

Making Informed Choices

Online Market Engagement Event

October 2021



Purpose of Today

In preparation for publication of its Making Informed Choices tender, Sutton Council asked providers during September 2021 to submit their comments on the draft MIC Specification and Prospectus. The Council has invited providers to this online event so it can provide feedback on the comments it received and enable providers to discuss 2 aspects of the future service based on this feedback:

- (1) Making the Service Accessible to All, and**
- (2) Innovations Developed During the Pandemic.**

This event is being audio recorded and the slides will be made available via the London Tenders Portal.

Agenda

- **Welcome and Introductions**
- **Feedback on market engagement (20 mins)**
- **Discussion Groups (30 mins)**
- **Next Steps and Close**

Developing information, advice, advocacy & support services

Service aim....

Sutton Council intends to commission a Service Provider(s) to be a Key Strategic Partner. This Partner would be responsible for working with the Council to embed the Making Informed Choices Approach, which would include providing the universal and specialist information, advice, advocacy, statutory Healthwatch function and support services.

The Service Provider(s) would also work with the Council to:

- Improve our digital information and advice offer;
- Review the pathways in relation to Health and Wellbeing Choices, Care Choices and Finance and Welfare Choices (to ensure that there are integrated customer journeys for each of the key cohorts);
- Review the Key Cohorts annually to identify as whether there are new or emerging needs that this service will need to meet.
- Manage the coordination of information, advice and the triaging of the commissioned support to vulnerable residents as part of the borough's response during a civil emergency, such as the COVID-19 pandemic, when triggered.

The contract will have an initial period of 5 years with an optional 2 year extension. The potential contract value is approx £9m over the 7 years.

Where are we now?

- In September, the Council re-published its draft Service Specification and Prospectus and asked providers to submit feedback and comments via a Google Form;
- Updating of prospectus and service specification following market engagement;
- Feedback on market engagement to providers;
- Collation of TUPE Information;
- Preparation of all other Tender Documentation;

Engagement Feedback

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| Accessibility of Service | By bringing a number of currently discrete services into one contract, the Council anticipates to share the strengths, skills and experience more easily so that all residents can benefit, no matter which organisation they approach first for information, advice, advocacy or support. This includes, for instance, the provision of BSL and other ways of communicating with profoundly deaf residents or those suffering from hearing loss. |
| Working with Health | By including the CCG, it will allow the Council & CCG to commission services through this contract, subject to performance and being in the same scope and in compliance with UK procurement law. |
| Evaluation of Tenders | The evaluation of the tender responses will be made up of a number of questions and the pricing schedule. The questions will cover a range of areas including the proposed service model, performance management, service quality, innovation and added social value. |
| Service Models | There are no prescribed entity requirements for the the Service Provider(s), as such the Service Provider(s) could operate in a number of forms. There is a requirement that there is a Key Strategic Partner, Delivery Lead and Partner |

Engagement Feedback

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| Customer Journey / Single Point of Access | It will be up to Tenderers to state how they will achieve a Single Point of Access and how the assessment / triage process will work. The focus is on ensuring that, at the first contact, agencies are identifying the range of services that would benefit the individual. It will also be important that residents are more aware of the organisations available to them for information, advice, advocacy and support prior to making this first contact. Having a Single Point of Access does not necessarily mean all organisations are able to support all residents. |
| Digital | The development of the Council's online Information services is to ensure that we are inline with statutory requirements, including Childcare Act 2006, Children & Families Act 2015, Care Act 2012, including addressing gaps in current provision. The vision for this service is it will be a universal, online, searchable directory of services for organisations for residents and professionals |
| Data Collection & Sharing | In line with UK Law, the Council would only expect the personal data needed to deliver a service to be collected, stored and processed by the service provider(s). In line with current expectations, the Council may request personal identifiable information for certain activities - carers assessments and advocacy, for example - but in general the Council expects aggregated data to be shared as part of contract and performance monitoring. |

Engagement Feedback

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| Budget Ringfencing | The Council has taken the decision not to ringfence the majority of the funding allocations scoped within the Making Informed Choices contract. This is because we believe this is a key way to ensure that the service is aligned to the objective of evolve and develop and will enable the provider(s) to respond to the changing needs of Sutton's residents and deliver outcomes. |
| Additional Need / New Cohort Groups not previously Identified | The Council recognises the impact of the pandemic on its residents, especially those who are likely to benefit from or have the need to access the services scoped within the Making Informed Choices contract. The Council believes by bringing these services into one contract, opportunities can be found to better mitigate the impacts of the pandemic through a more holistic approach across services. |
| Working across the System | The Council will provide a key role in supporting Provider(s) to better understand the assets and skills within the entire system of services in Sutton and how access to these might benefit the Making Informed Choices contract and approach. The annual review of Key Cohorts and partnership approach will provide the right forum to investigate these opportunities and utilise them more effectively in the Making Informed Choices contract. |
| Support Services | For clarity, the delivery of Personal Assistants is not in scope for the Making Informed Choices contract. |

Discussion Groups

There will now be a group discussion on the following topics:

1. **Making the Service Accessible to All, and**
2. **Innovations Developed During the Pandemic.**

The aim of this discussion is to enable providers to explore the opportunities created through the Making Informed Choices Approach and support bid development.

We will discuss each topic separately and the discussion group will last approximately 30 mins.

Please go to www.menti.com and use the code 2314 4370

Next Steps and Close

- Early October 2021 - Finalise tender documentation and collate TUPE information;
- w/c October 18th 2021 - Launch MIC tender;
- December 2021 - Tender closes and evaluation begins;
- Early January 2022 - Evaluation complete and 10 day standstill period;
- Late January/early February 2022 - Contract award and tender mobilisation;
- 1st July 2022 - Mobilisation of service