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Report of: *John Macilwraith*
Report to: *Cllr George Lindars-Hammond*
Date of Decision: *25 April 2022*
Subject: *Recommissioning of the Sheffield Mental Health Information Guide*

Is this a Key Decision? If Yes, reason Key Decision:-	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
- Expenditure and/or savings over £500,000	<input type="checkbox"/>	
- Affects 2 or more Wards	<input type="checkbox"/>	
Which Executive Member Portfolio does this relate to? (<i>Insert title of Portfolio</i>)		
Which Scrutiny and Policy Development Committee does this relate to? (<i>Insert name of Committee</i>)		
Has an Equality Impact Assessment (EIA) been undertaken?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
If YES, what EIA reference number has it been given? (<i>Insert reference number</i>)		
Does the report contain confidential or exempt information?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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"The (report/appendix) is not for publication because it contains exempt information under Paragraph (insert relevant paragraph number) of Schedule 12A of the Local Government Act 1972 (as amended)."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 Information Guide provides information and advice on mental health conditions and the support services available in the city and nationwide.
- The contract for the Sheffield Mental Health Information Guide, with an approved 6-month extension, is due to expire 30 September 2022. We are therefore seeking approval to tender, procure and award a contract to a provider to develop and maintain an All-Age Mental Health Information

Guide.

- This will ensure that there is the provision of information for people of all ages, and their families, friends, and health professionals, who require information on mental health conditions and the support services that are available in the city and nationally.

Recommendations:

1. Approval of the commissioning and procurement of the Mental Health Information Guide, in line with this report.
2. Delegate an authority to the Executive Director of People, in consultation with Director of Finance and Commercial Services, where there is no existing authority, to negotiate, agree terms and to award such contracts to successful tenderers.
3. Delegate an authority to the Executive Director of People, in consultation with Director of Finance and Commercial Services, where there is no existing authority to take such steps to meet the aims and objectives as set out in this report

Background Papers:

(Insert details of any background papers used in the compilation of the report.)

Lead Officer to complete:-	
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: <i>Ann Hardy</i>
	Legal: <i>Henry Watmough-Cowie</i>
	Equalities: <i>Ed Sexton</i>
	<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	EMT member who approved submission: <i>John Macilwraith</i>
3	Executive Member consulted: <i>George Lindars-Hammond</i>
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.

Lead Officer Name: <i>Sam Martin</i>	Job Title: <i>Head of Commissioning</i>
Date: <i>07/04/22</i>	

1. PROPOSAL

1.1 1.1 Background and Context

- 1.1.1 The Sheffield Mental Health Information Guide provides information for people experiencing mental health problems about what support is available and how to access mental health services in Sheffield. This is through an online platform called the Sheffield Mental Health Guide.
- 1.1.2 Nationally it is understood that one in four adults will experience a mental health problem in their lifetime. It is further understood that loneliness and isolation, lack of awareness and stigma are significant issues to overcome for people to access support with mental health problems.
- 1.1.3 In Children and Young People 1 in 6 experience a mental health problem, with almost 75% of Children and Young People not accessing the support and information they need.
- 1.1.4 To meet the needs of people requiring up to date information on a local and national level the Sheffield Mental Health Information Guide provides a specific resource for people in this area. The Council is legally obliged to provide advice and information under the Care Act 2014.

1.2 Current service delivery

- 1.2.1 The current provider of this service is Sheffield Flourish, a third sector mental health charity. The current contract has been in place for 5 years with an end date (inclusive of a 6-month contract extension) of 30 September 2022.
- 1.2.2 The Sheffield Mental Health Guide has exceeded its set targets year on year since the contract commenced in April 2017. The Guide has seen a steady increase of hits to the websites each year with an 223% increase from 2017/2018 to 2021/22. Since 2017 there has been:
- 283,384 web hits to the site.
 - 39 focus groups held.
 - 1,765 Twitter followers.
 - 7,745 referrals to services from telephone/email enquiries.
 - 53,088 referrals to services directly from the website.
- 1.2.3 Promotion of the Guide to health professionals, GPs and community groups is ongoing.
- 1.2.4 The Guide has evolved to incorporate a resource section that is aimed at professionals or the public looking for information. These resources include information on mental health services explained, physical health checks,

wellbeing, and bereavement support. The most recent resource includes information about physical health for people with severe mental illness.

