



Doncaster Council

Report

Date: 20/07/2022

To: Cllr Andrea Robinson

AWARD OF THE HEALTHWATCH DONCASTER CONTRACT

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Cllr Andrea Robinson	All	Yes

EXECUTIVE SUMMARY

1. All Local Authorities have a statutory duty to ensure a Local Healthwatch is established. There is clear national guidance on the scope of the function and the level of funding is also set nationally. The Council also needs to meet its duties to achieve value for money and at the end of the current contract needs to comply with current procurement law by undertaking an open tender. That tender has concluded and the contract is now ready to be awarded.

EXEMPT REPORT

2. There are no exemptions of confidential information in this report

RECOMMENDATIONS

3. Award to Healthwatch Doncaster CIC for a period of three years with the option to extend for two x twelve months.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. The service provides support and advice to local Healthwatch organisations and escalates concerns about social care services, therefore assisting with ensuring quality services are received for Doncaster residents.

BACKGROUND

5. Healthwatch England are a statutory committee of the independent regulator, the Care Quality Commission (CQC). Local Healthwatch are funded nationally but are locally accountable to local authorities. The annual value of the contract is £176,000.00

6. The main statutory functions of Healthwatch are to:
- Provide leadership, guidance, support and advice to local Healthwatch organisations
 - Escalate concerns about health and social care services which have been raised by local Healthwatch to CQC. CQC are required to respond to advice from the Healthwatch England Committee
 - Provide advice to the Secretary of State for Health and Social Care, NHS England and English local authorities, especially where we are of the view that the quality of services provided are not adequate. Bodies to whom advice is given are required to respond in writing. The Secretary of State for Health and Social Care is also required to consult Healthwatch England on the NHS mandate, which sets the objectives for the NHS
 - Obtain the views of people about their needs and experience of local health and social care services. Local Healthwatch make these views known to those involved in the commissioning and scrutiny of care services.
 - Provide reports and make recommendations about how those services could or should be improved.
 - Promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.
 - Provide information and advice to the public about accessing health and social care services and the options available to them.
 - Make the views and experiences of people known to Healthwatch England, helping us to carry out our role as national champion.
 - Make recommendations to Healthwatch England to advise the CQC to carry out special reviews or investigations into areas of concern.
7. The national principles of Healthwatch were determined by Central Government and require that a third party management organisation leads the establishment and implementation of a local Healthwatch to fulfil its statutory duties and functions as set out in the Health and Social Care Act 2012
8. Doncaster Council implemented its statutory duty to establish a Local Healthwatch from the 1 April 2013 and a contract for the provision of the service has been in place since this time. The most recent procurement was completed in 2017 and was awarded to Doncaster Healthwatch CIC. Following contract extensions, the current contract ends on the 31st July 2022.
9. This award follows an open tender for a three-year contract with two twelve month extensions.
- 10. OPTIONS CONSIDERED AND REASON FOR RECOMMENDED OPTION**
- Do nothing – This would bring us into breach of contract regulations
 - Award the contract – this would ensure the continued delivery of the Healthwatch Doncaster service

- Do not award the contract – there would be no service and unable to provide statutory requirement.

.IMPACT ON THE COUNCIL'S KEY OUTCOMES

11.

	Outcomes	Implications
	<p>Doncaster Working: Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> • Better access to good fulfilling work • Doncaster businesses are supported to flourish • Inward Investment 	<p>The Healthwatch service will be established in Doncaster providing continued employment opportunities for the employees of the current Healthwatch service.</p>
	<p>Doncaster Living: Our vision is for Doncaster's people to live in a borough that is vibrant and full of opportunity, where people enjoy spending time;</p> <ul style="list-style-type: none"> • The town centres are the beating heart of Doncaster • More people can live in a good quality, affordable home • Healthy and Vibrant Communities through Physical Activity and Sport • Everyone takes responsibility for keeping Doncaster Clean • Building on our cultural, artistic and sporting heritage 	<p>None</p>
	<p>Doncaster Learning: Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> • Every child has life-changing learning experiences within and beyond school • Many more great teachers work in Doncaster Schools that are good or better • Learning in Doncaster prepares young people for the world of work 	<p>None</p>
	<p>Doncaster Caring: Our vision is for a borough that cares together for its</p>	<p>The service provides support and advice to local Healthwatch organisations and escalates concerns about social care</p>

