

Wiltshire Council

Health and Wellbeing Board

19 September 2017

Subject: Substance Misuse Procurement

Executive Summary

This report provides an overview of the substance misuse agenda in Wiltshire, in particular updating on the pan Wiltshire tendering process.

Proposal(s)

It is recommended that the Board notes the report.

Reason for Proposal

The current substance misuse contract is due to end 31 March 2018. The completion of the Wiltshire substance misuse needs assessment earlier in the year was undertaken to inform the required procurement process. One key finding was that there were areas of the county that had service needs but were not accessing treatment. This influenced a change to the existing model, which builds on the current successes made in providing treatment with increasing accessibility and having a focus on prevention and early engagement. The delivery model has further reach with the collaboration with Swindon and the inclusion of supported housing.

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Purpose of report

1. To provide an update as to the procurement process for substance misuse services and overview of the new model that will be introduced to Swindon and Wiltshire.

Background

2. Current contract arrangements for the substance misuse services in both Wiltshire and Swindon expire 31 March 2018. The current supported housing contract in Wiltshire covering 15 units also expires at this time.
3. The new specification introduces a new model entitled PACT which represents 4 key themes; prevention, accessibility, collaboration and treatment. This model was developed following a wide range of stakeholder events including service users, CCG Mental Health Commissioning, NHS England (Pharmacy), PHE, Children Services, Adult Care, Domestic Abuse Services, Maternity Services, Stop Smoking Services, Sexual Health, National Probation Service, Community Rehabilitation Company, Wiltshire Police and Wiltshire Office of the Police Crime Commissioner (OPCC).
4. The collaboration with Swindon will see a pan Wiltshire service procured with a single management structure funded by both local authorities and a contribution from the OPCC. The contract duration is for 3 years with the option to extend for a further 2 years. Wiltshire Council is the lead commissioning authority.
5. Substance Misuse issues effect many people whether directly or indirectly. The new 10 year Wiltshire Council business plan recognises this and explicitly highlights substance misuse as priority.

Wiltshire Substance Misuse Needs Assessment

6. The existing contract combined four separate services into a single Wiltshire offer. During this time, we have seen treatment completion rates increase, re-presentations fall and numbers in service increase. Wiltshire

currently has the best opiate recovery rates in the country and recently received an outstanding CQC report.

7. The service currently sees around 2,500 clients a year, however we know from PHE commissioned research that in Wiltshire at least 1 in 3 adults are drinking above the recommended levels. The needs assessment also found that over the 5 years of the current contract the service saw a gradual shift from working with mainly opiate users to alcohol clients.
8. The needs assessment identified that the largest proportion of those accessing services are over 40 years old, with 30% of Wiltshire's client group being female . Additionally, those accessing treatment were more likely to live near one of the three hubs in Salisbury, Chippenham and Trowbridge.
9. These gaps in the current service specification along with the shift in substance choice drove the development of the PACT model

PACT Model

The four key themes within the model have a common theme of encouraging innovation and the use of technology. Whilst recognising the that some users will need an intensive service, a great deal can be done for those the vast majority of the population have smart phones, internet access etc which should be utilised to aid their recovery.

10. **Prevention** – work with Wiltshire and Swindon Communities to reduce the need for the Wiltshire and Swindon Substance Misuse Services. This will include preventative messaging and engagement. In turn this will reduce the reliance on other key services such as Adult Social Care, Hospitals and emergency services. This work will include generating key preventative messages within Wiltshire and Swindon community areas.
11. **Accessibility** - when people require assistance, the service will be easily accessible. This means understanding how people want to access services, such as; establishing a network of satellite sites to meet customers using community buildings, coffee shops etc. This also requires the service to consider alternative ways to engage with the service including the use of social media, there are various message services available (such as FaceTime, WhatsApp etc).
12. **Collaboration** – The expectation is that service will work with other agencies to achieve the best outcomes for the customer. This means understanding and complementing co-requisite services such as social

care, health, police, voluntary and community sector etc. This network of partners should always be growing and strengthening. The service will provide a member of staff located in both the MASH and PCLS to further enhance safeguarding and dual diagnosis development.

13. **Treatment** – when the customer requires treatment, they should be accessing the evidence based interventions. This specification requires the service to include certain key elements such as harm prevention, prescribing and psychosocial interventions.

Procurement Timeline

14. A joint provider's day was held in June which saw over 20 agencies in attendance. The model was presented to the market and procurement process explained.
15. The invitation to tender will begin week commencing 4th September and will close week commencing 9th October. The evaluation period will be for 30 days and contract awarded week commencing 13th November and contracts issued 10 days after this point.
16. There will be at least one TUPE process as both Swindon and Wiltshire currently have different providers. Work will then begin in December with the successful provider to begin mobilisation towards the start of the new contract on 1st April 2018.

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