

Report of: Head of Commissioning

Report to: Interim Director of Adult Social Services

Date: Key Decision (19 February 2015)

Subject: Request to extend the contract for Touchstone consortium's Healthwatch Leeds, Contract reference number: LCCW25311, for 1 12 month period under Contract Procedure Rule 21.1

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

- 1. This report seeks approval for 1 12 month extension period for Touchstone consortium's Healthwatch Leeds contract (LCCW225311). This optional extension period was built into the original contract for the service.**
- 2. The current contract has been in place for 2 years from 1st April 2013 to 31st March 2015 and satisfactory progress has been made in developing and maintaining the service in line with the service specification.**
- 3. This contract award was made initially for a 2 year period as full confirmation of the funding allocation was yet to be finalised.**

Recommendations

- 4. The Interim Director of Adult Social Services is recommended to approve the extension of the current contract with Touchstone consortium's Healthwatch Leeds (LCCW225311) for 1 12 month period from 1st April 2015 to 31st March 2016 in accordance with Contract Procedure Rule 21.1. The contract has an annual value of £414,900.00 and provisions are available within the agreed budget.**
- 5. A Commissioning Officer will oversee implementation of this extension, subject to approval, from 1st April 2015 and will maintain close monitoring of the delivered service.**

1 Purpose of this report

- 1.1 The purpose of the report is to seek approval from the Interim Director of Adult Social Services to utilise the provision within the services contract with Touchstone consortium's Healthwatch, for 1 extension period of 12 months from 1st April 2015 to 31st March 2016 to continue provision of the service currently under contract.

2 Background information

- 2.1 The Health and Social Care Act 2012 established the need for all 152 local authority areas to make provision for a local Healthwatch organisation. Authorities were to ensure that an efficient and effective local Healthwatch organisation was in their area by the 1st April 2013.
- 2.2 Local Healthwatch organisations replaced Local Involvement Networks, which ceased to operate on the 31st March 2013. The duties, roles and responsibilities of the LINKs transferred to Healthwatch Leeds which were also given new duties and responsibilities under the Act.
- 2.3 Healthwatch is the new consumer champion for health and adult social care in England. They provide a platform for making the NHS and local government accountable to their local communities, people using care and carers to have their voices heard at a local and national level. In addition, local Healthwatch organisations provide citizens with information, advice and signposting to enable them to exercise choice and control in relation to their health and social care services.
- 2.4 Following a robust procurement exercise in 2012, Touchstone Consortium were identified as a suitable provider for the Healthwatch Leeds contract, having demonstrated their ability to meet the requirements of the service specification and the identified outcomes of the service. A DDP Report was duly submitted seeking approval to award the contract to Touchstone Consortium for a period of two years (1st April 2013 to 31st March 2015), with an option to extend for a further period of 3 x 12 months. The report was signed off by James Rogers, Assistant Chief Executive (Citizens and Communities) on 15th January 2013. DDN: D39643

3 Main issues

- 3.1 This is a statutory service, of which a contractual arrangement is in place that facilitates 3 12 month extension periods.
- 3.2 Ongoing monitoring of the service indicates that the service is developing and maintaining the service in line with the service specifications. "Youthwatch" has been developed to support the younger citizen of Leeds, as has the "Healthwatch Bus" which goes out into the local community offering a venue for people to come and express their views and concerns whilst taking advantage of complimentary therapies. A request to include the 'digital' avenues the organisation access into their monitoring information, has readily been actioned.

3.3 Funding has been agreed at an annual budget of £414,900.00 (Department of Health provide us with £183,394 Local Reform and Community Grant. The remainder is funded by the Revenue Support Grant and local taxes).

4 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 During the procurement exercise for this service a range of Stakeholders were involved in the development and procurement of Healthwatch Leeds through their representation on the Project Team, the Evaluation Panel, the Project Board and the Steering Group. This included representatives from the Third Sector, NHS Commissioning and Provider organisations (Clinical Commissioning Groups, NHS ABL, Leeds Community Healthcare, Leeds and York Partnership NHS Foundation Trust, Leeds Teaching Hospitals Trust), Leeds Metropolitan University, Children's Services and lay people.

4.1.2 The outcomes of the consultation and engagement activity informed the production of the service specification and the questions to be asked of bidders during the evaluation process. In addition, the successful tenderer, Touchstone consortium, were provided with details of the outcomes of the engagement activity so to inform service delivery.

4.1.3 The Healthwatch Leeds contract is monitored by a nominated Contracts Officer who is satisfied that the service, to date, is meeting the expectations of the service specification and supports the organisation in developing ongoing initiatives.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 An Equality, Diversity, Cohesion and Integration Screening has been completed (see Appendix 1), which demonstrates that the service meets the desired equality requirements, to cover the extension period.

