



To: Executive Councillor for Housing (and Deputy Leader): Councillor Catherine Smart  
Report by: Robert Hollingsworth, Head of City Homes  
Relevant scrutiny committee: Housing Management Board 27/9/2011  
Wards affected: All Wards

**EXTENSION OF CURRENT INDEPENDENT LIVING SERVICE CONTRACT FOR PROVISION OF 24 HOUR EMERGENCY ALARM TELEPHONE RESPONSE SERVICE  
Not a Key Decision**

**1. Executive Summary**

- 1.1 On 14<sup>th</sup> June 2011, Housing Management Board considered a report recommending the Executive Councillor for Housing approve the re-procurement of a 24 hour emergency alarm service, delegating to the Director of Customer & Community Services the ability to tender and award a 3 year contract, with the option to extend for 2 further years.
- 1.2 The report presented in June 2011 indicated that the contract had already run for a total of 5 years, ending on 31<sup>st</sup> March 2012 and therefore needed to be re-tendered.
- 1.3 There is, however, scope within the existing contract to take up an extension for up to a further 2 years and this report requests that we amend the decision of Housing Management Board in June 2011 to re-tender for a new contract, and instead seek approval to extend the existing contract for one year (plus the option of a further year if required, making a total of 7 years).

**2. Recommendations**

The Executive Councillor is recommended:

- 2.1 To authorise the Director of Customer and Community Services to defer the decision to tender and award a new contract for the provision of a 24 hour telephone answering service until it is known whether the Council is appointed by the County Council to provide support services beyond April 2012 and instead to extend the existing

contract with Eldercare (New Church Housing Services Limited) for a period of up to two years.

### **3. Background**

- 3.1 In June 2011, the Executive Councillor for Housing approved a recommendation for the Director of Customer & Community Services to select the most appropriate procurement route and, if appropriate, invite competitive tenders and thereafter to award a contract for the provision of a 24 hour emergency telephone answering service for the Independent Living Service.
- 3.2 Subsequent investigation has identified that the terms of the existing contract allow for a contract extension of up to 2 years from April 2012.
- 3.3 Since June 2011, further uncertainty in the future provision of support services currently commissioned by Cambridgeshire County Council, has arisen. Although all contracts for the provision of support in our sheltered, supported and temporary housing are due to expire in March 2012, it is not clear that the County Council will be in a position to complete the re-tender for all of these services within this timescale. It is possible that the County Council will seek to extend existing contractual arrangements for a period of time to allow the process to be completed appropriately.
- 3.4 The provision of the 24 hour telephone response service is directly related to the provision of support, and the City Council would not have the same requirement for this service if they were unsuccessful in securing contracts from the County Council for the continued provision of support services.
- 3.5 As a result of this, it is recommended that the contract extension for the emergency telephone response service, for up to 2 years (on an annual basis), is pursued, to allow maximum flexibility in responding to any request from the County Council for a temporary extension of the support contract.
- 3.6 The current contract specification still meets the needs of the service and when asking for an extension to our current contract term we need to ensure the contract enables our service users to have continued access to assistive technology.
- 3.7 Based upon prior year experience, bearing in mind that client numbers can fluctuate, the anticipated annual sum to extend the existing

contract for this service is approximately £19,000, which is comparable to the current contract price.

#### **4. Implications**

##### **(a) Financial Implications**

There is ongoing revenue funding included within the Housing Revenue Account for the continued provision of this service, whether by virtue of an extension of the existing contract or re-tender of the service. There is also a budgetary assumption that the costs of providing the service are fully recovered through service charges to tenants and recharges to community alarm and warden agency customers.

##### **(b) Staffing Implications (if not covered in Consultations Section)**

There are no direct staffing implications for Cambridge City Council.

##### **(c) Equal Opportunities Implications**

An EQIA, incorporating the proposal to extend the existing contract, has been undertaken and details are available upon request.

##### **(d) Environmental Implications**

There are no direct environmental implications for this project.

##### **(e) Consultation**

Stakeholders were involved in the tender and selection process when the current service provider was appointed.

##### **(f) Community Safety**

There are no direct Community Safety implications arising from this decision.

#### **5. Background Papers**

These background papers were used in the preparation of this report:

- HMB Committee Report June 2011
- Equality Impact Assessment
- Existing Contract Documents

## **6. Appendices**

There are no appendices to be considered with this report.

## **7. Inspection of Papers**

To inspect the background papers or if you have a query on the report please contact:

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