

**Decision Maker:** PORTFOLIO HOLDER FOR CARE SERVICES

**Date:** For Pre-Decision Scrutiny by the Care Services Policy Development and Scrutiny Committee on Tuesday 28 June 2016

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

**Title:** CONTRACT EXTENSION FOR CALL MONITORING FUNCTION OF CARELINK

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**Ward:** Borough-wide

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1. Reason for report

- 1.1 This report requests the approval to extend the Call Monitoring Contract used for monitoring of CareLink alarms, to facilitate the market testing of the Service.
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2. **RECOMMENDATION**

- 2.1 The Portfolio Holder for Care Services is asked to agree the extension of the call monitoring contract for CareLink (community alarm and telecare services) for 6 months, as outlined in paragraph 3.4, to facilitate the market testing of the CareLink Service.

### Corporate Policy

1. Policy Status: Existing policy.
  2. BBB Priority: Supporting Independence.
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### Financial

1. Cost of proposal: Estimated cost £20k
  2. Ongoing costs: Recurring cost. £20k
  3. Budget head/performance centre: 832700
  4. Total current budget for this head: £39k
  5. Source of funding: Core funding
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### Staff

1. Number of staff (current and additional):
  2. If from existing staff resources, number of staff hours:
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### Legal

1. Legal Requirement: Non-statutory - Government guidance.
  2. Call-in: Call-in is applicable
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### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): circa 1700 Service Users
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### Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments:

### 3. COMMENTARY

#### Background

3.1 CareLink is a community alarm and telecare service that residents make good use of. The Service currently supports circa 1700 service users to live more independently with the support of community alarms and equipment that enable people to call for assistance if they require it. In line with the Council's Corporate Operating Principles to work with providers best placed to deliver services, the service was market tested in November 2013. The original market testing of these services was grouped together with Extra Care Housing and Reablement. For a variety of reasons this market testing exercise was not continued, and Members agreed to re-tender these services individually (report CS14122).

3.2 The current service is managed through separate contracts for supply and installation of equipment, a separate contract for call monitoring/handling of the alarms, as well as an in-house team that provide a mobile response service. As previously agreed, the Council is now market testing for an end-to end managed service, for one provider (or lead provider if a consortium) to provide a holistic service, covering all of these aspects. The timescale of this programme is identified below.

3.3 Indicative Timescale of the current market testing

June 2016	OJEU and ITT issued
July 2016	Evaluation of Tenders
October 2016	Award of Contract
January/February 2016	Start of New Contract

3.4 To facilitate this market testing to the above timescale, it is requested to extend the existing call handling contract. The call handling contract was awarded to Centra Pulse, following competitive tendering in 2011 for a period of two years plus options to extend, at the Councils discretion for a further two periods of one year each. The contract extensions have been utilised, and a further waiver was placed by the Service Manager to take the contract to October 2016 to allow for market testing.

3.5 The commissioning process highlighted several issues that had to be resolved before continuing, which have extended the timescales. To continue the market testing it is necessary to extend the existing call monitoring contract with Centra Pulse, which expires in October 2016. The current contract is priced at a monthly rate of £1.73 per client. It is proposed to extend this for 6 months, with a one month break clause in that period. At the current usage of the CareLink and Telecare service this is not expected to be greater than £20k, although any variables in demands on the service would increase this by the relevant unit price.

3.6 Any future need for call monitoring will be included in the market testing and proposed end to end service delivery.

## 4 POLICY IMPLICATIONS

- 4.1 The proposals within this report are consistent with current policy. The provision of a community alarm service contributes to the Council's aim of helping people to remain independent.

## 5 FINANCIAL IMPLICATIONS

- 5.1 The CareLink service is a well utilised service for social care and self-funding clients, and as such the two main sources of income are core funding and the fees paid by self-funding clients. In any potential new service the Council will retain the function of collecting client contributions, as it retains the functions of financial assessment and referral to the service for social care clients.
- 5.2 The current contract for call monitoring with Centra Pulse is £39k per annum, this is made up of a charge of £1.73 per client per month. The current contract has been in place for five years, and has a cumulative value for approximately £220k, therefore any additional expenditure must be approved by the Portfolio Holder of Care Services. If agreed the extension will be for six months, with a one month breaks clause. At the current per client rate, the total cost of the extension is not expected to be over £20k for the six month period.
- 5.3 There is funding allowed in the 2016/17 budget to facilitate this and extend the contract whilst negotiations are progressed. The full budget breakdown of the Service is shown in Appendix 1.

## 6 PERSONNEL IMPLICATIONS

- 6.1 There are no personnel implications for the extension of this contract. The provider has also confirmed that TUPE will not apply in the retendering of the new service/

## 7 LEGAL IMPLICATIONS

- 7.1 The contract value is below the formal threshold for tendering under the Public Contracts Regulations 2015 and the services are subject to the "light touch" regime. Taking these factors together with the fact that the purpose for the extension is to allow a competitive procurement process of an end to end service, the proposal to extend the current contract is compliant.

<b>Non-Applicable Sections:</b>	None.
Background Documents: (Access via Contact Officer)	CS14122 – Executive 11 <sup>th</sup> February 2015 – Direct Care Update