

Annex A to RFI – Service Description

CONTENTS

Service Description	1
1. INTRODUCTION	2
2. PURPOSE	2
3. BACKGROUND TO THE AUTHORITY	2
4. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT	3
5. SCOPE OF REQUIREMENT	4
6. SERVICE LEVELS AND PERFORMANCE	Error! Bookmark not defined.
7. ADDITIONAL REQUIREMENTS	Error! Bookmark not defined.
8. LOCATION	10
9. BUDGET	11

1. INTRODUCTION

- 1.1 The White Paper, People at the Heart of Care, described the Government's vision for all those working in adult social care to feel valued for their vital role in enabling the dignity and independence of the people they support and their families. People in social care should experience a rewarding career and see that there are opportunities to develop and progress. Within this Paper, the Government announced plans to support and invest in the development of the adult social care workforce.
- 1.2 The care workforce is already made up of highly skilled professionals performing vital and complex work under pressure, and these new qualifications are about standardising the delivery of specific areas of training to give the workforce the skills and tools they need to deliver high quality care, as well as contributing towards common professional standards across the Sector.

2. BACKGROUND TO THE AUTHORITY

- 2.1 The Health and Care system, led by the Department of Health and Social Care (DHSC), touches the lives of everyone in the country. DHSC is responsible for ensuring the system consistently delivers a high standard of care and secures the best possible value for money from over £120bn of taxpayer's funds allocated by Parliament.

3. BACKGROUND TO THE ADULT SOCIAL CARE WORKFORCE

- 3.1 Adult social care (ASC) covers social work, personal care and practical support for all adults with a physical disability, learning disability, physical or mental illness. Around 950,000 adults in England receive some form of long-term social care support, which is focused on enabling a sustained and independent quality of life. ASC is largely a SME-dominated and private market, with an estimated 17,900 organisations involved in providing or organising care in England (2021/22).¹
- 3.2 In total in 2021/22, there is estimated to be 1.5 million people working in ASC (with 1.17 million being full-time equivalent filled posts).² The workforce is largely in the independent sector (79% independent workers, 7% local authority and 7% Direct Payment Recipients), and, ultimately, independent employers determine terms and conditions of employment.³

¹ Skills for Care, 2022, The State of the Adult Social Care Sector and Workforce in England

² Skills for Care, 2022, The State of the Adult Social Care Sector and Workforce in England

³ Skills for Care, 2022, The State of the Adult Social Care Sector and Workforce in England

4. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 4.1 This requirement focuses on two new qualifications that we want to bring forward for the workforce as part of a series of measures the Government is taking to invest and upskill the social care workforce:
- A new Care Certificate qualification
 - A new digital leadership qualification
- 4.2 The Authority is seeking a partner who can develop specifications for the two qualifications above, working closely with the care sector and training and qualifications sectors. In each case we expect that the provider will work to produce a qualification specification that awarding bodies can quickly work from to devise qualifications that they would then accredit in the usual way.
- 4.3 The Authority is seeking a Supplier who can work at pace to deliver qualification specifications by the middle of the 2023/24 financial year. It is expected that this shall be a five month project from the point of signing a contract.

Care Certificate qualification

- 4.4 The Care Certificate is an already defined set of standards that provides a baseline level of knowledge and skills for new starters.
- 4.5 Currently delivery of the Care Certificate standards is not uniform, and organisations often require new staff to repeat the Care Certificate from scratch, even if staff have already completed the training in a different organisation. Many providers will deliver the Care Certificate themselves in house which leads to different ways of delivering the content, despite the fundamental standards being the same. By introducing a new qualification for the sector, the aim is to address these issues of lack of portability and lack of standardisation in how the Care Certificate standards are delivered.
- 4.6 The Authority is seeking to develop a new Care Certificate qualification based on the existing Care Certificate standards. The main deliverable will be a qualification specification that will form the basis of individual Awarding Organisation qualifications. The Supplier shall work collaboratively with both the health and social care sector and qualifications and training sector to develop this specification.

