

## Record of operational decision

<b>Decision title:</b>	To confirm the acceptance of the transfer of the telecare monitoring service from Connexus Housing Limited to Doro Care UK Limited.
<b>Date of decision:</b>	15 <sup>th</sup> October 2020
<b>Decision maker:</b>	Assistant Director All Age Commissioning
<b>Authority for delegated decision:</b>	Chief Executive Scheme of Delegation – Updated 29 September 2020 SA 02 - Adult social care operation in relation to the provision of telecare.
<b>Ward:</b>	Countywide
<b>Consultation:</b>	No consultation undertaken as no change to any service provision.
<b>Decision made:</b>	To confirm acceptance of the transfer of the call monitoring service provider contract from Connexus Housing Limited to Doro Care UK Limited for the remaining contract term until 31 <sup>st</sup> March 2022, following the sale of the business.
<b>Reasons for decision:</b>	<p>Connexus Housing Limited, the established contract provider of the 24 hr call monitoring service, took the decision to sell the 'Careline', the call monitoring element of their business earlier in 2020. This sale has been undertaken but the council has been subject to a strict Non-Disclosure Agreement (NDA) and therefore very limited information was available prior to the sale.</p> <p>The service contract remains exactly the same and will remain in place for the remainder of the contract period to 31<sup>st</sup> March 2022.</p> <p>The service was officially transfer on Wednesday 14<sup>th</sup> October 2020 and the restrictions in the NDA were lifted on Thursday 15<sup>th</sup> October 2020. Therefore the council can now confirm the new provider of the service.</p>
<b>Highlight any associated risks/finance/legal/equality considerations:</b>	<p>There are no significant risks to this decision. The standard contract management approach will be used to manage the ongoing performance. There will be some minor changes in internal processes but this will not have impact on the performance or contract deliverables or more importantly the service users.</p> <p>The cost of the service remains the same as the existing contract and terms are unchanged.</p> <p>There is the potential to improve the service as the new supplier has the facility to monitor a wider range of equipment, which means that the council will be able to align equipment in the future which is currently provided outside the contract.</p>

<p><b>Details of any alternative options considered and rejected:</b></p>	<p>Terminate the contract using the provisions in place – as the contract and service specification remains exactly the same, there was no compelling argument for terminating, but the provision to do so remains available. Over 2000 residents relying on this service and therefore there could not be a break in service provision. In addition, wider changes are planned for 2022 in alarm receiving and proactive monitoring services</p> <p>Recommissioning a new service provider - The timescales in relation to commissioning another provider would be also prohibitive and would complicate planning for wider service changes. Also due to the NDA and no change in the contract terms, this was not considered necessary at this time.</p>
<p><b>Details of any declarations of interest made:</b></p>	<p>None</p>

Signed..... Date: 19<sup>th</sup> October 2020

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