

SLOUGH BOROUGH COUNCIL

REPORT TO: Slough Wellbeing Board **DATE:** 27 September 2017

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WARD(S): All

PART I

FOR INFORMATION

LOCAL HEALTHWATCH FOR SLOUGH

1. Purpose of Report

To inform the Slough Wellbeing Board about the recommissioning of the Local Healthwatch (LHW) service.

2. Recommendation(s)/Proposed Action

The Board is requested to note the approach taken to the procurement of the LHW service.

3. The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan

3a. Slough Joint Wellbeing Strategy Priorities

LHW contributes to the delivery of the Slough Wellbeing Strategy priorities by providing an independent consumer voice. This gives residents more choice and contributes to reducing inequalities and improving the health and wellbeing of our residents helping them live more positive, active and resilient lives. Consumer engagement in health and social care decision making can be a key element of people having more control over their own lives and contributing to improving the quality of services received by the whole community locally.

3b. Five Year Plan Outcomes

LHW contributes to the delivery of the Five Year Plan outcome two, that more people will become healthier and will manage their own health, care and support needs, through addressing cross cutting themes such as prevention, early intervention and facilitating the integration of services.

4. Other Implications

(a) Financial - The Health and Social Care Act 2012 placed a statutory duty on the council to commission a LHW service to act as the consumer champion across health and social care from 1st April 2013. At the outset of the contract in 2013 the annual cost of the provision was £113,164. During the contract term, efficiency savings were negotiated reducing the annual cost to £95,000 per annum. A re-procured service will enable further cost savings, with the annual cost reducing to a maximum of £90,000. This means since 2013 20 per cent efficiency saving have been achieved in monetary terms which equates to nearly 24 per cent in real terms.

Using the latest available costings (2016/17) the benchmarked per capita cost for Slough is now slightly below the average for the County.

LHW expenditure	Population	2013/14	£per head 15/16	New contract	£per head 16/17	LRCV allocation 16/17
Slough	145,734	£113,163	£0.78	£90,000	£0.62	£31,200
Total Berkshire	889,635	£674,179	£0.76	2016/17 £588,764	£0.66	c£105,773

(b) Risk Management

Risk	Mitigation(s)	Opportunities
Legal Failure to find a suitable LHW provider would have put the council in breach of its statutory requirements	Market interest was tested through the issue of a Prior Information Notice prior to tender. This indicated a restricted marketplace and pointed to the use of open tender process to maximise provider interest. Need for efficiency savings has been balanced with ensuring adequate funding is available. Service specification has sought to avoid setting unrealistic outcome targets.	Effective LHW will give strategic commissioners intelligence on consumer views about health and care services
Property There are no Property issues	None required	N/A
Health and safety There are no health and safety issues	None required	
Employment	Provider employees protected under Transfer of Undertakings Regulations (TUPE)	This will allow for continuity
Equalities issues	An Equalities Impact Assessment (EIA) has been completed	Increased engagement with hard to reach groups and individuals
Community Support	Included within the service specification by adoption of Healthwatch England's Quality Standards	
Communications	Included within the commissioning and procurement process	Implementation of the quality standards will develop the effectiveness of communications
Community safety	None required	
Financial	The specification includes	Will allow provider to

Continued reduction in funding will undermine service effectiveness	approach to develop improved sustainability	develop innovative approaches to service delivery more focused to strategic priorities.
Timetable for delivery	12 th October 2017.	Seamless transfer from one service to another
Project capacity	Within existing resources	

(c) Human Rights Act and Other Legal Implications - There are no Human Rights Act implications arising from this report.

(d) Equalities Impact Assessment (EIA) - An EIA has been completed as part of the commissioning process. The impact is neutral across all protected characteristic groups.

(e) Workforce - It is the view of the council TUPE likely to apply with regard to the procurement and this was detailed in the procurement documents.

5. Summary

This report outlines the

- 1) Options that were considered to re-procure the new service from 1st October 2017;
- 2) The approach that was taken; and
- 3) Details about the new service.

6. **Supporting information**

Re-commissioning options

6.1 In 2016/17 the council explored individually and with the other Berkshire authorities a range of options for recommissioning LHW which included:

- a) A pan Berkshire wide solution;
- b) An East/West Berkshire split;
- c) Ad hoc partnership with other local authorities; and
- d) Continue with the status quo individually commissioning a LHW for Slough only with the period of the contract aligned to the independent advocacy provision.

6.2 Each of the options had advantages and disadvantages but taken everything into account the options appraisal concluded that option four was the best approach because aligning the contract term with the advocacy provision contractual term will allow the opportunity to explore combining LHW with the complaints and advocacy provision.

Procurement approach

6.3 As LHW falls under the health, care and other services listed in Schedule 3 of the Public Contract Regulations 2015 (PCR). The procurement was conducted in accordance with the Light Touch Regime (LTR) of the PCR. A Prior Information Notice (PIN) was issued to alert the market to the tender in April 2017. The PIN revealed a very limited market so a single stage open tender process was used with selection based on 75 per cent on quality and 25 per cent price.

6.4 A tender notice was placed on Contract Finder on 26th July 2017 and the tender process ran from then until 4th September 2017. Fourteen organisations expressed interest of which three submitted tenders. The tenders were evaluated on week commencing 4th September against a range of selection and award criteria with the award based on the most economically advantageous tender with 75 per cent of the marks for quality and 25 per cent for price.

6.5 A Tender Evaluation report has been submitted to the council's Procurement Review Board setting out the results of the tender process and recommending that the council enters into a contract with the most economically advantageous tenderer based on the award criteria set out in the tender documents. The contract will run from 12th October 2017 to 31st March 2019 with the option to extend for a further one year period subject to satisfactory performance and strategic priorities. The duration has been aligned with the independent advocacy service contract so that the option of combining some element of the two can be explored.

6.6 Following the award there is a 10 day standstill period before the new service will mobilise. There is an implementation process to ensure a smooth transfer from the previous service to the new service.

The New Service

6.7 As well as retaining the existing statutory functions the new service incorporates the Healthwatch England's Quality Standards developed in 2016. The standards include the following key elements:

- Strategic context and relationships - to have a strong understanding of the strengths and weaknesses of the local health and social care system
- Community voice and influence – to enable local people to have their views, ideas and concerns represented as part of the commissioning, delivery, design and scrutiny of health and social care services
- Making a difference locally - to formulate views on the standard of health and social care provision and identify where services could be improved by collecting the views and experiences of the members of the public who use them
- Informing people - to provide advice about local health and social care services to the public
- Relationship with Healthwatch England - to enable people's concerns to influence national commissioning, delivery, and the re-design of health and social care services

7. Comments of Other Committees

None at this stage

8. Appendices Attached

None.

9. Background Papers

1. Local Healthwatch for Slough report to Wellbeing Board dated 19th July 2017