



**Haringey** Council

<b>Report for:</b>	Cabinet 12 <sup>th</sup> November 2013	<b>Item number</b>	
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<b>Title:</b>	Proposal for the Award of Contract for the Haringey Health Trainer/Health Champion Service
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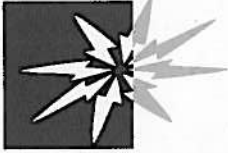
<b>Report authorised by :</b>	Dr Jeanelle de Gruchy (Director of Public Health)
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<b>Lead Officer:</b>	Dr. Fiona Wright (Assistant Director of Public Health)
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<b>Ward(s) affected:</b> east Haringey	<b>Report for Key Decision</b>
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1. **Describe the Issue Under Consideration**
  - 1.1 This report seeks Cabinet approval to award a 14 month contract (with an option of two one-year extensions) for the delivery of the Haringey Health Trainer/Health Champion service.
2. **Cabinet Member Introduction**
  - 2.1 This programme supports the priority in the Corporate Plan<sup>1</sup> and Outcome 2 of the Health and Wellbeing Strategy (2012-2015) to reduce the life expectancy gap in men between east and west Haringey.
  - 2.2 The Health Trainer/Champion Service provides personalised one-to-one support for people who want to make lifestyle changes to improve

<sup>1</sup> 1.Outstanding for all – enabling all Haringey Children to thrive  
2.Safety and well-being for all: A place where everyone feels safe and has a good quality of life  
3.Opportunities for all: A successful place for everyone  
4. A Better Council: Delivering responsive, high quality services



their health. The service targets residents from deprived communities and Black, Asian and Minority Ethnic groups (BAME), focusing on the east of the borough, to prevent ill health in those most at risk and tackle health inequalities. The service also raises awareness about signs and symptoms of long-term conditions that contribute to the life expectancy gap, such as diabetes and cancer, and signposts the local community to a range of health and wellbeing services.

I am delighted that we now have the opportunity to expand this programme, to increase its impact and strengthen the provision of services for people who wish to adopt healthier lifestyles. I therefore recommend to my Cabinet colleagues that this report is approved.

### 3. Recommendations

- 3.1 To agree the award of contract to the successful tenderer for delivery of the Haringey Health Trainer/ Champion service in accordance with Contract Standing Order (CSO) 09.07.1(d) to Enfield Council for an initial term of 14 months (with an option of two one-year extensions)

### 4. Alternative Options Considered

No other viable options were identified due to the fact that the NHS contract with the current provider expired on 31<sup>st</sup> March 2013. This was a contract transferred from the NHS to the council on 1<sup>st</sup> April 2013. An award and waiver to January 31<sup>st</sup> 2014 was agreed to facilitate a full tender process to be undertaken.

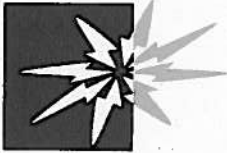
### 5. Background Information

- 5.1 Reducing the life expectancy gap between the east and west of Haringey is a priority within Haringey's Corporate Plan and also Outcome 2 of the Health and Wellbeing Strategy (2012-2015). The strategy highlights the need to prevent people from becoming ill by addressing key lifestyle risk factors such as smoking, physical inactivity and diet and nutrition. It also identifies the importance of encouraging early diagnosis and management of major diseases, especially cardiovascular disease and cancer that have a large impact on the life expectancy gap.

- 5.2 Overview of the current Health Trainer and Health Champion services

#### *Health Trainers*

Haringey Public Health Directorate commissions the current Health Trainer/Champion service from Enfield Council. The Haringey Health Trainer Service has been established since 2009, when it was provided



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by NHS Haringey. In 2011 NHS Haringey public health directorate then commissioned the service from NHS Enfield. On 1<sup>st</sup> April 2013 this contract was transferred from the Haringey NHS to the Haringey council. The provider of the service then also transferred from Enfield NHS to Enfield Council.

The service aims to tackle health inequalities by:

- reducing smoking
- reducing obesity (promoting healthier eating and increasing physical activity)
- reducing alcohol misuse

The Health Trainer Service provides personalised advice, motivation and support to clients who wish to adopt healthier lifestyles. In Haringey, health trainers are recruited from the local community and trained to deliver sessions of one-to-one advice and support to residents to help them to make behaviour changes. Their role also involves signposting to other services e.g. Improving Access to Psychological Therapies and stop smoking services. Health trainers are employed in a paid capacity.