	<p>most vulnerable residents;</p> <ul style="list-style-type: none"> • Children have the best start in life • Vulnerable families and individuals have support from someone they trust • Older people can live well and independently in their own homes 	<p>services, therefore assisting with ensuring quality services are received for Doncaster residents.</p>
	<p>Connected Council:</p> <ul style="list-style-type: none"> • A modern, efficient and flexible workforce • Modern, accessible customer interactions • Operating within our resources and delivering value for money • A co-ordinated, whole person, whole life focus on the needs and aspirations of residents • Building community resilience and self-reliance by connecting community assets and strengths • Working with our partners and residents to provide effective leadership and governance 	<p>None</p>

RISKS & ASSUMPTIONS

13. Should an open tender produce no compliant bids, there is a threat that there will not be a service in place so we will be unable to fulfil our statutory duty.

The opportunity will be advertised via an open tender on the Merzell/YORtender automated system in line with Public Contract Regulations.

LEGAL IMPLICATIONS [INITIALS: SRF DATE: 27.05.22]

14. Section 221 of the Local Government and Public Involvement in Health Act 2007 (as amended by S183(2) of the Health and Social Care Act 2012) sets out that Local Authorities must contract with a Healthwatch group who will obtain the views of people regarding (a)the standard of provision of local care services; (b)whether, and how, local care services could be improved; and (c)whether, and how, local care services ought to be improved.

The Act also places a duty on local authorities to seek to ensure that the arrangements they make with Local Healthwatch organisations are operating effectively and are providing value for money. The Act requires the local authority to publish a report of its conclusions in seeking to meet these two objectives.

The identification of the provider of these services should be carried out in accordance with Contract Procedure Rules and appropriate legal advice should be sought as the procurement progresses.

FINANCIAL IMPLICATIONS [INITIALS: CT DATE: 26/05/2022]

15. As per the body of the report the annual value of this contract is £176k, which will be met from the existing budget.

For the existing budget the Council currently receives annual funding as part of the Local Reform & Community Voices grant to meet its statutory duties around the Healthwatch function.

In 22/23 it is expected to be circa £182k and this contract will be met from this. Although this grant is only announced on an annual basis it is not expected that it will cease in the duration of this contract. However, if the Government do decide to remove this funding then the service would need to be reviewed or alternative funding identified from within AHWB

HUMAN RESOURCE IMPLICATIONS [Initials: PM 12/07/22]

16. There are no apparent HR Implications arising from this report, as there are no identified changes to establishments with DMBC.

TECHNOLOGY IMPLICATIONS [Initials: PW Date: 27/05/22]

17. There are no anticipated technology implications relating to this report. However, in commissioning the providers for the Healthwatch Doncaster Service, due consideration needs to be given to: -

- How information is shared between the Council and the provider
- Any IT requirements to support monitoring and tracking of performance.

Where applicable, the commissioning team should engage with Digital & ICT to consider any arising technology requirements.

Please note: This does not replace the ICT Governance process and any technology requirements must still be submitted to and considered by the ICT Governance Board as early as possible once a requirement is known.

HEALTH IMPLICATIONS [Initials: RL Date: 24/05/2022]

18. A local, accessible and compassionate Healthwatch service is a key part of maintaining and enhancing the quality of Health care services in an area. Healthwatch services also provide intelligence and insight for the local health and care system. The revised service specification enhances the local Healthwatch offer, with a sensible contract term to provide continuity post Covid and through a time of NHS restructure.

EQUALITY IMPLICATIONS [Initials: VPH Date: 24/05/22]

19. The service ensures that those in charge of health and social care services listen to and act on feedback ensuring that services are fit for purpose and meet the population's health and social care needs. As well as seeking the public's views, Healthwatch also encourage health and social care services to involve people in decisions that affect them. The specification does not discriminate against any of the protected characteristics.

CONSULTATION

20. Ongoing regular consultation with DCCG

BACKGROUND PAPERS

21. Service Specification – Healthwatch Doncaster



Service
Specification.docx

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

DCCG – Doncaster Clinical Commissioning Group

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