

West Sussex County Council

Proposed Executive Decision for **30 October 2019** call-in deadline 5 p.m. on **8 November 2019**

The following proposed decision has been endorsed by the Cabinet Member and will come into effect at the end of the call-in period unless the call-in procedure is activated.

Decision Title & Ref No:	Commissioning of Local Healthwatch and Independent Health Complaints Advocacy Service AH9 19/20
Cabinet Member responsible for Decision	Mrs Jupp - Cabinet Member for Adults and Health
West Sussex Plan priority	Independence in Later Life
Electoral Divisions	All Divisions
Key Decision	Yes
Purpose	<p>The Local Healthwatch (LHW) service is the local 'Consumer Champion' for all NHS and Social Care services and is supported by the national body, Healthwatch England (HWE) part of the Care Quality Commission (CQC). The service's purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. Local authorities have a duty under the Local Government and Public Involvement in Health Act (2012) to ensure that an effective local Healthwatch and Independent Complaints Advocacy service is operating in their area delivering the activities set out in the legislation.</p> <p>The Independent NHS Complaints Advocacy Service (IHCAS) is a client-centred, flexible service which supports anyone who wishes to resolve a complaint about healthcare commissioned and/or provided by the NHS in England.</p> <p>This decision commences a procurement to commission a local Healthwatch and Independent Complaints Advocacy Service and delegate the contract award to the Director of Public Health.</p>
Decision	<p>The Cabinet Member for Adults and Health has approved;</p> <ol style="list-style-type: none">1) the commencement of a procurement process for a Local Healthwatch service and Independent Health Complaints Advocacy service via an open tender process, from 1 April 2020 for a contract of up to 7 years duration at £342,600 per annum with a maximum total contract value of £2.549m; and

	2) the delegation of authority to the Director of Public Health to award the contract to the bidder who submits the most economically advantageous tender which will include quality, price and performance elements for assessment.
Interest and nature of interest declared	None.
Service Contact	Cameron Hill, Lead Commissioner for Prevention and Independence - Tel: 0330 222 3574
Democratic Services/ Call-in Contact	Erica Keegan 0330 222 6050
Background Papers	See report for details