

HAC5621 INTEGRATED INFORMATION, ADVICE and GENERAL ADVOCACY SUPPLIER MARKET TESTING

Akbal Ahmed – Senior Commissioner
Wayne Elliott - Data Protection Officer
Julia Estruga – Procurement Manager

15th November 2019

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AGENDA



- Service Requirements
- GDPR requirements
- Procurement Process
- Next steps
- Q&A

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Service Requirements

Akbal Ahmed

Senior Commissioner



The service

- The model has been co-produced with local providers, residents and stakeholders from the Tower Hamlets Together Partnership (THT).
- Delivers on Tower Hamlets Together outcomes and priorities.
- The vision is to give residents better **access** to excellent IAA at the right time and in the right way to support them to live independent, healthy and fulfilling lives.
- High quality information (which is relevant, accessible and accurate) is essential for all residents who need, or may need support in order to know their rights and to live independently, available through the digital portal, helpline, outreach (and text service, Textphone, Skype, email, etc)
- It will not deliver Care Act Advocacy.
- Information, advice and advocacy as defined by the Advice Quality Standard (AQS) and the Advocacy Quality Performance Mark (QPM), and provider will be accredited with the QPM and AQS.



The service

- The branding for the service will be developed and owned by the council. The council will work with the provider to build a strong, credible and reliable brand 'independent of the council'.
- The provider will be committed to developing strategies to actively increase volunteering opportunities and to actively engage with volunteers to help support the delivery of services.

The service



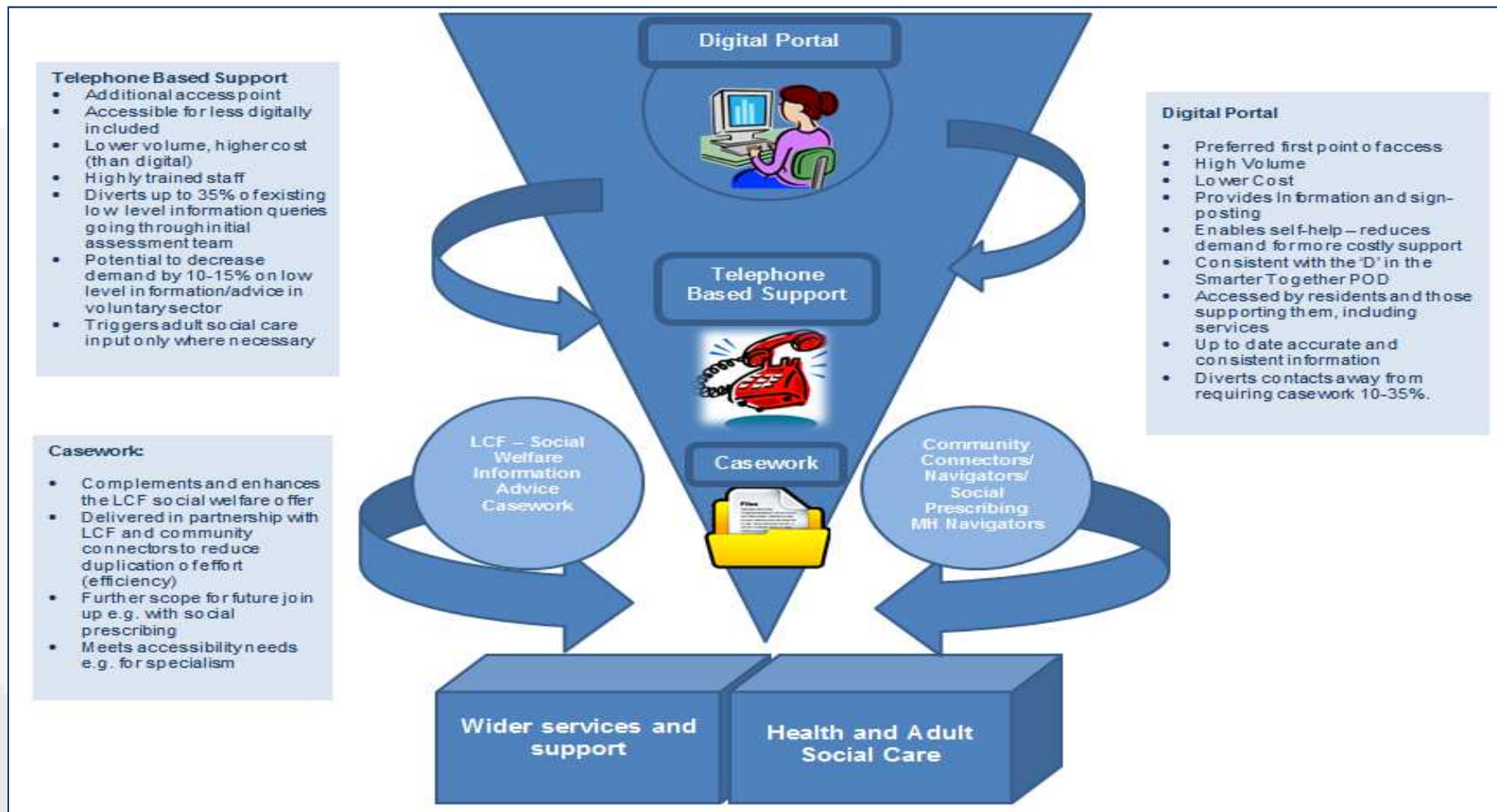
The service will offer early help to residents and adult carers through a digital portal, telephone based triage/information service that operates as the adult social care front door and supported by outreach in the community.

