

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

Healthwatch: Proposed Consultation

Recommendations

- 1 That the Portfolio Holder for Health approves the proposed consultation to inform the Healthwatch re-commissioning. The consultation is planned to start on 17th July 2017 and run for a period of 10 weeks, ending on Friday 22nd of September.
- 2 That this report is read in conjunction with 'Proposed Decision to be taken by Finance and Property Portfolio Holder, Date: 14th October 2016, Healthwatch, NHS Complaints and General Health Advocacy Services.

1.0 Background and Rationale

- 1.1 The Health and Social Care Act 2012 proposed that Healthwatch would be the new consumer voice and champion for users of publically funded Health and Social Care services.
- 1.2 Healthwatch exists in two main forms, Healthwatch England and local Healthwatch. Healthwatch England's vision is to enable the collective views and experiences of people who may use Health and Social Care services to; help shape the delivery of these services, influence the services they personally receive and to hold services to account. The latter point is strengthened by Healthwatch England being a committee of the Care Quality Commission (CQC), enabling Healthwatch England to strengthen the links between patient/public links and regulation.
- 1.3 The local Healthwatch in Warwickshire is Healthwatch Warwickshire (current provider). Healthwatch Warwickshire was originally set up through a consortium of third sector organisations including; Warwickshire CAVA, Warwickshire CAB and Age UK. Each organisation brought with it a particular unique set of skills and experience to enable the further growth and development of what is now Healthwatch Warwickshire, a not for profit company Limited by guarantee, converted to a Community Interest Company in April 2016.
- 1.4 The current Healthwatch contract was awarded to Warwickshire CAVA in January 2013 for two years. Due to the Health and Social Care Act 2012 requiring the service to be delivered by an independent legal entity, the contract was novated over to Healthwatch Warwickshire in April 2013. A contract exemption has since been agreed until 31st October 2018.

- 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 of the Healthwatch and Advocacy services with a contract start date of 1st April 2018. An exemption to extend the contract for a further seven months until 31st October 2018 has been sought and approved to allow for the consultation.
- 1.6 This paper seeks permission to carry out consultation on the new model of provision. The consultation activities and feedback will inform the service specification. The consultation content and process will take account of the approved budget reductions agreed at Council on 2nd February 2017

2.0 Proposed Consultation

- 2.1 The proposed 10 week consultation will start on the 17th of July 2017 and end on 22nd September 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. Healthwatch 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 options of consultation will include:
- A survey that can be completed online, but also in a paper format – for people with limited access to the internet, or for those who would need support from families or carers to contribute.
 - Focus groups with Healthwatch service users, at accessible community locations across the county.
 - Stakeholder events (where appropriate with other PH planned consultation) to avoid over consultation
 - Provider engagement/markets 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 of the consultation will be met from within existing Public Health revenue 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 have 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	21st April 2017
Consultation period (10 weeks)	17th July 2017 – 22 nd September 2017
Collate & analyse responses, prepare draft consultation report	22 nd September 2017 – 31 st October 2017
Seek cabinet approval of consultation report and approval to proceed with procurement	9 th November 2017
Review EA following Consultation	November 2017
Provide feedback to respondents by circulating final consultation report	20th November 2017
Commence tender process	December 2017

Background papers



Public Health
Healthwatch Warwicks

1. EIA

	Name	Contact Information
Report Author	Emily Fernandez	emilyfernandez@warwickshire.gov.uk Tel: 01926413774
Strategic Director	Monica Fogarty	monicafogarty@warwickshire.gov.uk
Head of Service	Dr John Linnane	Johnlinnane@warwickshire.gov.uk
Portfolio Holder	Cllr Les Caborn	cllrcaborn@warwickshire.gov.uk

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

Local Member(s): N/A

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