

HEALTH AND WELLBEING BOARD

14th June 2022

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| Title: | Award of contract for Provision of Barking and Dagenham Healthwatch to Lifeline Community Projects |
| Report of the award of contract | |
| Open Report | For Decision: Yes |
| Wards Affected: Barking and Dagenham | Key Decision: Yes |
| Report Author: Elizabeth Kitto Commissioning Manager | Contact Details: Tel: 07407039558 E-mail: Elizabeth.kitto@lbbd.gov.uk |
| Sponsor: Elaine Allegretti - Strategic Director Childrens and Adults | |
| Summary: <p>To award a contract for the provision of Barking and Dagenham Healthwatch to LifeLine Community Projects for a period of 3 years from 1st April 2022 with the option to extend for a period of up to 2 years on a 1+1 years basis at the sole discretion of the council as the successful bidder following a competitive procurement exercise. Amount: £575,440.</p> <p>We awarded this tender since the Health and Social Care Act 2012 established a new consumer champion for users of health and social care services called Healthwatch. Local authorities have been required to commission a local Healthwatch organisation from 1 April 2013.</p> <p>Providing a local Healthwatch for Barking and Dagenham service will give residents a platform to raise complaints or concerns and to influence and challenge how health and social care is delivered</p> <p>Having a local Healthwatch service will support the Corporate Plan (2020-2022) with a number of priorities.</p> <p>Participation and Engagement - Empowering residents by enabling greater participation in the community and in public services. Their voice will help shape services going forward.</p> <p>Prevention, Independence and Resilience - Children, families and adults in Barking & Dagenham live safe, happy, healthy and independent lives. By having health and social care services that are fit for purpose will ensure that our residents can be confident that they are receiving the best treatment when they most need it.</p> <p>The procurement exercise will ensure compliance with the Council's Contract Rules and Public Contract Regulations 2015</p> | |
| Recommendation(s) The Health and Wellbeing Board is recommended to agree: | |

- (i) That approval be given for the Council to award a contract and enter into any other necessary or ancillary agreements for the provision of Barking and Dagenham Healthwatch services to LifeLine Community Projects for a term of 3 years from 1st April 2022 with an option to extend for a further period of up to 2 years in the total Contract Value of £575,440 inclusive of extension period.

Reason(s)

LifeLine Community Projects are the bidder that submitted the most economically advantageous tender following a fully compliant procurement exercise in accordance with the law, the Council's Contract Rules and the procurement strategy set out in the Procurement Strategy Report approved by the Health and Wellbeing Board the Corporate Director for People and Resilience on 9th November 2021 a copy of which is attached to this report.

1. Introduction and Background

- 1.1 The Health and Social Care Act 2012 established a new consumer champion for users of health and social care services called Healthwatch. This service supports the aim of placing residents at the heart of all health and social care service delivery. Local authorities have been required to commission a local Healthwatch organisation from 1 April 2013.
- 1.2 National guidance specifies the key functions that Healthwatch must deliver, however, leaves the local specification up to local authorities to determine the best model to meet the needs of their local residents.
- 1.3 The Health and Social Care Act 2012 also states Healthwatch must be an independently constituted corporate body, which is a social enterprise, not for profit, able to carry out corporate functions, employ people and sub-contract where it chooses.
- 1.4 The national vision for Healthwatch is a body which will give local communities a bigger say in how health and social care services are planned, commissioned, delivered and monitored. Healthwatch will ensure services meet the health and wellbeing needs of local people and groups, and address health inequalities. It will strengthen the voice of local people and groups, helping them to challenge poor quality services.
- 1.5 In addition the Care Act 2014 places a new duty on local authorities in relation to the provision of care and support from April 1, 2015. As part of this an effective local Healthwatch will appropriately challenge and engage.
- 1.6 Barking and Dagenham Healthwatch has been in place since the 1st April 2013. Barking and Dagenham Healthwatch is an independent organisation as required by the Health and Social Care Act 2012 and is delivered through the general governance arrangements of Lifeline.
- 1.7 The key outcomes for Barking and Dagenham Healthwatch are:

- a. Increase in the number of residents who know where to go to raise concerns and obtain information about health and social care services.
- b. Increase in the number of residents who have the opportunity to raise their views and experiences.
- c. Improved scrutiny of health and social care services.
- d. Increase in the number of residents whose experiences have influenced commissioning decisions.

1.7 Under the Healthwatch regulations, local Healthwatch organisations have the power to Enter and View health and social care providers so that authorised representatives can observe matters relating to health and social care services. Organisations must allow authorised representatives to Enter and View and observe activities on premises controlled by the provider as long as this does not affect the provision of care or the privacy and dignity of people using services. Healthwatch produces a report and recommendations from each Enter and View visit, which is published online and circulated to partners. Enter and View reports are reported in regularly scheduled updates to the Health and Wellbeing Board.

1.8 Healthwatch are also required to produce an annual report, which is submitted to Healthwatch England, published online and is formally received by the Health and Wellbeing Board.

1.9 The contract for Barking and Dagenham Healthwatch includes a performance framework, which requires them to submit regular service, organisational and financial information. As a minimum Barking and Dagenham Healthwatch provides quarterly monitoring reports on performance measures, which are based on service outcomes tied to the key outcomes identified above. Quarterly monitoring meetings by the officer monitoring the contract take place where performance information is discussed. In addition, numerous contacts outside monitoring meetings take place where ad-hoc issues and performance can be discussed.

