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Planning

Hammersmith & Fulham Mental Health Navigation Service

London Borough of Hammersmith and Fulham

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-035213

Procurement identifier (OCID): ocds-h6vhtk-04b2ab

Published 30 October 2024, 3:39pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Hammersmith and Fulham

London

London

W6 9JU

Email

procurement@lbhf.gov.uk

Country

United Kingdom

Region code

UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Internet address(es)

Main address

www.capitalesourcing.com

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Hammersmith & Fulham Mental Health Navigation Service

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

Hammersmith & Fulham (H&F) Council are commissioning a provider to deliver a Mental Health Navigation Service in the borough from Summer 2025. This will be a new service for H&F, that will act as a mental health-specific wraparound for another new Public Health-commissioned service that supports residents in navigating public health services in H&F.

The service will fall within the Provider Selection Regime under the Health Services (PSR's) Regulations 2023, and we are seeking market engagement to help us determine both the service specification and which process under the PSR to follow.

The core element of this service will be delivery of mental health navigation services to residents. The service requires a provider with high levels of clinical governance, appropriate organisational infrastructure, and an established track record of delivering mental health services.

II.1.5) Estimated total value

Value excluding VAT: £525,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKI33 - Kensington & Chelsea and Hammersmith & Fulham

II.2.4) Description of the procurement

Hammersmith & Fulham had the highest local suicide rate in London during 2021 – 2023, with a rate of 10.7 per 100,000 residents. This is in line with the England average rate of 10.7, but higher than the average for London region (7.0). The local suicide rate is particularly high in men, with Hammersmith & Fulham having the highest suicide rate in England for men aged 45 – 64 years during calendar years 2018 –2022(<https://fingertips.phe.org.uk/profile-group/mental-health/profile/suicide/data#page/1/gid/1938132828/ati/502/iid/41001/age/285/sex/4/cat/-1/ctp/-1/yr/3/cid/4/tbm/1/page-options/car-do-0>).

Every life lost to suicide is a tragedy and has a devastating impact on family, friends, and wider circles. There is no one cause of suicide and the factors that can lead to a person dying by suicide are often complex and varied, however with compassionate, proactive, wraparound care, the risk of suicide can be reduced.

We have identified a local need for additional wraparound Mental Health Navigation Service that will sit within a wider Wellbeing Navigation Service. H&F are seeking a

provider who has demonstrable experience working with residents to improve mental health outcomes. You will need to have good working knowledge of local health and care systems, and understand the local challenges in H&F.

There are several NHS and third sector mental health support services within the borough, but research and engagement with stakeholders tells us that, often, the range of services can be overwhelming, and when people are in high-risk, crisis, or vulnerable periods, their capacity to self-refer and navigate services can be limited. This highlights the need for a service which will operate under a proactive outreach model (alongside self-referrals) to help residents identify appropriate support needs. The service should be able to provide or signpost residents to different kinds of support, depending on their circumstances.

The core element of this service will be delivery of mental health navigation services to residents. The service requires a provider with high levels of clinical governance, appropriate organisational infrastructure, and an established track record of delivering mental health services.

Residents may self-refer into the service or be referred into by primary and secondary care providers. In order to provide proactive, protective support to residents following de-escalation from services, the provider will work closely with other public health commissioned services to provide holistic, wrap-around support.

The service will sit alongside a new wellbeing navigation service. The wellbeing navigation service will work closely with the mental health navigation service through being the single point of access, triaging and generating referrals, and then bringing the mental health navigation service in as and when required.

The resident, or service user, will complete a lifestyle behaviour assessment through the wellbeing service alongside the mental health navigation service to determine level of support needed. The resident, or service user, will complete a lifestyle behaviour assessment through the wellbeing service alongside the mental health navigation service to determine level of support needed. The support provided by the mental health navigation service at various tiers will include:

Tier two:

Mental health and wellbeing support

Consultation with service users who have been identified as requiring non-crisis mental health support to identify needs

Creation of personalised wellbeing plans

Tier three:

Consultation with service users who have been identified as requiring secondary/crisis mental health support

1:1 support from Psychiatrist

Creation of personalised wellbeing plans

Working with secondary care providers to strengthen referral pathways

PLEASE SEE ADDITIONAL INFORMATION

II.3) Estimated date of publication of contract notice

24 March 2025

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

The successful provider will need to demonstrate that they can deliver services of a continuously high quality (in line with NICE guidelines) and will be responsive to the needs of the diverse local population (as described in the H&F Suicide Prevention Joint Strategic Needs Assessment). The service will be monitored on an on-going basis to ensure they deliver the quality required.

It is important that appropriate professionals are used to deliver the service, including a registered psychiatrist and mental health counsellor, and that staff with expertise in monitoring and evaluation are used to ensure consistent and impactful collection and reporting of data. Service delivery must be flexible, with service users able to access support in person and online.

Further information:

The provider(s) will be required to be involved in partnership working under the wider navigation service, as well as with the Council and other local providers to support delivery of our Suicide Prevention Strategy and our Health & Wellbeing Strategy.

Bidders will be required to register on the Social Value Portal to enter social value commitments from H&F Themes Outcomes and Measures (TOMs) framework. The Successful Bidder is responsible for paying the Social Value Portal for Management Fee for the term of the contract.

Description of the geographical coverage: London Borough of Hammersmith & Fulham

The initial contract period is likely to be 3 years, with the option of a 2-year extension.

The indicative range of contract value will be: £95,000 - £105,000 per annum.

Services are currently funded from the ringfenced Public Health Grant and will continue to be fully funded from this grant once procured. Any potential reductions in funding will be in line with reductions in the Public Health Grant percentage reductions or within the conditions of the contract.

We would like to invite interested providers to attend a virtual market engagement event on Thursday 5th December 2024 14:00 – 15:00. This session will provide an overview of the proposed service model and procurement timetable. The aim of the event is to help identify all suitable providers and to assist with development of the service specification.

If you are interested in joining the event via Microsoft Teams please register your interest at this Eventbrite link:

<https://www.eventbrite.co.uk/e/engagement-event-for-hf-public-health-mental-health-service-tickets-1059585020319?aff=oddtcreator>

An invite to the event will be sent to you via email following this registration of interest.