

# Portfolio Holder Decision

## Healthwatch

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|-------------------------|----------------------|
| <b>Portfolio Holder</b> | <b>Deputy Leader</b> |
| <b>Date of decision</b> | <b>12 May 2023</b>   |
|                         | <b>Signed</b>        |

### 1. Decision taken

That the Deputy Leader approves:

- 1.1 The Strategic Director for People to commence a procurement process for the provision of a Local Healthwatch service which will come into effect from 1 November 2023
- 1.2 The Strategic Director for People to enter into all necessary agreements to enable the provision of a Local Healthwatch service on terms and conditions acceptable to the Strategic Director for Resources

### Reasons for decisions

- 2.1 Warwickshire County Council currently commissions a Local Healthwatch service from Healthwatch Warwickshire.
- 2.2 The contract for this service is due to expire on 31 October 2023 and therefore approval is required to commence a tender process for new provision to start 1 November 2023.

### Background information

- 3.1 The service is a statutory requirement, and its provision enables Warwickshire County Council to meet the statutory requirements as introduced by the Health and Social Care Act 2012 to commission a Local Healthwatch organisation.
- 3.2 The Government's vision for Healthwatch, as described in the Health and Social Care Act 2012, is that it will be the independent consumer champion for the public to promote better outcomes in health and in social care – locally via Local Healthwatch organisations and nationally via Healthwatch England.

- 3.3 The functions of local Healthwatch services are derived from the requirements prescribed in available legislation and guidance and includes:
- i.) **Function 1** - Gathering views and understanding the experiences of patients and the public
  - ii.) **Function 2** - Making people's views known
  - iii.) **Function 3** - Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised
  - iv.) **Function 4** - Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
  - v.) **Function 5** - Providing advice and information (signposting) about access to services and support for making informed choices
  - vi.) **Function 6** - Making known the views and experiences of people to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion
  - vii.) **Function 7** - NHS Complaints Advocacy
- 3.4 As the total value of the contract across the potential lifespan of seven years will be in the region of £1.7million, a decision to commence procurement is required of the Leader, Deputy Leader or Cabinet pursuant to the Contract Standing Orders of Warwickshire County Council. This report therefore requests the Deputy Leader to grant the authority to commence procurement.

## Financial implications

- 4.1 The initial contract term required will be five years. However, the Council will as part of the procurement exercise reserve the right to extend the contract for up to a further 24 months based on successful contract performance. The contract will also allow the Council to vary the service should there be a significant change in service area.
- 4.2 The total value of the contract per annum is currently £244,000. For the potential seven-year period being requested in this report the total contract value would therefore be £1,707,000.00 which will be funded from the Local Reform and Communities (LRVC) Grant. Should the contract exceed the existing funding levels, any gap will be met by existing service budgets, given this is a statutory service.

## Environmental implications

None

### Report Author

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### Assistant Director

Becky Hale  
Assistant Director for People

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| <b>Strategic Director</b> | Strategic Director for People            |
| <b>Portfolio Holder</b>   | Councillor Peter Butlin<br>Deputy Leader |

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| <b>Urgent matter?</b>   | <i>No</i> |
| <b>Confidential or exempt?</b>                                      | <i>No</i> |
| <b>Is the decision contrary to the budget and policy framework?</b> | <i>No</i> |

**List of background papers**

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| <b>Members and officers consulted and informed</b>  |
| <p>Portfolio Holder – Deputy Leader Councillor Peter Butlin</p> <p>Corporate Board – Nigel Minns</p> <p>Legal – Sioned Harper</p> <p>Finance – Victoria Forrester</p> <p>Equality – N/A</p> <p>Democratic Services – Isabelle Moorhouse</p> <p>Councillors – Golby, Holland, Rolfe and Drew</p> <p>Local Member(s): n/a</p> |