

## Case for Direct Award to Click Developments

HEE believe that Click Developments is the only supplier who can support the above programme requirements for one year in 2020/21, with their knowledge and experience (since 2013) in order to maintain continuity for the maintenance and strategic management of the Care Certificate and to undertake the Care Certificate Review

Due to the length of the contract (one year), seamless continuity is paramount. If the existing supplier cannot continue to provide the current service to HEE, it is believed that the impact on the service will be detrimental for a number of reasons:

- Transition to a new supplier would mean the need for comprehensive induction to the work and organisational memory for the work would be lost, this will mean that timely delivery would not be achieved
- Loss of links and relationships with the main care certificate network preventing effective communication and engagement to deliver the care certificate review and maintenance agenda
- Failure to effectively analyse and act on data collected for the care certificate review thus failing to meet deadlines

During this short contract period, HEE believes it is highly unlikely for any other supplier to be up and running from approximately 14th June, to provide the following skills provided by the current supplier which include:

- Comprehensive experience of the development of the National Care Certificate and its resources. Experience of providing extensive technical advice and guidance to employers and other stakeholders including HEE, NHS England and Improvement, DHSC, Skills for Health and Skills for Care.
- Technical expertise in the development of e-learning modules including the interface between these and the Care Certificate Standards. Experience and engagement with e-learning for Healthcare, including authoring and quality assuring of products.
- Demonstrable evidence of being able to provide and receive highly complex, sensitive or contentious information and support delivery of such information to a wide range of differing groups, often at a very senior level.
- Well versed in the management of remote working networks, and able to deliver monthly webinars to the network leads (250+) and ensuring communication and sharing of best practice, country wide across

health and care. Act as the main conduit for queries and requests during on going management of the Care Certificate.

- Expertise in the development of board papers and business cases for the expansion and enhancement of the Care Certificate
- Ability to deal with controversial aspects of the Care Certificate and manage the strategic challenges of supporting a product that is an expected standard within both sectors, including dealing with the complexities of the needs of both sectors whilst sustaining a cross sector core of knowledge for the learners undertaking it.
- Responding to press enquiries, managing social media, liaison with key stakeholders ,statutory regulators and professional bodies with regard to the development of the ongoing resources and review of the Care Certificate.
- Ongoing technical advice provided to HEE and other stakeholders in regard to the complexities of the standards and the uptake of the Certificate across both sectors

The time constraints also suggest it is highly unlikely for a new supplier to support in the review of the care certificate because the deadline for the completion of this work is within three months of award.

The review necessitates communication with all internal and external stakeholders (such as Talent for Care, the Care Certificate Network, Operational and Steering groups and the stakeholder organisations supporting its ongoing role within health and care preparation of support workers. Also with other external organisations including but not limited to Dept of Health and Social Care, Institute for Apprenticeships, NHS England, NHS organisations, Trailblazer Chairs and Trade Unions and NHS Trusts) who all need to be rapidly involved in maintenance and strategic management of the Care Certificate, and support the completion of the review.