4.2.2 Appropriate policies and procedures are in place with the provider.

4.3 Council policies and City Priorities

4.3.1 The service supports various sections of the Care Act, in particular those sections relating to information, advice and consultation.

4.3.2 The commissioning of this service is in line with current commissioning priorities.

4.3.3 This service is in line with the Better Lives programme and in particular the Housing Care and Support strand through timely and appropriate interventions.

4.4 Resources and value for money

4.4.1 There will be some resource implications in terms of monitoring and reviewing this contract in order to ensure the service is meeting the necessary outcomes. These resources will be provided from within the existing commissioning/contract team.

- 4.4.2 The funding for these services is held by Adult Social Care and has been approved by ASC Finance.
- 4.4.3 The annual contract value is: £461,000.00
- 4.4.4 Following a period of consultation with Touchstone Consortium a 10% efficiency saving has been negotiated for 2015/16. Recognising the 10% saving as £46,100.00 (subject to agreement) the overall contract value is £414,900.00 and provisions are available within the agreed budget.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 Contract Procedure Rule 21.1, allows a contract to be extended before its expiry date where it is in accordance with its terms and proves to deliver value for money.
- 4.5.2 This item has been included in the Forward Plan.
- 4.5.3 As this paper requires Officers to take a Key Decision, it is therefore subject to Call In.

4.6 Risk Management

- 4.6.1 The previous procurement process was conducted in accordance with the Council's Contract Procedure Rules in order to ensure that a fair, open and transparent process was undertaken. This will also be the case with any future procurement.
- 4.6.2 If the extension is not approved there is a risk that the existing services will cease and service users will no longer be able to access this service.
- 4.6.3 This is a statutory service; therefore the Council has a duty to facilitate this provision.

5 Conclusions

- 5.1 By granting this extension period continuity in service provision will be maintained and statutory obligation adhered to.
- 5.2 The 1 x 12 month extension period was built into the contract and can be invoked in accordance with CPR 21.1.
- 5.3 A Commissioning Officer will oversee implementation of the contract in conjunction with the procurement unit and the service will be subject to robust contract monitoring and on-going review.

6 Recommendations

- 6.1 **The Interim Director of Adult Social Services is recommended to approve the extension of the current contract with Touchstone consortium's Healthwatch Leeds (LCCW225311) for 1 12 month period from 1st April 2015**

to 31st March 2016. The contract has an annual value of £414,900.00 and provisions are available within the agreed budget.

6.2 A Commissioning Officer will oversee implementation of this extension, subject to approval, from 1st April 2015 and will maintain close monitoring of the delivered service.

7 Background documents¹

7.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Appendix 1



Equality, Diversity, Cohesion and Integration Screening

As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration.

A **screening** process can help judge relevance and provides a record of both the **process** and **decision**. Screening should be a short, sharp exercise that determines relevance for all new and revised strategies, policies, services and functions. Completed at the earliest opportunity it will help to determine:

- the relevance of proposals and decisions to equality, diversity, cohesion and integration.
- whether or not equality, diversity, cohesion and integration is being/has already been considered, and
- whether or not it is necessary to carry out an impact assessment.

Directorate: Adult Social Care	Service area: Older Peoples Commissioning
Lead person: Phillip Draper	Contact number: 247 8607

1. Title: Procurement of a local Healthwatch organisation for Leeds

Is this a:

Strategy / Policy

Service / Function

Other

If other, please specify

2. Please provide a brief description of what you are screening

The Health and Social Care Act 2012, makes provision for the establishment of local Healthwatch organisations in all 152 local authority areas. Local Authorities are under a duty to ensure that there is an efficient and effective local Healthwatch organisation in their area by the 1st April 2013.

The primary aims of this services are to:

1. Provide information, advice and signposting services to the people of Leeds about access to health and social care services
2. Gather the views and experiences of service users, patients, carers and the people of Leeds to influence health and social care services.

In providing this service Healthwatch Leeds ensures that it is representative of the different communities of Leeds, and their respective views.

3. Relevance to equality, diversity, cohesion and integration

All Leeds City Council’s strategies/policies, services/functions affect service users, employees or the wider community – city wide or more local. These will also have a greater/lesser relevance to equality, diversity, cohesion and integration.

The following questions will help you to identify how relevant your proposals are.

When considering these questions think about age, carers, disability, gender reassignment, race, religion or belief, sex, sexual orientation and any other relevant characteristics (for example socio-economic status, social class, income, unemployment, residential location or family background and education or skills levels).

Questions	Yes	No
Is there an existing or likely differential impact for the different equality characteristics?		X
Have there been or likely to be any public concerns about the policy or proposal?		X
Could the proposal affect how our services, commissioning or procurement activities are organised, provided, located and by whom?		X
Could the proposal affect our workforce or employment practices?		X
Does the proposal involve or will it have an impact on <ul style="list-style-type: none"> • Eliminating unlawful discrimination, victimisation and harassment • Advancing equality of opportunity • Fostering good relations 	X	

If you have answered **no** to the questions above please complete **sections 6 and 7**

- If you have answered **yes** to any of the above and;
- Believe you have already considered the impact on equality, diversity, cohesion and integration within your proposal please go to **section 4**.
 - Are not already considering the impact on equality, diversity, cohesion and integration within your proposal please go to **section 5**.

