

**CABINET DECISION NOTICE**

**Date of Cabinet Meeting:** Thursday 14 December 2023

**Publication of decision date:** Friday 15 December 2023

**Call-In Period** Monday 18 December to Friday 22 December 2023 (5pm)

*(For clarity, where an item is 'to be noted', 'received' or 'recommended to Council' this is deemed not to be a formal Executive decision and so the call-in provisions will not apply)*

**Decision Implementation Date:** Monday 25 December 2023

**(If no Call-in activated)**

Details of decisions made at the Cabinet meeting held on Thursday 14 December 2023 were as follows:-

<b>Cabinet Area</b>	Housing, Health and Communities
<b>Title of Report</b>	<b>Control Centre and Community Alarm Services Emergency Contract Decision</b>
<b>URN</b>	22-161
<b>Item Number</b>	1
<b>Purpose of Report</b>	
<p>The Council currently operates an in-house Alarm Receiving Centre (ARC) which takes calls from sheltered housing resident alarms, dispersed community alarms and provides the Councils' Out of Hours call response service. After charges to residents and tenants for paid-for alarm services, the cost of the ARC is around £200,000 in subsidies from the Councils' budgets.</p> <p>With the national switching of phonelines from analogue to digital, which is already underway and is due for completion by 2025, the current software and hardware used by the in-house service would require significant investment to maintain this service going forwards. In addition, there is a current service risk associated with the digitalisation of phone lines which requires prompt action to resolve, and additional issues related to this are emerging weekly along with difficulties caused by recent IT changes.</p> <p>This, combined with significant risk to the service from a lack of resilience in the staffing capacity and limited ability to draw on shift cover from our existing partnership arrangement means we have a significant risk that this service could become undeliverable at short notice, which would put the lives of those relying on the alarm monitoring service at risk.</p> <p>Note : Further details of this report can be found <a href="#">HERE</a></p>	
<b>CABINET DECISIONS:</b>	
<b>Cabinet RESOLVED to :</b>	

1. Supports the direct award of a contract to the current standby service provider, CareLine365, which provides current shift cover in order to minimise risk to residents under existing officer delegations to the Executive Director – People and Section 151 Officer in association with the Monitoring Officer as an Operational Emergency under article (42.10.5) given the possible risk to life.
2. Notes the procurement of a 24/7 out of hours telephone call answering service needed to deliver the emergency out of hours call handling (currently provided by the alarm monitoring service as an additional service) will need to be expedited as a result of the above.
3. Agree to Officers developing a Business Case working with TSA on a robust service standard i.e. what would it cost to retain the services in-house versus externalising.
4. Agree to Officers Exploring with remaining staff their willingness to cover additional shifts.
5. Agree that Officers fully consult and engage with staff and service users in relation to the future service provision
6. Agree that Officer consider options of existing frameworks for sheltered housing alarm monitoring provision and continuity for dispersed community alarms
7. Agree that Officers prepare robust communications plan which describes the new, improved service and market the opportunity to new customers
8. Agree to Officers mobilise towards a new service once all due diligence, financial, procurement and legal checks have been undertaken

<b>Declarations of Interest / Conflicts of Interest</b>	None
<b>Meeting Date</b>	Monday 4 December 2023
<b>Call-In Period</b>	Monday 18 December to Friday 22 December 2023 (5pm)