

**SUNDERLAND SHADOW
HEALTH AND WELLBEING BOARD**

22 March 2013

UPDATE ON THE TRANSITION OF HEALTHWATCH SUNDERLAND

Report of Sue Winfield, Healthwatch Transition Lead

1.0 PURPOSE OF THE REPORT

1.1 To provide an update on the transition of local Healthwatch Sunderland.

2.0 BACKGROUND TO HEALTHWATCH

2.1 The Health and Social Care Act 2012 sets out that local Healthwatch will be established from 1 April 2013. It will be funded by the local authority and held to account by them for their ability to operate effectively and be value for money. Local Healthwatch will replace the Local Involvement Network (LINK), but continue to carry out the statutory functions of the LINK, amongst others and build upon the achievements of the LINK.

2.2. In Sunderland, Local Healthwatch will act as a point of contact for individuals, community groups and voluntary organisations when dealing with health and social care. Sunderland Healthwatch will have a seat on the Sunderland Health and Wellbeing Board.

3.0 OVERVIEW OF TENDER PROCESS

3.1 The Council has undertaken a competitive open tender process in order to secure a suitable provider to deliver local Healthwatch, which will be known as Healthwatch Sunderland.

3.2 An open tender process was undertaken and three bids were received from:

- Pioneering Care Partnership, in partnership with Voluntary Community Action Sunderland (VCAS); Sunderland Citizens Advice Bureau and Groundwork North East
- Age UK Sunderland
- Carers Federation

3.3 The evaluation of the tenders was based on 85% quality and 15% price and there were three stages to the evaluation of the quality element – business questionnaire; written method statements and presentation.

3.4 The contract will run from the 1 April 2013 to 31 March 2016, with the option to extend for a further one year.

4.0 HEALTHWATCH PROVIDER

4.1 Pioneering Care Partnership (PCP), a leading third sector health improvement organisation, has been awarded the contract to manage local Healthwatch in Sunderland.

4.2 PCP is a charity based in Durham whose work aims to improve health, quality of life and reduce inequalities in health. They have been LINK Host in Durham for the last 5 years and have been successful in three other Healthwatch tenders in the Tees Valley Area which includes:

- Middlesbrough
- Redcar and Cleveland
- Stockton

4.3 PCP is the lead for the consortium which has come together to deliver Healthwatch Sunderland. The partners are Voluntary Community Action Sunderland, Sunderland Citizens Advice Bureau and Groundwork North East.

4.5 Each of the consortium partners has clear areas of delivery:

- VCAS who will take the lead on community engagement
- Sunderland CAB who will lead on the provision of information and advice
- Groundwork NE who will lead on engagement of children and young people

4.6 PCP, based in Newton Aycliffe, will begin operating the service in April.

5.0 TRANSITION PROCESS

5.1 To support the smooth transition of LINK to Healthwatch and to ensure the legacy of the Sunderland LINK is built upon a transition plan has been put in place to collate and transfer processes, policies, information and activity associated with the delivery of LINK functions that will form part of Healthwatch Sunderland functions from 1 April 2013.

5.2 A contract implementation set up plan has been put in place that outlines the actions expected of PCP to support the seamless transition from LINK and includes the induction of staff that will be TUPED to PCP, CRB checks, initial key policy training, securing of office accommodation, recruitment of the Healthwatch Chair and volunteers, networking and relationship building, and the handover of Healthwatch branding.

5.3 The Healthwatch Chair will take up the seat on the Sunderland Health and Wellbeing Board.

6.0 HEALTHWATCH TRANSITION WORKING GROUP

6.1 Sue Winfield, the Healthwatch Transition Lead, will be withdrawing from the Health and Wellbeing Board and the Healthwatch contract implementation process.

6.2 The Healthwatch transition working group set up to support the transition of LINK to Healthwatch in Sunderland and to maintain an oversight of strategic developments will now cease.

6.2 The final meeting of the group will include a presentation from PCP.

7.0 RECOMMENDATIONS

7.1 It is recommended that the Health and Wellbeing Board receive this report for information.

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