Information and advice will be available on a 24/7 basis through the digital portal and have a information and advice from across the Tower Hamlets Together (THT) partnership supported by a single, up-to-date directory of services for the whole system in a central place.

It will support the council to manage demand on its adult social care front door and health services by providing free, independent, quality-assured IAA on health, social welfare, and social care in order to resolve and prevent or delay needs/problems escalating.

The service will operate 8am-6pm Monday-Friday (excluding bank holidays). And will have a dedicated telephone number and email address.

Available for all people aged 18+ and resident in Tower Hamlets including adult carers supporting a borough resident.



The model



1. Digital portal

The digital portal is being developed in three phases. Phase 1 to be complete early next year. This phase will focus on user accessibility and updating the information pages and the directory of services.

2. Centralised helpline

Helpline staff will be expected to spend time talking to, relating with, and understanding the lives of users and providing appropriate support through information and advice in an enabling way.

3. Hub and outreach

Will compliment the helpline and digital portal by providing face-to-face information, advice and advocacy at locations throughout the borough, and will link in with other funded info/advice services, community navigators/mental health navigators/social prescribing and others.

4. Network Function

A lead in developing a network with existing health, social welfare and social care services to encourage sharing of best practice and joined-up working in order to provide a service that compliments existing services and addresses any gaps/unmet demand in IAA provision across the borough over the lifetime of the contract.

Information, advice and advocacy



Digital portal



The council will be responsible for the development of the digital portal and will work with the service provider to develop online tools for residents that will enable independence as far as possible and reduce the need for telephone support service.

The provider will be responsible for updating and maintaining accurate information on pages and the directory.

The provider will ensure that information is in plain English and that information is accurate and available in a range of accessible formats for residents with a range of needs and disabilities.

Phase 1: June 2019 – April 2020

- Assist v3.0 Upgrade
- Infrastructure (information and advice pages)
- E-market place
- Directory of services
- Online assessment

Phase 2: April 2020 onwards

- Micro commissioning
- Professional zone
- Link into the council's new CRM
- Link into the NHS app

Phase 3: Sep 2020 onwards

- Social prescribing
- Virtual wallet
- Single sign-on
- Appointments booking system (tbc)
- Beds management booking system (tbc)

An enhanced digital offer

Key:

