

Rt Hon Jeremy Hunt MP
Chair
Health and Social Care Select Committee
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6 February 2020

Dear Jeremy,

CQC update on procurement of the Provision of Experts by Experience Services Contract

I am writing to provide you with an update on the procurement of the Provision of Experts by Experience (ExE) Services Contract.

We had regularly written to your predecessor with updates on the progress of the procurement and management of the contract. The update below follows my previous letter to Dr Sarah Wollaston on 4 October 2019.

The Invitation to Tender for a single national contract to deliver the ExE services across England was released in August 2019. The evaluation of bids took place in November and in December it was agreed (by the evaluation panel, ExE programme Board, CQC Executive Team and CQC Board) to award the new ExE contract to the organisation Choice Support.

The award of the contract will enable us to continue to involve ExEs in our inspection teams and co-production work. This will be undertaken through a network of partners and will also help us engage with seldom heard community groups to gather intelligence to help us monitor the quality of services on an ongoing basis.

From 1 April 2020, Choice Support will deliver ExE services through a new single national contract, across all four regions.

We have made some key developments and improvements to the contract as a result of feedback from ExEs, inspection teams, stakeholders and ongoing learning from delivery of the programme.

These changes include enhancement of contractor responsibilities relating to support of ExE, to ensure that:

- ExE are adequately supported in respect of their well-being and welfare and are fit to attend inspections and

- ExE are adequately supported in respect of their well-being and welfare after attending inspections with corresponding KPIs.

In addition, we have strengthened our quality assurance requirements in the new contract. This is supported by key performance indicators to be monitored by CQC throughout the life of the contract.

As a result of a single national contract being awarded to Choice Support we are also able to confirm the alignment of the Terms and Conditions for ExE. This includes ensuring that the rate of pay is in line with the level that Choice Support currently offers in the Central region. This means that from 1 April 2020, all ExE will be paid £15 per hour for the work they undertake.

We have written to all current ExE to inform them of the contract award and to reassure them of our continued commitment to the programme and next steps for them.

We are committed to the successful continuation of the programme and we are working with Remploy Limited and Choice Support to ensure that as the transition is as smooth as possible.

We believe that the overall impact of these changes will be a more effective patient and service user voice in our work.

We will provide a further update in June/July 2020.

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Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ian Trenholm', with a stylized, cursive script.

Ian Trenholm
Chief Executive