



Department  
of Health &  
Social Care

## **ATTACHMENT 1 SPECIFICATIONS**

# **CHILDREN AND YOUNG PEOPLE EARLY INTERVENTION MENTAL HEALTH HUBS**

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## 1. INTRODUCTION

- 1.1. The Department of Health and Social Care (DHSC) are seeking to secure an agreement with early support ‘hubs’ (the Contractor) to deliver new or expand existing innovative mental health/wellbeing interventions to young people in England with a focus on early intervention and bringing together a range of different support in the community.
- 1.2. There is no set definition of a hub, and we would welcome interest from any organisation who believes they fit into the broad definition of a service that provides young people aged 11-25 with a single point of access to a range of support in the community without the need for a referral. Hubs are adapted to local need but can deliver a range of joined-up support such as counselling, physical health and advice on housing and employment. The [Youth Information, Advice and Counselling Services model](#) is the most widely recognised approach and we would expect any potential supplier to be delivering at least some of the core functions of this model.

## 2. PURPOSE AND BACKGROUND

- 2.1. DHSC have secured funding of £4.92m. £3.1m (excl. VAT) - £3.72m (incl. VAT) of this will be awarded directly to Contractors to deliver new or expand existing innovative mental health/wellbeing interventions to young people in England with a focus on early intervention and bringing together a range of different support in the community.
- 2.2. Alongside the £3.72m will be an evaluation commissioned by national government to assess the effectiveness of the funded interventions and build the wider evidence base for hubs. Supporting this evaluation will be a crucial part of the contract.
- 2.3. This new funding comes at a time of increasing demand for mental health support with 18.0% of children aged between 7 and 16 (increasing from 12.1% in 2017) and 22.0% of 17 to 24 years having a probable mental disorder.<sup>1</sup>

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<sup>1</sup> NHS Digital (29 November 2022) Mental Health of Children and Young People in England, 2022: Wave 3 follow up to the 2017 survey. Available at: [here](#).

- 2.4. Funding will be used for targeted interventions and building the evidence base for how early intervention support in the community, via early support hubs ('hubs'), reduces mental-ill health and meets cross-cutting government outcomes for young people.

### 3. THE REQUIREMENTS

- 3.1. DHSC is seeking to appoint competent Contractor(s) to deliver new or expand existing innovative mental health/wellbeing interventions to young people in England with access to a range of support in the community. Interventions would need to begin delivering no later than 1 April 2024 and conclude by 31 March 2025.
- 3.2. Service main deliverables:
- Deliver or, if you are already delivering, enhance your offering on early intervention mental health support and support for 'non-health' issues that affect mental health, such as physical health, employment and/or housing.
  - Be able to deliver a comprehensive set of interventions, with the goal of delivering 500-1,000 interventions. If you are already delivering services, this will be in addition to your existing offer.
  - Provide an accessible and inclusive service that leads to positive customer experience.
  - Provide services to children and young people within the age range of 11-25 years old.
  - Provide non-economic activities, meaning that they are delivered to service users free of charge.
  - Accept self-referrals.
  - Improve the visibility of the service within the community by utilising appropriate communication channels.
  - Collect outcome measures, including measures of mental health and/or wellbeing, employment and education outcomes, and some demographic information for the purposes of evaluation. These measures will need to be collected from the CYP before and after receiving the interventions and will be shared centrally for the purposes of evaluation. [We will provide the Contractors with guidance on what measures will be required and how to collect these.]
  - Participate in, and source children and young people to participate in, research interviews, forums, networks, and/or groups to share valuable insights and lessons learned from service delivery that allow evaluation of effectiveness and impact of services.
  - Prior to the delivery of services, complete a delivery plan that must include workforce and communications plan, as well as show that local data sharing agreements are in place to facilitate delivery / evaluation as needed. Agree to data sharing agreements to share data centrally

- 3.3. The Contractor's deliverable model should clearly demonstrate its positive impact on the ability to achieve at least one of the desired policy outcomes.
- Improving the mental health and wellbeing of children and young people
  - Supporting vulnerable groups or those who would not otherwise receive support (levelling-up).
  - Improving children and young people's engagement with education, employment or training.
- 3.4. There are no requirements for how any intervention will be delivered to meet these outcomes.
- 3.5. We are particularly (but not exclusively) interested in applications to fund interventions targeted at one (or more) of the following:
- Areas with high levels of youth unemployment (according to local benefits data).
  - Areas with high levels of deprivation (according to the Index of Multiple Deprivation).
  - Young people in vulnerable groups (i. e. those who suffer from health inequalities and/or less likely to engage with statutory services) this would include but is not limited to:
    - LGBTQ+
    - Ethnic minorities
    - Care leavers/children in care
    - Autism/special educational needs and disability (SEND)

#### **4. PERSONNEL**

- 4.1. The Contractor will be expected to field the appropriate personnel accordingly.
- 4.2. The Contractor shall ensure that all Contractor Staff are suitably vetted, experienced, skilled and/or qualified to deliver the Services for which they are employed.

#### **5. DATA**

- 5.1. The Contractor should have robust procedures in place for identifying, assessing, and reporting any personal data breaches. The Contractor should have appropriate Privacy Notices in place to ensure that all individuals whose personal information you will process in the delivery of the service are informed of why it is needed, how it is used, what their rights are, and who the information is disclosed to.

