

Appendix A Draft Specification

Contract Reference

TAS4224

Contract Title

Community Wellbeing

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A Overall Scope and Nature of the Requirement

A1 Overarching purpose & scope

- A1.1 Demand for Adult Social Care in Torbay is continuing to increase. To address our critical need to meet the needs of local people in a community focused way and reduce the demand of individuals for statutory support to maintain their independence, health and wellbeing in the community, we need to ensure there are robust mechanisms and community support services in place to enable people to connect and engage with community-based support within their own neighbourhoods in Torbay.
- A1.2 The overarching purpose of this contract will focus on delivering the preventative aspects of Adult Social Care and Public Health which will promote and actively support the independence, wellbeing and quality of life for Adults in Torbay. It will prevent or delay the need for Torbay residents to access higher cost more intensive support.
- A1.3 Referrals will be received via the helpline, from Adult Social Care and via the Hub and will link people with local community assets in Torbay appropriate to the individuals needs and requirements.
- A1.4 It will be an essential requirement of this contract that the supplier is able to demonstrate the ability to develop, maintain and grow effective relationships with the community resources and assets in Torbay as this is a central tenet of the preventative approach to promoting wellbeing and independence that underpins this contract.
- A1.5 To achieve this Torbay Council are seeking a supplier to provide:
- a physical community hub,
 - a helpline function,
 - a community co-ordination function, and
 - management of a small community fund
- This will be co-ordinated into a single branded offer which can be delivered by a single supplier or consortium or partnership of suppliers. It essential that the Supplier is able to demonstrate the ability to form a strong relationship and interface with the broader VCSE sector in Torbay in order to effectively deliver the requirements of this specification.
- A1.6 The service will be available to adults aged 18 years and over who are residing in the Torbay Local Authority Area. This definition covers:

- Abode in a particular place - physical location where the person normally eats and sleeps.
- The person must be at their abode for a “settled purpose as part of the regular order of the person’s life for the time being, whether of short or long duration.
- Voluntary adoption of the abode – where the person has the mental health capacity to choose where they live (this does not account for a preference to live somewhere else)

A1.7 The maximum funds available are £350,000 per annum over a 2+1-year contract. No more than £220,000 for the helpline, £80,000 for the Hub and £50,000 for the community coordination function can be spent on each function, however modest variations to these figures are permissible with an associated rationale that increases the efficiency and economies of scale of any proposals. Total costs must be no more than £350,000 per annum.

A1.8 If the provider obtains external funding for activity that may influence the outcomes or functionality of this contract, all parties are obliged to ensure this change is complementary operationally. And liabilities related to such additional provision will be the liability of the provider in obtaining external funding.

A1.9 As the NHS contractor to provide adult social care in Torbay, Torbay and South Devon NHS Foundation Trust will have a key role in referring to the service. Once a provider is selected through the procurement process, Torbay Council and Torbay & South Devon NHS Foundation Trust will agree appropriate metrics for the contract through a co-design process using existing data held by the NHS. A volume of referrals from Adult Social Care will be diverted to the Helpline and Hub and the outcomes from these referrals will be a key metric, including turnaround times. A partnership approach will be taken to all resolution of process or any point of conflict in the contract collaboratively.

B Core Requirements

This section sets out the Authority's core requirements for this Contract, which Applicants are required to demonstrate within their response that they are capable of meeting

In order to achieve any threshold set in relation to award evaluation criteria Applicants are required to establish within the relevant responses how they will meet these requirements.

