

## **Healthwatch and Independent NHS Complaints Advocacy Services for Calderdale - Soft Market Testing Drop In (25.03.19)**

An open drop in session to discuss the future of Healthwatch and Independent NHS Complaints Advocacy Services (ICAS) in Calderdale was held with Calderdale Council commissioners of the service on 25.03.19. This is a record of all queries and responses.

<b>Query/Comment</b>	<b>Response</b>
The suggested contract price would make it extremely difficult for any provider to offer a sustainable service. While the proposal of a longer contract length is welcomed, the current contract price would not allow for any annual pay rises.	This will be taken into consideration in the next steps of commissioning this service.
Do the council envisage Healthwatch changing the way they work with the Council and CCG in the future contract?	The work of Healthwatch, the Council and the CCG is always changing to meet the needs of the people who live in Calderdale. We would expect any provider of Healthwatch and ICAS services to be adaptable to make the most of changes as they arise.
Would the Council consider splitting the Healthwatch and ICAS contracts?	This will be considered if highlighted as a need by the market through the soft testing process.
Are the Council considering commissioning Healthwatch at a regional level?	There is no current intention to commission Healthwatch at a regional level. Given the focus on the voices of local people influencing local health and wellbeing decisions, we consider a local presence for Healthwatch in Calderdale to be extremely important.
The freedom for providers to make their own proposals for reporting is welcomed. Do providers also have the freedom to submit expressions of interest in the format of their choosing?	Yes, absolutely.

### **Contact**

If you have any queries please contact Steph Jones (Senior Commissioning Officer) on [stephanie.jones@calderdale.gov.uk](mailto:stephanie.jones@calderdale.gov.uk) or 01422 393003.