

From: Andrew Scott-Clark, Director of Public Health
To: Clair Bell, Cabinet Member for Adult Social Care and Public Health
Date: 30th April 2021
Subject: Bereavement Support Services in Kent and Medway – Contract Award

Key decision: 20/00132

Classification: Unrestricted

Past Pathway of report: Health Reform and Public Health Committee 21st January & 10th March 2021

Future Pathway of report: None

Electoral Division: All

Summary:

Kent County Council (KCC) has been awarded funds via Kent and Medway CCG and NHS England's National Suicide Prevention Programme to commission bereavement support services for under 25-year-olds and people bereaved by suicide (all ages).

A paper was presented to Committee on January 21st 2021, which outlined KCC's intention to procure two new bereavement support services for individuals across Kent and Medway. It provided the opportunity for members to comment on the commissioning model. A second paper was then presented to Committee on March 10th 2021 which provided an update on the procurement of the above services and set out the proposed decision to award the contract.

This paper sets out why the decision is being recommended to the Cabinet Member to award the contract for the relevant services.

Recommendation:

The Cabinet Member for Adult Social Care and Public Health is asked to:

- Approve the award of the contract for bereavement support services for three years with potential for extension by up to two years.
- Delegate authority to the Director of Public Health to take relevant actions, including but not limited to; entering into relevant contracts or other legal agreements and approving extensions within the agreed 5-year maximum period, as necessary to implement the decision.

1. Introduction

- 1.1 A paper was presented at Health Reform Public Health Committee on 21st January 2021, which outlined KCC's intention to procure two new bereavement

support services for individuals across Kent and Medway. One is a specialist bereavement support Service for under 25-year-olds and the other is a support Service for people bereaved by suicide (all ages).

- 1.2 A second paper was then presented at Health Reform Public Health Committee on March 10th 2021, which provided an update on the procurement of the above services and set out the proposed decision to award the contract upon the completion of the evaluation process detailed below.
- 1.3 KCC is leading this work, with funding secured from the Kent and Medway Clinical Commissioning Group (CCG) and NHS England's National Suicide Prevention Programme.
- 1.4 These services will help to fill a gap in the current provision, which is especially important as more people may experience bereavement linked to Coronavirus (COVID 19).

2. Key Service outcomes

- 2.1 Through engagement events with the market and people with lived experience, we have understood the variation in the type and level of support needed for both groups and, therefore, decided on an outcomes approach to these new services.
- 2.2 The Service(s) outcomes will be met by ensuring that there is staff in place with the relevant knowledge and capability to provide personalised support to both identified groups.
- 2.3 The key outcomes for these services are set out below:
 - Improve service user's resilience and their capacity to cope in their surroundings
 - Improve service users physical and mental health (measured by evidence-based tools)
 - Personal goals and outcomes achieved, maintained, or progress towards
 - Reduction in stigma and discrimination

3. Commissioning Model and Procurement Approach

- 3.1 Despite some similarities and shared outcomes between the needs of the groups requiring bereavement support, there are distinct differences in workforce skills and the required type of support. Therefore, two separate services will be commissioned in Lots covering both Kent and Medway and will be broken down as:

LOT 1- Specialist Bereavement Service for under 25-year-old

The Service will provide specialist counselling for those aged (3 1/2) to 25 years old who are experiencing complex grief. The specialist support is to be delivered by qualified Counsellors with experience in bereavement.

LOT 2- A Support Service for people bereaved by suicide (all ages)

The service will support people bereaved by suicide to receive the practical and emotional support they need. The service will help family and friends both

in the initial days and weeks after the death, as well as signposting support for people who have been bereaved by suicide in previous years.

- 3.2 KCC are leading on the procurement of both bereavement services, however, KCC Public Health Team and Kent and Medway CCG have worked collaboratively throughout the procurement process to engage with the market, develop the service specification, and form evaluation questions.
- 3.3 KCC issued the opportunity via Find a Tender on the Kent Business Portal on 25th January 2021.
- 3.4 The evaluation of each of the tenders began on 25th February 2021 and is still going through the process due to taking the negotiation route. The evaluation is being undertaken by panel members selected for their knowledge and experience. Members of the evaluation panel include Commissioners from KCC, Medway Council and Kent and Medway CCG, Data Analyst, CCG Quality Lead. For Lot 1, questions were also evaluated by young people and for Lot 2, we invited people with lived experience of suicide to evaluate selected questions.