1.2.5 Regular focus groups are held by the provider with people using the service, providers of mental health services and health professionals. The purpose of these groups is to seek feedback to inform and improve service provision. Because of these consultations:

- Changes to the homepage were implemented, and the site is now built around the search feature, making it clearer that it is a directory (and more usable).
- Sheffield Flourish was commissioned to design and link the Sheffield Suicide Support and Prevention webpage to the Guide making it clear and concise as possible, making signposting as simple and effective and involving 24/7 support services, text, face to face and telephone support.

1.3 Proposal

1.3.1 The proposal is to commission an All-Age Sheffield Mental Health Information Guide. The Guide is on an on-line platform and its primary focus is targeted at adults. However, during the Covid pandemic, the scope of the Guide was expanded to include information for Children and Young People. Building upon this resource it is proposed to formally develop and incorporate mental health information for Children and Young People within the Guide so that the Guide becomes an all-age Sheffield Mental Health Guide.

1.3.2 The Guide includes information on Autism specific provider services, it is proposed to strengthen this information on the provider services in the city and promote the Guide with key stakeholders.

1.3.3 The Guide will incorporate information about Mental Health Services in Sheffield and wider national services that people can refer to if they, or someone they know, is experiencing a mental health problem in order to know what support is available.

1.3.4 A mapping exercise will be required to be carried out on services in the city and nationally to identify key providers, professionals and organisations that provide mental health support to Children and Young People and an engagement plan with these organisations will need to be produced.

1.3.5 The Guide is to be accessible and well promoted, so that people know where to access information on support when they need it and enable them to access help when they or someone they know experiences a mental health problem. This will support people, carers, family members and friends to make informed choices about how to respond to mental health problems.

1.3.6 For those who are unable to access digital technology, digital inequalities

will be addressed through a requirement to produce and publish paper copies of the Guide and to distribute these amongst stakeholders. To meet this requirement two separate copies of the Guide will be required – one that captures adult information and another that is for children and young people.

- 1.3.7 To support people with telephone queries, telephone support is to be offered Monday–Friday during office hours to address any queries people may have about the website. This support will include signposting people to provider services in the city.
- 1.3.8 An active social media presence is required, and the information within the social media platforms must be accessible, suitable, and relevant to the wide range of people accessing mental health information.
- 1.3.9 The Guide is co-designed with the people using the website to ensure that the content of the information is meeting their needs and that accessibility of the website. This could include people with lived experiences, family members, Children and Young People and carers. Strong links are to be forged with providers of mental health services, and they will be involved in the development and updating of information on the website.
- 1.3.10 Partnership working with health professionals is essential to co-design resources that provides information on a range of topics. This will support professionals and people requiring information about mental health conditions and other topics and where to find support.
- 1.3.11 Linked to the Guide is the Sheffield Suicide Support and Prevention website, which provides information and support for anyone who is experiencing suicidal thoughts or for anyone who is worried about someone else. It will be a requirement that these connections are maintained, and the weblink from the Guide to the Sheffield Suicide Support and Prevention website must be easily accessible and identifiable.
- 1.3.12 The following are likely key milestones:

IEM Meeting	25 April 2022
Service Specification completed	May 2022
Invitation to Tender issued	June 2022
Contract Award	July/August 2022
Contract Go Live	1 October 2022

2. HOW DOES THIS DECISION CONTRIBUTE ?

- 1.4 As part of this recommissioning proposal the Council aspires to achieve several outcomes for Sheffield people, which are outlined in section 6 of this report. These outcomes are very much aligned with the vision of Sheffield’s

[new Adult Social Care Strategy](#), 'Living the life you want to live', which was agreed by the Cooperative Executive in March 2022.

- 1.5 This proposal also assists the Council to meet its statutory duties under the Care Act 2014.
- 1.6 Comparisons have been made with what other advice and information websites that local authorities provide for this cohort both locally and nationally. It is clear from these comparisons that there is a varied approach to providing this type of advice and information in different local authorities, some are highly informative and interactive like the Sheffield Mental Health Guide, whilst other websites tended to offer links to specific Guides with no interactive functions.
- 1.7 This proposal will build on the high-quality offer that is already available to Sheffield people.

3. HAS THERE BEEN ANY CONSULTATION?

3.1 A series of meetings and conversations with stakeholders have been held, including a scoping meeting with stakeholders:

- Sheffield Health and Social Care NHS Foundation Trust
- Sheffield Children's NHS Foundation Trust
- Sheffield NHS Clinical Commissioning Group
- Sheffield City Council
- Mental Health Partnership Network

3.2 As a result of these consultations and conversations with stakeholders the key areas that were identified as being important for the recommissioning include:

- To incorporate children and young people's information and provider services to the Guide.
- When developing the Children and Young People's resource to be mindful of the language used and tailor the information so that is suitable for this cohort.
- Strengthen and promote Autism specific information and promote this information to wider key stakeholders in the city.
- When entering the home page of the Guide it should be clear where to

find information for Adults and for Children and Young People.