Directly on the portal



Link from/to the portal

Wellbeing Wheel
Set goals, find support to improve wellbeing



Health, social care and welfare information and advice **NEW**



Information and advice service

Telephone support



WE HAVE



Micro Commissioning
Broker care and



Social Prescribing
Connecting residents to community help and support

Events calendar

Open access for all to upload community events



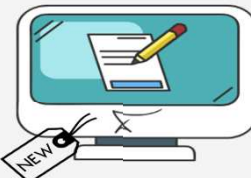
NHS App

Link from NHS app to Digital Portal

WHAT WE WANT



Online assessments
To enable self-management



Single sign-on enabled



Emarketplace to purchase support



Virtual Wallet

To enable online transactions, a bit like PayPal



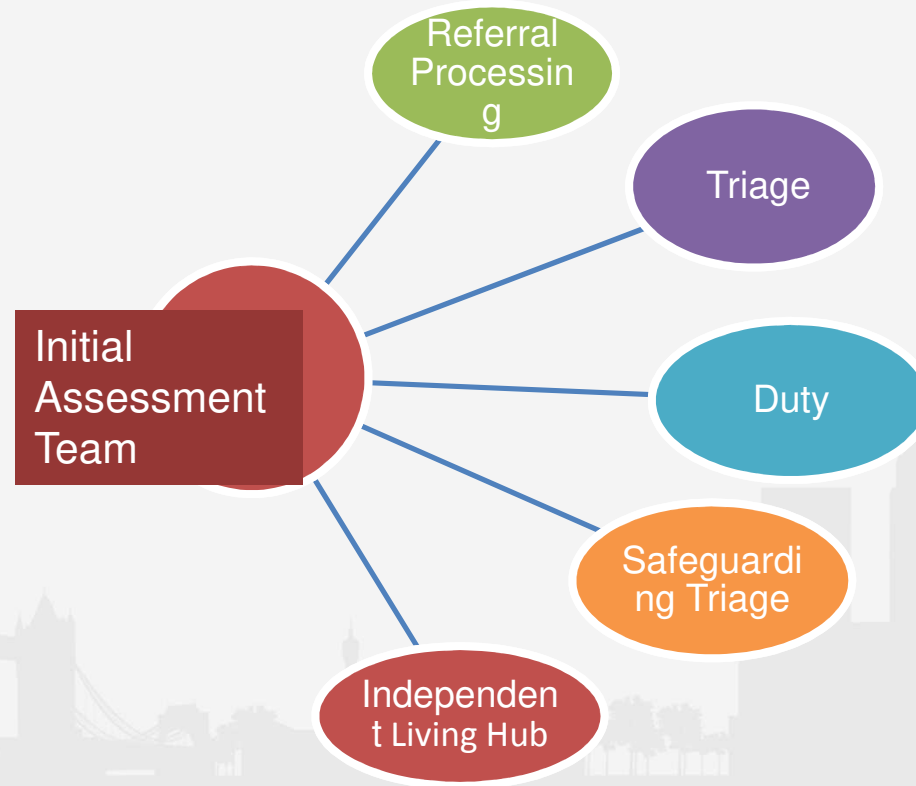
Initial Assessment team



One of the front doors for adult social care in LBTH.

- First point of contact/access for all new assessment requests, reviews, provision of equipment to facilitate safe hospital discharges and to provide general information and advice around social care issues.
- The main duty system for the adult services (excluding CMHT).
- Intake and processing of all safeguarding queries
- 9am-5pm service with **5 sub-teams**
- Out-of-hours service provided by the council's Telecare teams

Initial Assessment team



Initial Assessment team



1. Referral processing

- Intake and screening of referrals on phone, email, fax, online.
- Contacts and case notes of all interaction on Fwi
- Message taking for social care practitioners.
- Simple contacts not necessarily related to adult care e.g. housing, welfare related queries- contacts that do not lead to professional intervention/ request for an assessment from social care .
- Provider queries
- Information and advice
- Waiting List queries
- Telecare / Assistive Technology
- Signposting for financial / benefits assessments/ Housing advice /
- Referrals to other agencies e.g. Age UK, emarket / accredited retailers