B1 Principles of Service delivery

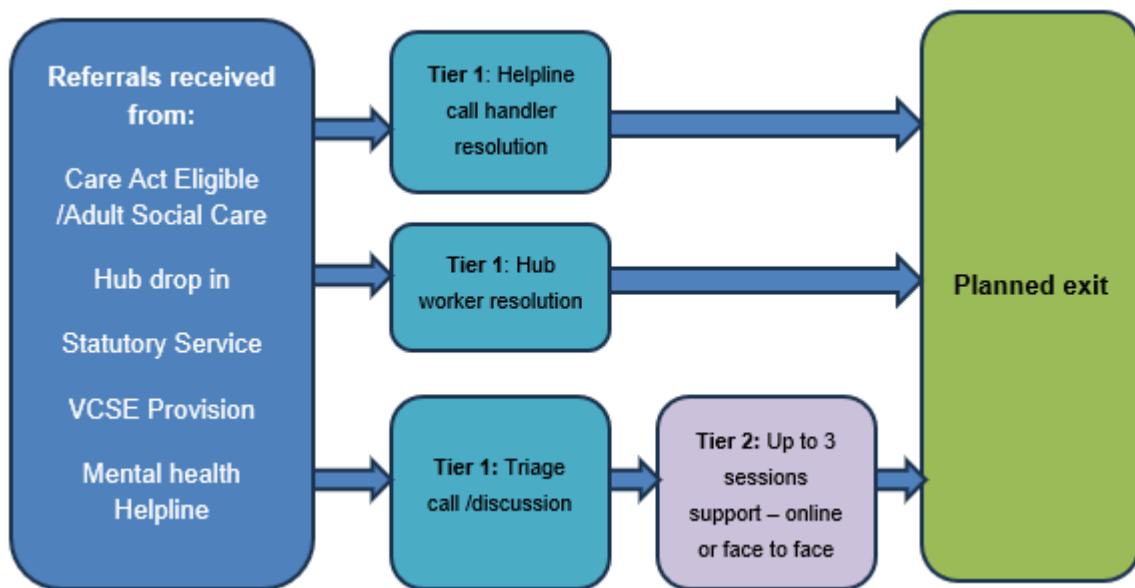
- B1.1 The Council's objective from an Adult Social Care and Public Health perspective is to enhance prevention activity, to improve our populations wellbeing and to help manage Statutory Sector demand by referring in a proactive and consistent way to the hub/helpline, via a clear pathway.
- B1.2 It is an essential requirement that the Supplier of this specification is able to demonstrate a strong and effective working relationship with the local VCSE sector within Torbay and the ability to develop and maintain successful relationships with both VCSE and statutory organisations.
- B1.3 The Supplier's activities and approaches are to have a strength-based approach and focus on factors that support human health and well-being.
- B1.4 The Supplier will dynamically support beneficiaries as their needs flux which may include providing support on multiple occasions.
- B1.5 The Supplier will be responsive, appropriate, and equitable and consider race, religion, language, disability, age, gender, sexuality, geographical location, and areas of specific inequalities such as socio-economic deprivation as much as is reasonably possible.
- B1.6 The Supplier will ensure that everyone is treated with compassion, respect and dignity, without stigma or judgement.
- B1.7 The Supplier of the Wellbeing contract will work with and utilise the participation of service users, staff and volunteers - in service design, delivery, monitoring and continuous improvement.
- B1.8 The Supplier will be open to adapting the service or a service redesign, to best meet new and/or escalating needs in the local community.
- B1.9 The Supplier of the consolidated arrangement will provide timely, person-centred, and trauma-informed interventions (evidence based or informed), which enable recovery and/or self-management of needs, including appropriate signposting or referring to local statutory and VCSE organisations.
- B1.10 The Supplier will maximise opportunities for peer support for service users.

- B1.11 The Supplier will enable the users of the service to develop and maintain their resilience and wellbeing as part of a preventative approach.
- B1.12 The Supplier will provide productive and healthy ageing support and strength-based conversations to support people to continue being connected to their community, living in their own accommodation and preventing escalation to statutory support.
- B1.13 The Supplier will connect those in an older age range to groups, activities and voluntary sector organisations that can support people with healthy, productive ageing.
- B1.14 Support and interventions offered will be at no cost to service users within scope of this specification.

