

## 2122-0065 Healthwatch Islington

Islington Council invites suitable expressions of interest from suppliers for delivery of a local Islington Healthwatch service.

### Background

The Health and Social Care Act 2012 established Healthwatch as a new consumer champion for users of health and social care services. National guidance specifies the key functions that Healthwatch must deliver. Healthwatch acts as a consumer champion for users of health and social care services, for both children and adults. It makes sure that: people know where to go to obtain information about health and social care services and raise concerns; people's views and experiences are heard and acted upon, improving scrutiny of health and social care services; and enables local people to influence commissioning decisions and service design, delivery and improvements.

Local Healthwatch ensure that local health and social care services reflect the needs and views of local people:

- It must engage with local people and provide them with a platform for influencing the design and delivery of local services.
- It must also provide information about health and social care services in the borough, to help people to make informed choices.
- It must engage with all sections of the community, and cover both children's and adult's services.
- It must be a body corporate which is a social enterprise, in accordance with the Health and Social Care Act 2012.

### The requirement

#### **Function One: Community voice and influence:**

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local health and social care services.
- Enabling local people to monitor the statutory provision of local health and social care services and to have a voice in how local health and social care services could and ought to be improved.
- Getting the views of local people regarding their needs for, and experience of using local health and social care services and importantly to make these views known.
- Co-production in the design and delivery of health and social care services. Peer research to gather feedback about how well services are doing.

#### **Function Two: Making a difference locally:**

- Working with smaller Voluntary Community Sector groups, for example those focused on serving diverse communities in London Borough of Islington. The

service will support partners with fundraising and capacity building expertise. Undertaking independent pieces of work that support health and social care priorities, informing the transformation and improvement of services.

- Making reports and recommendations about how local health and social care services could or ought to be improved.
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved and sharing these views with Healthwatch England, and others as appropriate.
- Healthwatch Islington will work with health and social Care on accessing the provision of support for Special Educational Needs and Disability (SEND) for children and young people. Healthwatch Islington will listen to the views and wishes of the young people, and their parents, to ensure services are designed in partnership with those who rely on them. It will work with parents, carers and young people with learning disabilities, hearing their voices and views and using this to support the changes.

### **Function Three: Informing people:**

- Providing advice and information about access to local health and social care services so choices can be made about local care services.
- Accessibility, providing a range of ways for people to connect with Healthwatch Islington for example focus groups, information sessions, reports and other engagement activities
- Improving wellbeing and choice through a strength based approach. Ensuring resident's voices are considered as well as be included in the development and change of health and social care services in Islington.
- Supporting users of services to provide feedback and affect change in the services they use can be empowering.

### **Function Four: Relationship with Healthwatch England**

- Making recommendations to Healthwatch England to advise the Care Quality Commission (CQC), to conduct special reviews or investigations direct to the CQC; and to make recommendations to Healthwatch England to publish reports about particular issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

### **Function Five: Developing Strategic Partnerships and Relationships:**

- Working closely with the Council commissioners, including the Senior Leaders in Adult Social Care, Children Services and Fairer Together and with provider agencies in the voluntary and public sectors.
- Healthwatch Islington will have a role in supporting the delivery and implementation of Integrated Care System strategy for developing a plan for engaging the community through collaboration with other Local Healthwatch. Healthwatch Islington will be expected to be a member of the Integrated Care partnership as it evolves and will be a key strategic partner in Fairer Together partnership.

- Representing local people through its role on the local Health and Wellbeing Board and other strategic bodies.
- Develop partnerships and protocols with local Voluntary Community Sector networks and organisations, community- and user-led groups and other local Healthwatch organisations to ensure high quality research and feedback.
- Fundraising on behalf of local community groups to increase their voice, influence and impact. A key principle to partnership with community groups will be fundraising to resource these small groups to facilitate their clients' contribution to the health and care agenda. This will support London Borough of Islington to be more inclusive in its data collection and will add value.

