

Sent on behalf of Kelly Ansell, Head of Communities, Enforcement & Regulatory Services

Tender Process for the Provision of a Local Healthwatch Service and Independent Complaints Advocacy (NHS Services)

MEMBERS BRIEFING

The Social Care and Health Act 2012 makes provision for a consumer champion for health and social care called Healthwatch. The Act also makes provision for an Independent Advocacy Service in relation to complaints relating to NHS Services.

Bournemouth Borough Council, Dorset County Council and the Borough of Poole jointly commission the contracts. The current contracts commenced on 1 April 2013 and end 31 March 2019. Dorset Healthwatch CIC and Dorset Advocacy are the current providers up to 31 March 2019.

An OJEU compliant open tender process was undertaken to re-procure the services for a new contract from April 2019. Tenders were evaluated on 60% quality and 40% price.

It is recommended the Healthwatch contract is awarded to **Evolving Communities CIC**. It is recommended the Independent Complaints Advocacy contract is awarded to **seAp**.

The contract specifications in place for the new contracts ensure there will be no reduction in quality or service provision under the new contract. Bournemouth Borough Council, Dorset County Council and Borough of Poole are confident both recommended providers will deliver high quality services as they both currently deliver similar services in at least 3 other areas of the country. They both have service provision bordering Dorset and positive references.

Contract price submissions from both recommended providers offer savings to the local authorities. The savings were realised by the procurement process and not by budget restrictions, therefore, the process has successfully achieved best value.