**Developing Lancashire County Council's Integrated Wellbeing Service**

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**Introduction**

Lancashire County Council is looking at how it can deliver its wellbeing and prevention services more efficiently, that will be more useful for those using the service and provide a more coherent structure for providers. The current contracts we have in place with providers are not as joined up as they could be, in some instances overlap or there are gaps in services across the county. We currently have a multitude of providers and many different entry points, making it a complex system for those using services. We need to reshape how we do things so that there is a more holistic approach for users based on where the help is needed most.

We are tendering for a new service and providers that will aim at keeping people well and support them to self-manage their health and wellbeing. We will be commissioning services that are aligned with peoples' needs, demonstrate value for money and be able to achieve measurable outcomes.

**How we propose the model will work**

Services would be commissioned by Lancashire County Council, but there would be one single entry point by the user. Users would enter the service by referral from their GP, social care, etc, or self-refer after seeing information about the service.

Users will be able to access the service either by telephone, the website or other technologies as appropriate. It is envisaged that the majority of contacts will be dealt with from that first interaction by providing simple information, guidance or signposting on to another service. For enquiries that would be considered more complex issues, the user would be assigned a *wellbeing worker* who will meet them face-to-face in a location that is accessible to them. Following an initial assessment, their needs will be determined and if required they may be directed to a more specialist service.

In addition to the self-referrals through the telephony or website the *wellbeing workers* will work through an outreach model to engage with communities who would not normally seek the service.

The new service will offer users a more holistic assessment of their needs and will target areas and communities that are in greater need of support. The approach will be an integrated one which will enable people to stay well and maintain independence.

As part of re-commissioning we will ensure that the service is focussing on achieving improved outcomes to enable people to live and age well.

**Living Well:** People are a healthy weight, are physically active, are smoke free, are drug free and alcohol use is within healthy limits, they have good sexual health, good mental wellbeing and are resilient and capable of dealing with life's challenges. They have good access to healthy nutritious food that is affordable, and opportunities to be physically active in their neighbourhood in safe environments. People are supported to develop or make the best use of their skills and make use of what is available in their communities.

**Ageing Well:** People have healthy, active and fulfilling lives including good physical health, good levels of nutrition, are able to be physically active and not at risk of falling, and better able to self-manage their health conditions. They have strong connections within their communities and are not socially isolated, have good mental wellbeing and have opportunities to use their skills and experience or to learn new skills and develop new interests.

**Our timescales**

Due to the enormity of the task and to ensure an effective service is procured, we intend to split the development of this service into two stages.

**Stage 1- Integrated Wellbeing Service - universal services**

This stage will involve:

* an information, guidance and signposting function, which will utilise Lancashire County Council's current telephony service;
* external procurement of face-to-face support by locality-based wellbeing workers; and
* working in partnership with a wide range of other services.

**Stage 2 – Integrated Wellbeing Service – healthy lifestyle interventions**

A more integrated approach to healthy lifestyle services will be commissioned by April 2016, which will include more targeted interventions such as smoking cessation, weight management, physical activity, health checks, sexual health and substance misuse.

All services will be aligned, and in some cases procured together, so that preventative and wellbeing services operate in a joined-up way, rather than being provided in silos and operate most in the locations of greater need.

Our proposed timetable for delivery of this new service is outlined below:

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| **Activity** | **Timing** |
| Consultation with providers | Mid October 2014 |
| **Stage 1** scoping completed and specification finalised by Lancashire County Council | End of October 2014 |
| **Stage 1** open procurement, bidder events, issue the pre-qualifying questionnaire (PQQ) | November 2014 |
| **Stage 1** invitation to tender issued to potential providers | 15 December 2014 |
| **Stage 1** closing date for tenders | 2 February 2015 |
| **Stage 1** contract awarded | April 2015 |
| **Stage 1** transition into new service | June 2015 |
| **Stage 2** scoping completed and specification finalised by Lancashire County Council | Approximately end September 2015 |
| **Stage 2** open procurement, bidder events, issue the pre-qualifying questionnaire (PQQ) | October 2015 |
| **Stage 2** invitation to tender issued to potential providers | November 2015 |
| **Stage 2** closing date for tenders | January 2016 |
| **Stage 2** contract awarded | March 2016 |
| **Stage 2** transition into new service | From April 2016 |

**Let us know what you think**

* Overall, what is your opinion of the Integrated Wellbeing Service offer?
* As a potential provider, what do you feel the benefits of the new service will be?
* And what do you feel the challenges could be?
* How do you feel those challenges could be addressed?
* Which organisation/group are you responding on behalf of?

Your thoughts are important to helping us scope this new service. Please could you get back to us by **5pm on Monday 6 October 2014.**