

Decision Maker: PORTFOLIO HOLDER
WITH PRE-DECISION SCRUTINY FROM ADULT CARE AND HEALTH
POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Date: 5th September 2023

Decision Type: Non-Urgent Non-Executive Non-Key

Title: FORMAL CONTRACT EXTENSION HEALTHWATCH BROMLEY SERVICE

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Chief Officer: Kim Carey - Director Adult Social Care

Ward: The service operates across all Wards

1. REASON FOR REPORT

- 1.1 Healthwatch England was established in accordance with the 'Local Government and Public Involvement in Health Act 2007' (as amended by the Health and Social Care Act 2012) to provide NHS England with the views and experiences of people who use health and social care services. Healthwatch England is the conduit for conveying the local/borough level engagement and consultation activity, undertaken by borough Healthwatch organisations.
- 1.2 The Health and Social Care reforms (2012) also confirmed the ambition of putting people at the centre of health and social care. To help realise that ambition, the reforms created a local Healthwatch in every local authority area across England. Since this date, Bromley Council has commissioned, via a competitive tender, Healthwatch providers. The current provider is 'Your Voice in Health and Social Care'.
- 1.3 Local Healthwatch are also regulated in accordance with 'The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012'. The regulations require that local Healthwatch are both independent and impartial (despite being commissioned by the local authority).
- 1.4 The current Healthwatch Bromley contract commenced on 1 April 2021 for an initial term of three years which is due to expire on 31st March 2024. However, as the contract includes the option to extend, for a period of three years, the purpose of this report is to seek permission from the Portfolio Holder (subject to the scrutiny of the ACH PDS) to extend the Healthwatch contract for the final term, which will result in a revised contract expiration date (31 March 2027). The current value of the contract is £81,580 per annum.

2. RECOMMENDATION(S)

- 2.1 Adult Care and Health Policy Development and Scrutiny Committee (ACH PDS) is asked to note and comment on the contents of this report.
- 2.2 The Portfolio Holder for Adult Care and Health, in agreement with the Chief Officer, Director of Corporate Services, Assistant Director of Governance & Contracts and the Director of Finance is recommended to approve the Formal Contract Extension, resulting in the continuation of the contract with 'Your Voice in Health and Social Care' until 31 March 2027. The estimated value of the three year extension is £245k.

Impact on Vulnerable Adults and Children

1. Summary of Impact: This will have a positive impact on adults and children as the service seeks to gather feedback from them on health and social care services and this feedback can be used to influence change
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Transformation Policy

1. Policy Status: Not Applicable
 2. Making Bromley Even Better Priority:
 - (1) For children and young People to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
 - (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
 - (3) For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
 - (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.
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Financial

1. Cost of proposal: £245k over three years 1 April 2024 to 31 March 2027
 2. Ongoing costs:: n/a
 3. Budget head/performance centre: Information & Early Intervention – LRCV grant
 4. Total current budget for this head: £82k pa
 5. Source of funding: Local Reform and Community Voices Grant
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Personnel

1. Number of staff (current and additional): Not LBB Staff
 2. If from existing staff resources, number of staff hours:
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Legal

1. Legal Requirement: Statutory Requirement None:
 2. Call-in: Not Applicable
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Procurement

1. Summary of Procurement Implications: Formal Contract Extension for the final term
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Property

1. Summary of Property Implications: Not Applicable
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Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: Via their tender submission the provider was required to evidence how Social Value would be promoted. Their volunteering and student placements have featured commitments that have been delivered on.

Customer Impact

1. Estimated number of users or customers (current and projected): 2,446
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments:

3. COMMENTARY

- 3.1 Healthwatch organisations are obliged to meet specific requirements under the Healthwatch legislation. Their primary purpose is to ensure that the views of the public shape health and care services. They are required to be:
- Independent in purpose - amplifying the voice and experiences of the most pressing and difficult issues in health and social care.
 - Independent in voice - speaking up on behalf of sometimes unpopular causes or groups who are marginalised and/or face disadvantages or discrimination.
 - Independent in action - designing and delivering activities that best meet the needs of the people they service.
- 3.2 The purpose of Healthwatch Bromley is to give residents and communities a stronger voice to influence and challenge how Health and Social Care Services are provided within their locality. Healthwatch Bromley also signposts and provides information to help local residents make informed choices about their health and care services.
- 3.3 The Healthwatch Bromley service has been commissioned to complete '4 Functions':
- Function 1: The Promotion of Local Residents in the Commissioning, Development, Assessment and Policies of Local Health and Social Care Services.
 - Function 2: The Monitoring of Health and Social Care Services Through 'Enter and View' Visits and Measuring their Effectiveness.
 - Function 3: The Collation of Residents Views on Health and Social Care Services and their Effectiveness.
 - Function 4: The Reporting of Concerns Relating to the Quality of Local Health and Social Care Services to Healthwatch England, Independent of the Local Authority.
- 3.4 Prior to exposing the service to competitive tender, the Healthwatch Bromley service specification was approved and endorsed by Healthwatch England in order to ensure that LBB applied best practice.
- 3.5 The value of this contract (£81,580) demonstrates that the council is delivering on the:
- Corporate Plan Objective "To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents".
 - Corporate Operating Policy, specifically by "Delivering Value for Money; The Council's services will be provided by whoever offers customers and council taxpayers excellent value for money"
- 3.6 The service delivers through a volunteer workforce, with management supervision, oversight, development and training from paid staff.

