

Review of Adult Social Care Early Intervention and Prevention – 3rd Witness Session

Committee name	Health and Social Care Select Committee
Officer reporting	Gavin Fernandez – Adult Social Care and Health, Hillingdon Council Gary Collier – Adult Social Care and Health, Hillingdon Council
Papers with report	None
Ward	All

HEADLINES

1. At the first witness session for the Adult Social Care early intervention and prevention review on the 25th February 2025 the Committee was made aware that a range of new early intervention and prevention contracts were scheduled to be awarded by Cabinet in March 2025 following a competitive tender exercise. The Committee agreed that the new providers be invited to a future meeting to describe the services and how they will support the independence of our residents. The new contracts brought to the Committee's attention were:
 - Information, Advice, Guidance and Wellbeing Support Service
 - Mental Health Early Intervention and Prevention Programme
 - Carer Support Service
2. At the third witness session the Committee will have the opportunity to explore in more depth the Information, Advice, Guidance and Wellbeing Support and Mental Health Early Intervention and Prevention Programme Services. It is proposed that the Carer Support Service be considered at the Committee's October meeting, which will align with the annual report to Cabinet on support provision for carers. This would inform any comments that Members may wish to add to the annual update report to Cabinet.
3. The third witness session will be attended by the following external witnesses:
 - Information, Advice, Guidance and Wellbeing Support Service**

Julian Lloyd
 Chief Executive
 Age UK Hillingdon, Harrow and Brent

Baljit Badesha
 Chief Executive
 Nucleus Legal Advice Centre
 - Mental Health Early Intervention and Prevention Programme**

Evelyn Cecil
 Assistant Chief Executive Officer &
 Head of Mental Health Services
 Hillingdon Mind

Gordon Milne
Employment Support Officer
Hillingdon Mind

Nikki White
Social Worker
Hillingdon Mind

RECOMMENDATIONS

That the Committee:

- a) Question witnesses on their presentations.**
- b) Question officers on any commissioning or contracting issues.**

SUPPORTING INFORMATION

Information, Advice, Guidance and Wellbeing Support Service

1. At its meeting on the 13th March 2025 Cabinet awarded a contract for the provision of the Information, Advice, Guidance and Wellbeing Support Service to Age UK Hillingdon, Harrow and Brent as lead provider on behalf of the Hillingdon Advice Partnership (HAP), which also includes local third sector organisations such as Bell Farm Christian Centre, Disablement Association Hillingdon (DASH) and Nucleus Legal Advice Centre. The contract is for a five-year period from 2nd June 2025 but with an option to extend for up to three further years, i.e., a maximum of eight years.
2. The total value of the contract for the initial five-year period is £3,749,157 (or £749,831.32 per year). The total value for the extension period would be £2,249,494. The total potential value of the contract would therefore be £5,998,651.

Suggested Key Lines of Enquiry

3. Lines of enquiry that the Committee may wish to explore include:
 - a) What will the service deliver and to whom?
 - b) How will the service be delivered? What are the advantages of the service delivery approach for Hillingdon's residents?
 - c) How will new technology and other innovative approaches improve access, including to Hillingdon's most vulnerable residents?
 - d) How does the provider propose to manage demand over the lifetime of the contract?
 - e) What challenges and opportunities do the provider envisage arising during the lifetime of the contract?
 - f) How will the effectiveness of the service be measured?

Mental Health Early Intervention and Prevention Programme

4. The March 2025 Cabinet meeting also awarded a five-year contract for the provision of a Mental Health Early Intervention/ Prevention Programme (ASC) to Hillingdon Mind for a five-year period from 4th April 2025 with the option to extend for a further three years. The total value of the contract for the initial five years is £1,115,000. The value of the extension period would be £690,000. The total potential value of the contract would therefore be £1,805,000.

Suggested Key Lines of Enquiry

5. Lines of enquiry that the Committee may wish to explore include:
 - a) What will the service deliver and to whom?
 - b) How will the service be delivered? What are the advantages of the service delivery approach for Hillingdon's residents?
 - c) How will the service work with community mental health services?
 - d) How will new technology and other innovative approaches improve access?
 - e) How does the provider propose to manage demand over the lifetime of the contract?
 - f) What challenges and opportunities do the provider envisage arising during the lifetime of the contract?
 - g) How will the effectiveness of the service be measured?

LEGAL IMPLICATIONS

6. There are no legal implications arising from this report.

FINANCIAL IMPLICATIONS

7. The contract-related costs of the contracts are addressed in the body of the report. There are no direct financial implications arising from this report.

BACKGROUND PAPERS

None