- To make it clear on the 'I need help page' who to contact in an emergency for Adults and who to contact for Children and Young People.
- That the links with Sheffield Suicide Support and Prevention are maintained and that the link to the website is clear and accessible on the Guide.
- A requirement that information is inclusive and in an accessible format and complies with the Government's [accessible information standards](#).

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality of Opportunity Implications

- 4.1.1 An Equalities Impact Assessment (EIA) has been completed alongside an action plan. The EIA will be reviewed on a regular basis.

Re-commissioning the service should have a positive impact across all protected groups and particularly on disabled people with mental health problems. Potential providers will be asked, in their tender response, to demonstrate how they will create a Diversity Plan, how their staffing and training reflects this process, and their ability to work with other organisations and resources to ensure that information is relevant and up to date.

The proposal aims to provide accessible information, advice, and guidance, with broad aims of promoting greater social and financial inclusion, independence, and choice, and supporting health and wellbeing. This will help to reduce inequality between people who share the protected characteristic of disability (and other protected characteristics) and those who do not and is therefore supportive of all aspects of the Public Sector Equality Duty.

4.2 Financial and Commercial Implications

- 4.2.1 The current annual spend for this contract is £67,000 per annum. Sheffield CCG have committed recurrent funding to support the development, inclusion and maintenance of children and young people's advice and information to the Guide and an allocation for the publishing and the distribution of copies of the Guide so that digital inequalities are met. Estimated spend on the contract should and must remain within the budget envelope, depending on what is bid by providers, in order to ensure no further pressure is exerted on the Councils' budget position.

It is proposed to procure a 3-year contract with an option to extend for a further year. This length will deliver the best possible outcomes and our existing standard terms and conditions enable contract flexibility to meet changing needs. Providers will be invited to tender for the proposed activities as described in section 1 of this report.

It is recommended that the contract will be awarded following a two-stage (Restricted) tender process in line with Public Contract Regulations 2015 and Sheffield City Council standing orders.

4.3 Legal Implications

4.3.1 The Council has a legal obligation to provide advice and information under the Care Act 2014.

Officers are mindful of the importance of putting into place appropriate arrangements to secure the desired outcomes, ensure compliance with legal requirements and protect the Council's position.

It is noted that the procurement will be undertaken in line with Light Touch Regime the list of services to which the Regime applies is set out in the Public Contracts Regulations 2015, and Council's own Standing Orders through the advice and support of Commercial Services. Also, that the successful tenderer will be required to enter a formal written contract with the Council which will provide for effective service delivery at levels which accord with the Council's requirements

4.4 Other Implications

(Refer to the Executive decision making guidance and provide details of all relevant implications, e.g. HR, property, public health).

5. **ALTERNATIVE OPTIONS CONSIDERED**

5.1

As part as an options appraisal exercise, the other options identified were as follows:

Option	Pros	Cons
1. Do nothing / do not re-commission	<ul style="list-style-type: none"> • Savings to budget. 	<ul style="list-style-type: none"> • Contract will end and there will be no provision in the city. • The council will not be meeting its legal requirements under the Care Act 2014. • Could see an increase in demand for primary and secondary care services if people are not able to access mental health information they need to support themselves or

		others.
2. Recommission service in existing format	<ul style="list-style-type: none"> • Well established website fully engaged with the wider community and health professionals in the city. • Adults can independently search for localised and national provider services to help them understand their mental health and to access services independently. • Solid links and integration to the Sheffield Suicide Support and Prevention website. 	<ul style="list-style-type: none"> • Excludes information for Children and Young People.

6. REASONS FOR RECOMMENDATIONS

(Explain why this is the preferred option and outline the intended outcomes.)

6.1 It is anticipated that the recommended option will deliver the following outcomes:

6.1.1 The Council can meet its statutory duties under the Care Act 2014.

6.1.2 The service will address outcomes within the Adult Social Care Strategy 2021-2030 – Living the Life You Want to Lead:

- Safe and Well
- Active and Independent
- Connected and Engaged

6.1.3 People can access information on specific conditions, their diagnosis and treatment options.

6.1.4 People are able to make informed choices about how to respond to mental, health problems.

6.1.5 People are able to access activities and support that enable them to become more

resilient and to increase their chances of recovery.

