



HEALTH AND WELLBEING BOARD: 17th NOVEMBER 2016

REPORT OF LEICESTERSHIRE COUNTY COUNCIL

HEALTHWATCH LEICESTERSHIRE REVIEW AND RECOMMISSIONING

Purpose of report

1. The purpose of this report is to present the conclusions and proposals arising from the Review of Healthwatch Leicestershire.

Link to the local Health and Care System

2. The purpose of Healthwatch is to promote continuous improvement in local health and social care services and achieve improved outcomes for local people. The contract scope includes services that are related to all of the work-streams of Better Care Together and are delivered within the context of the local strategic framework including the Joint Health and Wellbeing Strategy, Better Care Fund Plan and the developing Sustainability and Transformation Plan.

Recommendation

3. It is recommended that the Health and Wellbeing Board note this report.

Policy Framework and Previous Decisions

4. Proposals for the Review and Recommissioning of Healthwatch Leicestershire were reported to the Health and Wellbeing Board on 19th November 2015 when it was resolved that the proposals be noted. Progress of the Review was reported to the Board at its meeting on 15th September 2016.

Background

5. The Healthwatch Leicestershire (HWL) contract is hosted by Voluntary Action Leicestershire who deliver Healthwatch Leicestershire. The contract has been extended until the end of June 2017 reflecting good contract performance and the timetable for implementing the Review and re-commissioning process.

The Review report

6. The Review of Healthwatch Leicestershire was commissioned to inform the specification for a future Healthwatch service and has considered the strategic objectives, scope and focus of the contract, governance and organisational structure, resources and experience of implementing the current contract along with experience of commissioning and delivery in other areas. The Review was carried out by Mair Health Ltd and has included secondary research focused on analysis of information

relating to Healthwatch Leicestershire and on information from Healthwatch England, the King's Fund and comparator areas. Primary research has included interviews and surveys to seek views from the Healthwatch Board, members and volunteers, chairs of meetings attended by Healthwatch, members of the Health and Wellbeing Board, stakeholders and other Healthwatch commissioners.

7. The Review report was completed in October 2016 and a copy will be circulated prior to the Board meeting. The report sets out the background to the development of Healthwatch nationally and locally, the methodology for carrying out the Review (primary and secondary research as outlined above) and findings and recommendations relating to organisational form, contracting, procurement, monitoring performance, funding, income generation, governance, capacity and prioritisation and statutory functions. The recommendations for key requirements for the new Healthwatch Leicestershire model include;
 - Healthwatch Leicestershire (HWL) may be a freestanding, hosted or commissioned function within a social enterprise but should be independent (with control of its own finances, strategic direction and working practices)
 - There should be effective collaboration and partnership working with other local Healthwatch organisations to enhance the reach and impact of HWL. This could be achieved through joint commissioning, sharing backroom functions and/or developing leads for discrete work projects.
 - There should be a clear and transparent process to prioritise and plan work enabled by partnership working potentially including a joint Leicester, Leicestershire and Rutland Healthwatch advisory group.
 - Consideration should be given to developing a consistent approach to activities (Enter and View, managing strategic relationships etc.) with local Healthwatch organisations working to the same standards.
 - HWL should involve the public and service users in service development and co-production.
 - The volunteering function of HWL should be developed to add capacity to services.
 - A Communication and Engagement Strategy should be developed that will support joint working and include prioritisation of work with children and young people and seldom heard groups.
 - Marketing should raise the profile of HWL so people know how they can engage and make a difference.
8. It is further recommended that a new service should be procured through a competitive tender process and it is proposed to tender for a 3 year contract with the option to extend for a further 2 years as suggested by the Review.
9. The key elements and findings of the Review will be presented to the Board by the lead consultant, Liz Mair and her colleagues Colette Procter and Adam Bilson.

Implementation

10. It is proposed that the recommendations of the Review report will be taken forward through discussions with Leicester and Rutland Healthwatch commissioners to explore opportunities for increased collaboration/joint working and through the procurement process. It is also proposed that recommendations relating to the

service specification are taken into account and incorporated as appropriate in the preparation of the revised service specification.

11. Subject to the outcome of discussions with local commissioners it may be necessary to further extend the current contract to the end of March 2018 in order to align procurement timescales, and/or to enable market development to facilitate a competitive bidding process between organisations.

Consultation

12. The Review of Healthwatch Leicestershire has incorporated a wide-ranging programme of consultation as set out above.

Resource Implications

13. Department of Health funding for Healthwatch and associated contracts (Independent NHS Advocacy Services (ICAS) and Deprivation of Liberty Safeguards (DOLS) in hospitals) is provided via the Local Government Financial Settlement and the Local Reform and Communities Voices Grant (LRCVG).

Timetable for Decisions

14. The findings of the Healthwatch Review will be reported to the County Council's Cabinet for consideration at its meeting on 13th December 2016.

Circulation under the Local Issues Alert Procedure

None

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Relevant Impact Assessments

Equality and Human Rights Implications

15. Healthwatch Leicestershire is committed to reducing inequalities in health and social care outcomes and this priority will be reflected in future commissioning.

Partnership Working and associated issues

16. Partnership working is fundamental to the work of Healthwatch Leicestershire and will be central to the future service specification. The views of partners have contributed to the Healthwatch Review.