



**Agenda item: 7**

**Paper no: 4**

<b>Title of Report:</b>	<b>PROCUREMENT OF (BCF) CARERS SERVICES: PART I</b>	
<b>Status:</b>	<b>TO APPROVE</b>	
<b>Committee:</b>	<b>Surrey-wide Commissioning Committees in Common</b>	<b>Date: 29/09/21</b>
<b>Venue:</b>	Virtual meeting/ Woodhatch Place, Reigate (Surrey County Council)	
<b>Presented by:</b>	Jo Neville-Rye, Senior Commissioning Manager, SCC	
<b>Author(s)/ Lead Officer(s):</b>	Jo Neville-Rye, Senior Commissioning Manager, SCC Anna Waterman, Head of Commissioning Disabilities and Carers Shelley Prince, Head of Commissioning – Children’s Health and Wellbeing	

### Executive Summary:

The prevention and early intervention services that currently support carers are in place to the end of March 2022.

In October 2021 a formal tendering process is scheduled. This will be underpinned by refreshed specifications that signal a new approach that is future facing and seeks to establish carer friendly practice across the health and social care system and community inclusion for people who have additional caring responsibilities.

The refreshed specifications address issues regarding equity of access that were highlighted in developing the Carers Strategies, ones that are common across the country. Some services represent the next evolutionary step in provision, others represent a more significant shift in approach, reflecting legislation and good practice, for example in place shaping, and building on learning from experience during the Covid-19 pandemic.

### Governance:

<b>Conflict of Interest:</b>	None identified	✓
<b>Previous Reporting:</b>	Committee name: Health Select Committee Meeting date: Paper circulated outside of meetings Outcome: No concerns highlighted	
<b>Freedom of Information:</b>	Open – no exemption applies. Paper is suitable for publication. There is a Part II paper that provides additional financial information.	✓

### Decision Applicable to:

Decision applicable to the following Committee/s:	NHS Frimley CCG	✓
	NHS Surrey Heartlands CCG	✓
	Surrey County Council	✓

### Recommendation(s):

The above Surrey-wide Commissioning Committee/s are asked **TO APPROVE** the Procurement plan for Carers services.

### Reason for recommendation(s):

Improving support for and the experience of carers is a key objective of Government as set out in the National Carers Action Plan 2018-2020 and locally in the Surrey Adult Carers Strategy 2021-2024 and the Young Carers Strategy 2021 -2024, due to be published in November 2021. Supporting, empowering and enabling carers to look after their physical health and wellbeing is be a priority; providing a responsive breaks service for adult carers in Surrey is a key tool in meeting this priority. Support that prevents the escalation of need through early intervention enables carers to protect their own health and wellbeing and cost effectively reduces the need for statutory services.

In relation to Children's services, the procurement of the young carers provision will seek to support, advocate, raise awareness and recognition of young carers, whilst seeking to reduce the inequalities linked to being a young carer.

### Next Steps

The proposed route to market is through setting up a new framework agreement under the light-touch regime as the most suitable approach for commissioning of Carers Services for Adults and Children's. The light-touch regime allows more flexibility to design the tender and award criteria during the procurement process.

The procurement process commencing in October 2021 that will ensure that new contracts are in place for 1st April 2022 when current contracts will end. Unless otherwise stated, the services to be procured will be subject to four-year contracts with extension option with cumulative duration up to 36 months.

### Procurement process key dates:

Documents issued to Bidders via tender platform	Early October 2021
Tender Live (to the market)	30 Days
<ul style="list-style-type: none"><li>Clarification period (bidders can ask questions via the tendering platform)</li></ul>	Open from tender go live date, closes 7 days before tender submission deadline
Suppliers submission deadline	Early November 2021
Contract award	December 2021
Mobilisation	January to March 2022
Contract start date	1 April 2022

# 1. Context

## 1.1 Introduction

A carer is someone of any age who provides unpaid support to family or friends who could not otherwise cope. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. Based on the 2011 Census and population projections we can estimate that in 2016 there were 115,216 carers of all ages living in Surrey in 2016, this equates to 10% of the population<sup>1</sup>.

Unpaid carers make a considerable contribution to the health and social care economy. Based on the Valuing Carers 2015 research, if carers' support had to be replaced with provision from statutory services, it would cost the NHS, social services and other statutory bodies around £32 billion a year nationally, £1.8 billion a year in Surrey<sup>2</sup>. Support for carers in the community is an important factor in preventing emergency admission.

The latest data for Surrey shows 7,430 carers getting a Carers Allowance payment in November 2015, which amounts to 24% of the total carers that care for more than 20 hours per week, and 37% of the carers who provide care for more than 50 hours per week.

Effective support for carers is critical for the effective delivery of both health and social care services.

## 1.2 Impact of caring responsibilities

The caring role can be detrimental to carers' health, including stress and physical injury. The educational, social and personal development opportunities of young carers might also be affected. Young Carers "are at greater risk of mental and emotional difficulties and are more likely to do badly at school or college"<sup>3</sup>

Many family carers of young people express concerns about what will happen to their relatives after they leave full time education, with the transition process described as 'falling off a cliff'<sup>4</sup>.

Family carers of adults commonly express concerns about what will happen to their relatives when they are no longer able themselves to provide care and support.

Carers may experience financial hardship as a result of their caring role as their ability to maintain paid employment can be reduced.

## 1.3 Responsibilities of Local Government

The Care Act 2014 mandates that Councils must consider the impact that the role of carer has on the carer's wellbeing:

- Supporting them to maintain their own independence, physical health and emotional wellbeing
- Supporting them to manage their caring roles and have a life outside of caring;
- Ensuring they receive the right support, at the right time and in the right place;

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<sup>1</sup> Office for National Statistics. 2011 Census and population projections. Available from: <https://www.ons.gov.uk/census/2011census/2011censusdata>

<sup>2</sup> Carers UK. Valuing Carers 2015 – The Rising Value of Carers' Support, 2015. Available from: <http://www.carersuk.org/for-professionals/policy/policy-library/valuing-carers-2015>

<sup>3</sup> Young Adult Carers: The Impact of Caring on Health and Education - Becker - 2019 - Children & Society - Wiley Online Library

<sup>4</sup> <http://static.carers.org/files/policy-and-resources-pack-final-low-res-4604.pdf>

<https://carers.ripfa.org.uk/overarching-resources/evidence-review-of-social-work-practice-with-adults-and-carers/>

- Respecting the carer’s decision about how much care they will provide<sup>5</sup>.

#### 1.4 Commissioned support

SCC spends £6.92m on carers services: £6.52m on a range of contracts & grants covered by the procurement in this paper and £0.4m on care packages for carers (largely direct payments) sourced by social care practitioners as agreed as part of developing support plans to meet individuals’ assessed care needs. The services outlined in this paper focus on prevention and early intervention, support that is available to carers before they have received a Care Act ‘carers assessment’ or when they have been assessed but found ineligible for the statutory offer.

