

## Record of operational decision

<b>Decision title:</b>	To award a contract for the emergency out of hours telephone answering service
<b>Date of decision:</b>	24 March 2025
<b>Decision maker:</b>	Rosie Thomas-Easton (Director of Strategy & Corporate Services)
<b>Authority for delegated decision:</b>	CW12: Customer services under the Chief Executive's scheme of delegation
<b>Ward:</b>	Countywide
<b>Consultation:</b>	<p>The following council representatives were consulted or briefed, as part of this process:</p> <ul style="list-style-type: none"> <li>• Economy and Environment Directorate Leadership Team</li> <li>• Community Wellbeing Directorate Leadership Team</li> <li>• Commissioning Programme Board</li> <li>• Adult Social Care and IT Teams</li> <li>• Appropriate Cabinet members</li> </ul>
<b>Decision made:</b>	<p>To award a two year contract to Careium UK Limited, for the provision of the council's emergency out of hours telephone answering service, with the option to extend for further periods up to 24 months (four years in total).</p> <p>The maximum budget for this service is £23,500 per annum or £94,000 over the full lifetime of the contract, including any extensions.</p>
<b>Reasons for decision:</b>	The service ensures residents can report emergency issues to the council outside of normal working hours. It also enables the council to meet its statutory duties for a number of service areas, including adult social care, housing, homelessness, highways, environmental health and trading standards.
<b>Equality considerations:</b>	<p>Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:</p> <p>A public authority must, in the exercise of its functions, have due regard to the need to:</p> <ol style="list-style-type: none"> <li>a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act</li> <li>b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it</li> <li>c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.</li> </ol> <p>The provision of this service ensures that all residents, including those with protected characteristics, are able to quickly and easily report emergency</p>

	issues to the council outside of normal working hours.
<b>Highlight any associated risks / finance / legal / equality considerations:</b>	There are no associated risks with awarding this contract.
<b>Details of any alternative options considered and rejected:</b>	<p><b>Do nothing:</b> This option is not recommended as the current contract ends on 30 March 2025, with no remaining extensions. The service provides out of hours telephone cover for a number of important and statutory council services, including adult social care, highways, housing, environmental health and trading standards.</p> <p><b>Offer a direct award:</b> This option is not recommended as the contract is not only above the UK procurement threshold, but there are also a number of providers within the market capable of providing the service, as demonstrated through a recent request for information exercise.</p>
<b>Details of any declarations of interest made:</b>	None.

Signed: Rosie Thomas-Easton

Date: 24 March 2025