2. Triage

- Triage is a process of gathering information to determine how best to resolve a person's query. The remit of the triage team is two-fold:
- To triage new referrals (where there is insufficient information to make a rapid decision on where to send referral) received via IAT Referrals Processing Sub Team (RPT) (Front Door Service)
- To find out further information about and risk assess any contacts received regarding open cases (i.e. where person is receiving a package of care but has no allocated worker, or is worker is away).
- Proportionate, strength based assessment over the phone
- Triage explores preventative services such as voluntary, community, health, Reablement services and cost effective solutions where possible
- Outcomes may be closure, information and advice, signposting, referral to Reablement, urgent support, equipment, advocacy services.

Initial Assessment team



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3. Duty

- Provide an urgent response within seven days for all teams
- Breakdown of care
- Carer stress
- Moving and handling
- Provider issues

4. Safeguarding Triage

- Responsible for all safeguarding queries, Merlins
- Screens, risk assessment and protection planning, work with partner agencies for the safety of residents.
- Panel members of DV MARAC and Prostitution Panel

5. Independent Living Hub

- Expert resource for equipment and assistive technology ,
- Carrying out assessments and clinics Independence East refresh,
- Trusted assessor training with internal and external partners,
- Streamlining simple major adaptations, etc.

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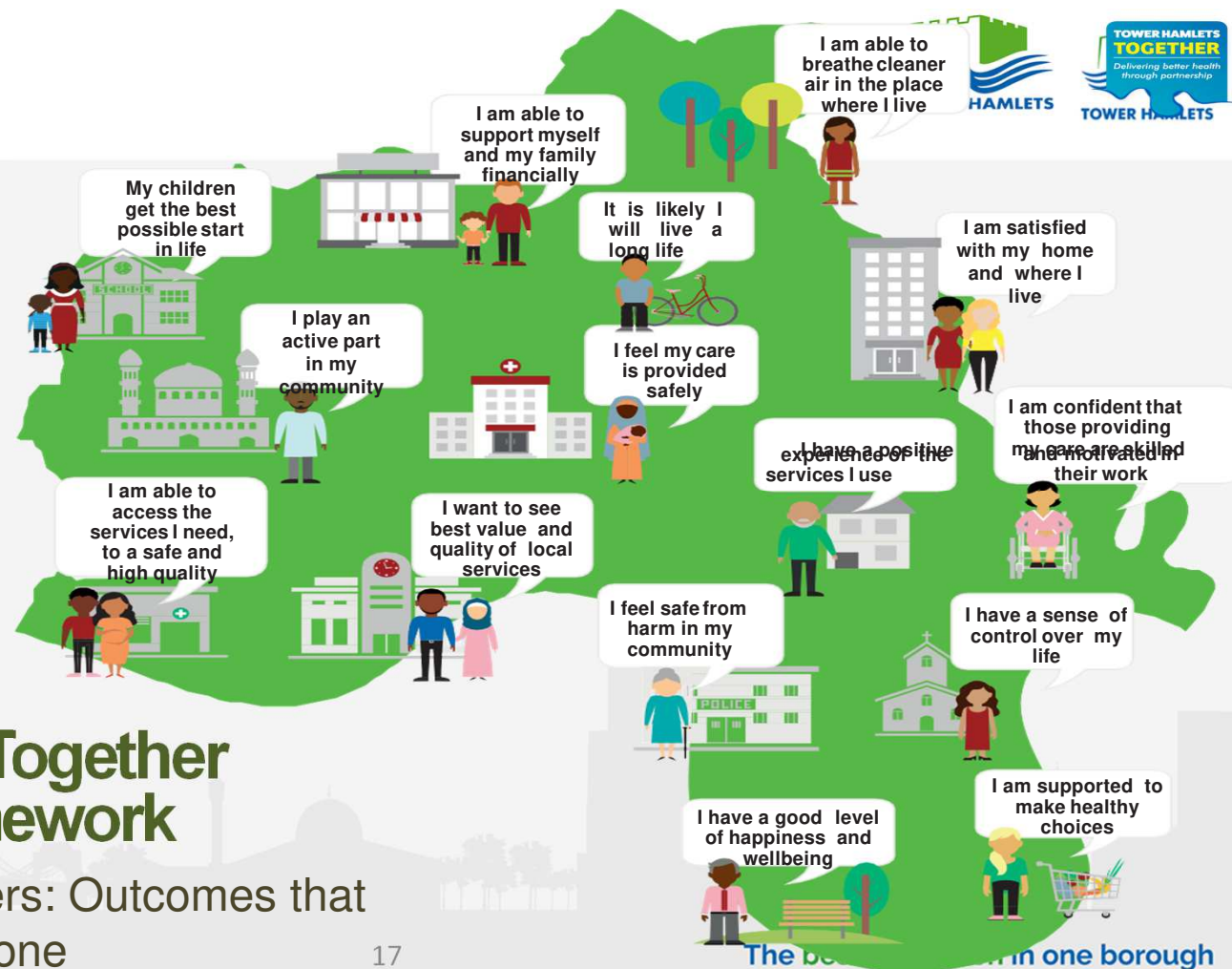
Initial Assessment team: Action taken