Digital skills qualification

- 4.7 At present there are no existing qualifications explicitly supporting the development of digital skills in social care. Only three qualifications exist in the digital social care space (related to digital well-being, awareness of technology enabled care and awareness of assisted living technology). However, these existing qualifications do not align with the standards of a newly developed

Digital Skills Framework⁴ and evidence indicates they are not meeting the needs of the workforce⁵.

- 4.8 The Authority is seeking to develop a new digital leadership qualification (a Level 5 award) based on the newly developed Digital Skills Framework. The main deliverable will be a qualification specification that will form the basis of individual Awarding Organisation's qualifications. The Supplier shall work collaboratively with both the social care sector and qualifications and training sector to develop the specifications.
- 4.9 The qualification will be focused at Level 5 in order to develop digital leadership skills among members of the workforce in leadership and management roles (e.g. Registered Managers).

5. SCOPE OF REQUIREMENT

5.1 Skills required for both qualifications:

- Ability to draft a qualification specification to a high standard as recognised by the care sector and awarding organisations who have experience in delivering social care qualifications –
 - Ability to describe learning outcomes
 - Ability to describe assessment principles
- Ability to work collaboratively with the social care (and where applicable health) sector to convert principles of best practice into knowledge and skills outcomes
- Ability to work collaboratively with the training and qualifications sector to design a specification that has broad support in the training and qualifications market
- Ability to work collaboratively with the Government to meet Key Performance Indicators and regularly update on work
- Ability to develop qualification specifications at pace

5.2 Requirement to engage the social care sector and training and qualifications sectors

⁴ [Digital Skills Framework - Digital Social Care](#)

⁵ [NHSX Technology and Digital Skills Review Main Report November 2021.pdf \(ipsos.com\)](#)

- This requirement applies to both qualifications, and as far as possible the Authority would favour an engagement plan that is targeted towards a representative cross-section of the sector, whilst remaining proportionate.
 - At least two main review milestones for the sector and other key stakeholders to review a draft specification
- The Supplier shall engage with the following groups, set out in Annex B (further detail around performance and KPIs is set out in the following section):
 - Care sector providers, and provider representatives. Providers engaged should represent a cross-section of the sector, with different sizes and geographic locations and settings represented.
 - Members of the care workforce and representative organisations. Engagement with members of the workforce should reflect diversity of the workforce in terms of types of role, setting, and protected characteristics.
 - Members of the training and qualifications sector. Engagement should represent a cross-section of the sector in order to ensure the design of the specification has broad support in the training and qualifications market
 - Members of the healthcare workforce and representative organisations. As above, engagement would need to reflect diversity of the workforce in terms of types of role, setting and protected characteristics.
 - Individuals or organisations that can provide insight into those with lived experience (other than the workforce itself)
 - Local government/commissioner representatives (LGA, ADASS)
 - Care Quality Commission
 - Those with expertise of frontline delivery and training of care workers, including the DHSC Chief Nurse and Chief Social Worker
 - Training providers
 - Other stakeholders agreed with the authority during project scoping