Summary of Business Case

- 3.7 The Council is required to deliver a local Healthwatch service in accordance with a legislative framework in order to give residents and communities a stronger voice to influence and challenge how health and social care services are provided within the borough. In support of this requirement the contract is funded by central government (Local Reform and Community Voices Grant).
- 3.8 'Your Voice in Social Care' successfully achieved the highest score following the panel evaluation and consideration of the tender price and quality when the service was exposed to competition in the Summer of 2020.
- 3.9 The award approval includes a formal contract extension of 3 years. Therefore, it would be prudent to activate the extension period (which has already been approved within the original award report) for the following reasons:
- The contract demonstrated value for money via the 2020 tender.

- The provider operates an efficient and effective service model, delivering all of the service requirements.
- Exposing the service to competition now is likely to result (due to the financial climate) in an increase in the contract price.
- Tendering the service prematurely would result in resource implications for the council in the form of officer time (developing the tender and tender evaluation).

Service Profile / Data Analysis / Specification

- 3.10 The service is required to submit quarterly contract monitoring activity, which is presented to the quarterly contract management meeting. The provider is meeting all of the contract requirements.
- 3.11 The provider is also required to present to the local authority and their regulator Healthwatch England an Annual Report (published in June every year).
- 3.12 As detailed in the Annual Report (June 2023) during 2022/23 there were the following highlights:
- 2,446 people shared their experiences of health and social care services, helping to raise awareness of issues and improve care.
 - 140 people sought advice and information about topics such as mental health and the cost-of-living crisis. This support also involved referring callers to appropriate local organisations, including Bromley Well, King's College Hospital and Oxleas NHS Foundation Trust's patient advice and liaison service (PALS), Advocacy for All, and NHS South East London Integrated Care System (SEL ICS).
 - Healthwatch Bromley published 13 reports about the improvements people would like to see to health and social care services. This included Enter and View (E&V) visits at:
 - Antokol care home
 - Bromley Dementia Support Hub
 - Fallowfield nursing services
 - Foxbridge House care home
 - Hollybank respite centre
 - Mission Care Homefield nursing home
 - Mission Care Greenhill nursing home
- 3.13 During 2022/23 the Patient Experience Programme resulted in 2,446 Reviews from patients sharing their experiences of health and social care services. This in turn helped to raise awareness of issues and improve care.
- 3.14 During 2022/23 in collaboration with five Healthwatch organisations, Healthwatch Bromley developed a survey to support community engagement and feedback around the London Ambulance Service (LAS), which delivers both 999 and 111 services.
- 3.15 The service provides good value for money based on the outputs that are delivered at a low contract cost. The successful delivery and cost effective model relies on a volunteer workforce and Healthwatch Bromley have sustained this throughout the life of this contract and the previous contract. The volunteers are also supported by a paid supervisory management team. There have been on average 12 operational volunteers (including one placement student). The volunteers committed 1,187 hours over 12 months which equates to approximately £10k cost avoidance for the local authority.
- 3.16 In 2022/23 volunteers:
- Engaged with the local community to promote Bromley Healthwatch and what they have to offer
 - Gathered feedback and supported communities to share their experiences
 - Carried out Enter and View visits to local health and social care services
 - Reviewed and commented on service specifications
 - Acted as representatives at meetings with local partners
 - Supported data analysis and writing of Research Projects

- Promoted campaigns on the Healthwatch Bromley website and digital platforms
- Developed marketing materials for the Healthwatch Bromley Patient Experience programme.

3.17 Additionally, the Healthwatch Board consists of 7 local members who work on a voluntary basis to provide direction, oversight, and scrutiny of their activities.