(4692 contacts, 01/11/2018 to 31/01/2019)



ALL CONTACTS			
Action Taken	#	%	
Case Note / Notification	1279	27%	
IAG / Signposted Provided (inc update)	1206	26%	
Call transferred	1100	23%	
Contact/CAOC	768	16%	
No action required	223	5%	
Failed visit activities	85	2%	
Equipment ordered/provided	30	1%	
Requires assessment/changing need	1	0%	
Total	4692	100%	

ALL CONTACTS			
Outcomes	#	%	
Close	1932	41%	
Transfer to Open Team / Allocated KSW	1544	33%	
Assign to Triage	853	18%	
Assign to Duty	133	3%	
Transfer to Central Safeguarding	70	1%	
Transfer to CMHT	64	1%	
Transfer to Reablement	52	1%	
Transfer to CLDS	44	1%	
Total	4692	100%	



Tower Hamlets Together Outcomes Framework

Measuring what matters: Outcomes that make sense for everyone

Information, advice and advocacy



We recognise that there is range of different ways in which the desired outcomes can be achieved. For that reason the specification will set out a range of basic functional requirements in respect of the service to be provided, but more importantly it will define the **aims, objectives and expected outcomes** to be achieved through delivery of the service.

This will include:

- Demonstrating how channel shift will take place throughout the contract period from face-to-face provision to telephone, and from telephone to digital
- Recording and reporting on individual outcomes (THT outcomes framework).
- Staff expected to spend time talking to, relating with, and understanding the lives of service users and supporting them by providing information and advice in the most appropriate, supportive and enabling way to maximise the service user's independence.
- Meet the communication needs of those accessing the service inclusive of people who do not have English as their first language (Bangla and Somali), and communicate through different methods (sign language/pictorial supported information/advice).
- Developing strategies to actively increase volunteering opportunities and to actively engage with volunteers to help support the delivery of services.

Information, advice and advocacy



Measuring what matters: Outcomes that make sense for everyone

The provider must have a data management system that records the source, classification and pathway referrals, equalities data, time spent on each issue, outcomes achieved and customer feedback, etc

The provider will have (limited) access to Framework-i or Mosaic – the Adult Social Care case management system in order to check information and add case notes as required.

Outcomes from the Tower Hamlets Partnership Outcomes Framework.

Indicators that will be measured include:

- Call handling data
- Cases resolved at first contact
- Onward referrals
- Access to information/advice through digital portal
- Service user feedback/experience

Information, advice and advocacy



Over the lifetime of the contract, will engage with the service provider to develop and agree a methodology for introducing an outcomes based element to payment for services provided.