B2 Service and process model

- B2.1 The suppliers service model will comprise of four core aspects:
- A **helpline** that offers a point of contact for the resolution of queries, onward referral, or time-limited, structured support of a maximum of 3 sessions either over the phone or online (the maximum number of sessions metric to be codesigned between the provider, The Trust and Torbay Council).
 - A **physical hub** that hosts community and statutory partners for the direct delivery of interventions that support the adult social care and public health agendas (as agreed by the contract managers of this provision).
 - A **community coordination** provision that receives referrals and links people with community assets as appropriate to the persons needs and requirements.
 - Additionally, the supplier will be responsible for the administration of the **Community Fund** which provides additional financial support to individuals and groups for the benefit of Torbay's communities.

B1.2 The outline process model for this service is outlined below:



The nature of referrals received may be from those both with ‘Care Act Eligible’ needs where their current unmet need for support, information or advice may be met from our existing community assets (reducing demand aspect) or those with ‘Non-Care Act Eligible needs’ where provision of support from this service will prevent the escalation of their needs to a level requiring statutory support (preventative aspect).

B3 Tiered Model & Strength based approach

B3.1 The tiered approach outlines the level of intervention which best responds to the needs and capacity of the individual. This is a strengths-based approach with delivery informed by the principles of:

- Building on what the person can do and what support they can access for themselves.
- Minimal intervention to support the individual achieving his or her resolution/goals.
- The least resource-intensive provision where appropriate and acceptable is utilised.

B3.2 Tier 1: where queries and concerns are addressed at the time of the contact through a single interaction with the outcome being:

- Satisfactory resolution to the presenting issue(s) through this contact and conversation; or

- Onward referral to a statutory or voluntary sector partner(s) (Such as the Mental Health Helpline, see section B5.6) as the most appropriate agency to provide assessment and/or support; or
- Internal transfer for a time-bound remote or in-person support intervention delivered by the helpline or hub in accordance with the contractual expectations stated in this specification (Tier 2 Intervention).

B3.3 Tier 2: Structured timebound sessional support and guidance offered either online, phone or face to face through the helpline or hub, where this intervention has been identified as being sufficient to resolve the identified issue(s) of the individual. (This has been proposed as being up to a maximum of three structured support sessions, but this proposed limit may form part of post award codesign of pathways work).

The type of support provision offered should include timely, person-centred, and trauma-informed interventions (evidence based or informed), which enable recovery and/or self-management of needs, including appropriate signposting, referring or accompanying to local statutory and VCSE organisations.

B3.4 Tier 3: Where the tier 1 or 2 response from the Supplier is insufficient to meet need and an assessment or intervention is required by an external partner. This includes but is not limited to the person requiring a 'Care Act' assessment.

B4 The Hub

B4.1 The supplier will establish a centrally accessible physical Hub for wellbeing and preventative services in Torbay, covering a broad range of support. Statutory services will be able to direct local people to the hub for appropriate support and interventions with the equal ability to refer outwards to statutory services as required.

B4.2 The Hub will be an access point for:

- The delivery of time-bound, structured support delivered by the Supplier in the discharge of their commissioned obligations as per this specification.
- Hosting services that have been commissioned or endorsed by Adult Social Care or Public Health to deliver community-based services. This will be a maximum of 20% of Hub capacity as defined by physical space and/or opening times. This capacity will be resourced by the contractual value provided under the contract
- Hosting voluntary sector, statutory or commercial partners for the delivery of service that benefit the community. The funding to support these provisions will not be through this contract, but through payment or exchange of services with those providers directly. This will be the sole responsibility of the Supplier to arrange, coordinate, broker and administer.
- The Hub will be receptive towards engagement and facilitation for potential wider Public Health service offers to be provided through the site. For

example, hosting stop smoking and other healthy behaviours services if appropriate. (see modifications section).