All Commissioning of prevention and early intervention support for Carers is done jointly with our NHS Colleagues, with SCC taking the lead, using the ringfenced ‘Carers Budget’ within Surrey’s Better Care Fund. There is a Carers Commissioning Group which oversees all prevention and early intervention activity and comprises Adult Social Care Commissioning, Children’s Commissioning and CCG Commissioners.<sup>6</sup> The Commissioning Group is supported by a joint Carers Team comprising a Senior Commissioning Manager and a Commissioning Manager, both hosted by ASC, an NHS Partnership Manager (Carers) hosted by Surrey Heartlands Integrated Care System and an Integrated Carers Programme Lead hosted by Surrey Heartlands Integrated Care System, a Senior Commissioning Officer and Commissioning Officer for Children’s Services.

There is a mix of contracts and grant agreements with third sector organisations<sup>7</sup>. The current set of services, listed in appendix one, are coming to the end of a four-year lifespan.

## 2. Procurement Activity Autumn 2021

- 2.1 The Carers Strategy 2021-2024, signed off at the Health and Wellbeing Board in June, refers to the procurement process commencing in October 2021 that will ensure that new contracts are in place for 1st April 2022 when current contracts will end.
- 2.2 Unless otherwise stated, the services to be procured will be subject to four-year contracts with the option for two extensions, cumulative duration up to 24 months. Refreshed service specifications align with feedback received from carers and other stakeholders. Services targeted to Young Carers, the Strategy, 2021 -2024, due to be published in November 2021, have been informed by the refreshed needs assessment, consultations of young carers and their families and system partners, to inform the future service model.
- 2.3 The values of each service to be procured is the subject of a Part II paper. If the procurement plan is approved at CiC in September, the formal process for the procurement will commence. The services are:

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<sup>5</sup> <https://www.england.nhs.uk/wp-content/uploads/2016/05/identifying-assessing-carer-hlth-wellbeing.pdf>

<sup>6</sup> Support provided as a result of Care Act Carers Assessments is funded through Adult Social Care budgets. Personal Health Budgets are used by GPs to ensure that Carers have timely access to support that can prevent their needs from escalating to a level where they require statutory support.

<sup>7</sup> Generally grant agreements are for a finite period of time, for a lower level of funding and commonly used when innovative work / new approaches are being piloted.

### 2.3.1 Carers Hubs

These will provide a range of high-quality services to adult carers with the aim of improving their quality of life: this includes emotional, financial, physical and mental health and wellbeing. There will be five, in alignment with the Place Based Partnership areas<sup>8</sup>.

Services will include information, advice, support and advocacy to individual adult carers and young adult carers in Surrey. They will comprise a virtual as well as face-to-face offer.

A personalised approach will be taken to supporting individual carers. As part of a whole family approach, children in the household who may be young carers should be identified and referred for support as appropriate.

### 2.3.2 Supporting Young Carers

The specification will adopt a whole family approach and will seek to undertake the following:

- Early identification of young carers across education settings and by GPs to reduce health and education inequalities
- Improved school-based awareness, development of appropriate programmes of support for young carer, training, and development for staff
- Appropriate, easily accessible, and timely support and activities which reduce isolation, stress and poor emotional wellbeing and mental health
- Improved access to information and easier communication for young carers, parents/carers and practitioners about what resources and information is available for young carers
- Place based provision – recognising that for a Young Carer, navigating the large geographical span of Surrey can be very difficult and daunting, with a limited public transportation offer

The service will seek to address the inequalities faced by young carers and work with/engage system partners to realise the outcomes set within the specification. Direct payment to young carers may be allocated following assessment to alleviate the financial burden that young people incur as a result of their caring responsibilities.

The service will be young carer centric and assist young carers and their families to navigate all of the touchpoints/pathways that young carers may engage.

The Emotional Wellbeing and Mental health response to young carers is being reviewed and will be piloted within the new emotional wellbeing and mental health alliance contract, to ensure a seamless system response to associated support needs.

### 2.3.3 Replacement Care and Carer Breaks

Respite care allows the family carer to take a break from care-giving; to recharge, ease their stress, and avoid burnout. The longer a family carer can provide appropriate care, the longer their relative is able to stay comfortably at home<sup>9</sup>. The service is available to carers of all ages

This service will offer individually tailored flexible support, following an assessment by the provider to understand the carer's role and needs. The replacement care

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<sup>8</sup> Farnham and Englefield Green will be covered by services provided to G&W PBP area and NWS PBP area respectively.

<sup>9</sup> <http://themosaiccaregroup.co.uk/2017/03/17/how-family-caregivers-can-benefit-from-respite-care/>

might either be home based or take the individual receiving care on a leisure activity. The service will be designed to relieve stress on carers and their families, to help sustain the caring relationship and to enable the carer to have time to themselves.

#### 2.3.4 End of Life Replacement Care and Carer Breaks

This service largely mirrors the above service, focusing on the specific support needed by carers who are caring for someone at the end of life (with a prognosis of approximately 12 months of life or less). It has strong focus on the ability to deliver positive outcomes for carers and the person/s they care for. The service is available to carers of all ages.

#### 2.3.5 Supporting Carers' Personal Health Budgets

The service will process payments for the GP Carer Personal Health Budgets Scheme in Surrey, managing the process from end-to-end; receiving and processing referrals from GPs via the Surrey Carers Prescription; liaising with carers to understand their needs and create meaningful support plans; onward referral to other carer information and support services; processing of direct payments to carers under the scheme. This PHB Scheme is funded entirely by the NHS and is distinct from the Care Act carers assessments undertaken within social care. The contract will be for three years with the option for two extensions, cumulative duration up to 24 months.

#### 2.3.6 Supporting Carers in Hospital Settings

This service is specifically aimed at supporting carers in a hospital setting and carer contact will usually take place within the hospital. It provides person-centred advice, information, support and advocacy to carers and is a key tool in helping carers navigate the range of care and support options available, facilitating interaction with hospital staff and teams, enabling carers to better understand hospital processes and be partners in decision making (e.g. discharge). The contract will be for three years with the option for two extensions, cumulative duration up to 24 months.

The service's other aim, through close partnership working, is to ensure hospitals are carer friendly environments, empowering staff to be more 'carer aware'; recognising carers who might need support, understanding issues they may face, and the importance of their role as 'partners in care'. The service is available to carers of all ages.

#### 2.3.7 Carer Emergency Planning and Carers Passports

In line with the commitment in the NHS Long-Term Plan, this service will ensure that carers do not have to cope alone in emergencies. Adopting a strength-based approach, the service will support carers to create a personalised emergency plan that identifies and records the support available in emergency situations. Where possible, plans will focus on enabling carers to manage within their existing capacity and personal networks; where this is not possible, the service will identify and facilitate options for replacement care (short-term). The service will provide and promote to stakeholders, including 'blue light services', a single point of contact for carer emergency planning, enabling plans to be activated 24 hours a day, 365 days a year and, where necessary, providing support to carers to activate them. The service is available to carers aged 18 years and over. As this is a new service, the contract will be for a period of three years with the option for two extensions, cumulative duration up to 24 months.

