

Healthwatch Swindon Retender update

Health and Wellbeing Board

Date: 9 March 2016

Author: Director of Public Health

Wards: All

Locality Affected: All

Parishes Affected: All

1. Purpose and Reasons

- 1.1 To inform the board of the recent procurement for Healthwatch Swindon given the current contract with Parkwood expires on 31 March 2016.
- 1.2 The Health and Social Care Act 2012 stated that local Healthwatch providers be established from 1 April 2013. Local Healthwatch providers are independent bodies, able to employ their own staff and involve volunteers, to become the influential and effective voice of the public. They act as an independent consumer champion for both health and social care.
- 1.3 From 1 April 2016 the new provider for Healthwatch Swindon will be The Care Forum.

2. Recommendations

The Board is recommended:

- 2.1 To note the report and the appointment of The Care Forum as the Healthwatch Swindon provider from 1 April 2016.

3. Detail

- 3.1 The Health and Social Care Act 2012 stated that local Healthwatch providers be established from 1 April 2013. Local Healthwatch providers are independent bodies, able to employ their own staff and involve volunteers, to become the influential and effective voice of the public.
- 3.2 They act as an independent consumer champion for both health and social care and give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. Local Healthwatch provides, or signposts, people to information to help them make choices about health and care services.
- 3.3 Local Healthwatch are funded by councils and held to account by them for their ability to operate effectively and provide value for money. The Health and Social Care Act 2012 allowed flexibility for councils to choose the commissioning route to achieve best value for money for their communities.

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- 3.4 Parkwood Healthcare Limited was awarded the original Healthwatch Swindon three year contract in 2013 to establish and support Healthwatch Swindon. The contract expires on 31 March 2016.
- 3.5 A procurement process commenced in 2015 and an open tender process took place between September and December 2015.
- 3.6 The Care Forum, an experienced provider of Healthwatch with existing contracts in South Gloucestershire, Bath and North East Somerset, Somerset and Bristol, were the successful tenderer in the open tender process and will take over from Parkwood on 1 April 2016.
- 3.7 The Care Forum, a registered charity, is an independent voluntary and community sector infrastructure organisation who currently work primarily across Bath and North East Somerset, Bristol, North Somerset, South Gloucestershire and Somerset. Please find the link to their website for information about their current activity. <http://www.thecareforum.org/pageabout-us.html>
- 3.8 The Annual Report for 2015/16 is being written and although it will be completed after April 1st it will be the responsibility of Parkwood to complete. The final document will come to the Health and Wellbeing Board in June.
- 3.9 Healthwatch Swindon will continue to act as an independent consumer champion for both health and social care across Swindon and have representation on various bodies including: the Swindon Health and Wellbeing Board, the Children's and the Adults Health, Social Care and Housing Overview and Scrutiny Committees and the NHS Clinical Commissioning Group (CCG) Patient and Public Involvement Forum.

4. Alternative Options

- 4.1 There is no alternative option. The contract has been awarded to The Care Forum and their delivery and performance will be monitored accordingly against the contract performance indicators.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 There are no financial or procurement implications as a result of this report. The contract has been awarded to the Care Forum following an open tender process within the budgeted financial envelope.

Legal and Human Rights Implications

- 5.2 There are no legal and human rights implications resulting from this update.

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All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 None as a result of this report for noting.

Diversity Impact Assessment

- 5.4 None undertaken for this report however a DIA was completed for the retendering of the contract.

Risk Management

- 5.5 A risk register was completed as part of the tender process and is available on request.

6. Consultees.

- 6.1 The Board Director, Resources (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

- 7.1 None.

8. Appendices

- 8.1 None.