

Written statement of a non-key decision
Cabinet member adults, health and wellbeing

Title	To re-commission the technology enabled care and call monitoring service in Herefordshire
Decision maker	Cabinet member adults, health and wellbeing Information about cabinet, including the names and contact details of the cabinet members, can be found here: http://councillors.herefordshire.gov.uk/mgCommitteeDetails.aspx?ID=251
Date of decision	26 September 2024
Report exemption class	Open
Purpose	To approve the proposed approach to re-commissioning a Technology Enabled Care Service (TECS) in Herefordshire. This is a joint service between Herefordshire Council and NHS Herefordshire and Worcestershire Integrated Care Board (ICB). The current contracts relating to technology related equipment and call monitoring end on 31 March 2025. This report details the intended approach to re-commission a new joint service from 1 April 2025, for up to five years. This is in line with both organisations statutory duty to provide community equipment, including telecare, as set out in the Care Act 2014.
Decision	That: <ul style="list-style-type: none"> a) The joint re-commissioning of a new Technology Enabled Care Service (TECS) is approved to commence from 1 April 2025, for a period of two years with the option to extend annually up to a maximum contract term of five years. This will include all technology related equipment and call monitoring, as outlined in the below approach in paragraphs 5 to 14, up to a maximum contract value of £2.5million; and b) Delegated authority be granted to the Corporate Director Community Wellbeing to implement recommendation (a) including the tender process, award of contract and all operational decisions for the duration of the contract.
Reason for the decision	As set out in the report. Documents relating to this decision are available at

	http://councillors.herefordshire.gov.uk/mgIssueHistoryHome.aspx?Id=50049010
Options considered	<ol style="list-style-type: none"> 1. Extend the existing contracts: This option is not recommended. It is proposed to amalgamate all technology related equipment and call monitoring into one dedicated contract, therefore it is not recommended to extend existing contracts. 2. Bring the service in-house: This option is not recommended. There is evidence from a number of other councils, both within the Midlands region and similar geographic areas, that an in house service is not the most viable option, with many appointing an external provider. Even with potential TUPE arrangements in place, it would be challenging for the council or ICB to provide the equipment element of this service, but more importantly, neither organisation would be able to deliver a call monitoring centre. 3. Partner with neighbouring councils: This option is not recommended at this time. Initial research with neighbouring / regional councils suggests this cannot be achieved in the short term, particularly where there are operational service differences or if an external provider has recently been appointed. This option will continue to be fully investigated over the coming 12 / 24 months, to establish if a cross-council partnership will be viable. 4. Do not commission a service: This is not recommended. The council and ICB have a statutory obligation to provide community equipment, including telecare, for those with an assessed eligible health or social care need. The service also forms a crucial part of the council's prevention agenda, as it helps keep residents safe and independent in their own homes and communities for longer, delaying the need for more formal health and / or social care interventions.
Declarations of interest (see below)	
Call-in expiry date (decisions are not subject to call-in where special urgency provisions apply)	2 October 2024

Councillor: Cabinet member adults, health and wellbeing (Councillor Carole Gandy)	Date 26 September 2024
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- a record of any conflict of interest declared by any executive member who is consulted by the member which relates to the decision;

and

- in respect of any declared conflict of interest, a note of dispensation granted.