

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES  
BY DEPUTY J. RENOUF OF ST. BRELADE  
QUESTION SUBMITTED ON MONDAY 8th JULY 2024  
ANSWER TO BE TABLED ON TUESDAY 16th JULY 2024**

**Question**

“Will the Minister provide details for each of the last three years of all contracts Health and Community Services has entered into with charitable or other third sector organisations, including –

- (a) the names of the contracted organisations;
- (b) the start date for each contract and its duration;
- (c) what product or service each contract provides;
- (d) the contract price for each product or service;
- (e) the tendering process followed for each contract; and
- (f) what evaluation is undertaken on the quality and value for money of each contract?”

**Answer**

Health and community services have contracts with several charitable and third sector organisations\*. Please see below table for corresponding answers:

Question (a)	Question (b)			Question (c)	Question (e)
	2021	2022	2023		
Contracted organisation	Contract start date & duration.	Contract start date & duration.	Contract start date & duration.	Service description	Commercial route
Age Concern	01/01/21 1 year	01/01/22 1 year	01/01/23 3 years	Provision of hot meals five days a week, + a weekly frozen meal service for islanders not attending centre	Direct award
Brook Jersey	01/01/21 1 year	01/01/22 1 year	01/01/23 1 year	Integrated Sexual health service for young people aged 21 years and under	Direct award
Communicare	01/01/21 1 year	01/01/22 1 year	01/01/23 3 years	Indirect support of friendship club and exercise classes by funding the rental costs of rooms	Direct award
Dementia Jersey	01/01/21 1 year	01/01/22 1 year	01/01/23 1 year	Structured well-being programme for people who have been recently diagnosed or who have mild symptoms of dementia and family or friends in caring roles. Providing support to the	Direct award

				development of the Dementia Strategy.	
Family Nursing & Home Care	01/01/21 1 year	01/01/22 1 year	01/01/23 1 year	District Nursing Service, Rapid Response and Reablement Service, community health services for children and young people aged 0-19	Direct award
Good Companions Club	01/01/21 1 year	01/01/22 1 year	01/01/23 3 years	Companionship and social activities for individuals aged 55 years and over who are socially isolated	Direct award
Headway	01/01/21 1 year	01/01/22 1 year	01/01/23 3 years	Provision of craft classes, entertainment, exercise classes, food and beverages, other therapeutic and social activities and independent advocacy for people affected by brain injury.	Direct award
Jersey Hospice	01/01/21 1 year	01/01/22 1 year	01/01/23 3 years	Contribution to Specialist Palliative Care Team, Inpatient and bereavement services	Direct award
MIND	01/01/21 1 year	01/01/22 1 year	01/01/23 1 year	Support services for carers of people with mental health problems	Direct award
MyVoice	01/01/21 3 years			Independent advocacy services for people with significant mental health problems or those who lack capacity and do not have support from a significant other	Open market tender
Jersey Recovery College	01/01/21 1 year	01/01/22 1 year	01/01/23 1.25 years	Provision of educational courses for people experiencing mental health issues and their carers	Direct award
Silkworth	01/01/21 1 year	01/01/22 1 year	01/01/23 1 year	12 bedded residential service providing an abstinence-based relapse prevention programme to support people recovering from drug and or alcohol dependency	Direct award
<b>Question (d)**</b>	<b>£10,717,65 To be updated to actual</b>	<b>£10,371,773 To be updated to actual</b>	<b>Per contracts: £12,404,750  Actual: £14,232,625</b>		

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At the end of 2023 a mental health services provider framework was set up, with 14 providers onboarded (charities and private sector organisations). A number of mental health services will be commissioned via the framework going forwards. One service has been commissioned via the framework in 2024 for a term of 3 years.

(f) Commissioners employ a number of methods of evaluating quality and value for money of all contracted services:

- key performance indicators are included within each contract and monitored on a quarterly (or more often) basis.
- providers are requested to gather service user feedback on service performance, and commissioners collect feedback from system partners.
- qualitative information such as case studies and complaints/compliments are used to supplement quantitative data to get a more rounded view of services.
- quarterly or bi-annual service review meetings are held with each provider, where a range of issues are discussed, including what is and isn't working well, service performance against KPIs, workforce issues, financial issues and service developments.
- commissioners undertake benchmarking of service performance and cost against best practice in other organisations/jurisdictions to assess quality and value for money.

\*'Third sector organisations' is a term used to describe the range of organisations that are neither public sector nor private sector. It includes voluntary and community organisations (both registered charities and other organisations such as associations, self-help groups and community groups), social enterprises, mutuals and co-operatives. (UK National Audit Office)

\*\* Total figure included as contract price for each product or service is commercially sensitive