The primary focus of this outcomes reward model will be on the quality of service provided, as **defined by user experience**, and an appropriate set of outcome measures that evidence the achievement of quality will be developed and agreed in partnership with the provider.

The contract value for this service is up to £672,000* per annum

* This could change before we tender the service.

GDPR Requirements

Wayne Elliott
Data Protection Officer

GDPR Principles



- The GDPR sets out seven key principles:
 - Lawfulness, fairness and transparency
 - Purpose limitation
 - Data minimisation
 - Accuracy
 - Storage limitation
 - Integrity and confidentiality (security)
 - Accountability
- These principles should lie at the heart of your approach to processing personal data.

Controller processor relationship

- LBTH – Controller
- Provider – Processor
- Provider to sign on processing basis on notification of award
- Complete DPIA
- Access to framework I



Sharing agreements

- Processing and sub-processing
- Data Share Agreement to be signed



Consent

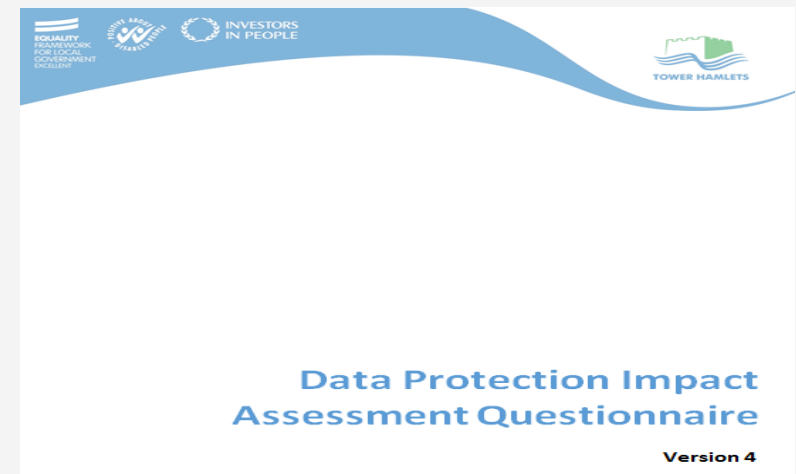
- Consent over the phone
- Consent required for collection
- Website consent



Data Protection impact assessment



- Current template
- GDPR requirement
 - To be completed by Internal project manager Post-contract award
 - A service provider lead may be required To assist with completion



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Questionnaire requirements



- The GDPR questionnaire consists of 6 questions

GDPR COMPLIANCE QUESTIONNAIRE		
Item	Contractor answers	Scoring
IT QUESTIONS		
1	DATA PROTECTION	
Policies and Records		
What policies and/or procedures do you have in place which staff have to follow to ensure they comply with the following data protection practices: For each, please indicate if you have them (state yes or no). If yes, describe the policy or attach a copy of the written document. Your responses must be able to assure the assessors that each area of data protection practice is properly managed to security of data.		
• Data Protection - How personal data is kept confidential. All staff are made aware they should handle personal data confidentially.		
o Staff are aware they should not disclose personal data to third parties without giving the right authority to do so		
• Security Incident Handling - The steps to take if personal data is lost, stolen or disclosed without consent		
o Data is retrieved at the earliest opportunity where possible		
o If necessary the council is notified as soon as possible		
o If necessary the person the data is about is notified as soon as possible		
• Information Security - How data is kept secure		
Responses and notes of attachments:		Scored overall: 13/13/13/13/13/13

- Each question is based around the 7 GDPR principles



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Question 1 a – Policies and Records



- Any written or non written procedure
 - Data Protection (Principle 1)
 - Security incidents
 - Information security
 - Records Management
 - Subject Access Request
 - Data Disposal
 - Data Back up



Question 1 b – Policies and Records



- How do you assess whether there is a risk of disclosure of personal data to unauthorised third party's (lost, stolen or disclosed without consent)
 - What are the risks involved at HQ?
 - Can third parties see or hear personal data
 - What are the risks involved for driver on their routes
 - Can third see or hear personal data
 - How are the risks addressed?