5.3 Government's Objectives for both new qualifications:

- Set the foundation for high quality training for the care workforce. There are requirements to conduct stakeholder testing through the development of the qualification specification, which will be the main ways that quality of training is guaranteed.
- Portable – it is essential that once a member of the workforce achieves the qualification, it is accepted by employers in the care sector. This will avoid the need for repeat training. The Supplier shall develop a detailed specification that will lead to a high level of standardisation between different awarding bodies' versions of the qualification specification. The Supplier shall work with the awarding body sector during the development of the qualification specifications.
- Accessible to all care workers, with learner-centred experience – it is essential that the new qualifications are accessible to all learners in the sector. The specifications developed as part of this project shall be accessible and the Supplier shall demonstrate their methodology to provide accessibility to the Authority
- There are also objectives that relate to each qualification specifically:
 - The new Care Certificate qualification shall provide the basis for a new knowledge and skills baseline for care workers. It is essential that the sector has confidence in the new qualification as providing the key knowledge and skills that all care workers need to feel confident in their role, and deliver safe, high-quality care. The Supplier shall achieve a consensus view amongst stakeholders where there are differing views about how the qualifications should be designed.
 - The new digital leadership qualification will be targeted at those in leadership/management roles in social care to help improve understanding of:
 - (a) The benefits of digital technology for supporting delivery of high-quality care;
 - (b) The skills required to implement and use digital tools safely and in an ethical, person-centred way; and
 - (c) The potential for technology to aid service improvement
 - The qualification shall provide opportunities to develop digital leaders in the social care sector. Training providers shall build confidence and inspire learners to explore digital opportunities to transform the services they work in.

5.4 Content of the Care Certificate qualification

- Learning outcomes based on the existing [Care Certificate standards](#). The Care Certificate standards already detail knowledge and skills, and therefore the content shall not deviate significantly from the standards as they already exist. However, the Supplier shall develop these learning outcomes so that they represent best practice, as recognised by the sector and stakeholders who the Supplier will engage with during this project.

5.5 Content of the Digital Leadership qualification

- Learning outcomes shall be based on the seven themes of the newly developed Digital Skills Framework⁶. This framework is currently published in draft and is being refined in consultation with the sector as part of the NHS Transformation Directorate's Digitising Social Care programme. The completed framework will set out defined knowledge criteria for each of the seven themes, covering basic digital skills required by all workers through to more advanced digital skills, aimed at those in leadership and management positions. An updated version of the Digital Skills Framework will be shared with the successful Supplier.
- Consideration should be given to the recommendations of the 2021 Technology and Digital Skills Review when designing the qualification specifications.
- Additionally, learning outcomes should be closely aligned to a forthcoming 'What Good Looks Like' Framework for digital transformation in adult social care; as above, a draft of this framework will be shared with the successful Supplier (see the NHS Transformation Directorate website for a version currently targeted at health leaders)⁷.

Main deliverables

Output	Description
A qualification specification	The specifications shall be based on the Care Certificate standards, and the newly developed Digital Skills Framework, and include learning outcomes and assessment principles that could be quickly turned by an Awarding Organisation into a fully operational qualification. The format of the specifications should be downloadable word documents or PDFs.

⁶ [Digital Skills Framework - Digital Social Care](#)

⁷ The framework for adult social care will build upon the What Good Looks Like framework currently aimed at NHS leaders: [What Good Looks Like framework - What Good Looks Like - NHS Transformation Directorate \(england.nhs.uk\)](#)

	<p>The specifications shall be designed to ensure that any resulting qualifications result in high quality accessible training for the care workforce.</p>
Sector and specialist engagement	<p>Engagement with a cross-section of care providers – as per Annex B – in informing the design of the qualification specifications to meet sector needs. This could include creating and running a working group with key sector representatives. These stakeholder engagement plans must be agreed with the Authority in advance.</p> <p>Submitting development work to the Authority and care sector representatives at agreed milestones (suggested milestone plan outlined below).</p> <p>Engagement with awarding organisations and training providers. Stakeholder engagement plans must be agreed with the Authority in advance.</p> <p>Engagement with all stakeholders listed at 4.2 of this document.</p>
Authority engagement	<p>The Authority shall be closely involved in project scoping, and during the development process itself.</p> <p>Minimum of weekly progress meetings, and through more frequent (i.e. more than once a week) checkpoint/stand-up meetings.</p> <p>As above, the Authority also expects to review the specification draft ahead of drafts being submitted for formal review to sector representatives. The Authority will also review the fully-drafted specification before finalisation.</p>
Exit plan	<p>Exit Plan to include:</p> <ul style="list-style-type: none"> - List of all IPR created in the contract and where it can be accessed - Learned Experience Notes - Communications plan and summary of the engaged stakeholders. Minutes/meeting records must be submitted as part of this - Handover of all sector engagement documentation. - Rationale for learning outcomes decisions taken, and notes on suggested interpretation for AOs and training providers - Anything other listed in Order Schedule 10 Exit Management