3.18 Examples of meetings where Healthwatch Bromley have presented patient voice includes:

- Bromley Healthcare Patient Reference Group
- Bromley Healthcare South East London Engagement Practitioners Network Meeting
- Bromley Health and Wellbeing Centre Project Group
- Bromley Hospital @ Home Co-Design Group
- Bromley Safeguarding Adults Board (BSAB)
- Bromley Health and Wellbeing Board (HWBB)
- Bromley Health Scrutiny Sub-Committee
- Bromley Primary Care Oversight Group
- Gypsy Roma Traveller Working Group
- King's College Hospital Patient Experience Committee
- King's College Hospital Mental Health Advisory group
- One Bromley Local Care Partnership Board

Options Appraisal

3.19 *Option 1* – Decommission the service – This is not recommended on the basis that the council receives funding specifically for the service and it provides a statutory function

3.20 *Option 2* – Tender the service – As detailed in section 3.8 there would be significant risks with reference to operating a service within the restricted budget should the service be exposed to competition at this time. Potentially because there has been no contract non compliance or default, there is an additional risk of challenge from the provider who has operated a service in accordance with the contractual requirements during the initial 3 year term.

3.21 *Option 3* – Extend the service – as detailed throughout the report extending the contract is in the best interest of the council and community as the service is both efficient and effective (operationally and in relation to cost).

Preferred Option

3.22 The preferred option is Option 3, which is to extend the contract for 3 years as is permissible in relation to both the original approval and the Contract Procedure Rules.

4. MARKET CONSIDERATIONS

4.1 Nationally and across London, there are a range of Healthwatch Providers. The current provider for example, has been successful via two Bromley tenders, but prior to this there was another commissioned provider. Aside from the Bromley contract, the current provider 'Your Voice in Health and Social Care' (YVHSC), has contracts in Hounslow, Ealing, Lewisham and Waltham Forest.

4.2 The permission to tender Gateway Report (June 2020) identified that across South East London there are a number of providers, consequently signalling the likelihood of interest in the Bromley Healthwatch tender opportunity. In order to stimulate interest in this service tender, the current contract opportunity was promoted via the local community and voluntary sector network.

5. SOCIAL VALUE, CARBON REDUCTION AND LOCAL / NATIONAL PRIORITIES

- 5.1 The provider was required to illustrate via their tender submission that they would be able to deliver on social value. The YVHSC central services Volunteer Department currently delivers an outreach model to schools, colleges and university settings within each of the Healthwatch boroughs. This involves active promotion of volunteer roles and work experience and work placement opportunities as well as participation in freshers and volunteer weeks. Bromley has benefited from a number of work placements and volunteers who essentially help to deliver the community interface. However the strong commitment to leadership and training and development ensures that where non paid staff move on, they have acquired new skills and work experience. As detailed in section 3.17 the service provides volunteering opportunities as well as work placements. Some volunteers go on to secure paid employment after their exposure to the Healthwatch training and work experience, which in turn illustrates a positive impact on the local economy.
- 5.2 Social value is delivered through targeted community events and engagement, which provide platforms for key agencies to connect with local people and supports residents to reduce isolation which complements the councils aim in relation to the Tackling Loneliness Strategy.
- 5.3 The council's carbon neutral agenda is supported in a number of ways for example by reducing wastage and promoting recycling within YVHSC offices, purchasing materials from sustainable and local sources where possible. The provider is also committed to seek to employ local staff reducing travel journeys and encourage walking, cycling and the use of public transport when working and travelling within the borough for work purposes.

6. STAKEHOLDER ENGAGEMENT

- 6.1 Healthwatch Bromley recently carried out a volunteer survey and received productive feedback that will inform the delivery of the service. The plan to carry out the survey annually. They are also in discussion with Healthwatch England about a stakeholder's survey that aligns with the Healthwatch Quality Framework and supports their development and in turn the development of the wider Healthwatch network.
- 6.2 Healthwatch Bromley utilise evaluation/feedback forms for any focus groups and engagement sessions that they carry out locally and this informs the format of future groups/sessions.
- 6.3 Healthwatch Bromley use meetings with senior management level colleagues including the contract management meetings, to seek informal feedback. Subsequently they discuss feedback with their core team members and committee advisory board to look at ways to improve survey questions in order to gather qualitative and quantitative data that is of real value, which helps improve the delivery of the service. Healthwatch Bromley collate feedback statements for example *"I bring good news!!! My daughter had a phone call from the GP. Maybe your intervention and that of Bromley Health has made them think twice. Hopefully this will help other people too in the future"*. They also gather feedback from their volunteers via a survey. Recent feedback illustrates that 70% of volunteers feel that they are now more employable, whilst 82% strongly agreed that they had received the support they had needed to undertake their volunteering role. Healthwatch Bromley also collate feedback statements from volunteers, interns and work placement students.

7. PROCUREMENT AND PROJECT TIMESCALES AND GOVERNANCE ARRANGEMENTS

7.1 Estimated Value of Proposed Action:

The value of the extension is £82k per annum (£245k for 3 years) with an initial 3 year term value of £230k.

