

**SSD 21 04 Soft Market Testing:**

**Healthwatch Derbyshire**

**Soft Market Testing Questionnaire**

**THIS IS NOT A CALL FOR COMPETITION**

# **Information and Background**

Derbyshire County Council are preparing for the re-procurement of the Healthwatch Derbyshire service. The contract length will be for 5 years, with the option to extend for three further periods of 12 months. The current annual contract value is 321,144 per annum.

We are interested to hear the views of organisations on the delivery of the Healthwatch Derbyshire service, in particular those that feel they would be suitable to bid for this contract.

The Healthwatch Derbyshire service should be delivered by one of the below:

* Company Limited by guarantee and registered as a charity?
* Community Interest Company (CIC)
* Charitable Incorporated Organisation (ICO)

If none of the above, its constitution must:

* confirm that at least 50% of distributable profits in each financial year will be used for Healthwatch activities
* contain a statement or condition that the local Healthwatch is carrying out its activities for the benefit of the community in Derbyshire.

Its core purpose of making sure the views of the public shape the health and care services they need, requires them to be:

• **Independent in purpose** - amplifying the voice and experiences of the most pressing and difficult issues in health and social care.

• **Independent in voice** - speaking up on behalf of sometimes unpopular causes or groups who are marginalised and/or face disadvantages or discrimination.

• **Independent in action** - designing and delivering activities that best meet the needs of the people they service.

The link to all related legislation can be found [here](https://www.legislation.gov.uk/ukpga/2007/28/section/22)

**Service Objectives:**

* Act as a local consumer champion representing the collective voice of patients, service users, carers and the public, challenging commissioners, providers and regulators as appropriate.
* Ensure that it operates for the benefit of, and is accountable principally to, our local community.
* Play an integral role in the preparation of the statutory Joint Strategic Needs Assessments and joint health and wellbeing strategies on which local commissioning decisions will be based
* Influence commissioners, providers, regulators and Healthwatch England using their knowledge of what matters to local people
* Take into account the requirements of the Local Authority and Health Services
* Report back on any difficulties in meeting the requirements being made by Healthwatch England, the Local Authority and Health Services
* Promote and support the involvement of people in the monitoring, commissioning and provision of local care services;
* Make reports and make recommendations about how services could or should be improved, identifying trends.
* Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission
* Explain and enact the duties on service-providers and commissioners to ensure that they respond to reports and recommendations made by Healthwatch Derbyshire;
* Explain the duties on services-providers to allow entry to authorised representatives of Healthwatch Derbyshire
* Refer matters to the Council’s Overview and Scrutiny Committee.

**Outcomes:**

1. Improved patient and user experience of services.
2. Improved satisfaction with health and social care services in local area.
3. Improved access to health and social care services.
4. Improved people’s understanding of their rights (consumer champion).
5. Improved communication between patients, users, service providers and commissioners.
6. Greater patient and public involvement in health and social care services.
7. High public awareness / profile of Healthwatch.
8. Good image / trust in Healthwatch by the public to make their voices heard.
9. Strong relationship with commissioners and Health and Wellbeing Board.

**Please note:**

This Soft Market Testing is being undertaken to allow input from potential providers and ensure any future service is well designed, efficient, effective, delivering value for money and meeting people’s needs and outcomes.

This Soft Market Testing exercise is to determine the capacity of the market to supply the service and the level of interest in the forthcoming service procurement.

No information provided in response to this questionnaire will be used by the Council to assess bidders as part of the forthcoming procurement process related to the service outlined in this document.

# **Instructions for Participation**

Participants are invited to respond by completing sections 3 and 4 of this document. The attached Identification of Confidential Information (FOIA Schedule) must also be completed and returned.

**All completed documents must be returned via the Proactis e-tendering portal by 5pm on 25th May 2021.**

Where we think further clarification is required, we may seek further discussion with those potential suppliers who submit a response as part of this exercise.

For the avoidance of doubt, no information provided in response to this questionnaire will be used by the Council to assess bidders as part of the forthcoming procurement process related to the service outlined in this document.

All information included in this Soft Market testing questionnaire is confidential and only for the recipient’s knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party without prior written authorisation.

# **Contact Details and Declaration**

I/We certify that the information supplied is accurate to be best of my/our knowledge.

|  |  |
| --- | --- |
| **Name of Company / Organisation** |  |
| **Address** |  |
| **Post Code** |  |
| **Main Contact for this Questionnaire** |  |
| **Position in Company** |  |
| **Telephone Number** |  |
| **Email Address** |  |
| **Website Address** |  |
| **Signature**  **(electronic is acceptable)** |  |
| **Date** |  |

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| **Brief Description of primary business activities and main products and services:**  **(No more than 250 words)** |
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# **Soft Market Testing Questionnaire**

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| **Soft Market Testing Questionnaire** | |
| Please respond in the boxes provided and return both documents via Proactis.  **Return date: 25th May 2021**  **Time: 5pm** | |
| **Question 1.** | Healthwatch has drawn on its learning from the network over the last eight years of operation and recognised the challenges that varying geography, population, demographic and levels of deprivation bring.  What experience do you have of providing public engagement services for the population of Derbyshire and given the diversity of its geography, population, demographic and levels of deprivation, how would you resource the Healthwatch activity to reflect this? |
| **Response 1.**  (No more than 250 words) |  |
| **Question 2.** | We will provide a full-service specification as part of any future tender exercise; the mandatory content is provided by Healthwatch England and there is a requirement to share information with Healthwatch England.  What experience have you had with liaising with a national body? |
| **Response 2.**  (No more than 250 words) |  |
| **Question 3.**  **(in 2 parts)** | As part of the statutory requirement Healthwatch Derbyshire will inform and assist in the development of the Derbyshire Joint Strategic Needs Assessment and be a member of the Health and Wellbeing Board.  3a What experience do you have of working with statutory bodies and making reports and recommendations about how local care services could or ought to be improved?  3b Do you have substantial experience of working within statutory requirements, please summarise? |
| **Response 3a.**  (No more than 250 words) |  |
| **Response 3b.**  (No more than 250 words) |  |
| **Question 4.** | The ongoing pressures on local government finances may mean that price will feature highly in the tender evaluation criteria, taking into account the quality in delivering the service.  What factors would you consider when delivering a cost efficient Healthwatch service? |
| **Response 4.**  (No more than 250 words) |  |
| **Question 5.** | The people involved in Healthwatch may be involved in other activities or have personal interests which create, or appear to show, a conflict of interest with their Healthwatch duties. It is therefore essential that every local Healthwatch has a transparent conflicts of interest policy publicly available and can demonstrate how they manage such conflicts.  Does your organisation have a governance structure that will accommodate the independence of decision-making requirements of the Healthwatch legislation? Please describe. |
| **Response 5.**  (No more than 250 words) |  |
| **Question 6.** | Do you have any additional comments about this soft market testing? |
| **Response 6.**  (no more than 250 words) |  |