6. KEY PERFORMANCE INDICATORS

6.1 The KPIs below set out performance expectations across key areas of the work to develop new qualifications.

No	KPI	KPI Description	Metric	Timescale
1.	Engagement with Key External Stakeholders	<p>Supplier shall engage with key stakeholders in the sector to ensure the decisions and quality of the qualification specifications being developed are fit for purpose.</p> <p>The Supplier shall engage with all of the groups of stakeholders listed in the stakeholder list – annex B.</p> <p>Engagement shall be varied and appropriate based on the stakeholder, as per the stakeholder list at Annex B.</p> <p>Stakeholders from each group listed in stakeholder list at Annex B, shall consist of a varied type of stakeholder that represent different geographies, organisational size and type.</p> <p>The Supplier shall provide an overarching engagement plan to the Authority on how they will meet these requirements which the Authority must agree to.</p> <p>At each stage of the engagement cycle within the plan, the Supplier will refine this plan and seek further agreement from the Authority.</p>	<p>At least 8 Awarding organisations must be engaged and shown the draft specification.</p> <p>Stakeholders from the stakeholder list must be engaged</p>	<p>Initial engagement – W/C 10/04/23</p> <p>Draft Specification shared – W/C 8/05/23</p> <p>Final draft of Specification shared for comments – W/C 26/06/23</p> <p>Overarching engagement plan to be delivered by the second week of the contracting period. The refinement of each engagement cycle to be delivered within 5 Business Days of each engagement cycle</p>
2.	Turnaround of Key Milestones and Feedback of	The Supplier shall deliver the draft/final specification with the Authority within three Business Days of the milestone date, as per Annex A in the specification,	Delivery of key drafts and final version of the specifications at agreed	Draft and Final Specifications delivered to Authority within three Business

	Key Milestones	<p>unless otherwise agreed in writing with the Authority.</p> <p>The Authority shall provide comments and feedback on draft specifications. All of the feedback issued by the Authority shall be addressed to the satisfaction of the Authority, within seven business days of the Authority returning feedback in writing, unless otherwise agreed in writing by the Authority. The Authority shall agree in writing when the feedback has been addressed to the satisfaction of the Authority.</p>	<p>milestones.</p> <p>100% of comments and feedback that are issued in writing are addressed to the satisfaction of the Authority</p>	<p>Days of Milestone Date</p> <p>Feedback addressed within 7 business days of feedback being issued in writing</p>
--	----------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------

7. CONTRACT MANAGEMENT

The Supplier shall -

- 7.1 Attend a minimum of weekly meetings to report on progress in meeting KPIs. There may be more frequent checkpoint/stand-up meetings the Supplier will be required to attend, which will be agreed between the authority and supplier.
- 7.2 Provide prompt and accurate management information about delivery of the contract to the Department of Health and Social Care
- 7.3 Develop robust reporting mechanisms to provide the Authority with formal updates on their performance and meeting KPIs to agreed timescales and formats
- 7.4 Once protocols and procedures have been agreed with the Authority, deliver the contract in accordance with them and only refer decisions to the Authority where existing protocols and procedures are silent, or where there is justification for reviewing them
- 7.5 Seek agreement from the Authority on all plans involving stakeholder and sector engagement

