

RTL089P NHS England London Region FCAMHS

Indicative Technical Questions (subject to organisational change)

In the pursuit of maximising the time available to Bidders, NHS England (London Region) are offering early access to the questions that we intend to ask during the ITT.

Please note that the final questions that form the ITT may contain some changes.

Section		Question	Note to bidders	Suggested word count (max)	Generic or lot specific
				Pass/Fail	
Section B: Overall service delivery model	B1	Overall service model Please describe the key features of your overall proposal and how it will meet the requirements and outcomes in the national service specification (attached at [xxx] of the tender documents).	Responses should include, but not be limited to, your proposed approach to: <ul style="list-style-type: none"> • Delivery of the clinical model (i.e., advice, consultation, assessment, and treatment) • Location of the service • Management of referrals • Communication plans to build awareness of the service amongst potential referring agencies • Upskilling and training of the multi-agency workforce in relation to areas within the service's specialist remit. 	1,000	Generic
	B2	Service accessibility Please describe how you will ensure that the service is represented and accessible to referrers and end users of the service across the geography of the lot area.	Responses should include, but not be limited to, representation and accessibility across the lot area for: <ul style="list-style-type: none"> • Children and young people, and their families and carers, • Diverse and hard to reach communities, • Children and young people with learning disabilities and/or autism, who display 	500	Lot-specific

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			behaviour that challenges (i.e., the transforming care cohort), <ul style="list-style-type: none"> • All types of referring agencies and networks. 		
	B3	Multi-agency working Please describe how you will work as part of a multi-agency network serving the patient cohort across the lot area, which includes: <ul style="list-style-type: none"> • CAMHS, • Youth justice & youth offending teams, • Children's social care. 	Responses should include, but not be limited to, your approach to: <ul style="list-style-type: none"> • Establishing, maintaining and developing effective working relationships with CAMHS and other services to support the management of high risk and complex cases, • Liaising with agencies working with young people to facilitate timely access to mental health assessments and interventions, • Informing and developing strategic links and partnerships with local provision, as well as regional and national specialist services. 	500	Lot-specific
Section C: Effective clinical model	C1	Overall clinical approach Please describe how the clinical model will ensure effective work with a challenging range of children and young people with complex needs and comorbidities.	Responses should include, but not be limited to, your approach to: <ul style="list-style-type: none"> • Case-formulation and intervention in high risk cases • Provision of evidence based treatments, including in collaboration with other agencies (where appropriate), • The governance structure and arrangements to manage clinical risk and monitor outcomes, including any arrangements to manage partnership working if sub-contracting is proposed. 	800	Generic

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	C2	<p>Managing transitions in and out of secure settings Please explain how you will ensure smooth and successful clinical transitions for children and young people moving between services and agencies working with young people.</p>	<p>Responses should include, but not be limited to, your approach to:</p> <ul style="list-style-type: none"> • Transitions into and out of secure settings for young people, including secure custodial, welfare and mental health settings, • Follow-up when young people move out of area. 	500	Generic
	C3	<p>Managing transitions to adult mental health services Please describe how will you support young people with transition from children's to adult mental health services and ensure good practice in transition work.</p>	<p>Responses should include, but not be limited to, your approach to:</p> <ul style="list-style-type: none"> • Liaison and developing relationships with adult mental health services, • The under 18 age threshold within the FCAMHS referral criteria and the need for flexibility with respect to the age of the young person. <p>Please also refer to the process in the Specialised Mental Health Services Operating Handbook Protocol (attached at [xxx] of the tender documents).</p>	400	Generic
	C4	<p>Community interventions to prevent admissions Please describe your approach to prevent admissions to mental health inpatient settings in order to manage risk and optimise the young person's outcomes.</p>	<p>Please also refer to the process against the Specialised Mental Health Services Operating Handbook Protocol (attached at [xxx] of the tender documents).</p>	400	Generic
	C5	<p>Service scenario: You receive a call from a youth offending team regarding a young person with autism due</p>	-	500	Generic

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		<p>for release from a YOI in a month's time. Whilst in the YOI, the young person has been involved in several violent incidents and has been physically restrained. The young person has had a recent psychiatric assessment, and no diagnosis of mental health illness was made. Local partners are concerned for the young person's and others' welfare when the young person is released, and the YOT is asking for your help. Please describe your response both in the immediate and medium turn.</p>			
		<p>Additional scenario (to be asked as part of provider presentations): You receive a call from a CCG Mental Health Commissioner who outlines that a young person has been in police custody for 2 days and local partners are struggling to agree and find appropriate care for the person and are requesting your help. Please describe your response both in the immediate and medium term.</p>	-	-	

