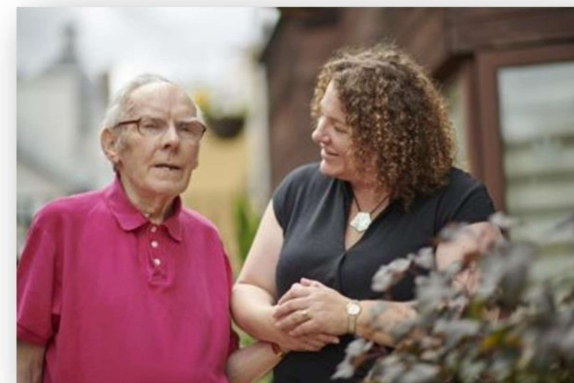
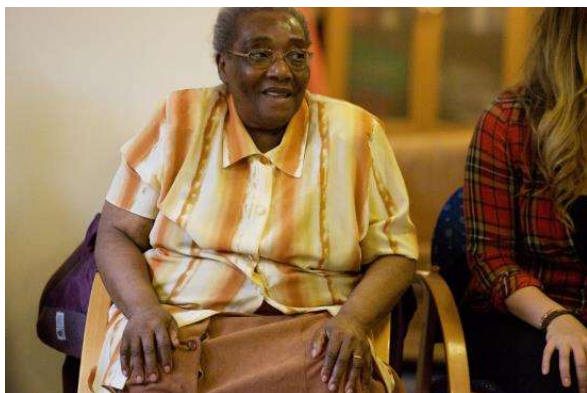


**CQC Experts by Experience Contract**

**Market Engagement Event - 24<sup>th</sup> Jan 2025**



# Agenda

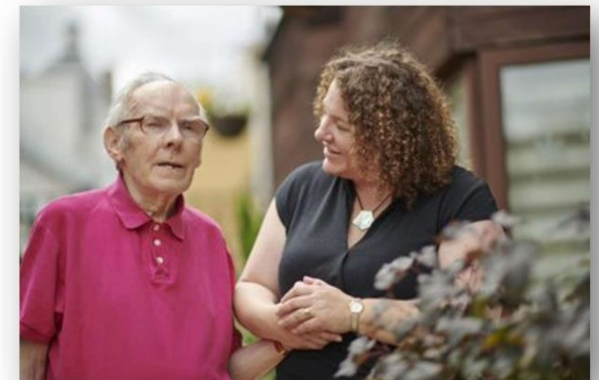


Time	Agenda item
13:30 – 13:40	Welcome and introductions, house keeping and purpose of call
13:40 – 14:00	<p>Our role and purpose</p> <p><b>Services to be procured including:</b></p> <ul style="list-style-type: none"><li>- Why we work with ExE?</li><li>- What ExE do?</li><li>- How we currently use ExE?</li><li>- Types of experience</li><li>- Indicative volumes per annum</li><li>- Our Public Engagement Network</li><li>- The role of the contractor</li></ul> <p>Q and A</p>
14:00 – 14:20	<p>Commercial approach, including:</p> <ul style="list-style-type: none"><li>- Market Engagement &amp; Consultation</li><li>- Route to market</li><li>- Standard Selection Questionnaire</li><li>- Invitation to Tender</li><li>- Indicative timeline</li></ul>
14:20 – 14:55	Q&A
14:55 – 15:00	Wrap up and close

## During the call



- This call will be recorded (CQC internal purposes only)
- Please stay on mute during the presentation
- If you have a question or clarification, please either use the chat or wait until the Q&A sessions – remember raise your hand to ask a question
- If you would like to, please introduce yourself when you ask your question during the Q&A after the presentation.
- We will keep a log of all questions and responses to share with all organisations



# Purpose of pre-market engagement



- Encourage early market interest
  - Provide information about our requirements
  - Gather insights from the market
  - Encourage competition and discussion
  - Remove barriers to participating
  - Help refine our requirements
  - Encourage collaboration
-

# Our role and purpose



The Care Quality Commission is the independent regulator of health and adult social care in England.

