

# Business Services frameworks customer update

## Coronavirus

Whilst all the below Frameworks are available throughout the year, the ones **highlighted in red** are particularly relevant during these challenging times as we all face the Covid-19 outbreak.

Framework Agreement Name	Relevant capabilities
<p><b>Workforce and Wellbeing Services</b></p>	<p>Offers efficient SEQOHS accredited services for Occupational Health, Employee Assistance Programme, Sickness Management and Optical Services. Focusing on workforce physical and mental health and well-being, services include BACP accredited 24/7 telephone counselling services, on demand online counselling services, support including Financial and Legal Advice, Consumer Issues, Eldercare, Childcare, Employment and Benefits.</p> <p>Please contact <a href="mailto:nic.langman@nhs.net">nic.langman@nhs.net</a> for more information</p>
<p><b>IT / Digital Consultancy - (Lot 5 of our Framework 'Multidisciplinary Consultancy Services (Consult 18)')</b></p>	<p>Our Framework 'Multidisciplinary Consultancy Services (Consult 18)' has a specific Lot (Lot 5) which covers IT / Digital Consultancy;</p> <p>ICT and Digital includes specialist consultancy and advisory services related to the use of data and information used within the Public Sector, including the review, planning, implementation, monitoring and evaluation of activities/ systems associated with the delivery of services.</p>

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	<p>Please contact <a href="mailto:stuart.brown9@nhs.net">stuart.brown9@nhs.net</a> for more information</p>
<p><b>Legal Services</b></p>	<p>Covers the following service elements below (but not limited to):</p> <ul style="list-style-type: none"> <li>- Employment Law</li> <li>- Contractual changes</li> <li>- Advice and assistance on legal matters</li> <li>- Advance planning</li> <li>- Drafting/ review of both legal and commercial documents</li> <li>- Advising on or engaging in negotiations of contracts and licences</li> <li>- Undertaking legal research or analysis</li> <li>- Transaction related work (to the extent that such work is not already covered above).</li> </ul> <p>Please contact <a href="mailto:stuart.brown9@nhs.net">stuart.brown9@nhs.net</a> for more information</p>
<p><b>Interpretation &amp; Translation Services</b></p>	<p>Provision of Spoken Word/Face-To-Face (F2F), British Sign Language (BSL), Telephone Interpretation, Video Interpretation and Document Translation services which includes immediate on-demand telephone and video interpretation services, including British Sign Language (BSL), 24/7, 365 days a year.</p> <p>Please contact <a href="mailto:nic.langman@nhs.net">nic.langman@nhs.net</a> for more information</p>
<p><b>Multidisciplinary Consultancy Services (Consult 18)</b></p>	<p>Offers a compliant route to market for the provision of Multidisciplinary Consultancy Services including but not limited to; IT / Digital Consultancy, Finance, HR, Healthcare Business Consultancy and Healthcare Innovation Consultancy. The framework agreement also has an Ancillary Consultancy Services lot to capture any ad-hoc consultancy requirements not fitting into Lots 1-9. The agreement has a wide range of suppliers from SME's to well-</p>

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	<p>known national providers and is able to provide contracting authorities with a single service or multiple services.</p> <p><b>LOT 1 - Healthcare Business Consultancy – Leadership, Governance &amp; Strategy</b> Provides specialist consultancy and advisory services related to the provision of support for the leadership and management of healthcare organisations, including matters of corporate/ organisational governance and strategy</p> <p><b>LOT 2 - Healthcare Service, Development &amp; Transformation</b> Provides specialist consultancy and advisory services related to the operational delivery, development and transformation of services provided by healthcare organisations, including matters of business/service improvement and performance.</p> <p><b>LOT 3 - Healthcare Innovation &amp; Research</b> Specialist consultancy and advisory services related to innovation and R&amp;D within the healthcare system, including product and service innovation/management.</p> <p><b>LOT 4 - Health &amp; Community</b> Health and community covers services in the community that enable people to live healthy, fulfilled and independent lives. Community health services cover a wide range of care, from supporting patients to manage long-term conditions, to treating those who are seriously ill with complex conditions.</p> <p><b>LOT 5 - IT / Digital Consultancy</b> ICT and Digital includes specialist consultancy and advisory services related to the use of data and information used within the Public Sector, including the review, planning, implementation, monitoring and evaluation of activities/ systems associated with the delivery of services.</p> <p><b>LOT 6 - Finance</b> Specialist consultancy and advisory services related to financial and commercial management activities within the Public Sector included but not limited to the following financial management, support and related advisory services, commercial support and advisory services, Financial Turnaround and cost improvement, financial performance review.</p> <p><b>LOT 7 - HR</b> Advice on HR for the management, implementation and delivery of HR policies and</p>

