

**Decision Maker:** CARE SERVICES PORTFOLIO HOLDER

**For pre decision scrutiny by Care Services Policy  
Development and Scrutiny Committee**

**Date:** Tuesday 12 January 2016

**Decision Type:** Non-Urgent Executive Non-Key

**Title:** DOMICILIARY CARE CALL TRACKER CONTRACT

**Contact Officer:** Stephen John, Assistant Director: Adult Social Care  
Tel: 0208 313 4754 E-mail: Stephen.John@bromley.gov.uk

**Chief Officer:** Assistant Director: Adult Social Care (ECHS)

**Ward:** All Wards

---

1. Reason for report

- 1.1 This report seeks permission to extend the Panztel contract until 31<sup>st</sup> March 2017 pending the result of the options appraisal for future delivery of the reablement service..
- 

2. **RECOMMENDATION**

- 2.1 That the Care Services Portfolio Holder agree to extend the Panztel contract from 1<sup>st</sup> April 2016 until 31<sup>st</sup> March 2017.

### Corporate Policy

1. Policy Status: Existing Policy:
  2. BBB Priority: Supporting Independence
- 

### Financial

1. Cost of proposal: £13,000 in 2016/17 (cumulative total £110,717 since 2010)
  2. Ongoing costs: N/A
  3. Budget head/performance centre:831 001 1933
  4. Total current budget for this head: £19,510
  5. Source of funding: ECHS Baseline budget.
- 

### Staff

1. Number of staff (current and additional): N/A
  2. If from existing staff resources, number of staff hours: N/A
- 

### Legal

1. Legal Requirement: None:
  2. Call-in: Applicable:
- 

### Customer Impact

1. At any one time the Re-ablement service will be working with between 45/50 Service Users (SU's). The Re-ablement service is time limited to six weeks so the number of SU's who will receive the service in the course of a year is in the region of 450.
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments:

### 3. COMMENTARY

- 3.1 The reablement service, which is part of Direct Care Services in the Adult Social Care Division of Education Care and Health Services provides help and support to vulnerable service users by helping them to maintain or regain simple daily living skills which may have been eroded due to illness or a stay in hospital. The support provided by the specially trained staff team is intensive and designed to increase confidence and reduce, or remove, the need for on-going domiciliary care packages and to increase the person's independence and ability to manage their own lives.
- 3.2 The service uses an electronic data collection system, provided by a company called Panztel, to monitor the domiciliary visits made by reablement facilitators. The current contract ends on 31<sup>st</sup> March 2016.
- 3.3 The system, known as EziTracker, records the arrival and departure times of the domiciliary visits made by the facilitators. On arrival at a service user's home the facilitator phones a Freephone number and enters a PIN, repeating the process on leaving. This identifies the member of staff and verifies that the visit has taken place and provides operational data for the service, e.g. arrival time, length of stay, travel time etc.
- 3.4 The reablement service is currently subject to an options appraisal for future delivery as agreed by Executive in June 2016. Until the options appraisal is complete and the decisions regarding the future of the service have been made it would be premature to tender the data capture part of the service as an external provider may well have their own data capture system.
- 3.5 This report therefore seeks permission to extend the contract for one year until 31<sup>st</sup> March 2017. If a further extension is sought, this will be reported to Care Services PDS

### 4. POLICY IMPLICATIONS

- 4.1 The reablement service supports the Council's Building a Better Bromley priority to support independence.

### 5. FINANCIAL IMPLICATIONS

- 5.1 The cost of the proposal, £13,000 in 2016/17, is within the budget for this service.

### 6. LEGAL IMPLICATIONS

- 6.1 The value of the proposed extension is such that the cumulative value of the contract is now above the threshold which requires Portfolio Holder approval.
- 6.2 This cumulative value is below the EU services and supplies threshold, which would otherwise require a competitive tender via the Official Journal of the European Union.

<b>Non-Applicable Sections:</b>	Personnel Implications
Background Documents: (Access via Contact Officer)	[Title of document and date]