

**Tendering for Call Monitoring Platform for Sefton Careline**

Date of Issue:	13 November 2024
Date of Decision:	21 November 2024
Report to:	Cabinet Member - Cleansing & Street Scene
Report of:	Assistant Director (Operational In-House Services)
Portfolio:	Cleansing & Street Scene
Wards affected:	All Wards
Is this a key decision:	No
Included in Forward Plan:	No
Exempt/confidential report:	No

**Summary:**

This report is to request Cabinet Members' authority to commence a mini tendering exercise through the NHC (Northern Housing Consortium) for the provision of platform providers and will be evaluated on the basis of most economically advantageous tender.

**Recommendation(s):**

1. Approves the tender process to select the provider for the provision of Sefton Careline Call monitoring platform.
2. Gives delegated authority to the Assistant Director (Operational In-House Services) in consultation with the Cabinet Member to award the contract resulting from the procurement process and to award any extension thereof; this will be for a 2+1+1 contract with a total approximate value of £112,000 over the four year period.

## 1. The Rationale and Evidence for the Recommendations

To provide a robust call handling and monitoring platform for Sefton Careline to maintain service delivery for service users across the Borough of Sefton providing the Council with a more efficient operation.

### 1.1

Sefton Careline was established in the 1980s and until October 2022, operated on an analogue platform with its existing supplier Tunstall who has been the platform provider since the Careline was launched. In 2022, the service transitioned to a digital SaaS (Software as a Service) platform with its existing supplier Tunstall who has been the platform provider for in excess of 20 years giving greater agility and increased resilience, enabling new and existing service users to transition to digital technology in readiness for the Analogue to Digital switchover in 2025. Operating on a cloud-based platform further reduces the risks for the service allowing home working for the team which further supports the service during DR (disaster recovery).

### 1.2

There are a number of providers on the market and a tender exercise through the NHC framework will allow us to explore competition on the market ensuring the council is receiving value for money and a standard of service delivery through the correct procurement route.

### 1.3

As per the Service vision to 2030, our annual review of fees and charges is an important annual consideration for the service to ensure income generation is maximised while delivering a high standard of service.

## Contribution to the Council's Core Purpose:

Protect the most vulnerable:

The service works to provide vital security equipment within a technology enabled care offer, with 24 hour monitored support enabling vulnerable people to live safely and reassured throughout the Borough of Sefton.

Children and adults who have complex care needs with no capacity to care for themselves and no other networks to support them. For those who are the most vulnerable we will have a helping role to play, we challenge others to ensure we all protect the most vulnerable children and adults and where we needed, will intervene to improve lives.

Facilitate confident and resilient communities:

The provision of technology enabled care promotes resilience for the vulnerable within our communities.

Commission, broker and provide core services:

The core operation provided by the Council remains unchanged.

Sefton ARC and Careline is within Operational In-House services, located at Linacre Lane, Bootle. The service provide a core service to colleagues, residents and non-residents of Sefton in ensuring that security is monitored 24/7 for communities throughout the borough giving residents/visitors peace of mind.

Place – leadership and influencer:

The service including staff, provide all aspects associated with facilitating and operating the ARC function which includes, 24/7 alarm monitoring, assessment of clients within their homes to general administration duties including finance (billing).

Sefton ARC work collaboratively with partners across the Council, including internal corporate buildings and Adult Social Care (ASC) to ensure it provides the best possible solutions to those who need them most.

Investing in its future, Sefton ARC and Careline support the apprenticeship programme, promoting opportunities for development and growth and employment by providing and developing a skilled workforce for its future.

Drivers of change and reform:

Sefton ARC have begun a digital journey by transitioning onto a cloud-based platform, reducing the need for 'on-premise servers', further enhancing the service and its capabilities, whilst also increasing resilience and reducing risk.

Facilitate sustainable economic prosperity:

N/A

Greater income for social investment:

Investment is generated through Sefton ARC and Careline Services to continue to provide a high standard of service to attract clients further in turn generating much needed income to be self-sustainable for the community and service users of Sefton and beyond.

Cleaner Greener:

N/A

## 2. Financial Implications

Revenue costs of approximately £28,000 per annum are currently incurred for the existing service provision, and the costs associated with any change in service provider will be contained within existing budgets.

## 3. Legal Implications

There are no legal implications with this report.

## 4. Corporate Risk Implications

Any change to service provision if a new provider is established will be risk assessed through the established process.

## 5. Staffing HR Implications

There are no direct resource implications or staffing implications. There are no HR implications.

## 6. Conclusion

With the pending analogue to digital switchover, and the increase in demand on the need for data, it is important to explore the advantages of other platform providers. With rapid changes in technology, it is essential that the Careline Service provides a call monitoring platform that is interoperable with all providers of Technology Enabled Care.

### Alternative Options Considered and Rejected

None

<b>Equality Implications:</b> There are no equality implications.
<b>Impact on Children and Young People:</b>
<b>Climate Emergency Implications:</b> The recommendations within this report will have a <b>Positive</b> / Neutral / <b>Negative</b> impact.

**What consultations have taken place on the proposals and when?**

**(A) Internal Consultations**

The Executive Director Corporate Services & Commercial (FD.7825/24.) and Chief Legal and Democratic Officer (LD5925/24..) have been consulted and any comments have been incorporated into the report.

Procurement team and Finance team have been consulted.

**(B) External Consultations**

Tunstall current provider have provided support and feedback with the specification for tender. NHC framework have also guided on the framework.

**Implementation Date for the Decision:**

Following the expiry of the “call-in” period for the Cabinet Member decision.

Contact Officer:	<b>Steve Dwyer – Service Manager, Sefton ARC</b>
Telephone Number:	0151 934 4848
email Address:	steve.dwyer@sefton.gov.uk

**Appendices / Background Papers:**

Appendix A, previous direct award documentation