Consultation on the Provision of a Support Service for People living with HIV, for Ealing

1. Introduction and Purpose

Ealing Council (the Council) is consulting on the future provision of HIV Support Services. The purpose of this consultation is to seek the views and opinions of the public to help to shape the future delivery of a new Support Service for people living with HIV, within the borough of Ealing. HIV Support Services aim to improve the health and wellbeing of people living with a positive diagnosis of HIV, and to prevent onward transmission. HIV Support Services are complementary to, but not the same as, HIV clinical services where people receive medical care.

The findings from the consultation will assist the Council in planning and shaping the new service delivery model. The new HIV Support Service aims to be innovative, outcome and prevention focused, based on evidence and best practice, relevant to different needs, involves service users in design and delivery, and is easily accessible to people from Ealing living with HIV. The Council intends to procure a new contract for the provision of HIV Support Services this year, with the new contract commencing from 1st April 2019.

Please complete a short online survey, latest by 13 June 2018, to take part in this consultation. All the information collected through the survey will be kept strictly confidential and used in accordance with the General Data Protection Regulation (GDPR).

For any help or queries please email DarrochJ@ealing.gov.uk and quote ‘Consultation on the provision of HIV support services in Ealing’.

2. Background

The sexual health system refers to a range of services for sexual health, reproductive health and HIV, and includes prevention and awareness, testing and treatment of sexually transmitted infections (STI’s), contraception, abortions and support for people living with HIV.

HIV is an infection where, if diagnosed and treated early, improvements in treatment have made substantial reductions in HIV illness and premature death. However, HIV is associated with high costs of treatment and long-term care and complications. For example, there may be complications associated with late diagnosis, aging and co-morbidities with other illnesses, or the desire to have children or poor mental health. Higher levels of discrimination and stigma towards some people diagnosed with HIV can negatively impact on social networks, or act as a barrier to receiving support and healthcare. Evidence suggests the need for additional support can be episodic, particularly during difficult periods, for example when receiving a new diagnosis or
when experiencing isolation, or for receiving support with adhering to treatment and self-management, or navigating the health and social care system. The provision of high quality and evidence based support is necessary for improving the life of people living with HIV and can also be considered a cost saving measure for the wider health and social care system.

The Health and Social Care Act 2012 led to significant changes in the commissioning, contracting, monitoring, governance of and payment of sexual health services in England. As part of these changes, the Council is responsible for the provision of support services for people living with HIV to improve health and wellbeing amongst residents and to reduce onward transmission.

3. Current Service Provision

The Council currently has three separate contracts in place with three different providers for the delivery of HIV Support Services. All three contracts expire on 31st March 2019.

The current services are delivered by the following providers:

1. Living Well
2. Positively UK
3. Riverhouse Trust

The services currently provided under the existing contracts are located outside of the borough of Ealing, but do provide satellite provision within Ealing. Services currently provided include secondary prevention including psycho-social support, counselling, life coaching, self-management programmes, adherence to treatment support, educational workshops, peer-led emotional and practical support to people living with HIV and the prevention of onward transmission.

While the services are valued by service users and meet their physical, mental and emotional health needs, provision is historical where services are mainly provided outside of the borough. Historically, HIV Support Services were commissioned collaboratively with other authorities and/or public bodies. However, most London boroughs have now moved to more localised delivery of HIV Support Services by procuring contracts for their own locations. Accordingly, the Council plans to move away from the current service provision to a more localised delivery of HIV Support Services. We seek to build on best practice and innovation to develop a service provision that is relevant to our residents.

4. Future Plans

The Council intends to introduce a new HIV Support Service located within the borough of Ealing, giving accessibility to residents of Ealing living with or affected by HIV.
We aim to develop a new service model which improves health and wellbeing outcomes, is innovative, builds on best practice, based on evidence of need and effectiveness and involves service users and stakeholders, including peer support, in the design and delivery of the services to increase service impact.

The intention is that following this consultation, the Council will carry out a competitive dialogue procurement process with potential providers in the market to procure a single contract to provide support services for people living with HIV, at borough level.

The procurement of a single contract aims to achieve high quality service provision and efficiency savings, which more closely aligns expenditure on HIV support provision with the London annual average of approximately £77 per capita per person diagnosed with HIV.

The expectation is that the new service develops close collaboration with key local services including sexual health and HIV clinical services, as well as wider health, public health and social services to ensure clear referral pathways, using opportunities to make every contact count (MECC) and to support self-management to improve health and wellbeing.

The service will support the delivery, directly and indirectly, of the following measures of the Public Health Outcomes Framework (PHOF), NHS Outcomes Framework and Framework for Sexual Health Improvement:

- People presenting with an HIV infection at a late stage
- Social Isolation
- Self-reported wellbeing
- Enhancing quality of life for people living with long-term conditions
- Preventing people from dying prematurely
- Reduce the onward transmission of HIV and avoidable deaths from it

5. Consultation

The purpose of this consultation is to seek the public's views and opinions on the key requirements of users for future service delivery which will assist the Council with planning and shaping how the services should be delivered going forward.

This consultation is for users of HIV support services, previous and potential users of HIV support services, service providers, local residents and other stakeholders.

The ultimate aim of the Council is to provide an optimal support service model for HIV support services provision in Ealing under the new contract.

Therefore, the findings from this consultation will be used during the procurement process to:

(a) support the development of the service specification;
(b) drafting of the initial invitation to tender document;
(c) formulate the evaluation criteria and any weightings attached to those criteria during the competitive dialogue phase and the evaluation of final tenders; and
(d) help providers to develop their competitive tender service models and to inform the selection of the final tenders.

The intention is that the procurement process is completed and a new contract awarded by April, 2019.

The consultation will be open from 18 April 2018 to 13 June 2018.

Please post any paper copies to

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We may need to share the feedback you send us within our own organisation, as well as with potential bidders, to help to shape the new service model. We may also publish this feedback as part of our response to the consultation; however it will be ensured that individuals cannot be identified in any way through this feedback.

6. Equality Impact Assessment

Section 149 of the Equality Act 2010 requires that public bodies, in exercising their functions, have due regard to the need to (1) eliminate discrimination, harassment, victimisation and other unlawful conduct under the Act, (2) advance equality of opportunity and (3) foster good relations between persons who share a protected characteristic and persons who do not share it.

As part of the overall process, the Council has a duty to consider the implications of any proposal on all members of the local community who may be affected disproportionately as a result of the proposal being carried out. A draft equalities impact assessment has been undertaken in parallel with the consultation process and your views on this document are encouraged.

7. Supporting Documentation

- Ealing Sexual Health Strategy (2015)