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Contract

Mental Health Specialist Advisory (and Support) Services

NHS Frimley Integrated Care Board (ICB)

F03: Contract award notice

Notice identifier: 2025/S 000-000027

Procurement identifier (OCID): ocids-h6vhtk-04cd3e

Published 2 January 2025, 2:14pm

Section I: Contracting authority

I.1) Name and addresses

NHS Frimley Integrated Care Board (ICB)

Marlborough Street South Plaza

BRISTOL

BS13NX

Email

scwcsu.cbprocurement@nhs.net

Country

United Kingdom

Region code

UKJ3 - Hampshire and Isle of Wight

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.frimley.icb.nhs.uk/>

Buyer's address

<https://www.frimley.icb.nhs.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Mental Health Specialist Advisory (and Support) Services

Reference number

PSCG0034

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Frimley Integrated Care Board (ICB) (The Commissioner), intends to commission Mental Health Specialist Advisory (and Support) Services.

The service delivers a high level of specialist expertise in relation to debt, welfare benefits, housing, and employment (in conjunction with IPS) advice to patients with significant mental ill health and is an essential part of the supportive infrastructure, maintaining people's independence and wellbeing, making this an essential service on the recovery pathway across Frimley.

This service has been commissioned as a model that supports access to an advisory service for all people with a significant mental health problem in the least restrictive, de-stigmatising way, whilst supporting the implementation of a 'recovery' focused approach at all times.

The aims and objectives of the service which have been met to date include:

- Evidence of alleviation of distress caused by concerns associated with debt, benefits, housing and employment issues through the user satisfaction surveys and any outcome management tools.
- Access to support and advice in a timely manner to directly address socially determined triggers for a mental health crisis.
- To improve the quality of life for adults with a mental health illness through access to a specialist service tailored to the client group, providing free, independent, confidential, and impartial advice for people who due to their illness are inhibited from using general advisory services at that point in time.
- Support, educate and raise awareness to ensure people with mental health problems are appropriately supported within general advisory services.
- Support clients to obtain additional and appropriate benefits to assist independence, support quality of life and recovery.
- Manage and reduce the debt burden of clients with a mental illness.
- Support resolution of housing or employment issues that may have a negative impact on their independence and mental well-being.
- Raise local and national awareness of the types of problems encountered by clients of the service.
- Reduce anxiety and stress by ensuring that clients that would benefit from support are able to access an advisor, or supported to do so, prior to escalation of their issues having a detrimental effect on their mental health.

The intention is to award this new contract to the existing provider East Berkshire CAB

(following a market engagement exercise) who have proposed an innovative collaboration (with themselves as the lead provider and contract holder).with the Frimley South equivalent service provider Heathlands CAB

This provides assurance of a high level of expertise and knowledge to continue delivery of this essential specialist service across Frimley North/East Berkshire.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £480,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

II.2.4) Description of the procurement

This service provides support to people presenting with significant mental health needs meaning they are unable to access or gain maximum benefit from a mainstream CAB offer or equivalent.

There is clear evidence of the stigma, discrimination, and difficulties people with mental health problems face in the work environment, the benefit system and dealing with housing and money services. These are just some of the areas in which people experience exclusion. Working, welfare and personal finance are key to maintaining a regular income. When something goes wrong, security and the daily routine is lost. So many of the issues that this service supports individuals with often are the trigger for a mental health crisis. The Community Mental Health Framework (NHS 2019) identifies the impact of social factors in creating health inequality and contributing to significant mental health need for individuals and recommends a joint approach between NHS and CVSE to provide support and intervention in a holistic way.

The service delivers a specialist advisory service to clients with significant mental health problems in the community who are unable to access, or be successfully supported by more generic community services, namely Citizens Advice (CA). If people can be supported by mainstream CA services, this will be the first point of contact and support.

Predominantly, people accessing this service will be under the care of

- Secondary care mental health services (e.g., CMHT, Crisis resolution / home treatment, IMPACTT)
- Mental Health Integrated Community Services (MHICS)
- Services for Personality difficulties, eating disorder, rehabilitation, IPS (individual placement support) and other services operating under the CMH Transformation model.
- MH Practitioners operating under the ARRS (Additional Roles Reimbursement scheme) in Primary Care Networks
- The service will also support people who have been admitted to a mental health in patient unit across Frimley if appropriate.

The service delivers a high level of specialist expertise in relation to debt, welfare benefits, housing, and employment (in conjunction with IPS) advice to patients with significant mental ill health and is an essential part of the supportive infrastructure, maintaining people's independence and wellbeing, making this an essential service on the recovery pathway across Frimley.

This service has been commissioned as a model that supports access to an advisory service for all people with a significant mental health problem in the least restrictive, de-stigmatising way, whilst supporting the implementation of a 'recovery' focused approach at all times.

The aims and objectives of the service which have been met to date include:

- Evidence of alleviation of distress caused by concerns associated with debt, benefits, housing and employment issues through the user satisfaction surveys and any outcome management tools.
- Access to support and advice in a timely manner to directly address socially determined triggers for a mental health crisis.
- To improve the quality of life for adults with a mental health illness through access to a specialist service tailored to the client group, providing free, independent, confidential, and impartial advice for people who due to their illness are inhibited from using general advisory services at that point in time.
- Support, educate and raise awareness to ensure people with mental health problems are appropriately supported within general advisory services.

- Support clients to obtain additional and appropriate benefits to assist independence, support quality of life and recovery.
- Manage and reduce the debt burden of clients with a mental illness.
- Support resolution of housing or employment issues that may have a negative impact on their independence and mental well-being.
- Raise local and national awareness of the types of problems encountered by clients of the service.
- Reduce anxiety and stress by ensuring that clients that would benefit from support are able to access an adviser, or supported to do so, prior to escalation of their issues having a detrimental effect on their mental health.

As a result of the market engagement, the ICB intends to award this contract under the most suitable provider process and the intention is to award for 2 years (+ 1 + 1).

The new contract will be provided from 1st July 2025 to 30th June 2027.

This procurement has been carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- No tenders or no suitable tenders/requests to participate in response to open procedure

Explanation:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by 15th January 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR'

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 December 2024

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Citizens Advice East Berkshire

Berkshire

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

3433043

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £480,000

Total value of the contract/lot: £480,000

Section VI. Complementary information

VI.3) Additional information

Conflicts of interest identified among group/committee/officer: 0.

The non-conflicted members have assessed the nature and risk of this conflict and have decided which steps to take to avoid or manage it. Potential steps may include: excluding the conflicted member from related discussions, excluding the conflicted member from decision-making, delegating the matter to a sub-committee of non-conflicted decision-makers, or seeking independent advice to help make the decision. This list is illustrative rather than exhaustive.

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to the relevant authority by 15th January 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

scwcsu.cbprocurement@nhs.net

VI.4) Procedures for review

VI.4.1) Review body

NHS Frimley Integrated Care Board (ICB)

Windsor

Country

United Kingdom