

Proposed Decision to be made by the Portfolio Holder for Health on or after 21 April 2017

Public Health Advocacy Services: Proposed Consultation

Recommendations

1. That the Portfolio Holder for Health approves the proposed consultation to inform the NHS Complaints, General Health Advocacy and Independent Mental Health Advocacy re-commissioning. The consultation is planned to start on 1st June 2017 2017 and finish on 31st July 2017.
2. That this report is read in conjunction with 'Proposed Decision to be taken by Finance and Property Portfolio Holder, Meeting Date: 14th October 2016 Healthwatch, NHS Complaints and Health Advocacy Services.

1.0 Background and rationale

- 1.1 There are currently three advocacy services commissioned by Public Health Warwickshire, these include NHS Complaints Advocacy, General Health Advocacy and Independent Mental Health Advocacy.
- 1.2 NHS Complaints Advocacy (statutory service) supports people in England who may want to raise a complaint about the NHS (including a complaint to the Parliamentary and Health Service Ombudsman). Services range from provision of self-help and signposting, dedicated advocates to support people through the process, to include; assistance in letter writing, filling in NHS forms and attendance at health related meetings, if required. This service is currently delivered by POhWER.
- 1.3 General Health Advocacy is also delivered by POhWER and is focused on supporting individuals with complex needs who would benefit from advocacy support whilst receiving NHS treatment, particularly at the point of discharge.
- 1.4 Independent Mental Health Advocacy (statutory service) supports qualifying mental health patients to understand the legal provisions, rights and safeguards to which they are entitled under the Mental Health Acts. This help may include:
 - Supporting patients in accessing information and better understanding what is happening to them;
 - Supporting qualifying patients in exploring options, making better informed decisions and actively engaging with decisions that are being made;

- Supporting qualifying patients in articulating their own views;
- Speaking on the patient's behalf and representing them;
- Supporting patients in other ways to ensure they can participate in the decisions that are made about their care and treatment

Patients are able to access this provision whilst they are in-patients and whilst being treated in the community where they meet the full service access criteria.

- 1.5 On 14th October 2016, the Portfolio Holder for Finance and Property authorised the Strategic Director of Communities to proceed with an appropriate procurement process to enable the award of contract(s) for the provision Healthwatch and Advocacy services with a contract start date of 1st April 2018.
- 1.6 This paper seeks permission to carry out consultation on the new model of provision. The consultation content and process will take account of the approved budget reductions agreed at Council on 2nd February 2017. The consultation activities and feedback will inform the new service specifications.

2.0 Proposed Consultation

- 2.1 The proposed 8 week consultation will start on 1st June 2017 and end on 31st July 2017. The aim of the consultation is to effectively engage with current and potential service users, including stakeholders, on the proposed changes to service delivery and ensure there are opportunities to influence and shape the new service model.
- 2.2 Suitable consultation methods will be chosen to ensure as many views are sought from service users and stakeholders. Advocacy services work with vulnerable people who are often seldom heard, therefore, maximum effort will be made to ensure that these groups have ample opportunity to feed into this process. Proposed methods of consultation will include:
- Feedback from existing, previous and potential clients of advocacy services, via on-line and paper based feedback surveys
 - For individuals who require additional support to contribute, other options will be provided, including focus groups and/ or discussion based individual feedback, and this may involve including families or carers.
 - Stakeholder events (where appropriate with other PH planned consultation) to avoid over consultation
 - Provider engagement/ market testing events
- 2.3 Where possible and appropriate, shared consultation activities will be held in conjunction with other Public Health commissioners who have similar time frames for consultation on service redesign. This approach will help to avoid over consulting and duplication of engagement with similar stakeholders as well as provide an opportunity for Public Health to promote and share information on a range of services to a wider audience.

- 2.4 Costs relating to the consultation will be met within current Public Health budgets.
- 2.5 The consultation will be planned and conducted to ensure Public Health is able to hear a wide range of views and perspectives on the proposed service specification. We will ensure steps are taken to enable the voices of seldom heard groups and vulnerable people are central to the discussions.
- 2.6 In addition to the consultation brief, we will develop a communications plan to ensure all relevant parties are appropriately informed and engaged in the consultation.
- 2.7 Public Health has completed an Equality Impact Assessment (EQIA). The EQIA will be reviewed and updated as part of this consultation process, and will be made publicly available with the final consultation report.

3.0 Timescales associated with the decision and next steps

- 3.1 The table below identifies the key milestones that will ensure a timely tendering process:

Milestones	Deadline
Portfolio for Health consultation approval	21 st April 2017
Consultation period (8 weeks)	1st June 2017 – 31 st July 2017
Collate & analyse responses, prepare draft consultation report	August 2017
Seek cabinet approval of consultation report and approval to proceed with procurement	September 2017
Provide feedback to respondents by circulating final consultation report	October 2017
Commence tender process	November 2017

Background papers

Equality Impact Assessment



Public Health
Advocacy Services No

	Name	Contact Information
Report Author	Paula Mawson	paulamawson@warwickshire.gov.uk 01926 413713
Head of Service	Dr John Linnane	johnlinnane@warwickshire.gov.uk
Strategic Director	Monica Fogarty	monicafogarty@warwickshire.gov.uk
Portfolio Holder	Cllr Les Caborn	lescaborn@warwickshire.gov.uk

The report was circulated to the following members prior to publication:

Local Member(s): N/A

Other members: Councillors Caborn, A.Webb, Perry, Holland and Rolfe