

Mr Mark Hubbard  
Head of Partnerships and Commissioning  
Voscur  
Royal Oak House  
Royal Oak Avenue  
Bristol  
BS1 4GB

South Plaza  
Marlborough Street  
Bristol  
BS1 3NX

Switchboard 0117 976 6600  
Direct dial 0117 900 3417  
Email [james.gold@nhs.net](mailto:james.gold@nhs.net)

2 April 2020

Dear Mark

**Re: Approach to VSCE**

Thank you so much for your letter and for raising with us these really important issues on behalf of the voluntary sector. We are absolutely clear that we need to work closely with you to ensure that we support each other through this period and support the people in our services and communities whose work is vital at this time.

In these uncertain times we are trying to continue to commission our providers, subject to the evolving government advice and support. In particular, as part of our internal Business Critical Response Cell we have a Finance and Contracts Cell looking at how this will work in situations where there is no, or unclear guidance, from government.

Reflecting on the emerging concerns mentioned in your letter I have tried to address your questions as comprehensively as possible.

**Current Contracts**

Where contracts are in place, these will be honoured where the service is critical to either the CCG or COVID-19 response. If it is not possible to carry out the service (because of COVID-19) then there will be an assessment of how the CCG can help support the business financially or discuss where there's an opportunity to deliver the service by other means. We recognise that every service is different and therefore to help, we are more than happy to support you and therefore ask if there any concerns or requests that they are directed through to Justine Rawlings.



## **Procurement**

All our resources are focussed in dealing with COVID-19 and business critical functions and therefore I can confirm that no new procurements will take place during this period and current procurements if agreed by all parties will be paused. As you have raised it will be challenging for your members to participate in any public procurement process when their capacity is fully engaged with dealing with the COVID-19 response.

Please make contact with Justine Rawlings who will be more than happy to discuss your individual members concerns / needs.

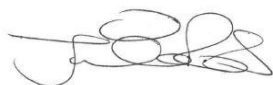
## **KPIs/Targets**

We are taking a similar approach across all our contracts as supporting the system is our priority at this very difficult time. Therefore, during this unprecedented period, we will be relaxing the KPIs and targets for current contracts through Q4 (19/20) and Q1 (20/21). This will be reviewed as we start to emerge from the current crisis.

I hope that this has addressed the issues you have raised, provides reassurance and supports the organisations to re-focus work and services where needed. Please let us know if you have any further questions or issues you need to raise by contacting Justine Rawlings who is leading our Voluntary agency response currently  
[Justine.rawlings@nhs.net](mailto:Justine.rawlings@nhs.net)

I would like to wish you and the whole of the sector well in this difficult period

Yours sincerely



**Julia Ross**  
**Chief Executive**

cc

Justine Rawlings

Helena Fuller, Deputy Director of Commissioning

James Gold, Head of Contracts (Acutes)

Rachel Anthwal, Head of Contracts (Non-Acutes)

Emma Moody, Head of Contracts (Mental Health and Learning Disabilities)





**Shaping better health**