

## **North East Social Tech Fund: Tech Supplier Open Call: ManHealth CIC**

ManHealth CIC support the mental health of men through peer-to-peer support groups and communities. ManHealth CIC are now looking for a developer to help them digitise their communities and create more positive impact among the mental health of men. A budget of £10,000 is made available for a prototype, through support from the North East Social Tech Pilot Fund.

### **Company Information:**

**Name of Organisation:** ManHealth CIC

**Company Number:** 09919518

### **Pilot Fund Background Info**

The purpose of the North East Social Tech Pilot Fund is to help charities and social enterprises in the North East and Tees Valley explore how challenges within their organisation can be addressed through digital technology and 'open innovation'. The pilot programme has provided Innovation Grants of up to £10,000 to each successful VCSE which will be used to commission a solution and digital prototype. In addition, all VCSEs receive dedicated hands on support from the Digital Catapult North East Tees Valley's expert Innovation Teams.

At the current stage, all VCSEs have identified and explored key challenges within their organisations which they wish to address through technology. These challenges have been outlined within the innovation calls. It is up to you; the creative, digital and tech SMEs, to come up with creative solutions to these problems and, if successful, develop a prototype or minimum viable product (MVP).

### **Organisation Background**

ManHealth run peer support groups for men with mental ill health. Currently running in 10 locations across County Durham Northumberland and South Tyneside with ambition to expand nationally.

The groups are run on a drop in basis where no referral is required. The groups are open to men affected by depression and other mental health conditions to share information, friendship and support. All ManHealth groups are run by men with a lived experience. ManHealth know that peer support offered by someone who has a lived experience of mental ill health can help men. They will open up and discuss their issues around depression and start their path to recovery; because there is a commonality between group members in a safe environment. Informal support continues way beyond the physical group setting.

Thanks to active campaigning, ManHealth currently run 10 groups across the North East region, supporting over 100s of men (called "Mates").

## Tender Opportunity:

Supporting over 100 men ("mates"), ManHealth are now looking for a technological solution that will enable them to scale and support more Mates across the UK. As ManHealth currently operates offline, their biggest challenge is to share '**information, advice and connections**' with mates at the right time. ManHealth are looking for a digital solution that will enable the organisation to better inform users, provide tailored advice and support, and facilitate connections between mates.

### *Information Distribution:*

ManHealth is looking for a solution that will enable them to share corporate information with Mates. This includes 'standard' information regarding processes and procedures, as well as more informal email updates and notifications.

### *Advice:*

ManHealth will use the technology to provide resources to help mates manage their mental health. Resources may include self-help tools, information packs, links to video/audio content, and signposting to third party support (especially for men in crisis). The technology must make it easier for mates to find advice that will be helpful to them.

### *Connections:*

Currently, mates connect through face-to-face groups or community event. The technology must enable this contact to continue online so mates are able to shout out for help if they are struggling and to engage with others via group and one-to-one chat. The technology must be able to provide timely information and support tools to those expressing concerns about another mate in crisis.

### *Technology: Fit to Scale Requirement:*

The technology should be fit to scale which includes consideration of possible data-sharing and shared technology management with (charitable) third parties, in order to enable ManHealth to develop support communities in other parts of the country.

## Technology features

ManHealth has already brainstormed surrounding ways to address their current challenges and have produced a list of features that the technology, ideally, should include. These have been segmented into 'core' and 'added value' features:

### 1. Core features

Feature	Comment
Mate chat	Secure group chat and SMS for mates Can share links, files and rich media
Leaders chat	Secure group chat for group leaders Can share links, files and rich media
Direct messaging	One-to-one chat for mates.
Shout out tool	Mates can send out a call by smartphone/SMS to others in their network when they are struggling. Picked up by group leaders/managers if necessary.
Man down tool	Quick access to third party support in a crisis. E.g. Samaritans.

Safeguarding tools	Advice and communication tools for a mate worried about someone in crisis - providing the right support and keeping the helper safe. Ability to escalate concern within MH, alert police.
Access crisis support/signposting	Links to local and national agencies and helplines. E.g. Samaritans.
Information pages	Basic info about how ManHealth works. This includes policies and procedures, links to MH news and events on web, and social media links/updates.
Registration	Sign up and licensing agreements. Mates have to attend a face to face group before they can request to join. Registration has to be authorised by group leader.
Announcements and events	Managers can post news/event/links and reply to info requests.
Management dashboard	<ul style="list-style-type: none"> <li>• Track changes in wellbeing (WMWBS)</li> <li>• Track attendances at groups</li> <li>• Prioritise support calls (based on data profiles)</li> <li>• Generate reports by mate, group, location, region and date.</li> <li>• Audit trail</li> </ul>
Safeguarding tools	Audit trail of all activity. Automatic report of all safeguarding interventions, risks and concerns.