Question 1c – Policies and Records



- Do you keep a central record of personal data which you collect?
 - Do you use one main database or system to record and store all of your personal data
 - If not what are your methods?
 - Do you keep a central log outlining all of your methods for recording personal data which specify the types of data collected?



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Question 1 d – Policies and Records



- What are your policies, processes or procedures for dealing with an unauthorised disclosure of personal information/data?
 - How are such incidents handled?
 - Protocols should cover investigating the incident, and making the data subject aware if necessary



Question 2 a – Staff training/awareness

- Is this carried out as part of an indication?
- Is this carried out as a group session?



Question 3 a-c– Organisational and technical methods



- How do you protect your data
 - Electronic protection
 - Manual protection
- where your electronic data is held (in house or off-site)
 - Are the risks greater if held off site?
- Do you regularly back-up data (Whether paper or electronic records)?
 - Do you ensure copies are made in case of unavailability

Question 4 a – Data transfers

- Do you transfer any data/information outside of the UK? If so to who?
- This can include any service which you use to enter personal data of individual which is located, operates or has part of their services based outside of the UK



Question 5- Monitoring Mechanisms



- How do you monitor your data protection processes, as outlined in Q1-4 above?
 - Checks or audits
 - thorough and effective and can
 - Lead to improvements in the practice of keeping data safe.



Question 6 – Sub contractors



- You should be checking on your sub-contractor's data protection compliance
 - Do any third party contractors, companies or agents process your data on your behalf (sub-processors)?
 - The Authority must be confident that any sub-contractors manage data to the required standards and that this standard is being monitored





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Procurement process
Julia Estruga
Procurement Manager

WHAT PROCESS WILL THE COUNCIL FOLLOW?



- This Procurement Exercise will be run in accordance with the Public Contracts Regulations 2015 as they apply to “light touch” services.
- While the Authority is following a process similar to the **Competitive Procedure with Negotiation** under the Public Contracts Regulations 2015 neither that fact nor any other statements, acts or omissions of the Authority in connection with this Procurement Exercise should be taken as indicating that the Authority intends to be bound by the provisions of the Public Contracts Regulations 2015 or the general principles of the Treaty on the Functioning of the European Union to any greater extent than applies by law.

INFORMATION FROM BIDDERS



- Supplier Information
- Bidding Model:
 - Single Organisation
 - Single organisation using subcontractors
 - Consortia arrangements

Information about subcontractors an/or consortia arrangements: who?
What? How?

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INITIAL ASSESSMENT = SELECTION CRITERIA



- Grounds for Mandatory Exclusions – Regulations 57(1) and (2), Regulation 57(3) PCR 2015;
- Grounds for Discretionary Exclusion - Regulation 57 (8)
- Modern Slavery Act requirements
- Financial Standing
- Insurances
- GDPR
- Bona-Fide and Anti-collusion certificate
- Valuing Diversity
- Conflict of Interest

DETAILED ASSESSMENT = EVALUATION CRITERIA

- Quality/method statements – focussed on how? - 70%
- Costing – detailed breakdown - 30%¹

Assessment will follow the scoring methodology as set out in the ITT Documents.

¹ Weighting may change slightly at time of tender

NEGOTIATIONS



- Following the initial and detailed assessment
 - Absolute discretion of the Council to EITHER:
 - Award the contract to the bidder offering the Most Economically Advantageous Tender;
- OR**
- Enter into Negotiations with up to 3 top bidders – resulting ranking from evaluation.