### 2.3.8 Independent Giving Carers a Voice

Giving Carers a Voice is key to delivering Surrey's commitment to co-design and co-production, ensuring that carers of all backgrounds and experiences are part of designing, developing, shaping, monitoring and evaluating services. The service will enable and facilitate regular, meaningful and diverse opportunities for carers voices to be heard and have influence, essential if services are to be planned effectively, and using a strength-based approach.

As the specification for this service is significantly changed from the 'Voice' service currently in operation, the contract will be for a period of three years with the option for two extensions, cumulative duration up to 24 months.

### 2.3.9 Service(s) Carers of people using Mental Health Support

This is a new service, as a result of feedback received during the development of the Carers Strategy. The specification will be co-produced with stakeholders, notably the Independent MH Forum and it is anticipated that it will initially be piloted over two/three years to inform a longer-term approach. The service will not be procured as a lot within the wider procurement process but will initially be established as a pilot, with an intended start date of Spring 2022, duration to be determined.

The service will aim to:

- Support carers of people with mental ill health, taking a whole family approach
- Through close partnership working, establish carer friendly environments within Mental Health acute settings
- Ensure that Mental Health Community Services operate using Carers Friendly practice

Currently, an 'Online Support for Mental Health Carers' service is commissioned. This addresses the specific needs of mental health carers, providing them with online psycho-educational support, which will engage, educate, and train carers to develop personalised strategies and build on their carer skills and abilities so they can care with more confidence. Multiple individuals (e.g. families) can participate in sessions in order to maximise the benefits and outcomes of the intervention; and to reduce risk of other logistical barriers impeding access. The specification will be reviewed along with the development of the specification for the broader service outlined above and therefore will not be procured as a lot within the wider procurement process but alongside the pilot service.

### 2.3.10 Moving and Handling

This service will provide individual, personalised moving and handling information, advice and support to adult carers in Surrey, through a mix of one-to-one provision (including in people's own homes) and a suite of online resources. It will provide information and practical support (e.g. moving and handling techniques), as well assisting with sourcing specialised equipment when necessary and as appropriate. The service will be provided by appropriately trained and qualified staff, working with a wide range of professionals and practitioners (e.g. occupational therapists, GP surgeries, district nursing). During the lifespan of the contract, the Carers Team will be seeking to ensure that mainstream support is suitably resourced to support Carers and therefore render a separate service unnecessary. In the light of this, the contract will be for a period of three years with the option for two extensions, cumulative duration up to 24 months.

- 2.4 It has been agreed that Carers themselves will evaluate specific method statement(s) to ensure that their views are integral to the evaluation process. The full set of evaluation questions are currently being finalised.

### **3. Consultation / Public Engagement**

- 3.1 The approved Strategy, a public document, was co-created with a range of stakeholders and the final draft taken out for wider engagement Nov 20 – Jan 21. Appendix four of the strategy details engagement initiatives.
- 3.2 The Young Carers Strategy is due to be published in November 2021. The needs assessment and extensive consultation that has been undertaken across the system and with carers and their families to develop the strategic direction have informed the specifications.
- 3.3 A market engagement event to establish dialogue with potential providers of the services was held in June 2021. A second one will be held shortly before the tender goes live.
- 3.4 Councillor Mooney, the Cabinet Member for Adults and Members' Lead for Carers has monthly updates with the Head of Service and the ASC Area Director Lead for Carers. A briefing note regarding the intended procurement was circulated to SCC's Adults and Health Select Committee in July 2021.
- 3.5 All commissioning activity is joint with our health colleagues and is steered through the joint Carers Commissioning Group. At its meeting on 28 June 2021, the Commissioning Group, chaired by Sue Tresman, Independent Carers Lead for Surrey Heartlands, approved draft specifications for each of the services (with the exception of the new service 'Support for Carers of people using Mental Health Services', as this is a new service for which the specification will be co-produced).
- 3.6 As referenced above, the tender appraisal panels will include carers (adults and Young Carers).

### **4. Risk Management and Implications**

- 4.1 The providers of the current services may challenge the approach to establishing a system of support for carers. However this is seen as a low risk, given the following mitigation activity:
- 4.1.1 The specifications, as refreshed, stress the importance of the different service providers to work in partnership with each other and as an integral part of the wider health and social care system. This responds to feedback that customer journeys should be improved.
- 4.1.2 The specifications will require providers to evidence the delivery of outcomes differently than previously required. This is to ensure that there is a shared understanding and evidence base of what needs to be done for carers in the future
- 4.1.3 The refreshed specifications also stress the importance to pro-actively monitor uptake against the demographic breakdown of Surrey and to take corrective action if particular groups are under-represented. This responds to a specific theme in the



feedback received in the development of the strategy – that we needed to ensure the offer was equitable, ensuring fair access to services for all carers.

- 4.1.4 The specifications are founded on feedback from partners in the development of the Strategy. The market engagement events also discussed the revised model.
- 4.2 The contract for some of the services, for example ‘Support for Carers of people using Mental Health Services’ and ‘Carer Emergency Planning’, will have a shorter lifespan than the majority of the services. This is to reflect the fact that they are new pilot initiatives. Evaluation of the new pilot services will inform a longer-term approach.
- 4.3 There is a risk that current providers might perceive the budgetary adjustments as a cost cutting exercise.
  - 4.3.1 Some of the specifications are significantly different and the financial envelope attached is therefore also different to that attached to the current services.
  - 4.3.2 The refreshed services will offer greater value for money. Benchmarking data suggests that some services can be provided more cost effectively, in part by greater use of the wider health and social care system and in part by restructuring the pricing model for some services.

The adjustments to the financial allocation should facilitate current providers in recognising the strategic vision as set out in the tender paperwork. Furthermore, the cumulative value of the services being procured will demonstrate that the level of funding for the services has not been reduced. This is therefore considered to be a low risk.

- 4.4 The specifications that support the current contracts were developed over five years ago and do not reflect current strategic drivers such as:
  - Strength Based approaches to care and support
  - Addressing inequalities in health
  - Place-shaping
  - Community inclusion
  - Facilitating resilient communities

The end of the current contracts’ lifespans on 31 March 22 provides an opportunity to ensure that the services from April 2022 respond to these drivers.

## **5. Financial and ‘Value for Money’ Implications**

- 5.1 As indicated in section 4.3.2 above, the new contracts will offer greater value for money. Benchmarking data suggests that some services can be provided more cost effectively, in part by greater use of the wider health and social care system and in part by restructuring the pricing model for some services.
- 5.2 The cumulative value of the services to be procured, including the direct payment they will administer will be £5.653m. This is 87.8% the Carers Budget, a ring-fenced element of the Better Care Fund of value £6.52m.
- 5.3 In order to ensure that support for carers is recognised as ‘everyone’s business’ approximately 4.7% of the Carers Budget is being directed to SCC’s Contact Centre and services that support young people, with additional

reporting requirements to monitor access to and uptake of these services by Carers and Young Carers respectively.

