



NYCC

# Mental Health Commissioned Services Consultation

Consultation Document

January 2018

## Contents

|     |   |    |
|-----|---|----|
| 1.0 | Introduction and aims .....   | 2  |
| 2.0 | How can I respond to the consultation? .....                          | 2  |
| 3.0 | What we are consulting on .....                                       | 3  |
| 3.1 | Developing a commissioned adults mental health prevention offer ..... | 3  |
| 3.2 | Mental health 'hub' model .....                                       | 4  |
| 3.3 | Core functions .....  | 5  |
| 3.4 | Investing in a mental health hub model.....                           | 7  |
| 3.5 | Key partnerships.....   | 8  |
| 3.6 | Principles and outcomes.....  | 8  |
| 3.7 | Contracting model options .....                                       | 9  |
| 4.0 | Questions we would like your feedback on .....                        | 10 |
| 5.0 | What will happen after the consultation closes? .....                 | 11 |
|     | Appendix: links to useful documents .....                             | 12 |

## 1.0 Introduction and aims

North Yorkshire County Council (NYCC) Health and Adult Services has been working with partners to develop proposals for what an adult social care mental health offer should look like for North Yorkshire. This includes what the future plans will be for how the Council can use investment in third sector (non-statutory and not-for-profit) organisations to deliver mental health services and support on its behalf across the County.

As part of this work the Council held an extensive engagement exercise between August and November 2017, which explored what people felt was working well with mental health services and support in North Yorkshire, and how this might be improved.

A summary of feedback received during the engagement exercise is available from: <http://www.nypartnerships.org.uk/mentalhealthreview>.

Findings from the engagement have helped inform the development of proposals for how third sector organisations will be commissioned to deliver mental health support on behalf of the Council in the future. We would now like to know whether people feel that we have correctly reflected the messages we have heard, and also hear people's views on how we can make best use of the available investment to support people with mental health issues in North Yorkshire.

The Council will be holding a consultation to get people's views on proposals for future third sector commissioned mental health support from **the 22nd January to the 19th February 2018**.

We are particularly interested in hearing from those people who currently use local adult mental health services, or have experience of using them. We are also interested in hearing from family members and carers of people who have mental health issues, people who work for organisations that deliver mental health services, and Local Authority and NHS staff.

## 2.0 How can I respond to the consultation?

You can respond to the consultation in the following ways:

- By reading this document and completing the online survey at: [www.northyorks.gov.uk/mhsurvey](http://www.northyorks.gov.uk/mhsurvey).

If you would like to request any paper copies of the survey, or require information about the consultation in a more accessible format please contact the commissioning team at [commissioning@northyorks.gov.uk](mailto:commissioning@northyorks.gov.uk) or phone (01609) 535491 or 535251.

- By attending the consultation stakeholder event which will be taking place on **Monday 5<sup>th</sup> February 2018, 09:30 – 12:30 at the Forum in Northallerton.**

In order to register a place at the event please email your name, role, the name of any organisation(s) you are representing and your contact details to: [commissioning@northyorks.gov.uk](mailto:commissioning@northyorks.gov.uk).

You can also contact the Health and Adult Services Commissioning team to register on 01609 535251.

- You can also send your views on the consultation proposals by email to [commissioning@northyorks.gov.uk](mailto:commissioning@northyorks.gov.uk)

### 3.0 What we are consulting on

#### 3.1 Developing a commissioned adults mental health prevention offer

A clear message from the mental health engagement exercise was that people felt there was a need for a mental health prevention offer across North Yorkshire, to help people to avoid developing mental health issues and prevent the escalation of need in those who have existing mental health issues.

Hence it is proposed that future investment in third sector mental health will continue to be used to support delivery of a commissioned adults mental health prevention offer across the County.

This will help support delivery of the Council's commitments made in our mental health strategy 'Hope, Control and Choice'. This is available at:

<http://nypartnerships.org.uk/sites/default/files/Partnership%20files/Health%20and%20wellbeing/Public%20health/Mental%20health%20strategy.pdf>.