B5 The Helpline

- B5.1 The supplier will ensure the Helpline works in close partnership with local statutory organisations to ensure residents are appropriately referred into the voluntary sector, community, private and statutory services where appropriate.
- B5.2 The Supplier will ensure the Helpline offers simultaneous support to individuals and families on several challenges they are facing - including support for their mental wellbeing and maintaining their independence.
- B5.3 The Supplier will ensure the Helpline offer also includes support in the areas of social isolation, mental health, isolation and healthy ageing, diversion from statutory referrals and support for those in the most deprived communities.
- B5.4 The Supplier will ensure the Helpline offers as a minimum, a Community Helpline with weekday operating hours of: Monday to Friday from 10am to 6pm, and Saturday mornings.
- B5.5 The helpline will need to be available as a route for the public to express an interest in volunteering in the community.
- B5.6 Torbay Public Health Team are in the process of extending the Mental Health Helpline and Support contract with Age UK, which during 22/23 and 23/24 provided specialist Mental Health advice and support via onward referrals from the main Community Helpline.
- B5.7 It is expected that the helpline provided through this Community Wellbeing contract will act as the triage process for the Mental Health Helpline and Support provision and will therefore refer clients onwards should they present with lower-level mental health issues.

B6 Community Co-ordination Function

- B6.1 The supplier will ensure the Community Coordination function matches the needs of people referred from statutory services to the Supplier into appropriate community assets, or local organisations, groups, and networks as support for each individual so they can maximise their independence and improve their wellbeing.
- B6.2 The supplier will utilise ABCD approaches to skill up and empower communities, groups and the voluntary sector to deliver and manage community action themselves, in the places and on the issues that matter most to them.
- B6.3 The Supplier will ensure the targeted community co-ordination function is based on public health and social care priorities - such as social isolation, mental health, isolation and healthy ageing, diversion from statutory referrals and support for the most deprived communities.

- B6.4 The Supplier will use the information and intelligence gathered through the helpline and the hub to direct community wellbeing action in the places where themes and needs are identified as being most prevalent and needed.
- B6.5 The Supplier will ensure the priorities for targeting the community co-ordination function will be agreed through contract discussions with The Authority before implementation of this provision from 01 April 2025 (please be aware that funding for this element of service provision will not commence until 01 April 2025 and not on 01 January 2025 as per rest of the provision under this contract).

B7 Community Fund

- B7.1 The Supplier will administer and oversee a Community Fund (grants) to distribute to community and voluntary sector organisations micro grants to support Council Priorities. The Aim of this funding stream is to develop opportunities for community-driven initiatives to improve the health, wellbeing, and culture of local populations within Torbay.
- B7.2 The specific objectives of the Community Fund are to improve one or more of the following over the following areas across the life course:
- People's health and wellbeing e.g., helping people get more active or look after themselves better.
 - Developing arts, culture and experience of Torbay e.g., providing opportunities to make Torbay a better place to live, work or learn.
 - Improving the environment that people live in e.g., caring for, improving, and regenerating open spaces, parks, places, and buildings.
 - Supporting positive aging and community cohesion e.g., through more integrated arrangements with the voluntary and community sector, assets are developed to allow people to feel empowered to stay well in their home and local area.
 - Children and young people's experiences in Torbay e.g., becoming or staying healthy, developing skills and experiences, access to clean and secure environments to meet, play and socialise.
- B7.3 The Supplier will be provided with total funding of £10,000 per annum. This will include up to 13% for administration costs to cover the organisation administration and distribution of the fund. Therefore, there will be at least £8,700 available for distribution to groups and individuals with £1,300 to cover the organisation and running costs.
- B7.4 A more detailed specification and/or set of working principles will be agreed with the successful supplier post contract award but will include:
- Maintaining the panel which reviews applications to the fund

- Promoting the Fund across the community
- Supporting the generation and formulation of projects
- Awarding funding to initiatives that can meet the panel assessment criteria
- Overseeing the financial administration of the Fund
- Managing any complaints from applicants.

B8 KPI's & Contract Reporting

- B8.1 The supplier will actively take part in quarterly contract review meeting to report on outcomes, KPI's and overall service delivery. An annual schedule of review meetings will be agreed with the supplier on award of contract.
- B8.2 KPI's, Outcomes and Contract reporting information will be provided a minimum of two weeks prior to any scheduled contract review meeting.
- B8.3 Once a supplier is selected through the procurement process, Torbay Council (Adult Social Care & Public Health Teams) and Torbay & South Devon NHS Foundation Trust will agree appropriate metrics for the contract through a co-design process using existing data held by the Council and NHS.
- B8.4 A volume of referrals from Adult Social Care will be diverted to the Helpline and Hub and the outcomes from these referrals will be a key metric, including turnaround times.