- 5.4 There is within the budget provision for an innovation fund, which will be used for initiatives to address needs that become apparent in-year. It currently has a value of £168.5k but can be expected to flex depending on:
- i the confirmed value of the overall Better Care Fund, expected winter 2021/2022;
  - ii performance against the 'cap and collar' contracts outlined below.
- 5.5 A portion of the Carers Budget is retained to cover infrastructure costs (4.9%).
- 5.6 The total value of carers services funded by the Better Care Fund has increased in recent years as SCC and NHS partners have recognised the vital contribution that carers services make to the health and social care economy in Surrey. The current total financial envelope will remain the same for the proposed procurement of new carers services set out in this paper, but it is expected greater value will be generated from the newly procured services which will contribute to mitigating pressures in ASC and the NHS.

## **6. Section 151 Officer Commentary**

- 6.1 Although significant progress has been made over the last twelve months to improve the Council's financial position, the medium term financial outlook beyond 2021/22 remains uncertain. The public health crisis has resulted in increased costs which may not be fully funded. With uncertainty about the ongoing impact of this and no clarity on the extent to which both central and local funding sources might be affected in the medium term, our working assumption is that financial resources will continue to be constrained, as they have been for the majority of the past decade. This places an onus on the Council to continue to consider issues of financial sustainability as a priority in order to ensure stable provision of services in the medium term.
- 6.2 As such, the Section 151 Officer supports the proposed procurement plan for carers services set out in this paper on the assumption that these services remain funded by the Better Care Fund. At present, the government has not confirmed the future of the Better Care Fund beyond 2021/22 and so SCC and NHS partners will need to review how these services are funded subject to further government announcements about the future of the Better Care Fund. Should the government withdraw, reduce or change the basis of current funding provided through the Better Care Fund during the term of the carers services that are procured then it may be necessary to alter the delivery of these carers services subject to what alternative funding is available to SCC and NHS partners. The outcome of the procurement will be factored into the Medium-Term Financial Strategy.

## **7. Legal Implications – Monitoring Officer**

- 7.1 This report seeks approval of the Committee in Common to approve the plan to procure carers services up to a value of £6.5 million.
- 7.2 Under the Constitution Part 3 paragraph 8.28 the Committee in Common has authority to make strategic decisions relating to the Better Care Fund programme. Following approval, the report must go to Cabinet for approval of funding and placing

the procurement plan on the Annual Procurement Forward Plan, Procurement and Contract Standing Orders order 1.6.

- 7.3 Pursuant to the Public Contracts Regulations 2015 (as amended) the services must be procured competitively in accordance with one of the stated procedures. The correct procurement decision has yet to be decided for this procurement.
- 7.4 Under the Care Act 2014 the Council has a general duty in exercising its functions under Part 1 of the Act to promote the well-being of individuals.

## 8. Equalities and Diversity

- 8.1 The association between socio-economic deprivation and caring is now well established, and it is recognised that caring can affect health outcomes.
- 8.2 Based on the 2011 Census and population projections, Surrey's 2016 projected BAME carers population is 18,817 (16.3% of the total carers population). This group has been identified as facing particular difficulties in accessing and using support services<sup>10</sup> for reasons such as language barriers and a lack of culturally-appropriate information.
- 8.3 As is the case in many authority areas, there is under-identification of young carers in Surrey.
- 8.4 Feedback from stakeholders including individual Carers, as the Carers Strategy 2021-2024 was developed, was that carers of people with mental ill-health, people with dementia and people on the autistic spectrum had poor access to support in Surrey. We are addressing this in the services procured in the Autumn, as outlined in section 1.5.9 above.
- 8.5 An EIA informed the development of the strategy and is included as a background paper to this report.
- 8.6 An EIA specific to the procurement of services is in draft form and will be submitted to the Directorate Equalities Group in September.

## 9. Other Implications

- 9.1 **Business continuity:** The specifications for carers' services outlined in section 1.5 have been significantly refreshed. Depending upon the outcome of the procurement process, providers may remain the same or may change. Regardless of outcome, the procurement process builds in a mobilisation period of three months which will facilitate the necessary changes to be implemented.
  - 9.2 **Safeguarding Responsibilities for Vulnerable Children and Adults:** The contract terms and conditions include reference to action to prevent and/or respond to safeguarding incidences that is required of the provider.
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<sup>10</sup> In line with [GOV.uk guidance](https://www.gov.uk/guidance), we use 'ethnic minorities' to refer to all ethnic groups except the White British group. Ethnic minorities include White minorities, such as Gypsy, Roma and Irish Traveller groups.

## Consulted:

Details of who has been consulted:

1. Councillor Sinead Mooney, Cabinet Member for Adults and Members Lead for Carers
2. Councillor Alison Griffiths, former Members' Lead for Carers
3. Avril Mayhew, ASC Area Directors' Lead for Carers
4. Hayley Connor, Director of Commissioning, CFLC
5. Carers Commissioning Group:  
Sue Tresman, Independent Carers Leads for Surrey Heartlands  
Steve Manley and Cyane Sullivan, Frimley Integrated Care System  
Adam Watkins, formerly Senior Joint Carers Lead, now Joint Carers Programme Lead  
Debbie Hustings, NHS Partnership Manager for Carers  
Gary Wood, Commissioning Officer for Children's Health and Wellbeing  
Ron Critcher, Carers Commissioning Manager, ASC SCC  
Jo Neville-Rye, Senior Commissioning Manager
6. A Market Engagement Event was held on 10 June 2021. The organisations that attenders include: White Lodge Centre, Simply carers, County Care, Complete care, Action for Carers, Sovereignty care, Kind care UK, Surrey SILC, Care mark, Healthwatch Surrey, Agincare.com, Assist care group, Autism Hampshire, Home group, Heart view care, People plus, Space2byou, Surrey Choices, Watershed care, Optima care, Sylvian care, Carer centre, Runnymede, Complete care, People plus, Watershed care and Princess Royal Trust for Carers Hampshire. The specifications have evolved as a result of feedback received.  
A second Market Engagement Event will be held shortly before the tender goes live.
7. The approved Adult Carers Strategy, a public document, was co-created with a range of stakeholders and the final draft taken out for wider engagement Nov 20 – Jan 21. Appendix four of the strategy outlines engagement initiatives.

## Annexes:

Slide pack used at the market engagement event on 10 June 2021- attached.