7.2 Other Associated Costs: NA

7.3 **Proposed Contract Period:** Extension for 3 years from 1 April 2024 to 31 March 2027

8. IMPACT ASSESSMENTS (INCLUDING VULNERABLE ADULTS AND CHILDREN)

8.1 An Equalities Impact Assessment was completed before the service was exposed to competitive tender. This service supports the engagement of service users, canvassing the opinions and 'voice' of all of the boroughs residents (recipients of health and social care services) and therefore the service has a positive impact on all of the boroughs residents supporting the Councils Equalities Duty (Equality Act 2010).

8.2 The Service Specification refers to the Equalities Duty and there is a KPI to support this aim and the Provider must have:

'Communications and engagement plan developed to include specific methods to reach into seldom heard groups (including the Gypsy Traveller community) and reflects the Public Sector Equalities duties for local Healthwatch (incorporating the nine Protected Characteristics). Subsequently quarterly monitoring on this will be presented to the contract manager'

9. TRANSFORMATION/POLICY IMPLICATIONS

9.1 The Healthwatch Bromley service will continue to be delivered in accordance with the Health and Social Care Act 2008 (as amended by the Health and Social Care Act 2012) section 181.

9.2 The Healthwatch Bromley contract complements the Council's Transformation agenda as detailed in the following Making Bromley Even Better Priorities:

(1) For children and young People to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.

(2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.

(3) For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.

(5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

10. IT AND GDPR CONSIDERATIONS

10.1 NA

11. STRATEGIC PROPERTY CONSIDERATIONS

11.1 NA

12. PROCUREMENT CONSIDERATIONS

12.1 This report seeks a three (3) year extension to the contract with Your Voice in Health and Social Care, utilising the formal extension option built into the contract. The value of the proposed extension being an estimated £245k, with a whole life value of £475k.

12.3 The Council's requirements for authorising an extension are covered in CPR 23.6 and 13.1. For an extension of this value, the Approval of the Portfolio Holder following Agreement by the Chief Officer,

the Assistant Director Governance & Contacts, the Director of Finance, and the Director of Corporate Services must be obtained.

- 12.4 In accordance with CPR 2.1.2, Officers must take all necessary professional advice.
- 12.5 Following Approval, the extension must be applied via a suitable Change Control Notice, or similar, as specified in the Contract.
- 12.6 The actions identified in this report are provided for within the Council's Contract Procedure Rules, and the proposed actions can be completed in compliance with their content.

13. FINANCIAL CONSIDERATIONS

- 13.1 This report recommends that the contract with 'Your Voice in Health and Social Care' is extended until 31 March 2027. The estimated value of the three-year extension is £245k. This contract is funded from the Local Reform and Community Voices grant.

14. PERSONNEL CONSIDERATIONS

- 14.1 N/A

15. LEGAL CONSIDERATIONS

- 15.1 This report seeks to approve an award of Contract to deliver on the aim of the Corporate Operating Policy via 'Delivering Value for Money' and applies the terms previously agreed in the Healthwatch Extension/Permission to Tender Report. The duration of the Contract is three years initial term (*"commencing on 1st April 2021...expiring on 31 March 2024 with the option to extend ...for a period of up to, but not exceeding three (3) years"*.) (i.e total of six years) to 'Your Voice in Health and Social Care' (YVHSC) The revised Contract expiration date will be 31.03.27 as the Contract included the option to extend for a period of up to, but not exceeding three years. The current value of the contract is £81,580 per annum. The cost of the Contract over the whole life would be approximately, £489,480.
- 15.2 This is a public services/supplies Contract for specific health and social care related services within the meaning of Schedule 3 of the Public Contracts Regulations 2015 (PCR), whereby the Light Touch Regime applies and also is in accordance to regulation 74-77. This Contract was originally tendered as a light touch service anyway and hence can be awarded as a below-threshold contract accordingly.
- 15.3 In accordance with CPR 8.2.1, the competitive tender process has been undertaken in line with the requirements of the Public Contracts Regulations 2015.
- 15.4 Under the Council's Contract Procedure Rules, the Councils requirement for extensions authorisation for a Formal Contract Extension, is in accordance with Clause 23.6. The decision to award a contract of this value is with the Chief officer with the agreement of the Assistant Director of Governance and Contracts, the Director of Finance and the Director of Corporate Services.
- 15.5 The Contract can be awarded in accordance with the Council's Contract Procedure Rules and the Public Procurement Regulations 2015.

16. WARD COUNCILLOR VIEWS

- 16.1 Not applicable as the service is available borough wide.

Non-Applicable Headings:	10,11 and 14 as detailed above
Background Documents: (Access via Contact Officer)	None