

Healthwatch Cambridgeshire and Peterborough Stakeholder survey - Project brief

Healthwatch Cambridgeshire and Peterborough is drafting a new five year strategy for 2020 to 2025 and is seeking quotations from suitably qualified and experienced companies to plan and deliver stakeholder engagement, as described below. Quotations are expected in the region of £3,000.

The successful bidder will be expected to provide:

- The status of the organisation and number of employees
- The name of the person(s) working on the contract and qualifications
- Examples of recent fulfilled contracts

1. Background

In 2017 Healthwatch Peterborough and Healthwatch Cambridgeshire merged to form a single organisation delivering the two statutory Healthwatch functions for Peterborough and Cambridgeshire. Stakeholders were engaged in that process through a survey and one to one interviews.

2. Project Description

Healthwatch Cambridgeshire and Peterborough wishes to engage with stakeholders to gather views on the organisation's effectiveness, its strengths and weaknesses and what it could do better. The findings will inform the development of the new strategy. We would also like to gain views about what our strategic priorities should be for the coming years.

3. Project activities

The contracted organisation will develop and carry out:

- i) A survey of stakeholders to ascertain views on:
 - The organisation's effectiveness
 - How we work as partners
 - Our strengths - What is done well
 - Our weaknesses - What could be done better
 - What should be our priority areas for the next two years

- ii) Telephone interviews with key stakeholders focussing on these key areas, either 10,15 or 20. Quotes to reflect variations for each quantity.
- iii) Collation and analysis of the above findings and submitting a report within the given timescale. Findings will need to be segmented by stakeholder type, eg VCS, individuals, providers, commissioners and regulators.

Extensive strategic documentation is available to inform development of these activities. Healthwatch Cambridgeshire and Peterborough will provide its stakeholder analysis and assist in promoting the survey and supply a list of key stakeholders for interview.

4. Project oversight

The contracted organisation will submit a draft survey and interview schedule for approval prior to commencing the activity.

The point of contact at Healthwatch Cambridgeshire and Peterborough will be Sandie Smith, CEO.

5. Project timescale

- Quotations received by midday on 7th May
- Board approval 8th May
- Contract let by 10th May
- Survey and interview schedule approved by 24th May
- Survey live and interviews take place between 3rd June and 12th July
- Final report by 26th July