B9 Compliments, Comments & Complaints

- B9.1 The Supplier will ensure there is a clear and communicated process for participants in the Service (including family, friends and Carers) to provide feedback on the service – this includes compliments, comments and complaints. The provider should ensure information gathered through these means is used to inform and improve service development and delivery.
- B9.2 It is anticipated that reporting on Section B9 will form a part of the contract monitoring and reporting metrics.

B10 Safeguarding

- B10.1 The Supplier will follow all local safeguarding policies. The Torbay Council Safeguarding page can be viewed [here](https://www.torbay.gov.uk/council/policies/community-safety/corporate-safeguarding-policy/): <https://www.torbay.gov.uk/council/policies/community-safety/corporate-safeguarding-policy/>. The Supplier should have its own Safeguarding policies that align with the requirements of being a supplier of services for The Council.

B10.2 Should the Supplier become subject to a Safeguarding whole service investigation, referrals will be suspended for the duration of the investigation and may or may not be restored pending the results of that investigation. If a Commissioning Provider of Concern process is instigated then referrals may be suspended until this process has been completed.

B11 Mobilisation and Implementation Period

B11.1 The successful Supplier will need to be available prior to the contract start date to codesign and produce with partners to this contract:

- An implementation plan
- Metrics for measurement of key performance indicators and outcomes
- Codesigned data sharing agreement
- Codesigned referrals criteria and pathway mapping routes.

B11.2 The successful Supplier will need to demonstrate either existing networks and relationships with voluntary and community groups in Torbay or provide a plan on how they will have these in place by the commencement date of this contract.

B12 Data Protection and Information Security

Data Collection and Data Processing

B12.1 The Supplier of the consolidated arrangement under this specification will provide an 'opt-out' model of consent, whereby consent to pass their details will be assumed unless, during the assessment process, they electively choose to prevent their information being shared. The option to opt out must be explicitly provided to every service user.

B12.2 The Supplier of the consolidated arrangement will ensure that the service user is aware of information sharing mechanisms that will be in place through this contract- including onward referral. Service users will be made aware that refusal for onward referral may restrict the services or interventions offered to them.

B12.3 The data collection/processing requirements in respect of this Contract are set out in the table below: -

| | |
|---|---|
| Role of Supplier | Data Processor acting on behalf of the Council in respect of the processing of Contract Personal Data described below. |
| Subject matter of the processing | Processing of the Contract Personal Data in connection with the provision of the Services outlined in this specification. |
| Duration of the processing | The duration shall be for the full term of this contract. |

| | |
|---|---|
| Nature and purpose of the processing | Recording of service user information in order to keep accurate records and provide robust support interventions. Reporting of service level of activity (non-identifiable) will be a requirement of contract reporting. To deliver the service the data processor will need to keep a record of staff details to ensure compliance with safer recruitment guidelines, DBS checks and payroll services. |
| Type of personal data processed | Personal data recorded may include service usernames, addresses, dates of birth, summary of assessed need and follow up actions, reporting of supporting sessions, HR data including employee name, employee ID number, role, salary details, bank details, home address. |
| Categories of data subjects | Data subjects will be both users of the service and any staff or volunteers working for the service. |
| The means of processing the data | Applicants are to provide details within their Part 5 Award Questionnaire Technical Question response. |
| Rights and obligations of the controller | As described in the Contract dated [date]. |
| Approved sub-processors and in each case: <ul style="list-style-type: none"> • Nature and purpose of processing • Location of processing | |
| Details of approved international transfers of Contract Personal Data together with details of approved transfer mechanisms | |
| Details of the technical and organisational measures in place to protect contract personal data | Applicants are to provide details within their Part 5 Award Questionnaire Technical Question response. |

Protection for the Rights and Freedoms of Data Subjects

B12.4 To ensure protection for the rights and freedoms of data subjects:

- a) The Council's data must not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in

relation to their personal data;

- b) The successful applicant will be required to comply with any changes in data protection legislation.

