



Better Security, Better Care

Expression of interest to identify the key market drivers for a digital support service

Background

Better Security, Better Care is a national programme to improve data and cyber security in the adult social care provider sector. It is led by a programme board whose members include NHSX, NHS Digital, NHS England and Improvement, the Local Government Association, the Association of Directors of Adult Social Services and, on behalf of the care provider sector, [Digital Social Care](#). You can find more about the programme [here](#).

The BSBC programme supports the adult social care sector with resources and assistance to help care providers complete the Data Security & Protection Toolkit (DSPT). The DSPT is a free, online self-assessment for health and care providers to evaluate and improve their data and cyber security. It's an ambitious programme with the aim that all CQC registered adult social care services will have completed the DSPT to 'standards met'. The programme is delivered by a diverse group of care sector organisations, including many local care associations, with colleagues from the NHS, ADASS and local councils also involved.

Better Security, Better Care is led by a programme board whose members are NHSX, NHS Digital, NHS England and Improvement, the Local Government Association, the Association of Directors of Adult Social Services and, Digital Social Care on behalf of care providers.

Reflecting the increased importance of the secure sharing of information between health and care services, the programme wishes to identify the key market drivers for a digital support service.

The project

We are providing grant funding for a discrete piece of work to scope the key market drivers for a digital support service for care providers which includes DSPT compliance.

There has been an increase in the marketplace of private companies offering DSPT support to care providers, however the perceived quality of these services is variable. The Better Security, Better Care programme is not intended to provide a long-term

support function and so to ensure quality and consistency we wish to explore opportunities to develop the market for commercial support to small and medium enterprise (SME) care providers in the future.

Anticipated outcomes:

1. Map the support that is already provided by NHS Digital and Digital Social care and what gaps in support this might leave for care providers, with a specific focus on SME care providers.
2. Identify key service elements including wider digital support, policies, guidance and training which would most benefit care providers.
3. Scope services which are already on the market to provide DSPT support to care providers.
4. Compare other subscription type models used by SME providers e.g. HR, health and safety etc.
5. Identify a palatable price point for SME care providers and a minimum viable product for service providers.
6. Explore the potential for a 'recommended provider' status hosted through Digital Social Care.
7. Establish a template specification to support care providers procuring IT and digital support which includes DSPT compliance.

Timescales

EOI deadline	19th November 2021
Application review and clarifications	w/c 22nd November 2021
Grant awards	26th November 2021
Projects go live	6th December 2021

All work on this project must be completed by **31st March 2022**

The maximum available budget for this work is £75,000.

Expression of Interest

should include the following information:

- Company details.
- A brief summary of relevant experience.
- A brief summary of how you would undertake this work and the process you would propose to follow.
- Brief project plan with timescales
- Your price for completing this work with a budget for the project

Expressions of interest will be reviewed by a group which may include representatives from any of the programme partners listed in the background given above.

The submissions scoring will be weighted towards those who can demonstrate relevant experience in the social care sector.

Experience	50%
Project Delivery	30%
Budget	20%

Expression of Interest form

Organisation and contact information	
Name of organisation	
Contact name	
Role in organisation	
Phone number	
E-mail address	
Postal address	
What type of organisation are you? For example, a company, a registered charity, a local council? Please give any company, charity or other registered numbers.	

Organisation Experience	
A brief description of your organisation's main activities: 300 words	
Give examples of similar projects your organisation has completed: 750 words	

Project Delivery

<p>How will you achieve the outcomes of this project? Please detail the activities you will undertake for this project</p> <p>750 words</p>	
<p>Will you subcontract any part of this work? If so who with and what role will they play in the project?</p> <p>250 words</p>	
<p>Please include a project plan as an appendix to this application – no word limit</p>	

<p>Please summarise your proposed project budget and confirm the amount of funding you are seeking</p>	
Budget heading	Amount
TOTAL PROJECT BUDGET	
AMOUNT OF FUNDING REQUESTED (IF DIFFERENT)	

Authorised representative of the organisation making this application	
<p>I confirm that:</p> <ul style="list-style-type: none"> • I have read and understood the Expressions of Interest guidance above. • I am authorised to make this expression of interest on behalf of my organisation. • The information given is, to the best of my knowledge, true and complete. • I agree that the information I have provided in this form may, for the purposes of considering my organisation's interest in this programme, be shared with and processed by the Programme Partners¹, the Institute of Public Care at Oxford Brookes University and the RNHA's Programme Manager. 	
Signed	
Name	
Date	

¹ The Registered Nursing Home Association (RNHA), the Local Government Association, NHSX and NHS Digital.