## 2. Added value Features:

Features	Comment
Sign in Tools	Integrated tools for users to sign into meetings.
WEMWBS	Integrated tools for users to undertake wellness assessments at regular intervals using a standard testing tool. This will also enable them to measure their own progress
5 C's planner	Self-care tool for mates to create their own personalised wellness plan Ability to crowdsource ideas for wellness plan from other mates
Personal diary	Users can record and revisit things they have done to make a positive difference.
Share resources	MH resources can be shared with group members online and via social media, so that the resources shared in the MH sessions can be accessed outside of sessions.
Save resources	Group members can save resources they find relevant/useful to a personal folder for future reference.
Comment on resources	Users can add moderated comments on resources (checked by leader before published) In this way mates can share with each other online the approaches/tools they have found to be helpful, just as they do face to face

## Impact of Solving the Challenge

ManHealth is looking for a technology that can help them scale efficiently, enabling them to support more men (especially in time of crisis). With a good solution in place, ManHealth will be able to provide mental health support to those who need it most, across all geographical areas in the UK.

In addition, the prototype will help ManHealth run more efficiently and provide better evidence to funders, which would result in the team being able to secure more funds to support more men in the future

## Project Team

Paul Bannister – Project Lead - Founder of Manhealth

## The Budget

This charity was awarded £10,000 from the fund to be allocated to development of a prototype solution. All funds are classed as restricted and therefore 100% will be paid to the supplier upon completion of pre agreed milestones.

## Timescales

Open Call Deadline	20/03/2020
Companies Shortlisted	25/03/2020
Pitch Day	01/04/2020
Company Selected	08/04/2020
Solution complete	31/07/2020
Evaluation Report	11/09/2020

## Evaluation Criteria

Innovation	Likelihood of solving the challenge and the opportunity for the charity to receive scaleup funds to develop the prototype into a complete solution	25%
Team	Previous experience, as well as knowledge of the sector	25%
Timescales	Ability to meet timescales	25%
Scope	How much of the brief will be met in the budget	25%

## Apply

To apply, please fill in the online application form before 23:59pm on 20 March 2020 (answer with "ManHealth" in the 'name of the open call field'):

<https://airtable.com/shrZWbmjf2isVnac6>

## FAQs

### Intellectual Property

All Intellectual Property will reside with the charitable organisation unless otherwise agreed in writing between the charity and the supplier. If you wish to pitch a solution that is based on your current infrastructure and therefore your existing Intellectual Property, please state this clearly in your application form so that your IP can be protected, and ManHealth is aware.

### Additional Information

ManHealth is active on Social Media - reaching approximately 70K people a month on Facebook, >1200 followers on Twitter and active on Instagram and LinkedIn. As their profile grows, they receive regular requests to develop ManHealth communities in other areas of the UK. They are also already building technology infrastructures that will support existing work and that will enable them to scale their impact and save more lives.

### User roles

There are a number of different user roles in the organisation which may need to be reflected within the solution. Note that an individual person may hold more than one role and that more than one person may hold the same role.

Role	Notes
Anon user	Can register (request sent to group leader for authorisation) can access marketing pages
Mate	A registered user on the platform, can use chat tools, access resources
Group Leader	A mate who has undergone Mental Health First Aid, Suicide awareness and safeguarding training. Can authorise mate registration
MH Champion	A mate who is in training to become a group leader and who has had basic safeguarding training and suicide awareness.
MH manager	Can manage all users, resources, reports, and marketing info
Superuser	Can access all info on the platform and can add MH managers

Currently all mates/champions/leaders/managers are directly employed by/volunteering for/supported by ManHealth. As the organisation grows, groups may be run by group leaders who are employed by third party organisations.

### Future challenges/ideas

Need	Comment	Priority
Natural language processing and sentiment analysis	Automatically identify and highlight concerning chat content to group leaders.	
Availability of integrated data profiles for each user	All the data about each user in one place: Attendances at events, WEMWBS, Resource and Self Help tool usage, engagement with group/ chat	

AI	Machine learning tools to identify users at risk and prioritise support based on data profiles	
Personalisation tools	Provide users with targeted support resources based on machine learning about which resources work best for which type of user.	
Crowdsourcing resources	Users can create and share their own resources (subject to moderation by group leaders)	

**Scale up challenges:**

Need	Comment	Priority
Third parties and payments		
Third-party management tools	Ability for managers of external organisations to set up local information and users, produce reports for their area.	
Training and CPD	CPD and accreditation management tools used to track all Group Leaders (both internal and external) maintain up to date ManHealth qualifications and accreditations.	
Referrals	Receive referral information from partner organisations with ability to report back if a referee has attended.	
Finance	Tools to manage payments and expense claims for Group Leaders	



**#TimeToListen**