by midnight on 19 December 2023 (please see separate application form and follow word limits for each section).

Please rename the template document with your company name and email a copy to: bettersecurity.bettercare@digitalsocicalcare.co.uk

Expressions of interest must include the following information:

• Company details

- A brief summary of relevant experience

- A summary of the methodology and approach proposed to deliver the outputs required

- 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 section above.

The submissions scoring will be weighted towards those who can demonstrate relevant experience in the social care sector as follows:

Adult Social Care Experience	50%
Project Approach	30%
Value for Money	20%