

## **Chairman's announcement**

### **Healthwatch Wiltshire and Service User Engagement**

#### **Commissioning Process**

- A consultation exercise was undertaken by Commissioners as part of the development process leading to the tender
- An information day for potential bidders was held in December 2017 in accordance with PCR 2015 Regulation 40.
- An Invitation to Tender (ITT) was advertised via the Council's e-tendering portal, Pro-Contract. It was issued on 12 January 2018 with a closing date of 16 February 2018.
- The tender was divided into two Lots:
  - Lot 1 Healthwatch Wiltshire
  - Lot 2 Service User Engagement

Tenderers were invited to bid for all or any of the above Lots

- All bids were marked individually by Officers from Wiltshire Council and Wiltshire Clinical Commissioning Group and a Bath & North East Somerset Council Service User. Bids were then moderated at a moderation meeting with all the members of the relevant evaluation panel to determine an agreed score.

#### **Result**

Based on the results of the Evaluation, the Evaluation Panel recommended that contracts to deliver Healthwatch Wiltshire and Service User Engagement services be awarded to the following:

- Lot 1 Healthwatch Wiltshire - Help and Care
- Lot 2 Service User Engagement - Wiltshire Centre for Independent Living (WCIL)

Both contracts will commence on the 1 June 2018 for a period of three years with an option to extend for a further two years

#### **Help & Care**

Help and Care are an established provider of local Healthwatch holding seven contracts, in addition to the Wiltshire Contract, across the south of the country. Help and Care will continue to:

- Represent the voice of patients, customers, carers and the public to commissioners, service providers and local politicians.
- Act as focal point for the community to have a voice in the commissioning and provision of health and social care.
- Provide opportunities for local people to influence decisions being made about their services across the NHS and social care.

#### **Wiltshire Centre for Independent Living**

WCIL is an established provider in Wiltshire delivering support services to advise social care customers over the past eight years.

The new contract will enable Wiltshire Council and Wiltshire CCG to access service users' views on a range of issues at county and local level. WCIL will develop local and innovative ways for service users to give their views in their community areas as well as maintain the established partnership working at county level which Wiltshire has a national reputation for.

We are looking forward to working with our partners in the coming years in providing the best possible services for the people of the county.