



**Author/Lead Officer of Report:** (Dave Luck, Commissioning Officer, Mental Health)

**Tel:** 2734762

**Report of:** Laraine Manley, Executive Director, Communities  
**Report to:** Cabinet Member for Health & Social Care  
**Date of Decision:** September 21<sup>st</sup> 2016  
**Subject:** Sheffield Mental Health Guide

Is this a Key Decision? If Yes, reason Key Decision:-	Yes	<input checked="" type="checkbox"/> Y	No	<input type="checkbox"/>
- Expenditure and/or savings over £500,000		<input type="checkbox"/>		
- Affects 2 or more Wards		<input checked="" type="checkbox"/> Y		
Which Cabinet Member Portfolio does this relate to? Health and Social Care				
Which Scrutiny and Policy Development Committee does this relate to? Healthier Communities and Adult Social Care				
Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input checked="" type="checkbox"/> Y	No	<input type="checkbox"/>
If YES, what EIA reference number has it been given? 904				
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/> N
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:-				
<i>"The (report/appendix) is not for publication because it contains exempt information under Paragraph (insert relevant paragraph number) of Schedule 12A of the Local Government Act 1972 (as amended)."</i>				

**Purpose of Report:**

The Sheffield Mental Health Guide is a website that provides information about mental health conditions and the services and support that are available to help people in Sheffield. The current contract held by Sheffield MIND ceases on March 31<sup>st</sup> 2017. The report proposes that the service is re-commissioned.

**Recommendations:**

The Cabinet Member is asked to:

- Approve the re-commissioning of the Sheffield Mental Health Guide
- Approve the procurement strategy as set out in the Report.
- Delegate authority to the Director of Commissioning, Communities, in consultation with the Director of Finance and Commercial Services to determine the exact form of tender including contract terms
- Delegate authority to the Director of Commissioning, Communities, in consultation with the Director of Finance and Commercial Services to award the contract following the tender process

**Background Papers:**

<b>Lead Officer to complete:-</b>	
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.
	Finance: Jane Wilby
	Legal: Deepak Parma
	Equalities: Liz Tooke
<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>	
2	<b>EMT member who approved submission:</b> Laraine Manley
3	<b>Cabinet Member consulted:</b> Cate McDonald
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Decision Maker by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.
	<b>Lead Officer Name:</b> Dave Luck
	<b>Job Title:</b> Commissioning Officer, Mental Health

**Date:** 06/09/16

## 1. PROPOSAL

The Sheffield Mental Health Guide is a well-established service, which has been operated by Sheffield MIND for a number of years, most recently on a contract from April 2014 – March 31<sup>st</sup> 2017. The website is supported by telephone support in office hours. This telephone support is to offer signposting rather than counselling or to deal with crisis situations.

With one in four people suffering a mental health problem each year it is essential that we find accessible and innovative ways to inform and advise people about how to respond when mental health problems arise.

The provision of information of mental health support and services is in line with the Council's legal duty to provide information and advice under the Care Act 2014. In addition under the Crisis Care Concordat the Council has committed to provide information on local support and advice on how to access urgent help. This is in line with one of the four key priorities under the Concordat:

*[Access to support before crisis point](#) – making sure people with mental health problems can get help 24 hours a day and that when they ask for help, they are taken seriously.*

We believe a website continues to be the most agile and cost effective way to provide information across the city. The aspiration for the re-commissioning of the guide is to build upon the foundations of the existing service to develop a website that is more accessible and better promoted. The goal is for everyone in Sheffield to know about the guide so that they can access support if they or someone they know experiences a mental health problem.

The proposed specification for the guide will include the following:

- A clear narrative that help is available, that people are not alone in what they are experiencing and that recovery is possible
- Symptom based information with an emphasis on stories of service users in recovery
- Clear information of available support linked to condition information with routes to book/make contact where possible
- Links to wider information including local activities that promote well-being including links between mental health and long term physical conditions
- A strong social media presence

## **2. HOW DOES THIS DECISION CONTRIBUTE?**

The Sheffield Mental Health Guide will provide a tailored means of providing relevant information about mental health conditions and available support for Sheffield people. A requirement of the provision of the guide will be that the site is engaging, user friendly and widely promoted. This contributes to the Council's ambition to be an 'In touch organisation' by providing information that enables people to access the support that is right for them and will support them to become more resilient.