1.10 The current contract for Healthwatch provision expires on 31 March 2022.

2. Proposal and Issues

To award the Healthwatch contract to LifeLine, a voluntary sector organisation based in Barking and Dagenham.

There are no issues associated with this award.

3 Consultation

| Consultee | Name/Title | Date consulted |
|---------------------|---|------------------|
| Portfolio Holder | Cllr Worby, Cabinet Member for Social Care and Health Integration | 7 September 2021 |
| Procurement Board | Hilary Morris | 18 October 2021 |
| Corporate Directors | Elaine Allegretti, Strategic Director, Children and Adults | 7 September 2021 |

4 Mandatory Implications

The mandatory 10-day standstill provisions apply once the approval being sought to Award these contracts is granted.

Notice of contract award letters with detailed feedback will be issued to the two bidders as they submitted compliant tender response.

4.1 Joint Strategic Needs Assessment

The Procurement Strategy Report sought Health and Wellbeing Board approval to tender and award the contract to a successful bidder for the provision of Barking and Dagenham Healthwatch by using the open procurement route to market following an advertisement in the Find a Tender Service (FTS), Contracts Finder, Bravo and Council's website. Tenders were sought based on the most economically advantageous tenders to the Council using the evaluation criteria detail below. A copy of the Procurement Strategy Report is attached to this report.

The Procurement Strategy report was presented and approved at Procurement Board in October 2021.

Summary of the works, goods or services procured.

The Contract is awarded to LifeLine Community Projects for a period of three years with the option to extend for further up to 2 years on a 1+1 years. The Contractor will deliver a local Healthwatch for Barking and Dagenham that will fulfil the following criteria;

- a) Provide information and advice to the public about accessing health and social care services and choice in relation to those services.
- b) Ensure the views and experiences of residents are made known to Healthwatch England helping it to carry out its role as national champion.
- c) Make recommendations to Healthwatch England to advise the Care Quality Commission to carry out special reviews or investigations into areas of concern.
- d) Promote and support the involvement of residents in the monitoring, commissioning and provision of local health and social care services.
- e) Obtain the views of residents about their experiences of local health and social care services and make those views known to those involved in the commissioning and scrutiny of care services
- f) Make reports and make recommendations about how those services could or should be improved

4.2 Financial Implications

Implications completed by- Murad Khan – Group Accountant

This report seeks approval to award Contract to LifeLine Community Projects for the provision Healthwatch program in Barking Dagenham for 3 with the option to extend for additional 2 years. LifeLine Community Projects scored well in the Corporate Procurement evaluation process as demonstrated above, and therefore competent and low risk to deliver the program

Estimated cost is £579,595 for 5 years (£115,919 per annum, which is same as previous year's annual costs).

There is budget provision for this expenditure and any contract uplifts and variations will be contained within existing budget. Monitoring of this expenditure will be part of the monthly budget monitoring process and any risks identified will be reported accordingly for mitigation

4.3 Legal Implications

Implications completed by: Kayleigh Eaton, Senior Contracts and Procurement Solicitor, Law & Governance

This report is seeking approval to award a contract award to LifeLine Community Projects for the provision of Barking and Dagenham's Healthwatch for a term of 3 years from 1st April 2022 with an option to extend for a further period of up to 2 years in the total Contract Value of £575,440 inclusive of extension period.

The report states that the contractor was identified by following an Open tender process under the Public Contracts Regulations 2015 by placing the tender opportunity on Find a Tender as required by the Regulations, Contracts Finder, the Council's procurement portal (Bravo) and the Council's website. This exercise appears to be following a complaint process.

This exercise is also in accordance with the requirements of the Council's Contract Rule 28.5 which states that contracts with a value of £50,000 must be competitively tendered.

The report author has advised that it presented this procurement to the Health and Wellbeing Board on 9 November 2021 and received approval for the procurement strategy. It is noted that the Board agreed to delegate the contract tendering process and the entering into of the contract and all other necessary or ancillary agreements with the successful bidder.

4.4 Risk Management

The following risks have been identified and mitigating actions put in place:

- a. Contract award decision challenged by unsuccessful provider(s) (Low) - Procure contract in line with Council's contract rules and ensure process followed.
- b. Provider fails to meet contractual obligations (Medium) - Clear set of outcomes set out in service specification and agreed with provider. Robust and regular performance monitoring and procedures with performance indicators. Should there be concerns about the delivery of the contract, the provider will be placed on special measures and commissioners will work with the provider to ensure that the requirements of the contract are delivered to satisfaction.
- c. Commissioners will actively work with the provider to ensure that implementation phase will set the foundations for the contract to be deliver the contract.
- d. Monthly monitoring will ensure that the contract continues to deliver the desired outcomes.

4.5 Patient / Service User Impact

Improve the feedback

4.6 Crime and Disorder

N/A

4.7 Safeguarding

N/A

4.8 Property / Assets

N/A

4.9 Customer Impact

Improved health outcomes for Barking and Dagenham residents, due to improved feedback to Acute and Primary Care.

4.10 Contractual Issues

N/A

4.11 Staffing issues

TUPE does not apply in the awarding of this contract

Public Background Papers Used in the Preparation of the Report:

List of Appendices: N/A