**[](http://staffnet/index.cfm?articleid=1797)**

**Gloucestershire County Council**

**Soft Market Engagement**

**Gloucestershire Self Harm Helpline Service**

**Project Brief and Questionnaire**

**Instructions to Participate in this Soft Marketing Engagement**

# Please read this document, and if you feel that your organisation is able to contribute to this Soft Market Engagement, please complete the questionnaire, which is attached at the end of this document.

Respondents may enclose supporting information with their response but this is not necessary.

***Please return your questionnaire, via ProContract*** ([www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)) ***or to the team on one of the emails below, by close of play 12th July 2019***.

Depending on the range and number of responses, Gloucestershire County Council (GCC) may select a sample of interested parties for follow up discussions. Selection is at the discretion of GCC.

If you have any queries regarding the soft market questionnaire, please email a member of the team:

[Temi.folayan@gloucestershire.gov.uk](mailto:Temi.folayan@gloucestershire.gov.uk)

[Vikki.clarke@gloucestershire.gov.uk](mailto:Vikki.clarke@gloucestershire.gov.uk)

**Freedom of Information**

Please be aware that we are subject to the disclosure requirements of the Freedom of Information Act (FoIA) and that potentially any information we hold is liable to disclosure under the Act. For this reason, we would strongly advise that any information you consider to be confidential is labelled as such. In the event that a request is subsequently made for disclosure of information under the FoIA that request will be dealt with in accordance with the legislation.

# For the avoidance of doubt, please note that this has been issued by the Council purely for information seeking purposes of a soft market engagement, and will not formally begin any procurement or constitute any commitment by Gloucestershire County Council to undertake any procurement exercise.

Interested parties should note that a response to this notice does not guarantee an invitation to tender for any services which the Council may advertised, nor that the Council will procure any such services or accept any proposals offered. Conversely, not participating in the soft market testing exercise will not exclude any party from any involvement in the procurement process.

# Project brief

1. **Aim of Soft Market Engagement**

Self harm is linked with death by suicide; following an episode of self-harm, suicide risk is significantly increased. Reducing levels of self harm and preventing suicide are both highlighted for action in the *NHS Five Year Forward View for Mental Health* and are key priority areas detailed in the:

* Gloucestershire Suicide Prevention Strategy and Action Plan (2015-2020)
* Gloucestershire Mental Health and Wellbeing Strategy
* Gloucestershire Mental Health Crisis Care Concordat and Action Plan
* Multi-Agency Self Harm Pathway for Adults and Young People -Action Plan

We aim to understand if the market can provide a high quality non-medical helpline service which offers confidential emotional support and information on self harm for people in Gloucestershire.

This soft market testing exercise also aims to gauge the interest of providers to bid for providing such a service

1. **Aim and Objectives of the Service**

Self Harm refers to an intentional act of self-poisoning or self-injury, irrespective of the motivation or apparent purpose of the act, and is an expression of emotional distress (NICE, 2014).

Self-harm causes distress to families and is associated with poorer educational outcomes as well as increased health and social care costs. Self harm is an indicator of poor mental health and wellbeing and is linked with death by suicide.

Emergency hospital admissions are used as proxy for the prevalence of self-harm in England; Gloucestershire, and the South West as a whole, has a higher rate of emergency hospital admissions for self harm than England as a whole. It is widely recognised that hospital admissions do not reflect the true scale of the burden of self-harm due to the associated stigma in reporting. It is likely that the majority of people who self harm do not present in the emergency department. Local Data from the Online Pupil Survey in 2018 shows 81% of pupils had never self-harmed; while 5.2% were self-harming weekly or daily.

Gloucestershire County Council, via its public health duties, promotes mental wellbeing, and the prevention of poor mental health. A Self Harm Helpline service has been provided in Gloucestershire since 2010. The helpline provides support to people who self harm, those thinking about self harming, their family, friends, and professionals who work with them.

1. **The Current Service**

The Current service (Gloucestershire Self Harm Helpline) provides a confidential person-centred, non-medical support, and is open from 5pm until 10pm everyday of the year. This is facilitated via:

* Telephone helpline
* Texting helpline
* Website (includes information and advice)
* Webchat function

1. **Volumes/Locations/Other specifics**

The current provider of the Gloucestershire Self Harm Helpline (SHHL) operates from a local office space based in Cheltenham, Gloucestershire. The SHHL service includes a core team who work alongside bank staff and volunteers.

In addition to providing self harm support (which includes signposting to relevant local services), staff promote the service at local events.

During 2018/2019, the helpline received nearly 4000 contacts through either telephone calls, text or webchat.

The provider of the Gloucestershire SHHL service is a member of the Helplines Partnerships (HLP) and has held the Helplines Quality Standard (a nationally recognised quality framework which defines and accredits best practice in the delivery of none face-to-face information, support and advice).

1. **The Future Service**

The contract for the current provision ends on the 31st of March 2020 and we are currently considering a contract for 1 year, plus 2 further options each of 1 year duration.

This provides GCC with the opportunity to review and explore options for the service longer term, with consideration being given to the potential to broadening the scope of provision.

1. **Next Steps/Procurement**

Gloucestershire County Council has developed a short questionnaire (attached at the end of this document) which interested parties are invited to complete.

All information provided will be treated in confidence and will be used only for internal decision making within GCC and will not be shared with any other parties.

Following an analysis of feedback we might invite further discussion.

1. **Indicative Timelines.**

*These are intended as a general guide only.*

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| --- | --- |
| **Market Engagement** | June/July |
| **Tender Stage** | August/September |
| **Evaluation** | September/October |
| **Award Contract** | November/December |
| **Implementation** | January - March |
| **Contract Start** | April 2020 |

**Soft Market Questionnaire**

|  |  |
| --- | --- |
| **Organisation’s Name** |  |
| **Contact’s Name** |  |
| **Contact’s position** |  |
| **Address** |  |
| **Telephone** |  |
| **Email** |  |
| **Web address** |  |

**Question 1**

Do you currently offer a help line service delivering phone chat /text /webchat/website which is capable of providing local signposting, information and advice?

Would you be able to meet all aspects of this project’s scope? If not, please provide further information, or any future plans you have to incorporate these, indicating anticipated time periods for implementation?

|  |
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**Question 2**

Is there anything outside the project scope that you feel would be beneficial for GCC to consider for this service?

|  |
| --- |
| Max word count 500 |

**Question 3**

We would be interested to understand what factors are likely to influence your level of interest in this tender?

|  |
| --- |
| 🞏  Service provision  🞏 Contract length  🞏 Contract value  🞏 Other  Please add feedback here |

**Question 4**

Would you be interested/not interested in bidding for this project?

|  |
| --- |
| Please delete as appropriate and provide any further feedback:  *Yes, I’m interested*  *No, I’m not interested*  **Feedback:** |

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