## Sources/background papers:

- [Carers Strategy 2021-2024](#)
  - [EQIA: approved for the strategy in May 2021](#)
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# Surrey Carers Services

Market engagement on Carers  
Services Procurement

10th June 2021



## **Section 1. Introduction (20 mins)**

1. Agenda and purpose of the market engagement event
2. Meet the team
3. Overview of carers in Surrey
4. Overview of Surrey Carers Strategy 2021-24

## **Section 2. Information on the services (15 mins)**

5. Information on the Lots
6. Further technical information

## **Section 3. Outline of approach to the tender (15 mins)**

7. High level outline of tender process
8. Indicative timescales
9. Questions received by e-mail

## **Questions and answers**

**Close**

# Meet the team

- ❖ **Sue Tresman**, Independent Carers Lead
- ❖ **Anna Waterman**, SCC Head of Commissioning for Disabilities, Autism, Carers and for East and Mid Surrey
- ❖ **Debbie Hustings**, NHS Partnership Manager for Carers
- ❖ **Jo Neville-Rye**, SCC Senior Commissioning Manager for Carers
- ❖ **Ron Critcher**, SCC Commissioning Manager for Carers
- ❖ **Adam Watkins**, Senior Joint Carers Lead
- ❖ **Shelley Prince**, SCC Head of Commissioning for Children's Health and Wellbeing
- ❖ **Gary Wood**, SCC Commissioning Officer for Children's Health and Wellbeing
- ❖ **Cyane Sullivan/Steve Manley**, Frimley Integrated Care System
- ❖ **Tarek Alakari**, SCC Procurement Manager

# Welcome and House Keeping

- Today's session is scheduled for 2 hours.
- This event is being recorded and will be shared with all participants within 24 hours, please inform us now if you don't consent of being recorded
- Q&A time will follow presentation, please send your questions at any time using chat feature.
- Please remain muted unless you need to speak to minimize background noise while presenting.



# Who are carers?

Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.

This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age looking after siblings, parents or other relatives.

# Overview of carers in Surrey

- From the 2011 Census and subsequent population projection figures, there are an estimated 115,216 carers of all ages who live in Surrey. This includes 31,850 people caring for more than 20 hours a week, while 68,943 juggle work with caring.
- We have 18,870 carers from ethnic minority communities and there are also an estimated 14,700 young carers under the age of 18.
- Carers UK research undertaken by YouGov (June 2020) indicates that there are an estimated 4.5 million new carers nationally due to COVID-19 who are not reflected in the figures above. New data will be provided by the 2021 Census.
- The GP Patient survey estimates the real caring population is nearer 17%. For Surrey this would mean a caring population is closer to 200,000 carers of all ages.
- See the Surrey Joint Strategic Needs Assessment (JSNA) for more details on the numbers of carers in Surrey and their needs:
  - [JSNA Data about Carers](#)
  - [JSNA Data about Young Carers and Young Adult Carers](#)
- The work that carers do is incredibly important, not just to those for whom they care but also for the wider health and care system; it is estimated that unpaid carers save the public purse approximately £1.8 billion per annum in Surrey alone by caring for individuals who would otherwise need more support from the state.

# Surrey Carers Strategy 2021-24

## The Surrey Carers Strategy 2021-24:

- is informed by Government legislation, national and local policies, National Institute for Excellence (NICE) Guidance and, most importantly carers' views and wishes;
- provides the chance to reaffirm our commitment and determination to help carers continue caring if that they are willing and able, and to support their health and wellbeing by achieving outcomes they have identified matter most to them;
- has been developed in line with "Together for Carers", a memorandum of understanding between health and social care and a wide range of partners to work together to enhance support for carers of all;
- identifies priorities that build on those previously included in our strategy for 2016 to 2020, taking account of progress towards them and feedback from our carers and many varied organisations supporting them within our Surrey network.

## Strategic priorities

Commissioning  
high quality  
services for  
carers

Promote carers'  
rights

Increase  
visibility of  
carers

Strengthen  
carer voice

Support working  
carers

Effective  
communication  
and  
engagement

## Our vision is:

*“Surrey should be a place where carers are recognised, valued and supported, both in their caring role and as an individual. Carers will be respected as partners in care, will have a strong voice that influences improvement, and will be able to access the support they need, when they need it, and in the way that works best for them. This support will be available equally to all carers.”*

## Values

Carers have told us about the values they believe should underpin all action and we have put them at the heart of the strategy. They have also been shaped by contributions from our partnership of NHS and social care, children’s services, our borough and district councils, education, voluntary, and community and faith sector, comprising many local charities and groups.

- ✓ ***Carer focused***
- ✓ ***Inclusivity***
- ✓ ***Whole family***
- ✓ ***Collaboration***
- ✓ ***Every contact counts***
- ✓ ***Continuous improvement.***





## Implementing and monitoring the strategy

- Delivery of the strategy will be overseen by the Carers Strategic Partnership Board.
- A joint 'carers dashboard' is in development, in co-production with the Carers Strategic Partnership Board, which will draw together performance data to monitor progress. Health and social care will develop a joint local Carers Outcomes Framework that addresses national performance measures and those identified locally.
- Each partner in Surrey will use an agreed set of key performance indicators (KPIs), to include those developed to monitor outcomes specific to their service/s. These will be reported on using their local governance procedures, with oversight through contract monitoring arrangements.
- Carers should be routinely involved in performance monitoring and evaluations. We will revisit with carers the commitments we have made, including what we have said they can expect as part of our Vision, and whether the strategy is making a difference to them.

## Young carers

There is a significant number of young carers in Surrey – children and young people who provide support and/or care. We are committed to providing them with the support they need and to protect them from caring responsibilities that are inappropriate. A Young Carers Strategy is being developed in the first half of the financial year 2021-2022. This considers the specific experience of young carers and the needs they present. It commits to ensuring the support available to them is appropriate, tailored and readily accessible. The Young Carers Strategy will dovetail with this document to create a truly all-age approach. Action plans to secure delivery of the strategies will align. In year two of this Strategy's lifespan we will review the two strategies to merge them into a single all-age strategy.



# Approach

Provider/s must work:

- to ensure that carers are enabled to influence how the service is provided in a meaningful way;
- to continually demonstrate practice which responds appropriately, proactively and flexibly to address the particular circumstances of individual carers;
- to proactively reach in to and engage with the diverse range of communities in Surrey to help ensure that appropriate support is accessible and contributes to improved outcomes;
- to take a whole family approach, including providing support to families where the service can help reduce pressure on children in the household who may be young carers;
- to work effectively in partnership with the NHS, social care, voluntary and community sector, and business or corporate sector to provide the best possible outcomes for carers;
- to reflect the principle of the parity of esteem for mental health carers. This is defined as valuing mental health equally with physical health;
- with carers and Commissioners, to develop new systems for providing more individual and personalised services;
- to the [standards set out in the Surrey Compact](#).

# Section 2. Information on Carers Services



## Information on the services to be procured

1. Independent Adult Carers Support
2. Independent Young Carers Support
3. Home Based Breaks
4. End of Life Care Carer Breaks
5. GP Carer Personal Health Budgets
6. Hospital Carer Support
7. Carer Emergency Planning and Carer Passport
8. Online Support for Mental Health Carers
9. Moving and Handling
10. Welfare Rights and Benefits Advice and Support
11. Giving Carers a Voice
12. Workforce development



## **Service description**

*(High level – further detail provided in prospectus)*

### **Independent Adult Carers Support**

The purpose of the Independent Adult Carers Support Service is to provide a range of high quality services to carers with the aim of improving their quality of life: this includes emotional, financial, physical and mental health and wellbeing.