## **Lots**

The contract will not be divided in to lots as it is for a single service.

## **TUPE [Transfer of Undertakings (Protection of Employment) Regulations]**

Potential providers must be aware that TUPE may or may not apply to this service. Further details will be available in the invitation to tender.

## **Contract Period**

The contract period will be for 36 months from an estimated start date 1 April 2022 with an option to extend for two (2) periods of up to thirty six months (36) each (total of 108 months).

## **Contract Value**

The estimated total value of this contract is £1,404,900 over the maximum 108 months term of the contract. This is based on a value of £156,100 per annum.

## **Award criteria**

The contract will be awarded to the Most Economically Advantageous Tender (MEAT) in accordance with the Public Contracts Regulations. MEAT for this contract is quality 90% and cost 10%.

### **Cost 10%**

### **Quality 90%**

#### **Quality made up of:**

Proposed approach to Delivery of high quality service 30%

Proposed approach to Equalities 20%

Proposed approach to Partnership Working 20%

Proposed approach to Social Value 20%

### **Total 100%**

Tenderers should be aware that we reserve the right to hold presentations during the tender process. Site visits and/or presentations and/or interviews will be for verification/clarification purposes of the written submission.

We reserve the right to interview leading bidders.

## Procurement Process

This contract will be procured using the Open Procedure. The Open Procedure means that all bidders who successfully express an interest will automatically be invited to tender and have access to the tender documents. Those who submit a tender and meet the minimum requirements will have their full tender, method statements and pricing evaluated.

## How to express an interest

If you wish to apply for this contract please follow the steps below:

Register your company free of charge via the **London Tenders Portal**.

Link: <https://procontract.due-north.com>

Await acceptance. You will receive an email confirming your username and password.

Use your username and password to log into the London Tenders Portal and express your interest in **2122-0065, Healthwatch Islington – 85000000-9 - Health and social work services**.

Shortly after you have expressed interest, you will receive a second email containing a link to access the tender documents.

## Deadlines

The deadline for expressions of interest is: **11:59 noon Friday 19 November 2021**

Submission of Tender documents by: **12 noon Friday 19 November 2021**

Late submissions will not be accepted.

## Additional information

- Islington Council and its partners are committed to work towards a 'Fairer Islington', for more information see [www.islington.gov.uk](http://www.islington.gov.uk).
- Please **do not** include any publicity material with your submissions.
- Islington Council aims to provide equality of opportunity and welcomes applicants who meet the qualitative selection criteria from black and minority ethnic communities and disabled groups.
- The Council encourages all types of organisation who meet the qualitative selection criteria including Voluntary and Community Sector (VCS) organisations, Social Enterprises or not for profit enterprises and small to medium enterprises (SME) to tender.

- Your submission will be marked in stages. Only applicants who meet the requirements at each stage will progress to the next stage. Further details will be contained in the tender documents.
- Please include the Contract Number of this tender process when communicating with the Council in any way.
- All questions relating to this contract should be raised via the question and answer section of the relevant contract on the London Tenders Portal. Please do not contact any officer of the council directly.
- Applicants are advised that all costs incurred either directly or indirectly in preparation, submission or otherwise related to this advertisement will be borne by them, and in no circumstances will the council be responsible for any such costs. Applicants are also advised that the council at its sole discretion acting reasonably and in good faith reserves the right to abandon the procurement at any stage prior to contract award.
- As part of a commitment to transparency the council is now publishing all spend over £500 each month. This includes spend on contracts, so the successful contractor should expect details of spend against the contract to appear on the council website [Islington Council: Council contracts](#). The council is also committed to publishing tender and contract documentation after contract award stage. Commercially sensitive information will be redacted from documentation. What constitutes commercially sensitive information is a matter for the council's sole discretion. However, tenderers will be invited to identify information they consider to be commercially sensitive in their tender return and this will be taken into account in the council forming a view.