

EXECUTIVE COMMITTEE

15th January 2013

JOINT WORKING AGREEMENT WITH WORCESTERSHIRE TELECARE

Relevant Portfolio Holder	Councillor Debbie Taylor - Portfolio Holder for Local Environment and Health.
Portfolio Holder Consulted	Yes.
Relevant Head of Service	Judith Willis - Acting Head of Community Services.
Wards Affected	All Wards.
Ward Councillor Consulted	N/A.
Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 To seek Members approval to enter into a joint working agreement with Worcestershire Telecare and a further equipment provider, if required, in order to submit a joint tender for Supporting People Funding to provide Lifeline across Worcestershire.
- 1.2 To seek Member approval to adopt a lead contractor / sub-contractor arrangement with Worcestershire Telecare and if necessary a further partner, to deliver services, should the Supporting People Tender be successful.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

- 1) the Council, through its shared service with Redditch and Bromsgrove, should enter a joint working agreement with Worcestershire Telecare and an equipment provider partner if required in order to bid for a contract with Worcestershire County Council for the provision of Telecare Services across Worcestershire;**
- 2) if successful to enter into an agreement with Worcestershire Telecare and an equipment provider if required , one of which will take the lead role in the arrangement;**
- 3) authority to be delegated to the Acting Head of Community Services and to the Head of Legal, Equalities and Democratic Services to finalise the terms of the above agreement and enter into them; and**

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- 4) **authority be delegated to the Head of Legal, Equalities and Democratic Services to make any consequential changes to the Scheme of Delegation to Officers.**

3. KEY ISSUES

Financial Implications

- 3.1 Worcestershire County Council have contracted with Redditch Borough Council for a number of years, through the Supporting People programme, to provide a Lifeline Call Alarm service. This contract is expected to April 2013. This contract has the annual value of £202,000 to Redditch Borough Council.
- 3.2 There is a second contract that will come to an end. That is the Adult and Community Services Telecare contract. This has an annual income of around £10K.
- 3.3 The provision of both of these services will be within the new contract to be tendered in 2013.
- 3.4 The County Council aim is to contract with one service provider to deliver services across all 6 areas within the County.
- 3.5 At this stage there is no indication what the specification will require and therefore the financial implications are undetermined. The Supporting People contract arrangements have been under review at the County Council for a number of years, but it is clear that changes are now imminent.
- 3.6 If the RBC tender submission is unsuccessful there is a potential loss of revenue of £212,000, however there are multiple scenarios that could apply and Officers will assess the options when the actual implications are known.

Legal Implications

- 3.7 A legal agreement will be required to set up a joint arrangement for the parties to make a bid for the contract with Worcestershire Telecare or a further partner if required as the lead party. If successful further agreements will be required both between the County Council and Worcestershire Telecare, and to sub-contract services to the Borough Council, which will be binding on the parties. Legal Services have been involved in the drafting of the previous Contracts and would be involved in any future Contracts.

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- 3.8 The Principal Solicitor has been consulted with regard to the legal arrangements and agreements.

Service/Operational Implications

- 3.9 At present there are 26 separate housing providers across the County, which receive funding from Supporting People for Call Alarm provision. In the new contract they aim to contract with one Telecare provider that can deliver services across the whole of the County.
- 3.10 These housing providers all currently contract their monitoring services to either Redditch Borough Council, Bromsgrove District Council or Worcestershire Telecare, so all of the monitoring within the County is actually provided by Redditch Borough Council, Bromsgrove District Council and Worcestershire Telecare.
- 3.11 Redditch Borough Council is the host authority under Shared Service arrangements, to provide the service across Redditch and Bromsgrove districts, but does not currently have the resources to provide services across the whole of Worcestershire alone. The other four districts are serviced by Worcestershire Telecare.
- 3.12 Like Redditch Borough Council, Worcestershire Telecare is accredited to the Telecare Services Association Code of Practice, passing the stringent annual audit requirement.
<http://www.worcstelecare.org/about/>.
- 3.13 Worcestershire Telecare is hosted by Wyre Forest Community Housing Trust, it is answerable to a board;
<http://www.communityhg.com/boards/wtc.php>.
- 3.14 The content of the County Council specification has not yet been announced but is likely to include various elements such as; equipment supply, equipment maintenance, equipment installation and monitoring. These are all elements currently provided by Redditch Borough Council and Worcestershire Telecare.
- 3.15 Whilst it has not been confirmed, this contract may also include the requirement to supply Telecare equipment in addition to the monitoring and installation services. If this is the case Redditch Borough Council and Worcestershire Telecare would need to include an equipment provider within the joint working agreement.

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- 3.16 In view of the fact that Worcestershire County Council will be looking to let only one contract to cover the whole County, it is proposed that Redditch Borough Council, Worcestershire Telecare and a further partner (if required in respect of the equipment) make a joint bid as it is not viable for Redditch Borough Council to stand alone and submit a bid.
- 3.17 It is proposed that Worcestershire Telecare or the equipment provider are the lead organisation in arrangements. This is because they currently provide services to two thirds of the County geographically, they have significantly more connections and more administrative resources than Redditch Borough Council.
- 3.18 The proposal to be decided is for Redditch, on behalf of the Redditch and Bromsgrove shared service, to enter into a **joint working agreement** with Worcestershire Telecare and if necessary an equipment provider to submit the tender. If the bid is successful an additional agreement can be made to invoke a lead contractor / sub-contractor arrangement. The lead contractor being either Worcestershire Telecare or the equipment provider, entering into the agreement with Worcestershire County Council, and subcontracting elements of the contract to Redditch Borough Council. Each party would keep their own existing legal identity and no new legal entity is created.

Customer / Equalities and Diversity Implications

- 3.19 The Lifeline services provide an emergency contact service for elderly and/or vulnerable adults and those living with disability. It enables them to live independently in their own homes, providing peace of mind to them and their families. The services provided promote safeguarding and welfare of service users, in particular vulnerable adults.
- 3.20 The new contract arrangements should see services become more accessible to residents, additional equipment resources to meet the changing needs of service users, and a fairer allocation of resources.

4. RISK MANAGEMENT

- 4.1 If a joint tender is not submitted or is unsuccessful, the delivery of Alarm call, Lifeline and Telecare will be led by another commissioned organisation rather than at a local level through the Borough Council.
- 4.2 This will have funding implications and may invoke a service review resulting in the need to reduce staff numbers.

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5. APPENDICES

None.

6. BACKGROUND PAPERS

Countywide Strategy for Telecare.

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