



**NORTH SOMERSET COUNCIL  
DECISION**

**DECISION OF: DIRECTOR OF PEOPLE AND COMMUNITIES  
IN CONSULTATION WITH: HEAD OF COMMISSIONING AND HEAD OF STRATEGIC  
PROCUREMENT  
DIRECTORATE: PEOPLE AND COMMUNITIES.**

**DECISION NO: PC12 - 2019/20 SCHEME**

**SUBJECT: HEALTHWATCH - TENDER ACCEPTANCE**

**KEY DECISION: YES**

**BACKGROUND:**

Healthwatch was created by Part 5 of the Health and Social Care Act 2012. Healthwatch consists of a national body, Healthwatch England, and a local organisation operating in each local council area in England with social care responsibilities.

Healthwatch is a statutory service and must be delivered by an independent social enterprise. The law also describes what each local Healthwatch needs to do, a summary of which includes:

1. Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local care services;
2. Enabling local people to monitor the standard of provision of local care services and in deciding how local care services could and ought to be improved;
3. Obtaining the views of local people regarding their experiences of local care services and making these known;
4. Making reports and recommendations about how local care services might be improved and informing commissioners and providers of care services about these reports, which are also shared with Healthwatch England;
5. Providing advice and information to the public about access to local care services so that they may make informed choices;
6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England;
7. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively;
8. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations.

On 19 March 2019, the Director approved the commissioning and procurement of North Somerset Healthwatch through a joint exercise with South Gloucestershire and Bristol City Councils, see Directors Decision PC87 2018/19 scheme.

A single contract and service specification to provide individual Healthwatch Services in each of the Bristol, North Somerset and South Gloucestershire local authority areas was collaboratively developed and tenders have been sought through the Supplying the South West on-line portal. Two tenders were received, and the three commissioning local authorities have now completed the tender evaluation process.

**DECISION:** It is requested that the Director approve the acceptance of the tender from Healthwatch North Somerset to provide Healthwatch Services in North Somerset as part of a joint contract with South Gloucestershire and Bristol City Councils beginning 1 October 2019.

### **REASONS:**

The tender invitation for Bristol, North Somerset and South Gloucestershire Councils sought respective Healthwatch services provided by a single provider. The tenderers were expected to utilise maximum opportunity for economies of scale and efficient working practises whilst maintaining the individual identity, integrity and local focus for each of the three services.

The duration of the contract is three years with the potential to extend for two years (up to a total of five years). The Commissioners had initially considered a contract period of two years with an option for three extensions of 12 months each, however a three plus two-year contract duration option was considered to be more attractive to both the commissioners and potential providers.

The combined Healthwatch services have a tendered total value of £1,125,245 for the five-year contract period. The total annual contract value will be based on each of the local authority's annual Local Reform and Community Voices Grant (LRCV) from the Department of Health. The five-year contract contribution from North Somerset Council based on the 2018/19 LRCV grant for Local Healthwatch is £267,450.

Tenderers were not required to complete a pricing schedule as this tender was evaluated with the weighting of 100 Quality / 0 Price.

### **Tender submission and evaluation**

Recognising that 100% of the tender evaluation criteria for Local Healthwatch is based on quality, the evaluation panel used a tender process that would give the maximum opportunity for providers to submit their best possible quality bid within the budget available.

The evaluation panel was made up of the three local authority commissions and advised by the Head of Procurement for South Gloucester Council as the coordinating Authority.

The invitation to tender was published on 3 April 2019 and an informal bidder event for providers was held on 16 April 2019. The aim of the event was to ensure that potential bidders understood the contract and tendering requirements. The deadline for initial tender submissions was 7 May and the evaluation panel made an initial assessment of the two bids received from Healthwatch North Somerset and The Care Forum. Negotiation meetings were

then held with the two providers on 20 May 2019. At these negotiation meetings the evaluation panel and providers discussed the initial bid documents to establish a more in-depth understanding of the tender with the intention of maximising the quality of the final tender submissions.

The deadline for the final tender submissions was 31 May 2019.

Final tenders were received from the two providers and the evaluation panel scored the tender submissions, based on quality, as follows:

Out of a maximum total equality score of 100, the panel scored each of the tender submissions as follows:

- Healthwatch North Somerset - score 80
- The Care Forum – score 65

The evaluation panel recommend acceptance of the tender bid for Healthwatch Services from Healthwatch North Somerset.