8. LOCATION

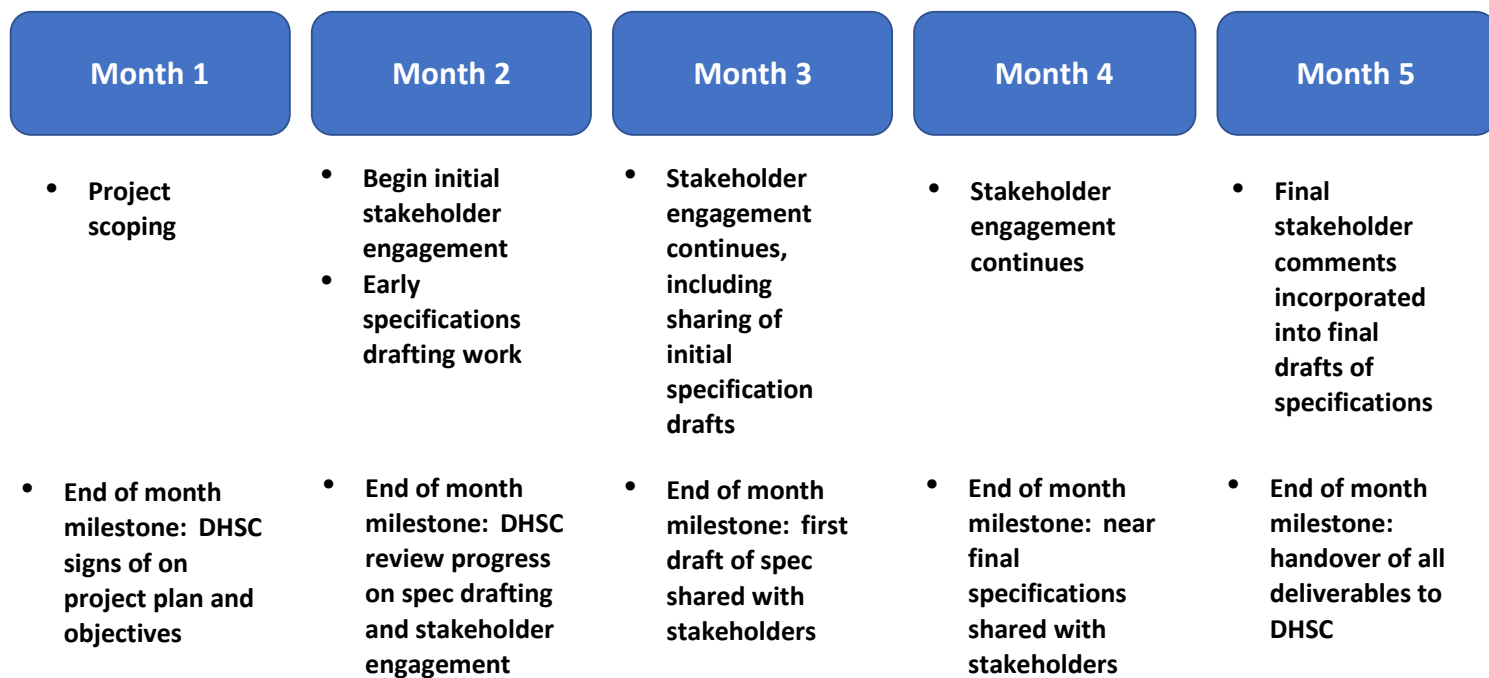
- 8.1 The majority of employees at the Authority are currently working in a hybrid way, with a mix of home working, and working at the following locations:
 - 39 Victoria St, London SW1H 0E
 - Quarry House, Leeds LS2 7UE

- 8.2 Although we are not setting requirements around attendance at the above locations, we would encourage some face-to-face meetings between DHSC and the Supplier on occasions.
- 8.3 It will not be possible for the project team to work at DHSC locations unsupervised. Working patterns may be subject to discussion, and the Authority is open to reviewing working arrangements if the above becomes a barrier to progressing work.

9. BUDGET

- 9.1 The budget for this work is up to £260,000 (including VAT).

ANNEX A – SUGGESTED TIMELINE OF ACTION



ANNEX B – SUGGESTED STAKEHOLDERS FOR ENGAGEMENT

