

## **Healthwatch and Independent NHS Complaints Advocacy Services for Calderdale - Soft Market Testing (March 2019)**

Calderdale Council is seeking market sounding information from organisations interested in tendering for local Healthwatch and Independent NHS Complaints Advocacy Services (ICAS). The purpose of this soft market testing is to seek the views and opinions of potential suppliers within the market to establish the services available and to inform the commissioning process.

### **Description of the Contract**

Calderdale Council have a statutory duty to ensure that there is a local Healthwatch and ICAS in Calderdale. We expect the provider of these services to be the independent consumer champion for health and social care for Calderdale. We envisage key functions of the service to include:

- gathering views and understanding the experiences of people who use health and social care services and the wider public
- making people's views known and reflected in decision making on matters of health and social care
- supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised
- recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission
- providing information and advice about access to health and social care services and support for making informed choices
- making the views and experiences of people known to Healthwatch England and supporting its role as national champion
- delivering an ICAS to enable local people to exercise their right to complain within the NHS system
- exploring opportunities for income generation to maximise resources

We see supporting and developing outcomes focused partnership as integral to the success of local Healthwatch and ICAS. We expect partners to include local health and social care commissioners and providers, local service user led groups and networks, Healthwatch England, other local Healthwatch organisations and ourselves.

Further detailed information regarding the statutory remit of local Healthwatch and ICAS can be found in section 182 onward of the [Health and Social Care Act 2012](#) and section 221 onward of the [Local Government and Public Involvement in Health Act 2007](#)

### **The provider**

The [Health and Social Care Act 2012](#) states that the body contracted to be the local Healthwatch must be a 'body corporate' (i.e. a legal entity) which is a social enterprise. This could be a subsidiary organisation in a group structure provided that there is an independent board with all the required legal responsibilities or a standalone organisation.

### **Contract term and value**

The contract is intended to be offered for an initial period of 4 years from 1<sup>st</sup> April 2020 with the possibility of two 12 month extensions. The maximum value of this contract is £132,500 per annum or £795,000 over the entire term possible. The contract is subject to continued funding for Healthwatch and ICAS from the Department of Health.

### **Expressions of interest**

Expressions of interest are sought from any providers who may consider tendering for this contract. While Healthwatch and ICAS are statutory functions, services differ from area to area according to local need and the approach of the provider. As such, providers are asked to:

- Comment on their approach to the service needs detailed above
- Highlight potential future impacts on Healthwatch and ICAS
- Provide proposals for any related future plans and consider performance reporting.

Please pay particular attention to these issues from the perspective of people who may be direct service users. The deadline for expressions of interest is 12 noon on Friday 5<sup>th</sup> April 2019.

### **What will happen after the closing date?**

We will use the market intelligence gathered to inform the next steps for procuring these services. We will update our [webpage](#) and [YORtender](#) with this information.

### **Drop in**

If you would like to discuss the future of Healthwatch and ICAS in Calderdale with commissioners of this service please come along to our open drop in session 2:00pm-4:00pm on Monday 25<sup>th</sup> March at Westgate House, Halifax, HX1 1PS. A record of all comments and queries and our responses will be published on our [webpage](#). Please let us know by via the below details if you wish to attend.

### **Contact**

Please submit all expressions of interest and any queries to Steph Jones (Senior Commissioning Officer) on [stephanie.jones@calderdale.gov.uk](mailto:stephanie.jones@calderdale.gov.uk) or 01422 393003

### **Important note**

The invitation at this stage is for market testing only, responses to the questions above is purely for information purposes at the moment and will not form part of any evaluation of suppliers. Taking part in soft market testing does not bind suppliers to tender for the contract. Going forward, potential providers (including those who have responded to the call for market testing) will be required to respond to a subsequent Contract Notice (the publication of which will depend on the successful development and progression of the programme) in accordance with EU procurement rules (subject to Brexit) and any requirements set out therein. Neither the intention nor the purpose of this soft market testing exercise is to confer any advantage upon its participants in any future procurement exercise.