

## North Yorkshire County Council

### Scrutiny of Health Committee

18 November 2011

#### Substance Misuse Tender in Scarborough, Whitby and Ryedale - Report of the North Yorkshire Substance Misuse Partnership Board

#### 1.0 Purpose

- 1.1 To update Members on progress since the last formal briefing given to stakeholders on 30 August 2011 in Scarborough Library.

#### 2.0 Background

- 2.1 Most of the adult drug and alcohol services in Scarborough, Whitby and Ryedale are commissioned by the North Yorkshire Substance Misuse Partnership Board (the Board). This is a multi-agency partnership between NHS North Yorkshire and York, North Yorkshire County Council, North Yorkshire Police and the North Yorkshire Probation Trust.
- 2.2 The Board currently commissions over £1.3million worth of drug and alcohol misuse treatment services across the Scarborough, Whitby and Ryedale area from a range of different agencies.
- 2.3 The Board decided in the summer of 2011 to put these services out to tender.
- 2.4 There were a number of reasons that led to this decision, in summary these were:
- The Board is uncertain about whether the treatment provision is currently providing good value and the best outcomes for services users.
  - Due to a reduction in national budgets, the Board cannot afford to maintain the present drug and alcohol services across the locality within its available budget.
  - It has been recognised that provision can be made affordable and more focussed on supporting people to overcome their dependence by creating a more integrated system with fewer providers of services.
- 2.5 It should be noted that the Board and their representatives have met formally with existing providers on a number of occasions over 2010/11 to discuss finding a solution to the above identified issues and avoid a tendering process. This consultation process did not present a solution which is why the services are now being tendered.

2.6 Of note, we expect the new integrated service to provide the range of services which are currently provided by the five existing services with the addition of a formal aftercare service to support recovery from drugs and alcohol dependence in line with national policy.

### **3.0 Tender Progress**

3.1 The following progress has been made since 30 August 2011:

- Notice has been served on the existing drug and alcohol treatment services commissioned by the Substance Misuse Partnership Board.
- The tender opportunity was advertised on 31 August 2011 and bidders have been invited to formally 'express an interest' in submitting a full bid.
- The 'Invitation to Tender' was issued on 26 October 2011 to applicable bidders who formally expressed an interest. Bidders are expected to submit their written bid by 1 December 2011.
- The relevant emerging Clinical Commissioning Groups for the Scarborough, Whitby and Ryedale localities have been consulted. A Clinical Commissioning Group representative (GP) has been elected by the emerging Groups to support the tender evaluation process.
- The tender evaluation panel will comprise representation from all statutory partner organisations of the Substance Misuse Partnership Board. The Chair of the Board will lead on supporting NHS North Yorkshire and York in the event of a challenge to the process, on behalf of the Board.
- All existing Providers have received a letter from the Substance Misuse Partnership Board outlining commissioning expectations/ contract responsibilities in preparation for handover to the new provider(s) – particularly in relation to handover of current clients/ transition.
- All existing Providers have received a briefing for service users developed by the tender steering group to explain the purpose and process of the tender; to ensure a consistent and accurate message is received.

### **4.0 Additional Information, for reference**

- NHS North Yorkshire and York are the lead procurement organisation, supported by North Yorkshire County Council – via a Section 75 Agreement.
- NHS North Yorkshire and York will be the lead contracting organisation for the contract(s) until 31 March 2013 (when the organisation will be abolished); the contract(s) will then novate to North Yorkshire County

Council for the remainder of the term (up to 31 March 2015). The Strategic Health Authority has provided written approval to implement a 3 year contract(s) with the new provider(s).