4. Considering the impact on equality, diversity, cohesion and integration

If you can demonstrate you have considered how your proposals impact on equality, diversity, cohesion and integration you have carried out an impact assessment.

Please provide specific details for all three areas below (use the prompts for guidance).

**How have you considered equality, diversity, cohesion and integration?
(Think about the scope of the proposal, who is likely to be affected, equality related information, gaps in information and plans to address, consultation and**

engagement activities - taken place or planned, with those likely to be affected)

The service specification was developed as a result of the consultation with key stakeholders (including service users, patients, carers and different communities in Leeds). It identifies how Healthwatch Leeds will be representative of the different communities of Leeds and accessible to all citizens, including children and young people. Meeting the access requirements of people and communities is a strong theme in the service specification, including communication.

Local Healthwatch is subject to the requirements of the Equality Act 2010 as is it was a statutory body.

Engagement has taken place with a broad range of Stakeholders including the general public and various targeted communities ensuring they had an opportunity to have air their opinion, this included Carers, older people, people with a physical disability, people with mental health problems, people with learning disabilities, different Asian communities (including Bangladeshi women, Blind Asians, South Asian Elders), Gypsies and Travellers, the Chinese community and the Irish community.

Additional consultation events for the deaf community and equality and diversity groups/communities also took place.

The requirements of Healthwatch Leeds are set out in the Health and Social Care Act and subsequent regulations. This includes the requirement to be representative of their local area.

The service specification and contracts Terms and Conditions identify and stipulate the need for accessible services that are open to all people of Leeds who are entitled to access health and social care services. Healthwatch Leeds are required to provide a service appropriate to people's needs and not to discriminate on the grounds of their protected characteristic or responsibility for dependents, in terms of either participation or of obtaining and presenting people's views and experiences.

Healthwatch Leeds are required to carry out its functions in an inclusive way, championing diversity so that it can be an enabler of user and carer involvement and service improvement on behalf of the whole community, particularly those whose voice might not be otherwise heard.

Healthwatch Leeds are required to report to the Council on its performance against the contract by the fulfilment of key performance indicators, including equality indicators.

Key findings

(Think about any potential positive and negative impact on different equality characteristics, potential to promote strong and positive relationships between groups, potential to bring groups/communities into increased contact with each other, perception that the proposal could benefit one group at the expense of another).

The service specification was created after consultation with key stakeholders that included the general public, service users, carers and patients as well as communities, Third Sector organisations and health and social care commissioners and providers.

Working with and including communities in the delivery of its services is a key element of the service specification. A positive impact on communities as a result of Healthwatch Leeds is expected, enabling and empowering communities to be involved with health and

social care commissioners and providers so that they influence services to meet their needs. People and communities are able to obtain accessible information about health and social care services, information pertaining to their rights to services and how they can access them; thereby enabling people to have more choice and control about their services available to them.

Through partnership working and working in an inclusive way, will support communities to work cohesively together on health and social care issues.

A range of volunteering opportunities, available through Healthwatch Leeds, will enable individuals to attain a volunteering certificate to assist them in future employment endeavours.

Actions

(Think about how you will promote positive impact and remove/reduce negative impact)

Part of Healthwatch Leeds remit is to promote the positive impact the service is having on health and social care services, and on partnership working/working with communities as part of its communication plan. This plan is published and available to the people and communities of Leeds to encourage more people and communities to work with Healthwatch Leeds.

Leeds City Council monitors Healthwatch Leeds against the expected outcomes, as per the service specification, and promotes its work.

Healthwatch Leeds is also monitored in relation to the people and communities that it works with – it is important that the work and decisions that Healthwatch Leeds undertakes reflects the diverse communities of Leeds and not a minority group of people or individuals.

5. If you are *not* already considering the impact on equality, diversity, cohesion and integration you *will need to carry out an impact assessment*.

Date to scope and plan your impact assessment:	
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Date to complete your impact assessment	
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Lead person for your impact assessment (Include name and job title)	
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6. Governance, ownership and approval

Please state here who has approved the actions and outcomes of the screening

Name	Job title	Date
Mick Ward	Head of Commissioning	15 th January 2015

7. Publishing

This screening document will act as evidence that due regard to equality and diversity has been given. If you are not carrying out an independent impact assessment the screening document will need to be published.

Please send a copy to the Equality Team for publishing

Date screening completed	15 th January 2015
Date sent to Equality Team	
Date published (To be completed by the Equality Team)	