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.



# What do we do?



- We register care providers.
- We monitor, inspect and rate services.
- We take action to protect people who use services.
- We speak with our independent voice, publishing our views on major quality issues in health and social care.



## Throughout our work we:



- Protect the rights of people in vulnerable circumstances, including those restricted under the Mental Health Act.
- Listen to and act upon the experiences of people who use services.
- Involve the public and people who receive care
- Work with other organisations and public groups.

# Our unique oversight of care



29,733	Adult social care services
136	NHS acute hospital trusts
10	NHS ambulance trusts
268	Independent Ambulance providers
212	Hospices
49	NHS mental health trusts
274	Independent mental health locations
11,632	Dental practices
6,383	GP practices
1,515	Independent acute locations
255	NHS or independent community health providers
273	Out of hours and urgent care
29	Slimming clinics
149	Prison healthcare locations



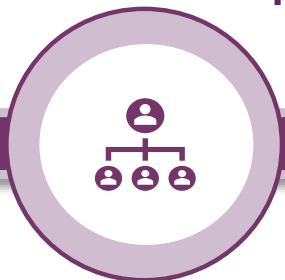
Is it safe?  
Is it effective?  
Is it caring?  
Is it responsive?  
Is it well-led?



# Re-building good regulation



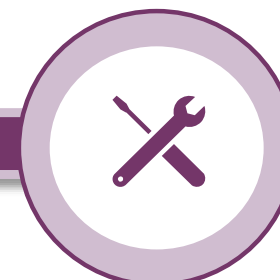
**Strengthening  
our leadership**



**Having the right  
expertise in place**



**Improved tools for  
providers**



**Reviewing our  
assessment  
framework**



**Updating our approach  
to relationship  
management**



The proposed contract model is a single, three-year, contract providing two distinct services, which interact with, and compliment each other.

- **Services A** will be the core Expert by Experience (ExE) services, to support our inspection and co-production activities.
- **Services B** will be the additional requirements, to develop, maintain and deliver our Public Engagement Network to provide engagement services with people from seldom heard communities, people with protected characteristics, and people made vulnerable by their circumstances.

The Expert by Experience programme is founded on the fundamental principle of engaging with people who use, or care for someone who uses health and social care services, (experience should be within the past 8 years).



# Why we work with Experts by Experience?



ExE help us to do our job properly because they:

- have lived experience of the services we inspect
- are better at understanding the needs of the people using a particular service
- use their experience to carry out meaningful conversations with people, make observations and gather evidence during assessments
- help us to increase the quality and quantity of evidence
- are able to gather evidence which may otherwise be missed, e.g. identifying risks or concerns, as well as good practise
- bring a different perspective to the assessment team
- are able to help us engage with community groups, to enable a better understanding of changes to the quality of care between assessments

