

Transitions to Adulthood Hub Mental Health Service
Market Warming Event Q&A
18.03.21

Procurement

Q. When would the partnerships between NHS Trusts and VCS organisations be formed?

- Partnerships would need to be formed in advance of submitting the bid to enable a partnership bid.

Service scope

Q. How many young adults do you expect to be referred to the service?

- MOPAC is undertaking work to establish estimated throughput across the pilot duration. Anticipated referral volumes will be included in the tender documents.

Q. What tools/assessments will be used to screen for mental health issues?

- It is for the supplier to decide upon the most appropriate screening tool to meet the service requirements.

Q. What would the screening be for?

- The aim of the screening is to identify mental health or neurodivergence needs, which will enable the supplier to recommend and deliver interventions to address these needs.

Q. Does the psychologist need to be provided by the NHS? Or could they come from a community organisation?

- Relatability and cultural competency will be highly valued. The preference is for staff delivering interventions to come from VCS organisations.

Q. Would the psychologist work directly with young adults or play a supervisory/oversight role to mental health caseworkers delivering the intervention?

- This would be decided on a case-by-case basis depending on need.

Q. Will group work be part of the model?

- Bids with an element of group work are welcome.

Q. Will the model include a psychiatrist?

- Yes, it is anticipated that psychiatrist support will be needed.

Q. Will the service be delivered from the hub?

- Yes, the service will be delivered from the hub or from an agreed alternative reporting location within Newham. There may be some young adults which require referrals into specialist services – in such cases, the supplier would manage and oversee the referral. However, it is expected that the majority of mental health needs will be met in-house by the service.

Q. Could you confirm that premises are provided and funded separately and that this will not be the responsibility of the provider or come out of this budget?

- Yes, premises are provided.

Q. What are the service operating hours?

- The service operating hours will align with the probation office opening times: 9-5 Monday to Friday with flexibility for evening appointments on certain days. Full details will be provided in the tender documents.

Q. Is MOPAC open to people with lived experience delivering the service?

- Yes.

The hub

Q. What are the other services in the hub?

- Other services include accommodation support, service user feedback, employment support, mentoring, substance misuse, restorative justice. Additional services will be commissioned based on service user feedback.

Q. How will you ensure a coherent service which does not overwhelm service with referrals to multiple services?

- Young adults will have a single point of contact. The hub team will sequence support to ensure young adults receive support for their most pressing need first.

Q. How will the risks of young adults attending the hub be managed?

- This risk is managed by Probation with risk assessments undertaken to assess young adults' suitability to attend the office. An alternative reporting location for young adults will be identified within the borough for young adults who are unable to report to the hub. The supplier will be required to deliver from this alternative reporting location too.

Q. Has MOPAC considered the risk of overlap with CFO Activity hubs?

- Yes, the CFO Activity Hubs are based in south London so there is minimal risk of overlap.

Q. Why was Newham selected as the site for this pilot?

- The decision on pilot location was based on analysis of volume, need and local crime data. Newham has a high volume of young adults on probation, with higher than average violence and drug offences.

Q. You mention there is currently no option to extend the contract beyond March 2023. What will happen to the service after that? And what are MOPAC's intentions for the model if the pilot goes well?

- The pilot is fully funded by government's Shared Outcomes Fund until end of March 2023. The pilot will be fully evaluated to inform decisions on extension or wider roll-out. At present, it is not possible to provide certainty of funding post-March 2023, so the service may come to an end at this point. However, interim reports are built into the evaluation to assess the model's effectiveness well in advance of the anticipated end date and to support conversations on extension.