Health trainers use evidence-based techniques and the service model has been developed from best practice guidance. Referrals have increased annually.

Key outcomes achieved are:-

- 1088 referrals to the Health Trainer Service in 2012-2013
- 86% of those referred to the service attended the first session
- 80% of the service users were from deprived areas
- 85% of service users were from BAME groups
- 80% of service users achieved goals in their personal health plan

### *Health Champions*

The Haringey community health champions service evolved from a number of individual health champion projects based upon short term funding. Enfield's public health directorate have been commissioned to manage the health champions service since April 2012.

The current model (April 2013 onwards) is informed by a review of best practice and the local service. The service comprises a number of health champions who promote key lifestyle messages (stop smoking, physical activity, healthy eating, alcohol awareness and mental health). They also signpost people to services such as general practice, NHS health checks, health trainer service, stop smoking service and mental health services. In addition, a smaller number of champions also focus on raising awareness of specific conditions, such as, diabetes,



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common cancers (breast, bowel and lung) and cardiovascular disease. The champions are provided with training and supported in opportunities for career development such as to become a health trainer.

The service currently has fifteen active champions. For the three month period from July – September 2013, champions have engaged in conversations about healthy lifestyles with 424 Haringey residents.

### 5.3 The new service model

The new contract continues with the same evidence-based models for health trainers and health champions to target health inequalities. The health trainer and health champion services were historically separate services, with the health champion service reliant on time- limited external funds and different providers. The new contract brings them together as one service, enabling more efficient working. For example, health champions raise awareness of the health trainer service. Under the new contract the service is expanded and the capacity is increased. The health champion service is strengthened with a dedicated coordinator and a stronger focus on men's health.

#### *Key Performance Indicators*

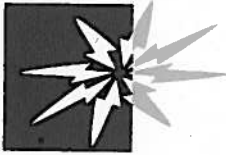
The new contract includes Key Performance Indicators (KPIs) for each component of the programme. These are based upon the historical activity of the current service and current level of investment. KPI thresholds will increase incrementally during the contract.

KPIs for the Health Trainers service include:

- 5 additional venues in the east of the borough
- increased availability of appointments (target to recruit 10 new health trainers)
- targeting of key groups e.g. males (target at least 45%), BAME groups (target at least 65%)
- increased referrals (200 per month for the first 6 months then 300 a month for the remaining 8 months).

KPIs for Health Champions service include:

- maintain a minimum of 30 health champions
- number of monthly health champion service contacts, ie conversations about healthy lifestyles with residents (700 for the first 6 months then 1100 for the remaining 8 months)
- total number of contacts signposted to health services (at least 50%).



#### 5.4 Contractual Issues

##### *Contract Value*

The current funding for the 14 month period is £456k with the option to extend, at a yearly figure of approximately £295k subject to ongoing funding being available.

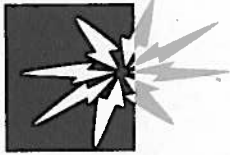
Feb. 2014 – March 31 <sup>st</sup> 2015	£456,000
April 2015 - March 31 <sup>st</sup> 2016	£295,000
April 2016 - March 31 <sup>st</sup> 2017	£295,000
Total contract value	£1,046,000

##### *Transition and Contract Management*

Contract management is outlined in the contract. KPIs are included within the service specification and will be monitored through contract monitoring meetings and reports. Monitoring meetings will be held monthly for the first three months in order to ensure a smooth transition and quarterly thereafter.

#### 6. Procurement Process and Tender Evaluation

- 6.1 This service is a Part B residual service and therefore it was not necessary to advertise this requirement in the Official Journal of the European Union (OJEU). The E-tendering process was used to procure this service.
- 6.2 The procurement process started on 10<sup>th</sup> July 2013 with a contract notice being placed on Delta ESourcing system, Haringey website, CompeteFor portal. In addition the advert was circulated by Haringey Association of Voluntary and Community Organisations (HAVCO) inviting organisations to attend a Meet the Buyer event on 24<sup>th</sup> July 2013 and the Invitation to Tender documents available on Delta ESourcing system on 1<sup>st</sup> August 2013.
- 6.3 The deadline for submitting tenders was 29<sup>th</sup> August 2013. Three tenders were received. The tenders were evaluated using the Most Economically Advantageous Tender (MEAT) which included a split of 60% quality and 40% price.
- 6.4 The tender evaluations were undertaken by specialist officers with relevant expertise in the fields of health and safety, equalities, finance, safeguarding. Council officers from public health evaluated the quality method statements and finance officers evaluated price submissions.



