

NWSSP ON BEHALF OF CARDIFF AND VALE UNIVERSITY HEALTH BOARD

APPENDIX A SERVICE SPECIFICATION

**Procurement for the provision of
Support for parents / carers of children and
young people with emotional and mental
health needs**

**Tender Reference Number: CAV-ITT-PROJECT
52150**

Appendix A Service Specification

1. Overview

The UHB is seeking to commission a third sector provider(s) to deliver a range of activities/services that support the parents / carers of children or young people with emotional and mental health needs across the region. The purpose of these activities is to support parents who may need additional support to develop strategies for their own well-being and resilience in supporting the child with emotional needs.

There is flexibility for how these activities/services would be shaped to best meet the needs of parents /carers of children and young people in Cardiff and the Vale – suggested outputs are training for parents /carers, developing peer mentors and an online communication platform for parents /carers to interact with each other and with mental health practitioners. These activities would be accessible from the first point of contact where needs are identified, whether that be through the UHB or other early help provision.

Children with emerging mental health problems need to receive support in a timely way to help them develop improved emotional well-being and reduce the need for specialist services where these are not required. Cardiff and the Vale of Glamorgan have a set of arrangements that support children young people and their families to be supported as early as possible through the statutory Information, Advice and Assistance functions.

Cardiff and the Vale UHB have created a Single Point of Access for children with emotional and mental health needs which enables all referrals for these children to be centralised and co-ordinated. This single point of access for children with emotional and mental health needs provides telephone support, consultation, advice, as well as service delivery such as Part 1 assessments and support to parents.

In addition, both Cardiff and the Vale have early help arrangements through the local authorities. In Cardiff, the Family Gateway acts as the first point of contact for families and professionals, and is responsible for providing information, signposting and referring to Family Help, Support 4 Families, Cardiff Parenting or other appropriate services. A similar arrangement is in place in the Vale of Glamorgan with the Families First Advice Line (FFAL), Families Achieving Change Together (FACT) and Intake and Family Support Teams.

Parents / carers of children with emotional and mental health needs often feel isolated and lack support in caring for their child. Funded through the Regional Integrated Fund (RIF), Cardiff and the Vale UHB included three mental health workers to work in early help settings to provide direct intervention to children and young people as well as to consult with and upskill the early help staff. There is also a permanent post for a Parent Support Practitioner to support the families of children already known to Emotional Wellbeing and Mental Health Services

2. Key Outputs

The key outputs required for this service are;

- Training for parents / carers to provide them with the information and skills to support the child with emotional needs.

- Training and continuous support for parents / carers to become peer mentors to other parents / carers
- An online communication platform for parents / carers to engage with peer mentors and practitioners, and/or
- Any another method that would support parents / carers of children or young people with emotional and mental health needs.

3. Timescale of the work

The ICF funding is guaranteed until end of March 2025, giving the successful organisation two years to deliver the service.

4. Key Performance Indicators (KPI's)

The awarded bidder will be monitored against the following Key Performance Indicators:

- Number of parents / carers that feel more able to support their child/siblings emotional and mental health problems
- Number of parents / carers reporting increased family resilience
- Number of parents / carers that report a positive impact from engaging with community of others experiencing similar challenges
- Parents / carers self-reported impact of support received
- Number of complaints/suggestions/compliments received

Review meetings will be held quarterly and the awarded bidder will be expected to provide the following information one week prior to the meeting for discussion;

- Data related to the supporting parents / carers of children with emotional and mental health problems (number of sessions, attendance, feedback from staff and from family members supported)
- Data related to the peer mentoring training programme (e.g. number of training sessions, number of attendees at each, number of trained peer mentors, number of mentors that go on to train or support other parents, number accessing peer mentor support, feedback from mentors and those they mentor – broken down by parent / carers)
- Data related to online communication tool (number of people accessing tool, number of requests for additional information, number of replies or posts from trained practitioner, number of replies or posts from peer mentors, feedback from those)
- Source of referrals to parent / carer support
- Qualitative/anecdotal user feedback (case studies) of those accessing third sector support, peer mentoring and online tool per quarter (parent/ / carer)
- Quarterly comments/reflection
- Feedback on gaps in service provision

Note: Quarterly reports will be required to be completed and the winning bidder will have quarterly meetings to review progress against agreed KPIs.

5. Contract Value

Bidders should note that the total contract value for this service is capped at £50,000.00 excl V.A.T.

The financial breakdown for each year is;

Financial Year	Value	Type
2023/2024	£50,000.00	Service Provision
2024/2025	£50,000.00	Service Provision