

## HAMPSHIRE COUNTY COUNCIL

### Decision Report

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| <b>Decision Maker:</b> | Executive Member Policy and Resources                  |
| <b>Date:</b>           | 21 September 2015                                      |
| <b>Title:</b>          | Healthwatch Hampshire                                  |
| <b>Reference:</b>      | 6805   |
| <b>Report From:</b>    | Director of Policy and Governance – Corporate Services |

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#### 1. Executive Summary

- 1.1. The purpose of this paper is to update the Executive Member on the current Local Healthwatch (LHW) contract for Hampshire and the proposed efficiency savings and arrangements looking forward.
- 1.2. This paper seeks authority to exercise the option to extend the current contract for a year at a reduced cost and to undertake a full tendering process in order to award a new contract for the delivery of LHW services, from 2017/8, for 3 years with an option to extend a further year.

#### 2. Background

- 2.1. The Health & Social Care Act 2012 set out the role and purpose of Local Healthwatch services in providing the public and patient voice in relation to health and social care services as commissioned and delivered by the NHS and local authorities. The commissioning of LHW services is a statutory requirement for local authorities under the Act and covers the following key service elements:

Information, Advice and Signposting

Patient and Public Involvement

NHS Complaints Advocacy

- 2.2. The LHW contract in Hampshire was awarded in 2013/14 to Healthwatch Hampshire, Community Interest Company (CIC), for 3 years with the option to extend for a further year.
- 2.3. Healthwatch Hampshire was established by a consortium of local voluntary organisations; Help & Care, Citizens' Advice Hampshire and Action Hampshire. The CIC operates internal sub-contracting arrangements with the consortium members as part of the contract.

2.4. The contract is now in its third year and, as part of the Corporate Services Transformation to 2017 contract efficiencies work stream, it is proposed that the Council should exercise the option to extend the contract for a further year into 2016/17, at a reduced cost, and put in place arrangements to re-tender for future provision from 2017/18.

### **3. Performance and Cost**

3.1. The County Council has a statutory duty to commission LHW services and has accountability for the performance of these services even though they are delivered by an independent organisation. The contractor, Healthwatch Hampshire also has a statutory duty to report on performance on an annual basis to the Secretary of State for Health.

3.2. Funding for LHW commissioning is included as part of the County Council's overall budget settlement from Central Government, and is not ring-fenced. The current LHW contract cost is £682K per annum.

3.3. Arrangements have been in place to monitor performance with the contractor through the Policy and Programme office with regular reporting on key indicators. A copy of the latest Annual report is available at [http://www.healthwatchhampshire.co.uk/sites/default/files/annual\\_report\\_interactive\\_optomised\\_final.pdf](http://www.healthwatchhampshire.co.uk/sites/default/files/annual_report_interactive_optomised_final.pdf) Some highlights from the report are outlined in the following paragraphs.

3.4. Production of a short film "Unheard Carers" which is about young carers' experiences, views of health and social care services, and suggestions for improvements. The film was shortlisted at the national Healthwatch England conference and won an Award from Patient Voice South. As a result of this work, South Central Ambulance Service is improving staff training so they can better support young carers.

3.5. A separate film was produced by Chrysallis and LHW "Transgender Community" which has received very positive feedback.

3.6. All dentists in Hampshire have been visited by a "mystery shopper" to check that they display their prices clearly, together with information on how to make a complaint. A full report was published and a number of dentists have made real changes.

3.7. All 144 GP practices in Hampshire were contacted to confirm that pre-recorded messages for out-of-hours cover are clear, professional and simple. Overall the level of information was good with a small number of areas for improvement. Several GP practices have changed their out of hours messages and LHW have been thanked by at least two Practice Managers.

3.8. In relation to signposting and advice, in 2014/15 there were 3739 face to face contacts.

3.9. NHS advocacy is a key component of LHW services. In 2014/15 there were 156 referrals which led to 122 new cases opened and a total of 92 cases resolved.

#### **4. Proposed Way Forward**

- 4.1. In order to achieve early savings towards Tt2017 targets and at the same time ensure that the service continues to be delivered to a high standard, negotiations have taken place with the current contractor, Healthwatch Hampshire, about service provision for 2016/17. As a result, it is proposed to extend the current contract for an additional year (2016/17) at a reduced cost of £607,000. This offers an efficiency saving of £75,000 (c11%) towards the Tt2017 savings in 2016/17. This is on top of the £55,000 which has already been saved in relation to the overall HW budget.
- 4.2. As the extended contract expires, and in order to achieve the target savings for 2017/18 (minimum 14.5%), it will be necessary to undertake a full procurement and tendering exercise during 2016 in order to award a contract for future delivery of LHW beyond 2016/17. It is proposed that all three elements of the Healthwatch service as set out in paragraph 2.1 will be again be included in a single contract in order to ensure the continued delivery of a seamless service.
- 4.3. This report seeks authority to extend the current contract for one year, as detailed above, and approval for expenditure for a new contract for 3 years with an option to extend a further year, commencing in 2017/18.

#### **5. Conclusion**

- 5.1. This report updates the Executive Member on the County Council's arrangements for commissioning local Healthwatch services and highlights some performance achievements included in the most recent annual report.
- 5.2. The report includes a proposed way forward to exercise the one contract extension that will enable the valued service to continue into 2016/17 whilst at the same time achieving an early contribution to Transformation to 2017 efficiency savings. The contract extension will also ensure that the County Council continues to meet its statutory duty as set out in the Health and Social Care Act 2012.

#### **6. Recommendations**

- 6.1. That the Executive Member endorses the proposed contract extension for 2016/17 at a value of £607,000 and notes the efficiency savings made.
- 6.2. That the Executive Member further authorises:

Future spend for re-tendering for local Healthwatch services on the basis of a contract for 3 years from 2017/18 with the option to extend a further year, at a cost of less than £607,000 per annum to secure further required efficiency savings as part of Transformation to 2017.

**CORPORATE OR LEGAL INFORMATION:****Links to the Corporate Strategy**

|   |     |
|---|-----|
| <b>Hampshire safer and more secure for all:</b> | yes |
| <b>Maximising well-being:</b>                   | yes |
| <b>Enhancing our quality of place:</b>          | no  |
|   |     |
|   |     |

**Other Significant Links**

|  |                          |                           |
|--|--------------------------|---------------------------|
| <b>Links to previous Member decisions:</b>   |                          |                           |
| <u>Title</u><br>Interim arrangements for Local Involvement Network (LINK) and procurement of Healthwatch | <u>Reference</u><br>3454 | <u>Date</u><br>19/01/2012 |
| <b>Direct links to specific legislation or Government Directives</b>                                     |                          |                           |
| <u>Title</u><br>Health & Social Care Bill  |                          | <u>Date</u><br>2012       |

**Section 100 D - Local Government Act 1972 - background documents**

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

## **IMPACT ASSESSMENTS:**

### **1. Equality Duty**

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;

Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;

Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

#### **Due regard in this context involves having due regard in particular to:**

The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;

Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;

Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

### **1.2. Equalities Impact Assessment:**

1.3. There is a statutory requirement for Hampshire County Council to ensure provision of a LWH service. This service is a universal service and is accessible to all. There is good evidence of work carried out by LHW demonstrating its ability to reach out to minority groups.

1.4. A separate EIA has been completed for the contract extension (report reference number 6892).

1.5. Equality impact will be assessed as part of the procurement process for the new contract.

### **2. Impact on Crime and Disorder:**

2.1. None

### **3. Climate Change:**

How does what is being proposed impact on our carbon footprint / energy consumption? None

How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts? None