This is also in line with current national policy on mental health, which emphasises the need for an increased focus on and more investment in early intervention and prevention of mental health problems.

## 3.2 Mental health 'hub' model

Based on the feedback we have received from people using services, professionals and other stakeholders it is proposed that the available funding be used to invest in delivery of local mental health 'hubs' or 'centres' across North Yorkshire.

These would act as a point of contact for local people to be able to access information and advice on mental health issues, provide brief interventions on practical support (e.g. around benefits support and support on training and employment) and also support social inclusion and provide peer support.

There is evidence to support the benefits of providing of open-access community-based provision providing information and advice, low level practical support and social inclusion/activities (JCP for Mental Health, 2015).<sup>1</sup> There is also evidence to support the fact that such services can help to reduce reliance on and costs to statutory services (Mind Life Support Briefing).

Health and Adult Services currently funds a small number of organisations to deliver mental health centres which provide these and other types of support in some parts of the County. During the recent engagement exercise people have told us how highly valued these services are in their local communities, about the benefits they provide in helping to prevent people from developing mental health issues and helping people to recover from mental health issues and stay well. There was also interest from people in having similar types of services and support in areas where these are not currently available.

Currently funded mental health centres accept referrals from a range of sources including self- referrals, and we think this should continue to be the case in the future. In addition it is proposed that hubs would be available to all people aged 18 or over, and access to these would not be restricted based on mental health condition. The aim would be that support would be provided to people who are at risk of developing mental health issues, but also those who are currently experiencing issues, and may have a diagnosed mental health condition.

We think this model may be best delivered using a 'hub' and 'spoke' approach, to ensure as much as possible that people can access support close to where

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<sup>1</sup> Guidance for commissioning public mental health services. 2015. Available from: <https://www.jcpmh.info/wp-content/uploads/jcpmh-publicmentalhealth-guide.pdf>

they live. This would involve delivery of support from central ‘hubs’ as well as from ‘spokes’ – other venues located in local communities.

We also think that hubs may be able to have a useful role in engaging with ‘hard to reach groups’ such as LGBT or BME groups.

### 3.3 Core functions

It is suggested that the core functions of mental health hubs should be as follows:

- **Information, advice and signposting**

This would cover a range of issues, to ensure that people experiencing mental health issues and their family members and carers can get accurate information and advice to help them navigate support around their mental or physical health, or other support in their local areas.

This could be provided either over the phone, face-to-face, or online.

Mental health hubs would also have a role in supporting public mental health awareness of mental health issues and support available, by promoting support available and participating in relevant national and local campaigns.

- **Practical support brief interventions**

Practical support was identified as a vital type of support to help prevent mental health issues and stop them escalating. Examples of this might include support with accessing or maintaining employment, education or training, or support with benefits or housing.

In order to provide or facilitate access to any specialist support around such issues, hub centre providers may work in partnership with other organisations. This might include providing space for other organisations to deliver support through the provision of ‘clinics’ or drop-ins. This could include hosting Citizens Advice Bureau staff within hubs to provide support as an example.

- **Support with self care and life skills**

The NHS 5 year forward view on mental health states that new models of mental health will have a greater emphasis on prevention and self-management.

Mental health hubs can have an important role in promoting development of self care and life skills. This may include providing information or training about

developing coping strategies, and helping people to be able to identify ways of understanding and responding when they know their own mental health is deteriorating.

Support could also include help to learn or re-learn life skills, for example around budgeting and managing finances.

- **Social and peer support**

Often people with mental health issues can become socially isolated, and social contact is essential to support recovery and help people to maintain good mental wellbeing.

Support around social activities and developing new social networks can help people to stay connected to other people and their local communities. This could include providing or enabling access to social groups and activities, or running ‘community cafes.’

There is also strong evidence of the benefits that peer support can provide, and how people can find it beneficial to speak to someone who has also experienced mental health issues. Peer support was also strongly supported by people during the recent engagement, and particularly by people using services.