## 6. SECURITY

- 6.1. The Contractor shall ensure that Service users' information and Data is secured in a manner that complies with the Government Security Classification Policy rating OFFICIAL-SENSITIVE

[Government Security Classifications - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

- 6.2. The Contractor shall ensure that the Government Security Classification Policy rating is also applied when information and Data is transmitted across all applicable networks and/or in line with the Buyer's requirements.
- 6.3. The Contractor shall, where required, have the capability to employ encryption to information / data which shall be sent across a network or extracted by electronic means.
- 6.4. The Contractor shall ensure that any suspected or actual security breaches are reported to the Buyer's representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Buyer.
- 6.5. The Contractor shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.

### Standards

- 6.6. The Contractor shall provide within the first 6 months of the contract secure solutions that comply with any restrictions or requirements arising out of Buyer's security policies. This shall include, but not be limited to:
- Cyber Essentials Scheme Basic Certificate; or
  - NHS Data Security and Protection Toolkit; or
  - ISO 27001 Information Security Management

## 7. KEY PERFORMANCE INDICATORS (KPIs)

- 7.1. The Contractor will be responsible for developing and maintaining data that can be effectively presented through a dashboard or other suitable methods. This data will provide a clear view of the quarterly progress of the Key Performance Indicators (KPIs). The Contractor has the flexibility to enhance the dashboards by incorporating additional data or information that effectively demonstrates the attainment of the key outcomes outlined in the contract.

No.	KPI Name	KPI Description	Frequency	Inadequate	Requires Improvement	Approaching target	Good
1	Number of additional interventions	500-1000 additional interventions delivered over the course of the	Qtr.	<80%	80%-89%	90%	100%

No.	KPI Name	KPI Description	Frequency	Inadequate	Requires Improvement	Approaching target	Good
		contract (TBC with specific target committed by Contractor)					
2	Reports provided on time	Data provided with all parameters required on chosen platform	Qtr.	<80%	80%-89%	90%	100%
3	Engagement with researchers	Taking part in research (e.g., interviews/focus groups) and sourcing CYP to take part in research (anticipated 2-3 times a year, but subject to change)	Yr.	<80%	80%-89%	90%	100%
4	Indicative Survey Satisfaction	Service users rate the service Good or Excellent	Qtr.	<80%	80%-89%	90%	100%
5	Data breaches reported immediately	Data breaches are reported within 12 hours of any incident occurring	Qtr.	<98%	<99-98%	99%	100%
6	Implementation/Delivery plan	Progress against the implementation/delivery plan	Qtr.	<80% (*)	80%-89%	90%	100%

- 7.2. If any of the Quarterly review reports presented during the quarterly review meetings indicate that any KPI achievements are deemed 'Inadequate,' the Buyer may request the Contractor to provide a 'remedial action plan.' This plan is intended to address and rectify any deviations from the required deliverables, bringing the service back in line with expectations.
- 7.3. Completion of project implementation/delivery plan with detailed tasks and milestones will be monitored as Key Performance Indicator. If the quarterly review report presented during any of the review meetings indicates that the implementation/delivery plan has been deemed 'Inadequate' (\*), the Buyer reserves the right to withhold 5% of the quarterly payment for that quarter until the tasks scheduled for that quarter have been successfully completed.

## 8. CONTRACT MANAGEMENT AND CONTRACT MONITORING

- 8.1. The Contractor shall provide a suitably qualified contract manager. The contract manager shall have a detailed understanding of the contract and

shall have experience of managing contracts of similar size and complexity. Any changes to the lead manager shall be communicated to the Buyer no less than 1 month in advance of any planned changes.

- 8.2. The contract manager shall be the primary point of contact between the Contractor and the Buyer and shall be responsible for managing the relationship with the Buyer which shall include:
- Contract administration
  - Provision of management information
  - Attending contract review meetings
  - Resolution of complaints and queries
  - Service planning, monitoring and continuous improvement.
  - Escalating any issues that cannot be resolved between the Contractor and the Buyer.

## **9. MEETINGS**

- 9.1. Quarterly review meetings will take place between the appointed Contractor representative and the Buyer's contract representatives.
- 9.2. Location of contract management meetings: online
- 9.3. The meetings will be an opportunity to check performance and discuss any arising matters concerning the delivery of the service. Two weeks prior to each quarterly meeting the Contractor will issue reports that reflect KPIs achievement.

## **10. PAYMENT SCHEDULE**

- 10.1. The Buyer will pay the cost of the services quarterly in arrears. The payment period will follow the financial year quarters. (Q1 April-June; Q2 July-Sep; Q3 Oct-Dec; Q4 Jan-March.
- 10.2. An initial payment, equivalent to one-third (1/3) of the value for that quarter, will be made one month after the contract is signed. The remaining two-thirds of the payment will be made at the end of the same quarter (Q4 FY23.24), in arrears.
- 10.3. Payments will be linked to the completion of the service delivery plan and KPIs, refer to 7.2 and 7.3.

## **11. CONTRACT TERM**

- 11.1. The contract will be for a period of fifteen months from 1 January 2024 to 31 March 2025. The contract may be extended for a maximum duration of 12 months, contingent upon the sole discretion of the Buyer, budget availability, and internal approvals. At present, there is no indication of the availability of subsequent funding for this service.

## 12. VARIATIONS

- 12.1. Depending on funding availability the Buyer may require additional services to be provided during the contract term and/or any applicable extension periods.
- 12.2. Additional services/variations will be of the same nature of the contract and may include but not be limited to the following:
  - extension of geographical area
  - targeting of specific groups
  - offering of additional specific intervention extension of digital services offer

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