# Experts by Experience skills - experience



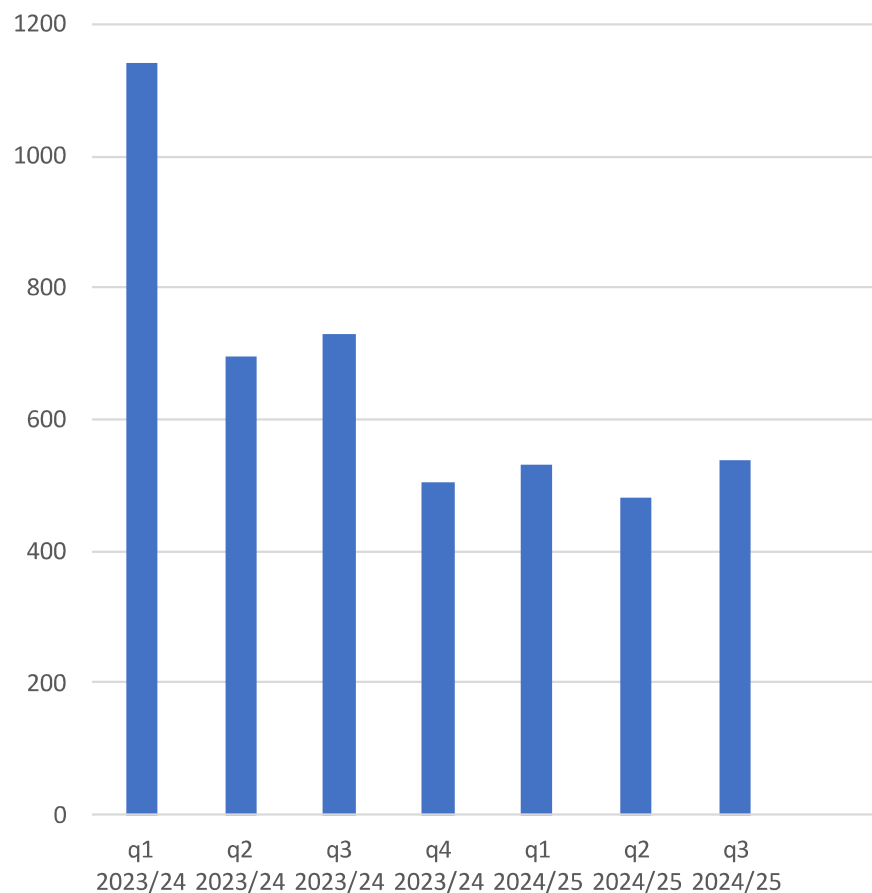
The Expert by Experience has:

- ✓ A good understanding of CQC and our work
- ✓ The ability to demonstrate a good understanding of health and social care, particularly in their area of expertise
- ✓ Excellent communication skills including the ability to demonstrate empathy and active/passive listening skills
- ✓ The ability to follow instruction and remain objective, whilst also using their personal experience and knowledge, to relate to people, and contribute to evidence gathering
- ✓ The ability to demonstrate good working knowledge of equality and human rights principles
- ✓ A flexible and positive attitude when working with both the Contractor and CQC staff, and external people
- ✓ The ability to provide accurate and organised reporting of evidence they have gathered

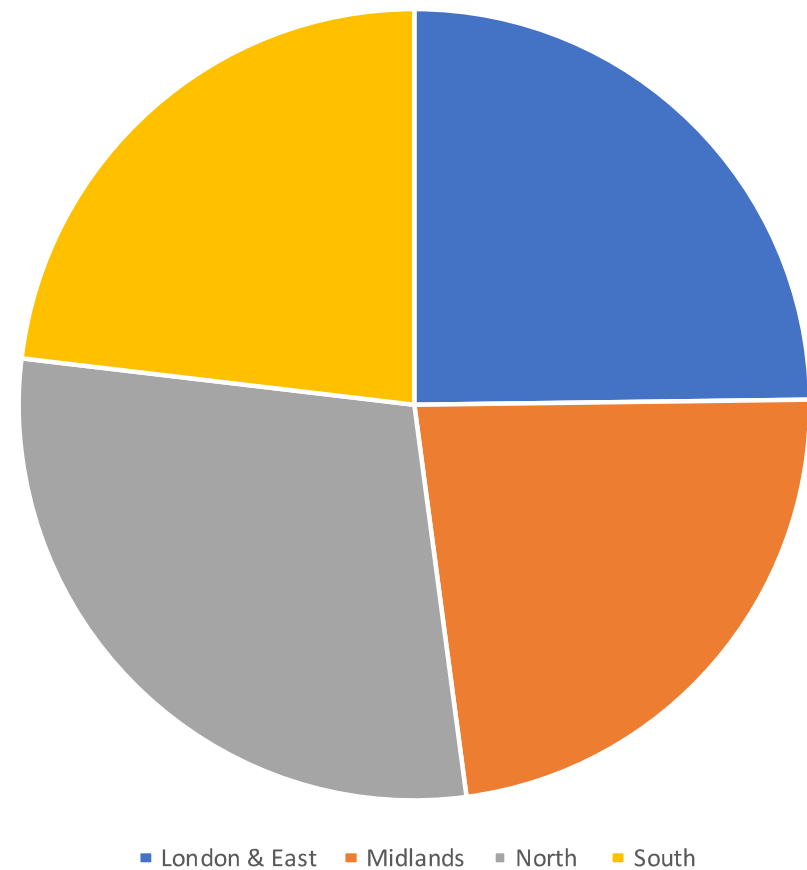
# Overall use of ExE in 2023-2024/25 in our assessments