*Figure 1: Mental health hub core functions*

### 3.4 Investing in a mental health hub model

A number of contracts that Health and Adult Services currently holds with the third sector for delivery of mental support are currently due to end on the 30<sup>th</sup> September 2018 and the Council is legally required to undergo a competitive tendering (purchasing) exercise for any new contracts.

Several of these contracts currently support delivery of preventative support, and hence this investment would be used to invest in a commissioned adults mental health prevention offer across the County. Third sector organisations – including those who currently hold contracts – would have the opportunity to bid for contracts to deliver future support through the proposed model described.

This would allow a current maximum total annual funding available from Health and Adult Services for investment into a mental health prevention offer across North Yorkshire of approximately £240,000.

A small number of the third sector contracts that Health and Adult Services hold deliver support that is not a natural fit with the preventative model proposed. We will be looking at what the support needs are of those people who currently access these services, and exploring options for how future support may be provided using a person-centred approach. This will include looking at individual support plans and options around personal budgets.

Historically mental health investment and services provided by the third sector have not been distributed equally across North Yorkshire, and there is not currently any third sector mental health investment in Selby or Craven District Council areas. Work is being undertaken by Commissioners to establish how the available investment may be distributed in an equitable way across the County, and to enable the best use of resources.

We know that there are different types of existing mental health resources and services in the different districts of North Yorkshire, and so delivery of hub support should reflect local requirements.

There are a wide range of other community services and resources in North Yorkshire which can also help contribute towards the promotion of mental wellbeing, many of which do not receive funding from public bodies.

Hence we think the investment into community mental health prevention should be used to complement and support partnership working with existing local community assets and resources.

### 3.5 Key partnerships

It is expected that local mental health centres will need to maintain key partnerships with the following (but not exclusive) types of organisations:

- Community mental health teams (both Local Authority and NHS);
- Other local mental health and wellbeing services or projects;
- Welfare advice organisations (for example Citizens Advice Bureau);
- Housing support organisations and District/Borough Council housing teams;
- Primary care services; and
- North Yorkshire Living Well Service.

### 3.6 Principles and outcomes

It is proposed that funded mental health hubs would support the following principles and outcomes:

#### **Service delivery principles**

- To act as a local point of contact for people with mental health concerns and their carers and family members;
- Open access with option for people to self-refer;
- To help prevent people from developing mental health issues;
- To support people with mental health issues to recover and stay well;
- Service delivery supported by peer support and volunteers;
- To enable access to other local wellbeing and community support resources; and
- People accessing services have the opportunity to have their say in how these are delivered.

#### **Outcomes**

- Improved wellbeing for people experiencing mental health issues;
- Improved social connectedness for people experiencing mental health issues;
- People are able to access support to better manage their own mental health;

- Improved support for people experiencing mental health issues to access support with education, training and employment opportunities; and
- People experiencing mental health issues are able to access advice and information about finances and housing.

An outcomes and performance framework will be agreed with all future service providers in order to demonstrate achievement against outcomes and impact.

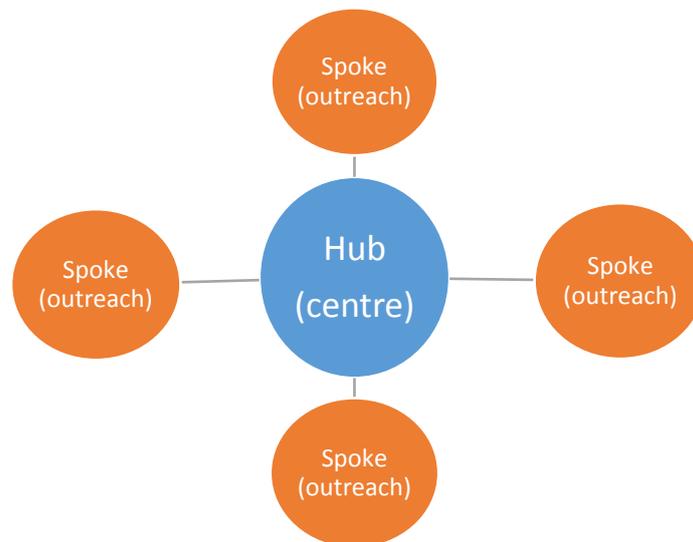
### 3.7 Contracting model options

Two contracting options for the proposed future approach have been considered. Both are included here for transparency however our preferred option is Option A. Reasons why Option B is not seen as the preferred option are detailed below in the description of this option.