Services will include information, advice, support and advocacy to adult carers and young adult carers (caring for people of all client groups) in Surrey. As part of a whole family approach, children in the household who may be young carers should be identified and referred for support as appropriate.

Effective support for carers will be based on the active promotion of carers' rights, promoting carer choice and opportunities for carers to have a life outside of caring. The service will take a personalised approach to supporting individual carers.

Service delivery will be rooted on the local context while ensuring coordination across Surrey to ensure equity of provision across the five localities identified.

The provider is expected to display innovation, particularly in attracting and engaging with carers not previously known to services.

## **Service description**

*(High level – further detail provided in prospectus)*

# **Independent Young Carers Support**

The purpose of this service to provide a range of high quality services to young carers, caring for people of all client groups, with the aim of improving their quality of life - emotional, physical and mental health and wellbeing. Services will include information, advice, support and advocacy.

The service will take a personalised approach to supporting individual carers, reflecting family circumstances.

Service delivery will be rooted in the broader system of support for young people and will facilitate young carers' inclusion within peers networks.

The provider is expected to display innovation, particularly in attracting and engaging with carers from diverse backgrounds and those not previously known to services.

## **Service description**

*(High level – further detail provided in prospectus)*

### **Carers Breaks**

The purpose of this service is to offer a flexible breaks service, replacement care to enable carers to take a break and maintain / improve their own health and wellbeing.

Individually tailored support will be offered, following an assessment by the provider to understand the carer's role and needs. The replacement care might either be home based or take the individual receiving care on a leisure activity.

The service will provide trained staff (according to standards require by the Care Quality Commission and in carer awareness) to provide substitute care to people receiving support, including to families where support reduces pressure on children in the household who may be young carers.

The provider is expected to work collaboratively with carers as partners in care.

The service will be a flexible and responsive home based support service designed to relieve stress on carers and their families, to help sustain the caring relationship and to enable the carer to have time to themselves.

## **Service description**

*(High level – further detail provided in prospectus)*

### **End of Life Care Carer Breaks**

The purpose of this service is to provide support for carers caring for someone at the end of life through the provision of a flexible breaks service. The service is provided to relieve stress on carers and their families, to help sustain the caring relationship and to enable the carer to have time to themselves. It has strong focus on the ability to deliver positive outcomes for carers and the person/s they care for.

The service will provide staff, trained in the delivery of end of life interventions (according to standards require by the Care Quality Commission and in Carer Awareness), to provide substitute care, including to families where support reduces pressure on children in the household who may be young carers.

The provider is expected to work collaboratively with carers as partners in care.

The service is for Surrey residents (registered with a Surrey GP) who are unpaid carers addressing the support needs of someone for whom the prognosis is approximately 12 months of life or less.

## Service description

*(High level – further detail provided in prospectus)*

### **GP Carer Personal Health Budgets (PHBs)**

The purpose of this service is to enable carers to have a break from caring, through the facilitation of the GP Carer PHB Scheme in Surrey.

The Provider/s will manage the process from end-to-end, including:

- receiving and processing referrals from GPs via the Surrey Carers Prescription;
- onward referral to other carer information and support services;
- liaison with carers to understand their needs and create meaningful carer care and support plans;
- processing of direct payments to carers under the scheme.

The service will be flexible and responsive, enabling carers to have some time for themselves and reduce their stress levels. Through a personalised approach to understanding the individual carer's role and needs, the service aims to improve carers' quality of life, including emotional, physical and mental health and wellbeing.

## **Service description**

*(High level – further detail provided in prospectus)*

### **Hospital Carer Support**

The purpose of this service is to achieve the best possible outcomes for carers through the provision of information, advice, support and advocacy, where deemed appropriate and consent is provided. The service is specifically aimed at supporting carers in a hospital setting and carer contact will usually take place within the hospital.

This service provides person-centred advice, information, support and advocacy to carers when the person they care for is in hospital or is receiving hospital treatment. The Hospital Carer Support service is a key tool in helping carers navigate the range of care and support options available.

The Hospital Carer Support service also acts as a liaison between hospital staff and teams, enabling carers to better understand hospital processes and be partners in decision making (e.g. discharge). The service will help empower staff to be more 'carer aware', including identifying carers, understanding the issues they may face, and the importance of their role as 'partners in care'.

There should be local delivery, but a coordinated approach must also be maintained so as to ensure consistency of response across the four ICP localities.

## **Service description**

*(High level – further detail provided in prospectus)*

# **Carer Emergency Planning (CEP) and Carer Passport**

In line with the commitment in the NHS Long-Term Plan, this service will ensure that carers do not have to cope alone in emergencies. Adopting a strength-based approach, the service will support carers to create a personalised emergency plan that identifies and records the support available in emergency situations. Where possible, plans will focus on enabling carers to manage within their existing capacity and personal networks; where this is not possible, the service will identify and facilitate options for replacement care (short-term).

The service will act as the central point of contact for carer emergency planning in Surrey, enabling plans to be activated 24 hours a day, 365 days a year, where necessary providing support to carers to activate them.

As part of effective planning for carers, the service will also oversee the delivery of the Carer Passport in Surrey, which acts as the universal identification tool for carers.

## **Service description**

*(High level – further detail provided in prospectus)*

### **Online Support for Mental Health Carers**

The service will address specific needs of mental health carers. The purpose of the service is to enhance carers' quality of life by providing them with online psycho-educational support, which will engage, educate, and train carers to develop personalised strategies and build on their carer skills and abilities so they can care with more confidence.

The service will use an online platform that enables carers to access this support from their own homes/location of choice. The service will be delivered online in order to maximise potential reach; to enable multiple individuals (e.g. families) to participate in sessions, as appropriate, in order to maximise the benefits and outcomes of the intervention; and to reduce risk of other logistical barriers (such as travel, multiple locations, and/or personal preferences regarding environment) impeding access to the service.

The service will cover the administrative county of Surrey, including the area of Surrey within NHS Frimley CCG.



## **Service description**

*(High level – further detail provided in prospectus)*

### **Moving and Handling**

The purpose of the service is to provide an individual, personalised moving and handling information, advice and support to adult carers in Surrey, through a mix of one-to-one provision (including in people's own homes) and a suite of online resources. This specialist service will be provided by appropriately trained and qualified staff.

The service will support carers to achieve positive health outcomes for them and the person/s they care for, protecting their physical and emotional wellbeing. This will be achieved by providing information and practical support (e.g. moving and handling techniques), as well as assisting with sourcing specialised equipment when necessary and as appropriate.

The service will work with a wide range of professionals and practitioners (e.g. occupational therapists, GP surgeries, district nursing), as well as other support services across the system, to promote safe moving and handling practice.

