

**EMPLOYMENT RECOVERY AND WELLBEING SERVICE: REQUIREMENTS**

The purpose of this document is to provide an outline of the CCG’s aspirations for a new Employment, Recovery and Wellbeing Service. The CCG’s current commissioning intentions are that this service will be competitively procured and further detail regarding the timeline is provided below.

**PURPOSE OF THE EMPLOYMENT, RECOVERY AND WELLBEING SERVICE**

**Background**

NHS Hammersmith & Fulham Clinical Commissioning Group (H&F CCG) is responsible for the health needs of approximately 190,000 registered patients across its 30 member General Practices. Geographically, the CCG is responsible for the borough of Hammersmith & Fulham.

H&F CCG has a number of employment, advocacy, befriending and signposting services in the voluntary sector. Following a review of these contracts, the CCG has decided to create a single service under one specification. H&F CCG requires this new service to commence from 1st April 2018, subject to timely contract completion and mobilisation.

**Proposal**

H&F CCG propose the creation of an Employment and Wellbeing Service which will span primary and secondary mental health care. It will meet the recovery, employment and wellbeing needs of people with mental health problems. The service would have 3 elements:

1. Employment support based on the Individual Placement Support Model
2. Peer Support and befriending
3. Signposting and advice

It will be available to all, irrespective of mental health issue (SMI or CMI), setting or level of mental health support and accessed through a single point of referral.

**The Service Specification**

The service specification will be informed by current evidence base, people with lived experience, clinicians and provider expertise via this engagement process. The elements of the single service will include:

1. **Employment Support**

Currently mental health employment services support either people in primary care or secondary care but no service spans both. The new service will also offer employment support for people discharged from secondary mental health care in order to prevent deterioration of their mental health.

The aim is to provide IPS model of employment support across primary care and secondary care that will include:

* IPS model employment support embedded in IAPT
* IPS model employment support embedded in secondary care
* Access to a range of evidence-based employment support that are:
* Available to all, irrespective of mental health issue (SMI or CMI); Available to all, irrespective of setting

The service performance will be measured on outcomes including but not limited to:

* Percentage of individuals with a mental health problem in employment versus the percentage of those who do not have a mental illness in the local population
* Number of people coming off of sick pay and benefits
* Outcome measures including but not limited to:
  + Work star on line
  + Warwick Edinburgh Mental Wellbeing Scale (WEMWEBS)
* Total employment support caseload, including the number of individuals in employment mapped between 1-16 hours
* Evidence of a job matching (salary range) aligned to individuals’ skill set/qualifications
* Duration of sustained employment in the same employment (3 months, 6 months, 9 months)
* Number of individuals unemployed for 12 months+ reduced by 1/3
* Evidence of individuals’ progress being tracked and individual plans reviewed/amended

**For services embedded in IAPT additionally this will include**

* General Anxiety Disorder 7, Patient Health Questionnaire 9 for individuals in receipt of counselling or other psychological therapy (IAPT) with a common mental health disorder.

1. **Peer Support and Befriending**

The service will provide peer support and befriending via a system of giving and receiving help founded on key principles of respect, shared responsibility, and mutual agreement of what is helpful. The purpose of the service is to end the isolation and loneliness of people who experience social isolation and the well-being challenges associated with mental health difficulties and ensure significant and lasting improvements in emotional health, wellbeing and quality of life. It will support the development of people’s confidence, strengths and social networks and engage people in a range of activities that focus on recovery and building resilience.

The aim will be to:

* create a social network based on the principles of peer support
* develop a network of peer champions and ambassadors
* promote social inclusion, sustainable recovery and prevent relapse
* promote health and wellbeing through social activity and time Banking
* create a service that is flexible, responsive and easy to access
* support people suffering from mental health problems to achieve a better quality of life.
* support the development of social enterprise activities
* support people to develop confidence in their own abilities
* support individuals to access existing support services
* create a reduction in GP appointments and use of specialist mental health services

The service will be measured on outcomes including but not limited to:

* Warwick Edinburgh Mental Wellbeing Scale (WEMWEBS)
* Patient satisfaction questionnaire’s
* UCLA loneliness scale

1. **Signposting and Advice**

Based in primary care service this element of the service will provide specialist support for issues such as housing, benefits and debt; which are major factors affecting a person’s mental health and ability to recover. The service will offer practical advice on social-based issues and signpost / build bridges into other services and activities which can help people stay well.

The aims of the service will be to:

* Provide a service that develops people’s strengths and networks to support then to stay well and to live satisfying and contributing lives
* Provide a service that is focused on recovery, building on social integration, de-stigmatisation and self-worth
* Provide a service that engages people in a range of activities to promote mental health & well-being and emotional resilience
* Develop tools, systems and resource to ensure a library of a broad range of local services and resources.
* Provide people with practical advice and support on social- based issues such as housing, benefits and help people access social care
* Provide a signposting and bridge building service to other services and activities that can help people to stay well.
* Reduction in GP appointments and use of specialist mental health services

The service will be measured on outcomes including but not limited to:

* Patient satisfaction questionnaire
* Warwick Edinburgh Mental Wellbeing Scale (WEMWEBS)

**Activity**

Services that currently operate to deliver this type of service are currently fragmented across a number of contracts. As such, the activity information available is not clearly defined across the 3 service areas. The CCG is providing current activity levels in order to enable interested providers to take an informed view of the likely activity for this service.

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| --- | --- |
| Service | Total Number of Individuals Accessing 2016-17 |
| Day Service – Mental Health and Homeless | **107 active members** |
| Total number of attendances at groups –women’s group, BME cultural group, computer/cookery/relaxation groups | **1,840** |
| Day trips/cultural activities | **5 group outings** |
| Employment Service (IAPT) | **90 referrals accepted** |
| Job retention | **35** |
| Employment support | **27** |
| Employment Advisors caseload | 35 |
| Appointments | 760 |
| Other contacts including telephone | 480 |
| Discharges | 130 |
| Employment Service (Secondary Care CMHTs) |  |
| Referrals | 122 |
| Average caseload | 30 |
| Referrals | 230 |
| Job retention referrals | 40 |
| Discharges | 190 |
| Befriending | 90 clients |
| Befriending hours | 915 |
| Befrienders (volunteers) | 18 active |
| Stepped support to access mainstream activities | 330 |
| Information and Advice | 830 clients |
| Contacts | 1840 |
| City and Guilds handyman training | 49 clients |
| Dirty Cleaning – hoarding deep cleaning | 500 cleaning hours |
| 4 Volunteers | 160 jobs completed |

**Commercial Information**

The annual budget is anticipated to be no more than £500,000 and the CCG intends to award a 3 year contract with the provision to extend for a further 2 years. The CCG will welcome providers input in proposing efficiencies, both financial and in terms of how these services can be delivered.

The CCG is open to collaborative bids. .

**Estimated Procurement Timeframe**

The CCG’s current plan is to run a single stage procurement process, according to the following timeline:

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| --- | --- |
| Activity | Date(s) |
| Market Engagement | 13 – 27 October 2017 |
| Engagement Event | 2 November 2017 |
| Invitation to Tender Issued | 5 December 2017 |
| Bid Submission Deadline | Midday, 19 January 2018 |
| Bidder Interviews | 1 February 2018 |
| Contract Award | Mid-February 2018 |
| Mobilisation | From 1 April 2018 |