The guide aims to increase awareness of common mental health problems and provide good quality, relevant and up to date information and advice for those who are suffering from a mental health problem or know someone who is. In this way our aspiration is to reduce stigma and enable people to respond to concerns as early as possible in order to prevent them escalating. Alongside this we will signpost to activities that will promote people's health and wellbeing.

This will contribute to the following specific corporate plan health and well-being priorities:

- To promote good health
- To tackle and prevent ill health
- To enable people to make healthy lifestyle choice

## **3. HAS THERE BEEN ANY CONSULTATION?**

The proposal to re-commission the Mental Health Guide is being developed in consultation with the Mental Health Service Improvement Forum, which is made up of current users of mental health services. The process of re-commissioning the guide has also included conversations with Council colleagues (*Communities Business Strategy, CYP*), Sheffield CCG and Healthwatch. In addition greater links are also being forged with both Universities.

We have worked closely with the current service provider, Sheffield MIND, which has developed a steering group to inform the ongoing operation of the guide.

The successful provider would be required to engage a diverse range of people on an ongoing basis both to develop and to refine the guide to ensure it provides the right information in an effective way.

## 4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

### 4.1 Equality of Opportunity Implications

- 4.1.1 An equality impact assessment (904) has been carried out to inform the tendering and operations of the guide.

This will include ensuring that the guide is easy to use for those supporting people without internet access or for those whom English is not their first language. The site content will be required to be in a printable form so this can be passed to people who cannot access the site themselves.

The service specification will require the site to comply with the accessibility standard WCAG 2.0 AA (Web Content Accessibility Guidance) in order to be accessible for people with disabilities.

As a Public Authority, we have legal requirements under Section 149 and 158 of the Equality Act 2010. These are often collectively referred to as the 'general duties to promote equality'. To help us meet the general equality duties, we also have specific duties, as set out in the Equality Act 2010 (Specific Duties) Regulations 2011.

We have considered our obligations under this Duty in this report and in particular those relating to **disabled people** and the Council is committed to ensuring that all citizens, particularly those who are most vulnerable, have access to the information and support they need to access services and make decisions about their lives. See the EIA for more detail

Notwithstanding our legal responsibilities under the Equality Act, we believe that it is critically important that we understand how the difficult decisions taken by the Council impact on different groups and communities within the city, and that we take action to mitigate any negative impacts that might be highlighted.

Tackling inequality is crucial to increasing fairness and social cohesion, reducing health problems, improving wellbeing and helping people to have independence and control over their lives. It underpins all that we do.

### 4.2 Financial and Commercial Implications

- 4.2.1 The Mental Health Guide will be commissioned for three years with the option to extend for a further two years. At current rates the cost over five years would be £335,000 to be funded from the mental health commissioning budget. Through competitive tendering this cost may be reduced.

### 4.3 Legal Implications

- 4.3.1 The Care Act 2014 provides the legal framework against which care services must be provided. The main principles of the legislation are that whenever a local authority makes a decision about an adult, they must promote that adult's wellbeing and to ensure the provision of preventative services - that is services which help prevent, delay or reduce the development of care and support needs.

Under the Care Act 2014 a local authority must exercise its functions with a view to ensuring the integration of care and support provision with health provisions and health related provision where it considers that this would:

- Promote the wellbeing of adults in its area, with needs for care and Support and the wellbeing of carers in its area.
- Contribute to the prevention or delay of the development by adults in its area of needs for care and support or the development by carers in its area of needs for support; or
- Improve the quality of care and support for adults and of support for carers, provided in its area (including the outcomes that are achieved from such provision).

The Council has the power to enter into contracts by using the general power of competence contained in Section 1 of the Localism Act 2011.

The commissioning of the Mental Health Guide will be subject to the Council's Contract Procedure Rules.

## 5. **ALTERNATIVE OPTIONS CONSIDERED**

- a) To not produce dedicated mental health information.

This would remove a source of tailored information for those experiencing mental health problems. This is not in line with our commitment to the Crisis Care Concordat. Other websites cannot fill the gap. For example the Sheffield Directory has too broad a remit and NHS Choices does not include information on local services.

- b) To produce printed materials

This would be expensive and such materials would quickly go out of date.

## **6. REASONS FOR RECOMMENDATIONS**

The Sheffield Mental Health Guide is a tailored, flexible and affordable source of information to Sheffield residents about how to deal with mental health problems, which will affect one in four people at some stage in their life.