## **Service description**

*(High level – further detail provided in prospectus)*

# **Welfare, Rights and Benefits Advice and Support**

The Welfare Rights and Benefits Advice and Support Service will promote carer health and wellbeing through providing expert information support regarding welfare rights and facilitating appropriate access to UK benefits.

The service will operate as a second-tier information and advice service, providing financial expertise to agencies that come into direct contact with carers and/or services that provide information and support to carers. The service also provides specialist training to a range of professionals and practitioners who work with carers. In complex cases it provides additional expert support and information (e.g. appeals) to carers.

## **Service description**

*(High level – further detail provided in prospectus)*

### **Giving Carers a Voice**

The purpose of the service is to support putting adult carers at the heart of what we do in Surrey through providing means and opportunity for carers to engage, get involved, and share their lived experiences in their own words. All adult carers should be given the opportunity to engage if they wish to do so.

Giving Carers a Voice is a vital tool in delivering Surrey's commitment to co-design and co-production, ensuring that carers of all backgrounds and experiences are part of designing, developing, shaping, evaluating and monitoring services in Surrey. The service will enable and facilitate regular, meaningful and diverse opportunities for the carer voice to be heard and have influence.

The service will develop and maintain a strategic, coordinated approach so that carers feel empowered to voice their views and share their experiences, without being overwhelmed by different and/or multiple asks.

This service is for adult carers aged 18 years or above. Engagement with young carers will be delivered through a separate specialist contract, however partners are expected to collaborate where work impacts all ages.

## **Service description**

*(High level – further detail provided in prospectus)*

### **Workforce development**

The Strategy highlights a commitment to ensuring that the workforce across all partners and providers have the skills, knowledge and understanding necessary in effectively identifying, supporting and working with carers.

This service will contribute to this, supporting :

- The development and delivery of high quality training materials to suit the needs of different providers and professional communities.
- The development and delivery of high quality carer awareness training, including understanding and promoting carer rights
- The development of skills in the digital and alternative communications sphere to enhance reach to all Carers to enhance and promote agility and greater choice of support offered.

# Considerations for discussion:

- 1. The relative benefits of aggregating different services into the same contract, e.g.:**
  - Financial viability
  - Independence
  - Expertise
- 2. Duration**
  - Financial viability
  - Flux in the system
  - Innovation and mainstreaming
- 3. Geographical coverage**
  - County wide consistency
  - Local presence
  - Local tailoring

# Further technical information

## Carers legislation and policy:

- The Care Act 2014
- The Children and Families Act 2014
- The Health and Social Care Act 2012
- The Children's Act 2010
- Mental Capacity Act 2005
- Work and Families Act 2006
- The Equalities Act 2010
- NHS Long Term Plan
- Public Procurement policy 2021

# Section 3. Outline of approach to the tender

# Aims of the procurement

## Essential requirements of winning bidder/s:

- Demonstrable experience
- Ability to operate in or near Surrey for duration of contract
- Demonstrable knowledge of Surrey context
- Appropriate accreditations as required by individual lots

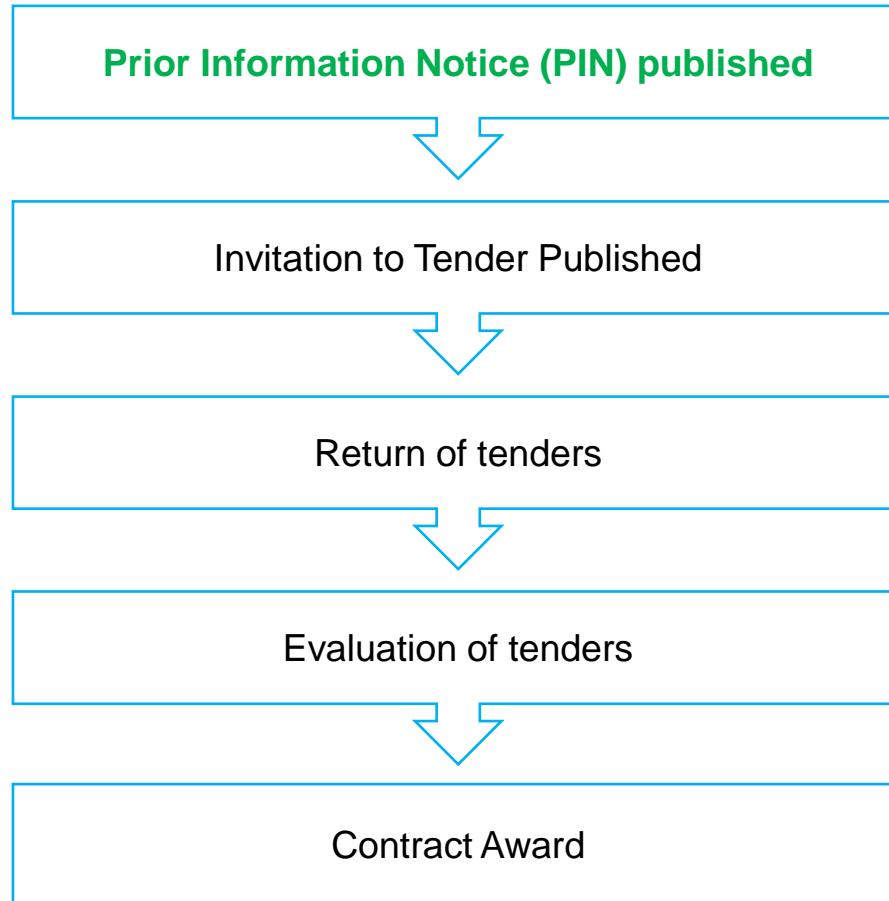
## Additional information:

- Consortia
- Alliance bids



# High Level Outline of Tender Process

Surrey County Council will publish and conduct an Open Procedure to procure Carers Services.



# Indicative timescales

Task List	Date
<b>Documents issued to Bidders via tender platform</b>	September 2021
<b>Tender Live (to the market)</b>	30 Days
<b>Clarification period (for bidders to ask questions via the tendering platform)</b>	Open from tender go live date (closes 7 days before tender submission deadline)
<b>Suppliers submission deadline</b>	October 2021
<b>Successful and Unsuccessful letters to be sent to bidders</b>	December 2021
<b>Mobilisation</b>	January to March 2022
<b>Contract start date</b>	1 April 2022

# Q&A



# Questions and answers

**Q1 - Can you please tell me the names of the organisations covering the lots currently, and which ones are new?**

This procurement relates to a set of support services that together reflect the specialist system to support carers going forwards. New specifications have been drafted to underpin the new support services - the lots do not reflect the current contracts.

**Q2 - Please can you clarify the position around the Young Carers contract? Specifically, will this form part of the September tendering process and, if not, when will the re commissioning of the Young Carers contract be scheduled?**

It is intended that support for young carers will be procured alongside the other services.