### **Contract Management**

The three local authority commissioners have agreed collaborative working principles to ensure that the new contract meets the requirements and expectations for each local authority while also fulfilling the statutory requirements of Local Healthwatch.

The three commissioners will meet with the provider on a quarterly basis and South Gloucestershire will act as the Coordinating Authority. The meetings will be used to review progress against each of the Local Healthwatch Annual Workplans, KPIs and to discuss any other issues as necessary. The purpose of these meetings is to adopt a developmental approach to ensure each local authority service is functioning proportionately and comprehensively.

### **Implementation of the contract**

The three councils intend to award the contract on 28 June 2019. The mobilisation period will run from 1 July until the end of the current Healthwatch arrangements, with a go live date of 1 October 2019.

### **FINANCIAL IMPLICATIONS:**

The North Somerset base budget from 1 October 2019, using the 2018/19 Local Reform and Community Voices Grant as the basis for allocation, is £53,490 per annum.

For each year of the contract the cost will be adjusted to reflect the three local authorities' annual Community Voices Grant allocation for Healthwatch services.

The total base contract value across the three local authorities is £225,049 per annum.

Using the North Somerset Healthwatch grant allocation for 2018/19 of £119,300 as a comparison the new contract provides an annual saving for North Somerset of £65,810.

Any additional project work agreed may be funded solely by one local authority to meet local need or jointly to reflect the needs of more than one of the local authorities or across the whole of the BNSSG area.

It is anticipated that there will be a reduction in contract management costs across the three local authorities.

## LEGAL POWERS AND IMPLICATIONS

Healthwatch was created by Part 5 of the Health and Social Care Act 2012. Healthwatch consists of a national body, Healthwatch England, and a local organisation operating in each local council area in England.

## CONSULTATION AND QUALITY IMPLICATIONS

Have you undertaken an Equality Impact Assessment? Yes

The options for commissioning Healthwatch in North Somerset have been consulted over a twelve-week period, which closed on 21 February 2019. Details of the consultation exercise and Equalities Impact Assessment were set out in the Commissioning and Procurement Director Decision for Healthwatch Services - PC87 from the 2018/19 scheme.

## RISK MANAGEMENT

Risk	Control Measure
Maintaining the continued provision of local Healthwatch Services	The current Healthwatch agreement end date is aligned with the contract start date. Contract implementation will be closely managed to ensure Healthwatch continuity.
Maintaining a focus on local Healthwatch	The three Local Authorities have agreed that maintaining local Healthwatch's individual identities is a priority and the contract clearly specifies each Authority's requirements. Quarterly monitoring meetings with the provider will include focus on local service provision.
Commissioning a local Healthwatch within the budget available which meets the requirements of the Healthwatch legislation.	The three BNSSG Local Authorities have ensured the contract covers the Healthwatch legislative requirements. Efficiency savings will be achieved through having one provider for the BNSSG area.

## **CORPORATE IMPLICATIONS**

All Local Healthwatch hold a seat on the Health and Wellbeing Board (People and Communities Board). Local Healthwatch may also provide challenge to and citizen engagement in other local authority forums, Boards or service reviews.

## **BACKGROUND PAPERS**

PC87 2018/19 Scheme – Directors Decision, Commissioning and Procurement Plan for Healthwatch North Somerset.

North Somerset Council – Healthwatch Consultation Outcomes Report and Initial Equality Impact Assessment

SIGNATORIES:

DECISION MAKER:

Director of People and Communities;

Signed: *Gerald Holt*.....

Title: *on behalf of the Director of People + Communities in line with delegated authority*.....

Date: *8 July 2019*.....

IN CONSULTATION WITH:

Head of Commissioning;

Signed: *Gerald Holt*.....

Title: *Head of Commissioning*.....

Date: *5 July 2019*.....

Head of Strategic Procurement;

Signed: *[Signature]*.....

Title: *H of Procurement*.....

Date: *1 July 2019*.....

**Footnote: Details of changes made and agreed by the decision taker since publication of the proposed (pre-signed) decision notice, if applicable:**