Information Security

B12.5 The proposed system must comply with the following mandatory security requirements:

- a) It must contain parameters which can be set to enforce timeouts;
- b) It must have a password policy incorporating encryption, use of mixed case, number and special characters, minimum length, expiry, limit on login attempts, logging of unsuccessful login attempts and “forgotten password” functionality;
- c) Access to the Council’s dataset must be limited to the Council and approved personnel from the successful Applicant’s organisation;
- d) Applicants must have technical and procedural security measures in place to prevent:
 - unauthorised or unlawful processing of personal data;
 - accidental loss or destruction of or damage to personal data.

B13 Business Continuity Plans

B13.1 The Supplier is required to submit a Business Continuity Plan for the Council’s approval within three months of the contract start date.

B13.2 As a minimum the Business Continuity Plan should address the following:

- a) The impact of COVID-19 or any other similar crisis
- b) Destruction or loss of computer data/hardware/internet
- c) Destruction or loss of telephone/telephone connection
- d) Loss of business or community premises
- e) Major accidents or incidents
- f) Loss of professional registrations/accreditations
- g) Staffing issues
- h) Sub-contracting issues
- i) Impact of legislative change
- j) Any other reasonably foreseeable events that could prevention the delivery of the contract in full or in part.

B13.3 The Supplier is required to review the Business Continuity Plan and submit an updated Plan to the Council for approval on an annual basis.

B14 Exit Management

B14.1 The Provider is required to submit an Exit Management Plan for the Council’s approval within three months of the contract start date.

- B14.2 As a minimum the Exit Management Plan should address the following:
- a) Completion or continuation of support and/or interventions for service users.
 - b) Redundancy or TUPE of staff
 - c) Data sharing, processing, retention and deletion as appropriate.
- B14.3 The Provider is required to review the Exit Management Plan and submit an updated Plan to the Council for approval on an annual basis.

C Additional Requirements

This section covers any requirements that are not essential to the delivery of the contract but would be nice to have.

The ability to meet some or all of the contract specific requirements or offer further services in addition to meeting the core requirements, will attract a higher score.

C1 Further Services Offered

The Applicant will be expected to suggest as part of its response to the Evaluation Questions any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Authority. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.

D Scope and Nature of possible modifications or options

- D1.1 As a result of new ways of working there may need to be modifications to this services specification, including the service delivery model and/ or KPI's and outcomes over the term of the contract. The supplier will ensure flexibility to respond to the changing guidelines and priorities locally.
- D1.2 During the term of the Contract the Authority may wish to add further services to the Community Wellbeing contract in order to support further integrated delivery of community-based services in Torbay. Possible additions to the Service include:
- Satellite Community Hubs linked to the main central Hub.
 - The creation of a Women's Health Hub (for example contraception and menopause support provision).
 - Delivery of a Long-Acting Reversible Contraception (LARC) clinic if clinically appropriate space can be created.
 - Delivery of targeted or outreach NHS Health Checks provision if appropriate.
 - Delivery of stop smoking and other Healthy Behaviours services as appropriate.
 - Management of a 'community pot' to support grass root activities to improve healthy behaviours in specific communities, groups, or populations (e.g. through a grant distribution scheme).
 - Impartial, Confidential and Independent Advice Services.
- D1.3 During the term of the Contract, other contracting authorities may wish to add further services / and or funding to this Contract, where this fits with the delivery model for Wellbeing Service. Where this is the case the Authority will commission those services from the Provider, through this Contract, on behalf of the other contracting authority.
- D1.4 The cost of any additional services, changes or modifications will:
- Be assessed on a service-by-service basis;
 - Be proportionate to the changes being made;
 - Be calculated in accordance with the Authority's budget for that service;
 - Offer best value to the Authority;
 - Take into consideration the pricing proposals set out in the Provider's tender submission.