ExE use per quarter Q1 2023 - Q3 2024/25



ExE use by region

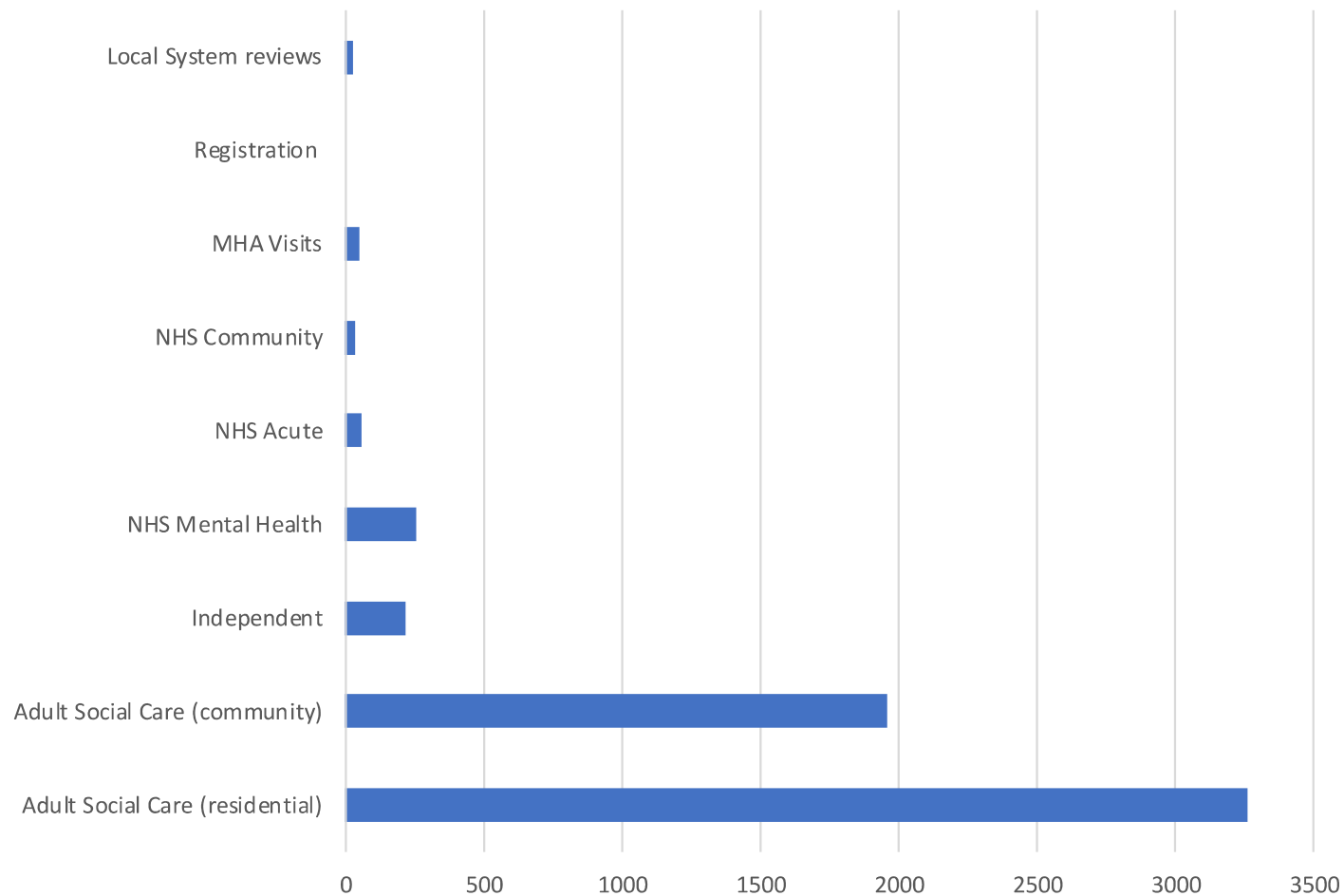




# ExE use 2023/24 – by service type in our assessments



ExE use across different services 2023- Q3 2025



- We use co production, or co design groups to bring together a wide range of knowledge about the needs of people who use services.
- Experts by Experience support co-production by attending face to face or online meetings.
- The purpose of these groups is to bring together a wide range of knowledge and experiences to inform our policy, methodology and guidance development, and to inform our regulation of services.
- ExE will be expected to have relevant lived experience for the topic, which will be specified in the ExE support request that goes to the contractor.

## ExE profiles – current (may be subject to change)



Experience of detention under the Mental Health Act

Family carer of a person with experience of using independent hospital services

Family carer of adult relative who has a learning disability and high support/complex needs

Family carer of adult relative who has a learning disability and high support/complex needs 2

Family carer of child or young person (CYP) who uses health services

Family carer of older person

Family carer of person living with dementia/older person

Person (or family carer of a person) who has experience of Independent Acute Hospitals

Person who has used maternity services in the past 4 yrs

Person with a learning disability / autism

Person with a physical impairment

Person with a sensory impairment

Person living with Dementia

Person with experience of community health services

Person with experience of Domiciliary Care services

Person with experience of GP services

Person with experience of mental health services

Person with experience of Palliative Care services

Person with experience of substance and misuse services

Young Person with experience of using health services

Person with a learning disability / autism who has Experience of detention under the MHA

Person who has an acquired brain injury

Family carer of a person who has an acquired brain injury

Person who has an eating disorder

Person with experience of mental health services, within a forensic setting

Family carer who has supported a person through end of life care

Person with a learning disability

Person on the autistic spectrum

# ExE support to assessments - indicative volumes per annum



Sector	Assessment category	Midlands events 23%	London & East 25%	North events 29%	South events 23%	Total events
