



HEALTH AND WELLBEING BOARD: 22 MARCH 2018

REPORT OF THE CHIEF EXECUTIVE

HEALTHWATCH RECOMMISSIONING

Purpose of report

1. The purpose of this report is to provide an update on recommissioning a Healthwatch service for Leicester and Leicestershire.

Link to the local Health and Care System

2. The purpose of Healthwatch is to promote continuous improvement in local health and social care services and achieve improved outcomes for local people. The contract scope includes services that are related to all of the work-streams of Better Care Together and are delivered within the context of the local strategic framework including the Joint Health and Wellbeing Strategy, Better Care Fund Plan and the developing Sustainability and Transformation Plan.

Recommendation

3. It is recommended that the Health and Wellbeing Board note this report.

Policy Framework and Previous Decisions

4. Progress with recommissioning a Healthwatch service for Leicestershire was reported to the Health and Wellbeing Board on 22 June 2017 and on 16 November 2017. These reports, which were noted by the Board, related to consultation on joint commissioning for Leicester, Leicestershire and Rutland (LLR), soft market testing and progress with recommissioning a Service for Leicester and Leicestershire.

Background

5. The Healthwatch Leicestershire (HWL) contract is currently delivered by Voluntary Action Leicestershire and has been extended to 31 March 2018 to align with the Healthwatch contract of the City Council so as to enable joint commissioning. Members of the Board will be aware that the existing provider has delivered the Healthwatch service to a consistently high standard and that the staff, along with the Healthwatch Board and Chairman, have enabled this through a high level of commitment and expertise.

Recommissioning progress

6. Tenders for the delivery of a new Healthwatch Leicester and Leicestershire contract were invited and four tenders were received from the following organisations:

- Voluntary Action Leicestershire
 - Healthwatch Leicester
 - Connected Together CIC (formerly Northamptonshire CIC)
 - Engaging Communities Staffordshire Community Interest Company (ECS)
7. The successful tender was that submitted by ECS who was appointed by the City Council as Healthwatch service provider for Leicester and Leicestershire on 9 February 2018. ECS is an independent community interest company specialising in social research and insight, community engagement and provision of Healthwatch and independent advocacy service provision. The Company currently provides Healthwatch services for four areas; Staffordshire, Wolverhampton, Solihull and Walsall and in addition to Leicester and Leicestershire, will also provide Healthwatch services for Wigan and Runcorn from the beginning of April 2018.
8. Healthwatch services for Leicester and Leicestershire will be managed by a local Board with locally recruited members and an appointed non-executive chair. A fully functioning Board, sustainable staff structure and interim work and Enter and View programmes will be in place by April 2018. The transition from existing Healthwatch providers to ECS is currently in progress including TUPE transfers, identification of premises and the offer of options for transfer to existing Healthwatch members and Boards. ECS will make a presentation including organisation background, delivery structure, work programme and business plan proposals to the next meeting of the Health and Wellbeing Board on 24 May 2018.
9. Healthwatch England (HWE) has highlighted that whilst a joint service will be provided for Leicester and Leicestershire, separate Healthwatch licences will be issued for each upper tier local authority area and separate branding and websites will be required for each area. This requirement is under review by HWE and further jointly branded joint services (as already exist in some areas) may be approved in future.

Resource Implications

10. Department of Health funding for Healthwatch and associated contracts (Independent NHS Complaints Advocacy Services (ICAS) and Deprivation of Liberty Safeguards (DOLS) in hospitals) is provided via the Local Reform and Communities Voices Grant (LRCVG). The service delivery cost for a joint Leicester and Leicestershire Healthwatch service is an average of £299,685pa. In addition a joint budget of £50,000pa will be available for delivery of additional initiatives by Healthwatch. These initiatives may be put forward by commissioners or proposed by Healthwatch for consideration by commissioners.

Timetable for Decisions

11. The new Healthwatch service will commence on 2 April 2018.

Background papers

Report to the Health and Wellbeing Board on 16 November 2017

<http://politics.leics.gov.uk/documents/s133199/Healthwatch%20Recommissioning.pdf>

Report to the Health and Wellbeing Board on 22 June 2017

[Agenda for Health and Wellbeing Board on Thursday, 22 June 2017, 2.00 pm - Leicestershire County Council](#)

Report to the Health and Wellbeing Board on 15 September 2016
<http://ow.ly/I01W30cydKk>

Report to the Health and Wellbeing Board on 17 November 2016
<http://politics.leics.gov.uk/documents/s124178/Healthwatch%20Review.pdf>

Circulation under the Local Issues Alert Procedure

None

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Relevant Impact Assessments

Equality and Human Rights Implications

12. Reducing inequalities in health and social care outcomes will be a continuing priority for the Healthwatch Leicester and Leicestershire service.

Partnership Working and associated issues

13. Partnership working will continue to be fundamental to the delivery of Healthwatch services for Leicester and Leicestershire.

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