4. Contract Mobilisation

- 4.1 Subject to the contract award decision by the Cabinet Member, contract mobilisation will commence on 3rd May 2021, and the anticipated contract start date will be 16th August 2021.
- 4.2 A Mobilisation Board will oversee the deployment of the contract with responsibility for monitoring progress against the new Provider (s)' mobilisation plans. The focus will be to ensure the services are ready to be delivered safely in line with service standards and implement sufficient workforce and infrastructure in place for when the contract starts.
- 4.3 The Mobilisation Board members will include KCC and CCG Commissioning Officers, representatives from new Provider(s), service users, and other key stakeholders such as Kent Police.

5. Financial Implications

- 5.1 The contract will be for three years with a possible two-year extension. The maximum total amount for both services, including possible two-year extensions, is £1,493,750 over five years.
- 5.2 These Services will be funded by Kent and Medway CCG and the Kent and Medway Suicide Prevention Team. KCC, commissioning the services on behalf of the CCG, will be the accountable body for financial monitoring and contract management.

6. Corporate implications

- 6.1 The following implications are relevant to this project:
 - **Legal** - The procurement will adhere to the Public Contracts Regulations 2015. Legal advice will be sought if required to support the creation of the contracts. Monitoring of the contract will ensure the successful Provider

adheres to all relevant legislation as set out in the contract, such as Health and Safety Law and COVID safe regulations.

- **Equalities:** Equality Impact Assessments (EqIA's) have been undertaken for both services. These outlined that both services are likely to have a 'Low' Adverse Equality Impact. We will ensure the Services adopt a flexible and accessible approach to people's needs. Consideration will be given to the protected characteristics of 'Age' and 'Religion and Beliefs', which are most likely to be impacted by these services. It will be a requirement for the awarded Provider to conduct an Equality Impact Assessment on their delivery model.
- **Data:** Data Privacy Impact Assessments have been completed. It is a requirement within the Service Specifications for the awarded Provider(s) to complete a DPIA for the data for which they are the controller.
- **Other corporate implications:** The services will interact with several other functions within the Council and the wider system of support services, including Adult Social Care, Integrated Children's Services, Education, Kent Police, Mental Health Providers, Coroner's Office, and local charities. Development of a Communications plan to engage key stakeholders will be a vital part of the contract mobilisation.

7. Governance

- 7.1 The commissioning of these services, via KCC contract award, is a Key Decision and subject to the normal Executive Decision process.
- 7.2 It is proposed that the Cabinet Member will approve the contract award and authorise appropriate delegations to the Director of Public Health Services to implement the decision.

8. Conclusions

- 8.1 KCC has commenced and is ready to two bereavement support services to support; bereavement support services for under 25-year-olds and people Bereaved by Suicide (all ages). The Invitation to Tender went live on the Kent Business Portal on January 22nd and closed on February 22nd.
- 8.2 It is proposed that the Cabinet Member for Adult Social Care and Public Health to approve the contract award of these services on 30th April 2021. This will allow a mobilisation period to commence so that services are ready to start in August 2021.
- 8.3 These new services will fill an identified gap in current provision and support those impacted by bereavement and suicide to improve their resilience, ability to cope, physical and mental health.

Recommendation(s):

The Cabinet Member for Adult Social Care and Public Health is asked to:

- Approve the award of the contract for bereavement support services for three years with potential for extension by up to two years.

- Delegate authority to the Director of Public Health to take relevant actions, including but not limited to; entering into relevant contracts or other legal agreements and approving extensions within the agreed 5-year maximum period, as necessary to implement the decision.

9. Background Documents

- 9.1 Health Reform and Public Health Cabinet Committee January 21 2021 - Bereavement Support Services in Kent and Medway
<https://democracy.kent.gov.uk/documents/s101532/Report.pdf>
- 9.2 Health Reform and Public Health Cabinet Committee March 10 2021 - Bereavement Support Services in Kent and Medway- Procurement Update
<https://democracy.kent.gov.uk/documents/s102720/Item%2011%202021-03%20HRPHCC%20Public%20Health%20Bereavement%20V3.pdf>
- 9.3 National Bereavement Alliance (2017) *A guide to commissioning bereavement services in England*. Accessed via web:
<https://nationalbereavementalliance.org.uk/wp-content/uploads/2017/07/A-Guide-to-Commissioning-Bereavement-Services-in-England-WEB.pdf>

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