#### **Option A: Number of locality contracts to cover the whole of the County (proposed minimum of three and maximum of 7)**

Based on this option, contracts would be awarded to organisations to deliver support based on designated localities through a ‘hub’ and ‘spoke’ approach as illustrated in figure 2.

Contracts could be awarded to single lead provider or a consortium of organisations.



*Figure 2: Hub and spoke delivery*

‘Spoke’ support may be delivered in a range of different ways depending on local requirements and partnership working arrangements. For example, support might be delivered from community venues alongside other services.

Consideration needs to be given with regards to the most appropriate number of locality contracts to best deliver support through this model. It is proposed that this could either be a maximum of seven contracts (based on District and Borough Council boundaries) or minimum of three. Increasing the number of locality contracts would reduce the amount of investment available for each contract within the available budget.

### **Option B: Single County-wide contract**

Based on this option, a single contract would be awarded for delivery of support across North Yorkshire, using the ‘hub and spoke’ approach already described. This could be awarded to either a single lead provider or consortium, with the option to subcontract elements of delivery.

Although this contracting option has been considered, it is not seen as a preferred option for the following reasons:

- It is felt that the available investment would make implementation and delivery of a County-wide equitable offer extremely challenging without existing assets and infrastructure. For the same reason it is felt that option A would favour existing organisations delivering support in North Yorkshire localities.
- Related to the above point, it is also felt that the available investment would not be sufficient to allow a single County-wide contract provider/consortium to maintain effective partnerships across North Yorkshire.

## **4.0 Questions we would like your feedback on**

We are particularly interested in your views on the following questions:

- Do you agree with the proposed core functions of a mental health hub as described?  
Do you think there are any other types of support that should be included?

- Do you agree with the proposal to have a ‘hub and spoke’ service delivery model (centre-based with outreach support)? Do you think there are any other models that should be considered?
- Do you agree with the proposed key partnerships that a mental health hub should maintain? Are there any others you think should be included?
- Do you agree with the proposed service principles and outcomes? Are there any others you think should be included?
- Do you agree with the preferred contracting model option A? If not do you have any views you would like to share with us on why you disagree and what alternative options you feel may be considered?
- Do you have any views you would like to share on what number of locality contracts you think would best deliver support with the investment available, and if so reasons why you think this? It is currently proposed that this could be a minimum of 3 and maximum of 7.

You can respond to the above questions by either completing the consultation survey, attending our consultation event or emailing us with your feedback (as noted in section 2).

## 5.0 What will happen after the consultation closes?

Once the consultation has ended, all feedback will be reviewed and used to inform finalising the future commissioning model.

A tender (competitive purchasing) process for third sector mental health services will then begin in April, and organisations will have the opportunity to submit bids to deliver future contracts.

Further updates regarding the review will be posted on the review webpage at:

<http://www.nypartnerships.org.uk/mentalhealthreview>

## Appendix: links to useful documents

### **'Hope, Control and Choice' North Yorkshire's mental health strategy 2015-2020**

Available from:

<http://www.nypartnerships.org.uk/sites/default/files/Partnership%20files/Health%20and%20wellbeing/Public%20health/Mental%20health%20strategy.pdf>

### **Guidance for commissioning public mental health services. Joint Commissioning Panel for Mental Health.**

Available from:

<https://www.jcpmh.info/wp-content/uploads/jcpmh-publicmentalhealth-guide.pdf>

### **Life Support- Supporting people with mental health problems in your community to overcome day to day challenges. Mind.**

Available from:

<https://www.mind.org.uk/media/4158991/mind-life-support-briefing.pdf>

### **Welfare advice for people who use mental health issues. Centre for Mental Health.**

Available from:

<https://www.centreformentalhealth.org.uk/welfare-advice-report>