# Questions and answers

## Q3- In terms of independent carers support;

- **Five localities are referenced in the slide deck - please can you confirm the respective localities?**

- North West Surrey Integrated Care Partnership (covering Woking, Runnymede, Spelthorne and Elmbridge practices based in NWS ICP)
- Guildford and Waverley Health and Care Alliance (covering Guildford and Waverley)
- Surrey Downs Integrated Care Partnership (covering Epsom and Ewell, Banstead, Mole Valley and the remaining Elmbridge practices)
- East Surrey (covering Reigate, Redhill, and Horley and Tandridge)
- NHS Frimley CCG (covering Surrey Heath and Farnham)

- **The Young Adult Carers element is now rightly included in the independent carers support contract – please will you confirm that the funds currently allocated for the YAC contract will be in addition to the £1.142m currently allocated to the Adult Carers Support contract?**

Pricing for the contracts will be released along with the tender documents and the ITT guidance document. The pricing will not mirror the current contract as the specifications have been revised.

- **If the detailed specification allows providers to select which localities they will tender for, in the event that different providers were to secure different geographic areas how could carers be guaranteed equitability and consistent quality of service provision across the County?**

Where there are different providers in different localities they will be required to work together effectively to deliver an equitable standard of care across Surrey that achieves the best possible outcomes for carers rooted in the local context. It will be a requirement of all providers to ensure joined up working for and with carers across the system. This will be monitored as part of regular contract monitoring. This partnership approach across the system is embedded in the Surrey Carers Strategy 2021-24, and will be a requirement in the specifications for all lots.

# Questions and answers

**Q4 - In the scenario described and again dependent on the specification;**

- **if, for example, an adult is supported by one service provider but a young carer is supported by another, how does this support the critical 'whole family' approach/framework legislated for in 2014 Care Act and The Children's and Families Act? i.e. there is a significant risk that the 'whole family' approach would, at best, be diluted.**

The lots as currently outlined are the themes that support services will address. Regardless of how services are finally grouped for procurement, it will be a requirement in the specifications for all services to ensure joined up working for and with carers across the system. All providers will be required to tailor support to the individual carer within a whole family approach, ensuring equity of access and provision. There are services that are not commissioned though the Carers portfolio that will be an important part of the support system. This partnership approach across the system is embedded in the Surrey Carers Strategy 2021-24, as is the need to take a whole family approach, and providers' performance will form part of regular contract monitoring.

- **how will data be shared between providers? (i.e. issues to consider include but are not exclusive to disparate databases/consents/GDPR)**

Data sharing agreements will be required for all providers.

- **would different providers have their respective points of entry i.e. call centres?**
- **aligned to the previous bullet, from a commercial perspective and in the scenario described, operational/support infrastructure costs (e.g. admin/support resources; HR; Finance; ITC etc.) would increase i.e. economies of scale would be lost diverting finite resources away from supporting carers which would be detrimental to outcomes.**

A consistent county-wide approach is needed, with the ability to be locally responsive. If different providers were contracted to provide the IACS in different localities, referrals would be routed to the relevant providers through their respective points of entry. It is envisaged that the Surrey Carers Prescription will continue to act as a single point of access. "

# Questions and answers

**Q5 - Coupled with this, in terms of Hospital Carers Support Advisers;**

- **from a carers perspective, please can you explain the advantages to a carer of the segmentation of HCSAs from the independent carers support contract? Hospital Carer Support Advisers are, in the current model, fully integrated - this joint working provides carers with both a seamless/joined up service of support and, where necessary, dual support. There is a risk that this would be lost in the proposed model.**

The Hospital Carer Support Adviser Service will have a key role in 'normalising' carer identification, recognition and support in the hospital setting. The service will be required to work in close partnership with other services in the system, to support and enable onward referral where needed.

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- **is the specification for all hospitals or could a provider choose which acutes to bid for?**

A consistent county-wide approach is needed, with the ability to be locally responsive, including the potential to offer satellite support to community hospitals associated with the acute trusts. This contract will be for a single provider to deliver hospital carers support across the four Surrey Heartlands acute hospital trusts: Royal Surrey NHS Foundation Trust; Ashford and St Peter's NHS Foundation Trust; Epsom and St Helier University Hospitals NHS Trust, and; Surrey and Sussex Healthcare NHS Trust. Partners in the Frimley Integrated Care System will determine their own model for hospital carers support at Frimley Park Hospital.

- **in addition to the 5 acutes currently supported, are any other hospitals (e.g. Mental Health units/acutes out of area) included in the specification?**

For hospitals 'out of area', it is expected that the provider/s and partners will work within the parameter set out in the forthcoming Cross-border Protocol for Carers.



# Questions and answers

**Q6 - On slide 27, an indicative timetable is provided - please can you clarify the 30 days live to market? i.e. is this, as historically, 30 working days? In addition, when will the finalised timetable be published?**

It is 30 calendar days. This is not the final timetable; specific dates will be published along with the tender documents and the ITT guidance document.

**Q7- From an Employment Law perspective, please can you confirm that should a new provider be appointed that TUPE applies including any associated redundancy costs should an employee(s) choose not to transfer?**

It is the responsibility of the organisations involved to ascertain their particular TUPE issues. SCC will ensure that the correct steps regarding its own responsibilities are followed during the procurement process.

**Q8- The evidence base both Nationally and locally highlights the increase in demand for carers support coupled with a significant rise in the complexity of cases. As we know, unpaid carers in Surrey save Health & Social Care c.£1.8bn pa. As such, will there be an increase in contract values? In addition, please can you confirm if an inflationary element be built into the respective contracts?**

Pricing for the contracts will be released along with the tender documents and the ITT guidance document.



# Questions and answers

**Q9 - Since we began working with Surrey and North East Hants to provide the online therapeutic intervention for mental health carers, we have been working with the three key agencies to develop a collaborative approach which aims to ensure that carers receive the most effective support as they need it. One of the key features is working towards a 'one stop shop' for carers whereby one or two agencies gatekeeper referrals to other services based on assessment of carer needs. Will this idea be incorporated in the new procurement activity to prevent fragmentation of services and increased burden for carers?**

In essence Surrey will be establishing a 'one-stop shop' approach. However, access to services will be delivered using a 'no wrong doors' approach with a requirement of all providers to ensure joined up working for and with carers across the system. All providers will be required to tailor support to the individual carer within a whole family approach, ensuring equity of access and provision. This can be expected to require partnership work. These requirements will be monitored as part of regular contract monitoring. This partnership approach across the system is embedded in the Surrey Carers Strategy 2021-24 and will be a requirement in the specifications for all lots.

# Questions and answers

**Q10 – Currently, we focus on mental health. Increasingly, co-morbid Autism is a feature of referrals. Given the challenge of finding suitable support for those living with/caring for adults with Autism we would welcome the inclusion of Autism within the remit of online support for mental health carers.**

Provision for co-occurring conditions, including autism, will be included within the specification for this specialist, step-up service (Online Support for Mental Health Carers). It is envisaged that, in line with the Surrey Carers Strategy 2021-24, carer action plans for specialist providers will ensure that identification, recognition and support for carers is normalised as part of their service delivery.

**Thank you for your time today**



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