- 6.5 The table below details the outcome of the tender and respective scores of the tenderers.

Health Trainer/Champion Service

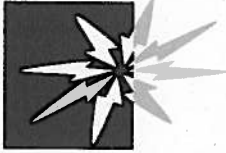
Tenderers	Quality scores out of 600	Cost scores	Total MEAT Score	Contract price over 3 years
Enfield Council	475	395	870	£1031,976.00
Company A	410	400	810	£1020,136.00
Company B	349	399	748	£1022,000.00

**7. Comments of the Chief Financial Officer and financial Implications**

- 7.1 The Service has current and planned budget provision into 2014/15 of £456,000 which is sufficient to fund the proposed initial 14 month contract with the recommended bidder.
- 7.2 The total contract price from the recommended bidder is £1,031,976 but only if the contract is extended by two years after 2014/15. However the level of public health grant cannot be guaranteed for years beyond 2014/15 and it is noted that any extension to the initial contract value of £456,000 is optional and at the discretion of the service.
- 7.3 The recommended tender is not the lowest price bid but has scored significantly higher than others on the quality evaluation. It is noted that the difference in price between the recommended tender and the next bid is only one percent. The combined price and quality scores indicates that the recommended bidder is deemed to bring the greatest benefit to the Council in accordance with the principles of Most Economically Advantageous Tender (MEAT) under which the tenders were evaluated (Para 6.3).

**8. Head of Legal Services and Legal Implications**

- 8.1 The services to which the report relates are not priority services under the Public Contracts Regulations 2006. It was not therefore necessary to follow a European tendering exercise.



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- 8.2 The Council's Public Health Directorate has followed an open tender process in accordance with Contract Standing Order 9.01 (a).
- 8.3 Because of the value of the contract, the award of contract needs to be made by Cabinet in accordance with CSO 9.07.1 (d) (contracts valued over £250,000).
- 8.4 The award of contract is also a Key Decision and so needs to be included in the Forward Plan in accordance with CSO 3.01 (d) (contracts over £500,000). The Public Health Directorate has confirmed that this has taken place.
- 8.5 The Head of Legal Services confirms that there are no legal reasons preventing Members from approving the recommendations in the report.
- 9. Equalities and Community Cohesion Comments**
- 9.1 The tender process included a Companies Questionnaire Stage which involved an evaluation of the tenderers from equalities perspectives to ensure that the successful tenderers are able to deliver the services in accordance with the council's equal opportunities commitments. Policy and Equalities Team were involved in the evaluation process.
- 10. Head of Procurement Comments**
- 10.1 The procurement process has been carried out in line with the Procurement Code of Practice.
- 10.2 Contract management has been put in place with Key Performance Indicators to ensure contract compliance and mitigate the risk of poor performance.
- 10.3 It is noted that the recommended tender is not the lowest price bid but has scored significantly higher on the quality evaluation and therefore being the highest scored bidder based on the evaluation criteria used of quality 60% and price 40%
- 11. Policy Implications**
- 11.1 These services support reducing the life expectancy gap. This is a key priority within the Health and Wellbeing Strategy and the Haringey Corporate Plan. They also support the NHS Health Checks programme that is a mandatory public health programme for local authorities.



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12. **Reasons for Decision**  
The health trainer and health champion services support behaviour change and raise awareness of key diseases that contribute to the life expectancy gap. This is a corporate priority. The new contract expands and increases the capacity of these services on the east of the borough. It also brings these services together under one provider.
  
13. **Use of Appendices**  
This report contains no appendices.
  
14. **Local Government (Access to Information) Act 1985**
  - 14.1 This report contains exempt and non exempt information. Exempt information is contained in Part B and is not for publication. The exempt information is under the following category: (identified in the amended schedule 12 A of the Local Government Act 1972 (3)) information in relation to financial or the business affairs of any particular person (including the authority holding that information).