NEGOTIATIONS



- Council to identify areas for negotiations with the view to better the bidder(s) offer
- **Before** the negotiation meeting:
 - A Negotiation Question Document will be issued to bidders with themes/areas/points for negotiation and the attendees;
 - Bidder will have the opportunity to raise points/questions to the Council in the NQD and advise the attendees.
- **During** the negotiation meeting:
 - Discussions/negotiations will focussed on the issues raised in the NQD;
 - Discussions/Negotiations will be recorded by the Council (Negotiation Record Document)

NEGOTIATIONS

- **After** the negotiation meeting:
 - NRD will be issued to bidder to be agreed.
 - ITT will re-issued and bidder(s) will be request:
- To **resubmit their Tender** taken into consideration negotiations.
- Council will **evaluate again** in accordance with the 'evaluation criteria' . If 3 suppliers were taken in the 1st round, one of them will be dropped now.
- Continue negotiations by issuing again the NQD

OR

- To resubmit their **Final Tender**.
- Council will **evaluate again** in accordance with the 'evaluation criteria'
- There will be no further negotiation following the call by the Authority for Final Tenders.

Award



- The Council will send Standstill period letters.
- Final award letter will be sent at the end of the standstill period.

A light grey silhouette of the London skyline, including the Tower Bridge, the London Eye, and various skyscrapers, spanning the width of the slide.

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ESTIMATED TIMELINE FOR THE PROCUREMENT



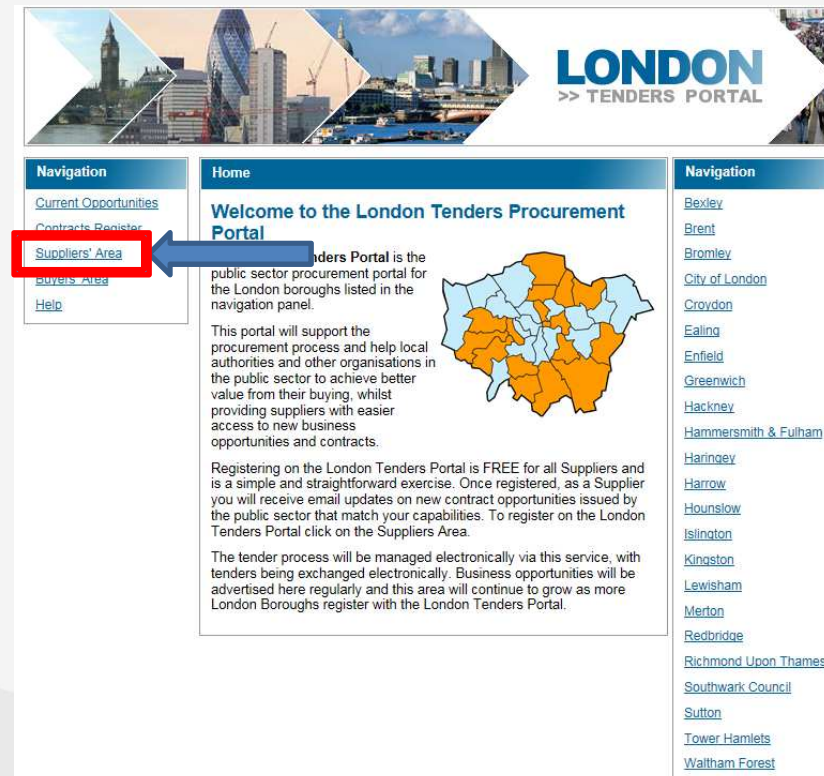
Stage	Dates Estimated
Advertise on portal	Mid-End of January
Supplier event	February
Final tender return	Beginning of March
Award decision	June
Supplier notification	June
New contract starts	September

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SYSTEM REQUIREMENTS



- Register in the London Tender Portal:
<https://www.londontenders.org/>
- If you are registered, make sure your details are updated (check your account)
- Call us, we are here to help!



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NEXT STEPS



- We will share with suppliers
 - Draft Specifications – for feedback¹
 - GDPR requirements – GET READY!!!
 - Today's presentation
 - Q&A
 - Guidance to register in the Portal
 - Guidance to respond to a ITT
- Supplier Feedback Form – your opinion matter to us

¹ The Council reserve the right to modify any part of the specifications before tender publication.



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