

RECORD OF DECISION MADE UNDER DELEGATED AUTHORITY

***PART 1 – PUBLIC DOCUMENT**

Any interest to declare/ or conflict and any dispensation granted *[if applicable]*

SERVICE DIRECTORATE: CUSTOMERS

1. DECISION TAKEN

To continue a supply contract with Arena Security in regard to the provision of Fallback Response services as a delegated function of the Hertfordshire County Council Assistive Technologies Service for 12 months commencing 1st April 2022.

2. DECISION TAKER

Jo Dufficy, Service Director - Customers

3. DATE DECISION TAKEN:

22 February 2022

4. REASON FOR DECISION

4.1 The fallback response service is a core component of assistive technology and the service that Careline provides to support independent living. In cases where service users have no available informal responders and the service user is unable to verbalise their need for emergency support, Arena will attend the residence of the service user, gain access via the key safe and assess the support need required. Arena will advise Careline call operators of their findings so appropriate action can be taken such as calling an ambulance.

4.2 Hertfordshire County Council (HCC) also has a fall-back response service currently provided by British Red Cross which expires in a year. It is the intention to review both sets of fallback service arrangements to ensure a uniform approach across the County

4.3 HCC have asked North Herts Council to delay procurement of the fallback service for 12 months in order that a joint review can take place and a combined procurement process be progressed.

5. ALTERNATIVE OPTIONS CONSIDERED

5.1 To re-procure a fallback service immediately and independently of HCC

6. CONSULTATION (INCLUDING THE EFFECT ON STAKEHOLDERS, PARTNERS AND THE PUBLIC)

6.1 The service is currently part of the assistive technology offering and we are not proposing to change the options available.

6.2 Consultation has been carried out with the and Deputy Executive Member for Housing and Environmental Health in the absence of the Executive Member for Housing and Environmental Health

6.3 Consultation has also been carried out with the Assistive Technology Lead at HCC

7. RELEVANT CONSIDERATIONS

7.1 NHC expanded the Careline service provision to become the single supplier for HCC in 2021. This has involved the transfer of 3300 clients. The increase in client base requires additional response capacity as part of the new arrangement, currently this is provided via two providers (where an informal carer is not available). The extension of the contract with Arena will allow appropriate time for a combined review and procurement exercise to be carried out.

8. LEGAL IMPLICATIONS

8.1 The Service Director – Customers has delegated authority to enter into contracts to carry out works and/or for the supply of goods and services within approved budgets as per section 14.6.4(a)(ii) of the Constitution.

8.2 Under terms of reference 14.6.7 (b)(i) of the Constitution, the Service Director - Customers has delegated authority for all care functions including the provision and management of Careline and community alarms.

8.3 Contracts must be let in accordance with the Contract Procurement Rules and paragraph 7.13 of the rules requires the publication of a Decision Notice for any contract with a value of above £50,000.

9. FINANCIAL IMPLICATIONS

9.1 The expenditure is funded through service users' contributions and by additional funding received from HCC. NHDC will draw down a proportion of the funding through the existing SE9EA agreement.

9.2 The contract value has been calculated at £70k to take into account the increase in client base as a result of the expanded service. There is an existing budget of £38k and the increase will be funded through the response element of self-funded clients service charge or be underwritten by HCC through the Section 9EA.

9.3 The value of the contract is estimated at £70k for one year.

10. RISK IMPLICATIONS

10.1 Failure to maintain a supplier of a response service would put in jeopardy the supply of service to vulnerable residents within Hertfordshire, due to the inability of emergency call handlers to ascertain the needs of un-responsive service users. There is a contractual obligation between NHC and the service user to provide a fallback response.

11. EQUALITIES IMPLICATIONS

11.1 The service provides support to vulnerable elderly and disabled residents of Hertfordshire.

11.2 *There are no other equalities implications.*

12. SOCIAL VALUE IMPLICATIONS

12.1 Arena Security is already a supplier to the NHC and a local provider. The value of the one year extension is below £100,000.

13. HUMAN RESOURCE IMPLICATIONS

None


14. BACKGROUND PAPERS

None


15. NOTIFICATION DATE

04 March 2022

Signature of Executive Member Consulted



Date 3 March 2022



Signature of Decision Taker

Please Note: that *unless urgency provisions apply* EXECUTIVE decisions cannot be implemented until 5 clear working days have elapsed after the decision has been taken to allow for scrutiny call-in.

Call-in does not apply to NON-EXECUTIVE DECISIONS