

Bolsover District Council

Executive

15th January 2018

Alarm Monitoring Contract – Derbyshire County Council

Report of the Deputy Leader, Portfolio Holder for People and Place

This report is public

Purpose of the Report

- To inform members of an offer of an extension of contract from Derbyshire County Council (DCC) to provide an alarm monitoring service to older people, and to decide if this offer should be accepted.

1 Report Details

- 1.1 The District Council has operated an alarm monitoring service, through Central Control to vulnerable people within the District for many years
- 1.2 The Service is offered to a mix of tenants and private customers. Although the majority of people pay for the service from their own resources, the contract with DCC provides the service for people who are in low income.
- 1.3 As of 31 December 2017, the Service has 3165 users and the funding from DCC covers 881 (28%) of customers.
- 1.4 Of the 3165 users, the majority of users are Council tenants (2344, or 74%), with 821 (26%) of customers coming from other tenures. Of the 821 other users, just over a half (54%, 443) have the gold service which include the warden response, and 24% (196) opt for the alarm monitoring only.
- 1.5 Smaller numbers opt for:
 - ‘M’ Care (access via a mobile phone without the need for specialist equipment) (64),
 - ‘Telecare’ including other sensors such as bed sensors, temperature monitors etc. (56)
 - Fall Recovery, also funded by DCC but under a separate contract. (62)
- 1.6 The Council, together with Chesterfield Borough Council and South Derbyshire District Council had been in negotiation with DCC to offer a countywide service, however DCC withdrew their offer. Since this time DCC have offered a series of one year extensions to the existing contract. This will be the third extension.

- 1.7 DCC have now offered the Council a contract extension until March 2019 – i.e. an additional extension of one year.

2 Conclusions and Reasons for Recommendation

- 2.1 The service is well regarded by residents, and Bolsover District Council are a trusted provider
- 2.2 Accepting the offer of a contract extension is positive outcome for customers and for the Council.
- 2.3 The Council continues to extend the service and attract more customers, the majority of whom self fund. This is part of a strategy to ensure that the Council are not dependent on DCC funding to operate the service, but would be self sufficient if we were not successful in winning future tenders.
- 2.4 The offer of a contract extension offers certainty for an additional year and should be accepted.
- 2.5 There may be an opportunity to use some of this income on marketing activities to ensure the service is self sufficient if future contracts are not offered, or if the contract is provided to another provider. This will be subject to a future report.

3 Consultation and Equality Impact

- 3.1 None

4 Alternative Options and Reasons for Rejection

- 4.1 Not to accept the contract extension. Rejected as this would have a detrimental impact on vulnerable customers.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 Existing budgets had assumed no income from 2018. It is estimated that the contract extension will bring in an additional income of £100,000.
- 5.1.2 Not accepting the contract extension would in effect invite an alternative provider into the District who may also compete for other services against the District Council.

5.2 Legal Implications including Data Protection

- 5.2.1 Not specifically, this is an extension to an existing contracts

5.3 Human Resources Implications

- 5.3.1 Not specifically.

6 Recommendations

- 6.1 That the Council accept the offer of a one year contract extension to continue to provide an alarm monitoring service to people within the District,
- 6.2 That officers prepare for future tender opportunities to provide similar services within the District
- 6.3 That officers prepare a future report to consider marketing the service to attract more users.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input checked="" type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	Yes
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	Yes
<p>District Wards Affected</p>	All
<p>Links to Corporate Plan priorities or Policy Framework</p>	Install 150 new lifelines within the community each year.

8 Document Information

Appendix No	Title
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
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