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Section D: Workforce				
	Please ensure that your answers directly refer to your proposed staffing arrangements details within the Financial Model (attached at [xxx] of the tender documents):			
	D1	<p>Workforce Structure Using a suitable organisational structure diagram, please outline your proposed staffing model including:</p> <ul style="list-style-type: none"> • named clinical lead(s) (where known) • skill mix, banding and Whole Time Equivalents • summaries of responsibilities and accountabilities. <p>Please also provide a brief supporting narrative to explain structure, inter-organisational working/relationships and your proposed contingency arrangements for planned and unplanned absences.</p>	The requested diagram should be attached in PDF format and relate both to the lead provider and any subcontractors and/or formal partners within the model (where proposed).	500
D2	<p>Recruitment Describe your plan for the recruitment of new staff and/or reassigning and training of existing staff to deliver the services in time for commencement of the contract</p>	Please include within your response a description of any specific challenges that you foresee in relation to recruitment and retention locally and how these will be overcome.	500	Lot specific

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		(the plan should also relate to your mobilisation plan outlined in response to section E).			
	D3	<p>Workforce Management & Development Describe your approach to managing and developing staff to ensure that the service can respond to need and enhance the care of complex young people.</p>	<p>Responses should include, but not be limited to:</p> <ul style="list-style-type: none"> • Details of induction, appraisal, supervision and performance management processes that will be in place for all staff groups • Details of how you will ensure that all training and Continuing Professional Development needs are effectively identified and subsequently met in a timely way • An outline of the governance arrangements you would implement for the team, or each team where multiple providers and sub-contracting is proposed, including any local agreements/protocols that are already in place (e.g. safeguarding). 	850	Generic
	D4	<p>Leadership, teamwork and service ethos Describe your approach to ensuring that a multi-disciplinary and peripatetic group of staff work effectively as a cohesive, authoritative and approachable team.</p>	-	500	Generic
Section E: Mobilisation	It is the commissioner's expectation that the services are mobilised within 4 months from the date of contract award with the preferred bidder. Please ensure that your answer addressed the specific expectation, including options to reduce this timeframe if possible.				

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	E1	<p>High Level Mobilisation Plan - Gantt chart Provide a high level mobilisation plan (in Gantt chart format with associated narrative). This will detail the necessary steps and milestones from contract award through to a fully-functioning service.</p>	<p>Responses should include:</p> <ul style="list-style-type: none"> • Sections for IM&T implementation, processes for capturing reporting data for the national evaluation of FCAMHS, and other key workstreams, and • How you will work with other providers and partners, communicate with the wider system and patients, and the interdependencies between these elements. 	750	Generic
	E2	<p>High Level Mobilisation Plan Please supply a high-level risk assessment (in a 5x5 scale format) comparing the likelihood and impact of risk against your plans to mitigate risk.</p>	<p>Where sub-contracting arrangements are proposed, this should also include a description of any benefits or risks to mobilisation associated with such arrangements and how these may be realised or mitigated.</p>	750	
Section F: Strategic leadership and stakeholder relationships	F1	<p>Partnership working across London To promote parity of provision and capture wider synergies, providers of FCAMHS in London will be expected to come together to establish a Steering Group. Please describe how you would establish the Steering Group and envisage the group working going forwards.</p>	<p>Responses should include, but not be limited to, how the Steering Group could be used to:</p> <ul style="list-style-type: none"> • Develop relationships and promote communications between providers of FCAMHS, NHS England, and local commissioners, • Resolve pathway and other operational issues that may be diluting parity of provision of FCAMHS across London, • Share knowledge and expertise, promote learning and service improvement, • Share staffing and resources amongst FCAMHS providers, • Promote strategic leadership, including identifying existing service gaps, 	600	Generic

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			<ul style="list-style-type: none"> Deliver cross-agency training across London. 		
	F2	<p>Strategic leadership</p> <p>Please describe how you will influence commissioners and other stakeholders over time to address identified service gaps for the target group of children and young people in London.</p>	<p>Responses should include, but not be limited to, an explanation of how you will influence using:</p> <ul style="list-style-type: none"> Data and evidence, Participation structures, groups and forums, Local transformation platforms such as Local Transformation Plans, Sustainability Transformation Plans and Transforming Care Plans. 	500	Generic
Section G: IT and information governance	G1	<p>Information governance</p> <p>Please identify potential privacy risks arising from the running of the service and describe how your organisation would mitigate them, as for example communication about a patient with a third party by insecure means or the circulation of inaccurate personal data about a patient.</p>		500	Generic
	G2	<p>IT systems</p> <p>Please describe the IT systems that will underpin the service including at proposed service site(s) and to support peripatetic working. This should include infrastructure to share patient records and systems that will be used to gather and store data.</p>		500	Generic

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Section H: User engagement and participation	H1	User engagement and participation The service is expected to ensure that service user, carer and parent engagement and participation is a priority. With that in mind, please address the following:			Generic
	a	How will you enable and support the participation of children and young people, their families and carers in assessment, care planning and discharge planning?	Responses should include, but not be limited to, how you would support participation of diverse/hard to reach communities.	400	
	b	What information and other support would you provide to children and young people and their parents and carers to help them understand and engage with the service?		400	
	c	How will you enable participation in recruitment of staff?		250	
	d	How will you ensure that there is participation in the design and review of the service model?		350	
	e	How do you propose that children, young people and their family and carers' views are fed into other participation structures, groups and forums, locally, regionally and nationally?		350	

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	f	How will you deal with the complexities of confidentiality/information sharing in relation to family and carers to ensure this is not a barrier to participation?		250	