- It is anticipated that the preferred bidder(s) will be nominated in January 2012.
- There is an expectation that the new provider(s) will implement a 'start up/ implementation' service from mid-February 2012, to address handover in conjunction with current providers of services and begin preparation for the contract implementation date (below).
- It is anticipated that the new provider(s) of services will implement the full specified service(s), to be accessible by substance misusers, from 1 April 2012.
- A further stakeholder event, including service users, will be hosted in February 2012 between the Substance Misuse Partnership Board and the preferred provider(s). This will provide an opportunity for the new provider(s) to meet and discuss the proposed delivery model with stakeholders in the localities and vice versa.

4.1 For further information on the tender please refer to the dedicated website which is updated on a regular basis:

<http://www.nypct.nhs.uk/ClinicalCommunity/SubstanceMisuse/index.htm>

## **5.0 Communications Strategy**

5.1 Please refer to Appendix 1 for full details.

## **6.0 Recommendation**

6.1 Members are asked to acknowledge progress and approve the outlined and attached communications strategy, and confirm how they wish to be updated between now and 1 April 2012.

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- Seamus Breen (in capacity as Chair of North Yorkshire Substance Misuse Partnership Board)

10 November 2011

Background Documents: None

# North Yorkshire Substance Misuse Partnership Board Scarborough, Whitby and Ryedale Substance misuse tender

## Project Communications and Engagement Plan

Appendix 1:

Action	Description	Management product	Completion date
<b>Service user consultation event – service specification</b>	Meet with existing service users to share, discuss and validate the service specifications for the new services	Service specification	19 August 2011
<b>Core narrative</b>	Agreed form of words to describe process for all communications and engagement channels.  Finalise and approve: Core narrative Q&As		19 August 2011
<b>Notice served – letters to existing providers</b>	Formally serve notice on contracts	Notice letters	Sent special delivery to arrive by 1pm on 26.8.11.  Also sent by email
<b>Stakeholder briefing event</b>	Event for key stakeholders i.e. elected members (District and County Councillors), GPs, pharmacist etc.	Event in Scarborough hosted by Seamus Bream, Simon Cox, George Lee, Angela Hall	30 August 2011 2.30pm Scarborough Library

<b>Stakeholder follow up</b>	Written briefing for all other stakeholders and those who couldn't make event	Letter based on core narrative	By 29.8.11
<b>Advertise tender opportunity</b>	In publications: Supply2Health, European Journal, Drink & Drug News	Agreed advert to appear.	September 2011
	Set up dedicated page on PCT website	To host procurement info and advert  Link from other partner websites i.e. NYCC, Police, probation service  Update webpage – ongoing basis (at least weekly)	Live on 29.8.11
<b>Media briefing</b>	Press release sent proactively to relevant media (local and trade)  Spokespeople briefed for broadcast interviews	Press release with link to dedicated web page	6 September 2011
<b>Service user communication</b>	Produce accessible briefing aimed at service users to be shared with current providers to aid communication with service users about changes.	Leaflet/handout	November 2011
<b>Applicants - ongoing communication</b>	Nominated single point of contact within PCT to manage correspondence with applicants.  New questions and answers related to Invitation to Tender to be published on the dedicated website.  If commercially sensitive – responded to individual in confidence.	Update webpage – ongoing basis (at least weekly)	Aug 2011 – January 2012
<b>Announce new provider(s)</b>	To existing providers	Letters	Late Jan/early Feb 2012
	To service users	Via existing providers	Late Jan/early Feb 2012

	To stakeholders	Via written briefing	Late Jan/early Feb
	To wider public	Via media and website	Late Jan/early Feb
<b>Event - Meet the new provider(s)</b>	Engagement event for services users and key stakeholders (similar to August event) to meet the new provider(s) of service in SWR	Event in Scarborough hosted by Seamus Bream, Simon Cox and George Lee	Feb 2012
<b>Follow up communications and engagement</b>	Ongoing communications and engagement, particularly to address any issues from the Meet the New Provider event.	Correspondence Website Meetings	Late Feb/March 2012
<b>New provider in place</b>	Start up/ implementation service Fully operational		Mid - February 2012 April 2012