ASC	Residential social care	1150	1250	1450	1150	5000
ASC	Community social care services	552	600	696	552	2400
NHS	Acute	46	50	58	46	200
NHS	Community	18	20	23	18	80
NHS	MH	179	195	226	179	780
MHA	MHA visits	35	38	44	35	150
Independent	MH	39	43	49	39	170
All sector	Registration	16	18	20	16	70
Cross sector	LA/ICS and thematics					200
<b>TOTAL</b>						<b>9050</b>

# Questions and answers



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## Services B (Additional services) Public Engagement Network



These additional service requirements will provide insight and intelligence about experiences of care, from:

- people from seldom heard communities,
- people with protected characteristics,
- people made vulnerable by their circumstances

This work will contribute to our assessments and the design and development of the way we regulate.

Key activities;

- Engagement to generate insight from groups to enable us to explore and identify issues relating to the quality of care.
- Engagement to generate feedback from groups and their members about individual experiences of care, in named services
- Co production and design with Seldom heard and protected characteristics groups



# Public Engagement Network



The overall ambition for the network is for CQC to have access to target groups across all 42 ICS areas in England. Examples of groups we want to reach:

- people who are vulnerable because of their circumstances
- people from minority ethnic communities
- asylum seekers and refugees
- people from LGBT communities
- people with physical/sensory disabilities
- children and young people with health needs
- people with a learning disability, autistic people
- older people with complex health needs or who lack capacity

# The role of the ExE Contractor



- ✓ Understand and embed CQC's mission through the delivery of the service
- ✓ Work in partnership with CQC and any other suppliers as required
- ✓ Support continued improvement and value for money
- ✓ Maintain sufficient staff resource to deliver ExE services to required volume and quality
- ✓ Build and maintain the CQC Public Engagement Network
- ✓ Provide a flexible and responsive service which supports our changing needs, over the duration of the contract
- ✓ Provide accurate and timely Management Information, invoicing and secure handling of data
- ✓ Deliver effective employment support to enable ExE to carry out their role to the required quality