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	<p>programmes to support HR and Corporate strategies. This may include but is not limited to consultancy on role design, organisational strategy, change and development of people policies, strategies and objectives to support new structures. Development of performance management and cultures to build organisational team and individual performances.</p> <p><b>LOT 8 - Transport &amp; Logistics</b> Advisory services related to the Supply Chain, Warehousing, Materials/ Handling and Specialist services. This may include but is not limited to consultancy of the design, strategies and objectives to support new structures.</p> <p><b>LOT 9 - Education</b> Specialist consultancy and advisory services related to educational activities this may include but is not limited to Primary, Secondary, Further and Higher Education, Apprenticeships and Adult Learning and Special Educational Needs and Development (SEND). It will also the allow the provision for advising and supporting the roll out of DfE National Policies and other governmental statutes as well as providing a consultative service for school improvement and operational excellence,</p> <p><b>LOT 10 - Ancillary Consultancy Services</b> Multidisciplinary advisory services covers a broad range of consultancy services, it is anticipated that this lot will be used for general management consultancy. In addition where the scope of work is particularly wide ranging and broad in nature and the scope of service does not fall under any of the other lots.</p> <p>Please contact <a href="mailto:stuart.brown9@nhs.net">stuart.brown9@nhs.net</a> for more information</p>
<p><b>Outsourcing</b></p>	<p>Provision of a wide range of clinical services covering all specialties and all STP's with a wide range of Providers from SMEs to large national Independent providers and NHS Trusts. Services provided from Framework providers own facilities allowing Approved Organisations to purchase additional clinical capacity to help reduce waiting times and lists, and ensure patients are seen and treated within compliant timeframes.</p> <p>Please contact <a href="mailto:nic.langman@nhs.net">nic.langman@nhs.net</a> for more information</p>

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<p><b>Vehicle Solutions</b></p>	<p>Provision of Vehicle Fleet Management solutions including car schemes, fleet management, grey fleet management, and Lease or Hire Vehicles as required. Can enable organisations to quickly increase the number of available. A wide range of funding arrangements available.</p> <p>Please contact <a href="mailto:nic.langman@nhs.net">nic.langman@nhs.net</a> for more information</p>
<p><b>Audit Services, Counter Fraud and Well Led Review</b></p>	<p>Provides a compliant route to market for provision of External Audit Services, Internal Audit Services, Counter Fraud Services, Well Led Governance Reviews.</p> <p>Please contact <a href="mailto:adrianna.naili@nhs.net">adrianna.naili@nhs.net</a> for more information</p>
<p><b>Apprenticeship Services</b></p>	<p>This Framework aims to provide employers access to a broad range of Apprenticeship Providers to meet the demand for Apprenticeships and enable employers to purchase high quality Apprenticeship provision using their levy.</p> <ul style="list-style-type: none"> <li>- Full geographic coverage across England</li> <li>- Broad range of Apprenticeship Frameworks and Standards, from Levels 2-7</li> <li>- Broad range of quality providers, including providers with high employer and learner satisfaction results</li> <li>- Broad range of types of provider; Further Education Colleges, top ranked Higher Education Institutions and quality private training providers</li> <li>- Framework prices inclusive of End Point Assessment (and inclusive of a free resit)</li> <li>- Framework providers include many who provider Traineeships as well as Apprenticeships</li> </ul> <p>Please contact <a href="mailto:adrianna.naili@nhs.net">adrianna.naili@nhs.net</a> for more information</p>

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<p><b>Bill Validation and Cost Recovery Services</b></p>	<p>Suppliers will undertake an in-depth analysis and provide an external health check on your energy, utilities, telecommunication and rent / rate bills and payments. They carry out an end to end, bill validation and cost recovery service from identification of opportunities to the physical recovery of the identified monies.</p> <p>Please contact <a href="mailto:stuart.brown9@nhs.net">stuart.brown9@nhs.net</a> for more information</p>
<p><b>Travel Management Services</b></p>	<p>Provides a compliant route to market with an all-encompassing solution to any travel, conference or event requirement that they may have. Contracting Authorities can also be satisfied in knowing that Duty of Care and traveller welfare is an integral part of selected suppliers overall service offering.</p> <p>Please contact <a href="mailto:stuart.brown9@nhs.net">stuart.brown9@nhs.net</a> for more information</p>