Agenda Item No.

17 DECEMBER, 2015

6.

Healthwatch

Ward(s) All

Portfolios: Cllr R Martin – Public Health and Wellbeing

Executive Summary:

On 23 January 2013, Cabinet approved the contract with Healthwatch Walsall. This was a consortium made up of MyNHS Walsall, Walsall LINk, Age UK Walsall, Walsall Housing Group and Walsall Citizens' Advice Bureau

The contract commenced on 1 April 2013, and an initial term of two years, with an option to extend with a further term of up to one year. This one-year extension was agreed by Cabinet on 29 October 2014 and commenced on 1 April 2015. The contract is monitored through the Community Development team, which sits within Communities and Public Protection.

In the first year, the main requirement was to establish the organisation as a Community Interest Company (CIC), a form of social enterprise required by the Health and Social Care Act 2012. This included establishing Healthwatch Walsall as a legal entity, establishing governance structures and a constitution, the appointment of key staff and the transfer of responsibilities from the LINk (the pre-existing community health watchdog) to Healthwatch Walsall. All actions were completed within the timeframe.

Year 2 required the organisation to: provide advice and information about access to services and support for making informed choices; provide, make the views and experiences of people known to Healthwatch England; recommend investigation or special review of services via Healthwatch England or direct to the Commission for Quality Care (CQC); promote and support the involvement of people in the commissioning and provision of local care services, gather the views and understand the experiences of patients and the public and to provide access to the NHS complaints advocacy.

Reason for scrutiny:

Healthwatch Walsall has encountered a number of issues over the contract period: high turnover of staff, changes in senior management and challenges relating to the relationships between assembly members and the Board. This culminated in a decision by the Board in July 2015 to implement an independent investigation into financial procedures, procurement processes and the governance of the organisation. Walsall Council supported the new CEO to develop and implement a more robust financial system and to revisit procurement processes.

The independent investigation was completed in October 2015 and the Board and CEO are in the process of implementing the recommendations. Walsall Council maintains a close working relationship with Healthwatch Walsall to ensure the organisation continues to comply with the terms of the contract.

Under the provisions of the Health and Social Care Act 2012, there is a statutory duty to commission a Local Healthwatch. The existing contract, plus one year, will end on 31 March 2016. In light of the difficulties faced by Healthwatch Walsall and the indication from some consortium members that there is no future appetite for continuing the current partnership, it is the intention of Walsall Council to re-procure the contract for 2016 onwards. This approach will not exclude the existing organisation from tendering for the new contract.

The key dates for this process can be seen at Appendix A.

Recommendations:

That:

- 1. That the Scrutiny Panel notes the content of this report.
- 2. That the Scrutiny Panel notes the timeline for re-procurement of the contract.

Background papers:

None.

Resource and legal considerations:

Not applicable at this moment.

Citizen impact:

Not applicable.

Environmental impact:

None.

Performance management:

Not applicable.

Equality Implications:

Not applicable.

Consultation:

Not applicable.

Contact Officer:

Kate Marsden – Interim Head of Communities & Public Protection [®]. 01922 658984 <u>Kate.bowers@walsall.gov.uk</u>

Healthwatch Walsall	Responsible Officer/s																					
		w/e		1		w/e																
Process		13- Nov	20- Nov	27- Nov	04- Dec		18- Dec	25- Dec	01- Jan	08- Jan	15- Jan	22- Jan	29- Jan	05- Feb	12- Feb	19- Feb	26- Feb	04- Mar	11- Mar	18- Mar	25- Mar	01- Apr
Draft Contract signed off by Legal	AA/LEGAL					11- Dec																
ITT including Eval Methodology, Specs, Pricing Schedule agreed	ALL					11- Dec																
Invitation to Tender (ITT) Issued on intend	SW						16- Dec															
Closing date for requests for clarification from prospective Bidders	SW																					
Last date for publication of answers to requests for clarification from prospective Bidders	SW																					
Tender Out																						
Tender Return Deadline	NA												29- Jan									
Tender Opening Ceremony	SW												29- Jan									
Tender Evaluations	JP																					
Post Tender Clarifications																						
MEETING: Evaluation Consensus/Discussions	ALL																					
Tender Analysis Recommendation Report signed off	SW																					
Contract Award Letters Drafted and agreed (Intention to	SW																					

Award/Regret letters)										
Contract Award Letters issued (Intention to Award/Regret letters)	SW									
Standstill period and Debriefs / Feedback Process	SW									
Contract Award (letter of notification of success)	SW									
Contract Return	NA									
Initial Contract Management / Implementation Meeting/s	JP									
IMPLEMENTATION PERIOD / TUPE	JP									
Contract Commences	NA									
Contract Management Commences	JP									

Key - Activity Status

Completed

Work-in-Progress

Not Completed

Key - Actions Allocated to JP - Jay Patel

SW - Susan Wilson

LEGAL

I	