# Questions and answers



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# **Commercial Approach**

- CQC is committed to ensuring that public money is spent in a way that is fair, honest and accountable and that all decisions are transparent.
- To comply with national public procurement legislation our contract opportunities are openly published clearly setting out the process for applying, the information required to be submitted by suppliers and how that will be evaluated.
- All CQC tender opportunities are advertised and managed through our e-tendering system, **Atamis**: <https://atamis-1928.my.site.com/s/Welcome>.
- If you are not already registered on Atamis please do so in advance of the procurement process starting.

## Market Engagement from a Procurement perspective - Why?

- Helps CQC to identify and refine the potential requirements and allows prospective Tenderers to share thoughts and feedback with CQC prior to the formal procurement process commencing.
- Helps to build interest, capacity and understanding in the supply market.
- Helps prospective Tenderers to understand the procurement process and submit stronger bids.
- Provides prospective Tenderers with early sight of the procurement timelines so they are pre-prepared to engage with the procurement process.



### **CQC's preferred route at this time is the Restricted Procedure:**

- This is a **two-stage** process which allows CQC to draw up a short-list of interested suppliers by undertaking a formal pre-qualification stage, prior to the submission of Invitation to Tender (ITT) documents.

**Stage 1 – Pre-qualification stage**

**Stage 2 – Full tender (ITT) Submission stage**

# Stage 1 - Standard Selection Questionnaire (SQ)



**A government Standard Selection Questionnaire (SQ) is used during the pre-qualification stage to shortlist suppliers to participate in the full tender process. This allows CQC to:**

- Specify and assess suitability criteria before allowing potential tenderers through to the fuller tender exercise.
- Ensure potential tenderers can meet minimum or essential requirements such as financial standing and or evidence of delivering similar services.

**There are benefits to potential tenderers:**

- Allows consideration on the ability to meet essential criteria before committing to the full tender process.
- Saves the cost of submitting a tender where minimum essential criteria cannot be met.

## Stage 2 - Invitation To Tender



- The Invitation to Tender (ITT) stage is an opportunity for shortlisted suppliers to submit a detailed bid for the requirement.
- In a Restricted Procedure the ITT is only issued to the suppliers who have made the short-list following the successful completion of the Standard Selection Questionnaire. A draft ITT is however shared at Stage 1 for all potential suppliers to view.
- During the ITT stage there will be a time window in which tenderers can raise queries. Should a tenderer raise a query, all tenderers will be advised of the questions raised together with the answer. All questions and answers are anonymised.
- Returned tenders are handled in commercial confidence. All evaluation panel members are required to complete a Conflict of Interest Declaration and Confidentiality Agreement form prior to the start of the evaluation.
- Evaluation activity will be carried out by a panel made up of relevant subject matter experts and the evaluation criteria are outlined in the ITT documents.

# Indicative Procurement Timeline



Activity Milestones	Estimated Timescales
Preliminary Market Engagement (PME) supplier events	16-24 January 2025
Responses to Q&A / follow up enquiries	24-31 January 2025
Decision to publish Invitation to Tender (ITT)	February 2025
Conclusion of procurement / Award of Contract	December 2025
Contract mobilisation	January – March 2026
Service commencement	April 2026

Useful Links	
<b>Atamis</b> CQC's e-tendering system for procurement, used across the NHS	<a href="https://atamis-1928.my.site.com/s/Welcome">https://atamis-1928.my.site.com/s/Welcome</a>
<b>Find a Tender / Contracts Finder</b> The place to look for all public sector contract opportunities, and opportunities to bid on.	<a href="https://www.gov.uk/find-tender">https://www.gov.uk/find-tender</a> <a href="https://www.gov.uk/contracts-finder">https://www.gov.uk/contracts-finder</a>

# Questions and answers



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