

Divisions Affected -

CABINET MEMBER FOR ADULT SOCIAL CARE

17 October 2023

Telecare and Responder Service

Report by Corporate Director of Adult Services

RECOMMENDATION

1. **The Cabinet Member is RECOMMENDED to** approve the extension of the Telecare and Responder service for a year (2023-2024) as set out in the current contract.

Executive Summary

2. Oxfordshire County Council's (the council) Telecare and Responder service is provided by Careium, and the council have invoked the option to extend the current contract for a further year covering 2023-2024.
3. The Telecare service includes the assessment and set-up of tele-equipment and associated emergency response service. The emergency response service is provided at two levels, with one being monitored by a call centre and alerting a named responder, and the other being a visiting responder.
4. The contract extension was agreed by Adult Social Care Directorate Leadership Team for the period to 31 March 2024. As part of a recent review of decision making it has been identified that this is a Key Decision in line with the council's Constitution and so is presented for ratification by Cabinet.
5. **Decision table**

Board	Date	Decision
Adult Social Care Directorate Leadership Team	27 March 2023	Agreed
Key decision at Cabinet	17 October 2023	

Exempt Information

6. Not applicable.

Background

7. Careium provide the Telecare and Responder service within Oxfordshire. They install sensors and dispersed alarms in people's own home and provide the associated emergency response service.
8. The contract was awarded in April 2018 for a period of five years with an extension clause of two years (1yr + 1yr). The contract value was a fixed price for the term of the contract. Due to the timeframes for triggering the extension clause in the contract, the extension could only be achieved by agreement with the service provider.
9. The service provider indicated they would be in agreement to extend the contract for one year, but on the condition that additional funding is received for 2023-2024 to the original budget. Following negotiation, the contract price was agreed at £729,000 for a 1-year extension to the contract.
10. An options paper was reviewed by Adult Social Care Directorate Leadership Team (DLT) on 27 March 2023. DLT agreed that the contract should be extended by one year to 31 March 2024. During this period, the council will be reviewing the scope and impact of the contract and considering how the contract will support the move from analogue to digital exchanges announced by BT Open Reach in the period to 31 March 2025.
11. The Telecare and Responder service incorporates areas including
 - information and guidance on options available to support independent living.
 - supporting hospital discharges where appropriate.
 - preventing or reducing hospital admissions.
 - working in partnership with other services commissioned in Oxfordshire.

Corporate Policies and Priorities

12. The Telecare and Responder service aligns with the following local priorities
 - a. Oxfordshire County Council's Corporate Plan 2023-2025 includes prioritising the health and wellbeing of residents, support carers and social care system, and partnership working.
 - b. The Oxfordshire Way.
 - c. Oxfordshire Joint Health and Wellbeing Strategy 2018-2023.
 - d. Better Care Fund (BCF).

Financial Implications

13. The council enacted the right to extend the contact for a further year commencing 01 April 2023. Due to timeframes for enacting the extension, the service provider was required to agree to the extension of the Telecare and Responder Service. Following negotiation the contract price was agreed at £729,000 for a 1-year extension to the contract.

14. DLT agreed the new budget on 27 March 2023.

Comments checked by:

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Legal Implications

15. The Telecare and Alert Service supports the wellbeing principle within the Care Act 2014 and the importance of preventative services within the community.
16. The contract was awarded in April 2018 for a period of five years with an extension clause of up to a further two years.
17. Regulation 72 of the Public Contracts Regulations 2015 (PCR) provides that Contracts may not be modified during their contractual term without a new procurement unless one of the permitted circumstances as laid down by Regulation 72 are satisfied.

Relevant here is Regulation 72 (5) which permits a modification where the value of the modification is below both of the following values:

- (a) The relevant procurement threshold; and
 - (b) 10% of the initial contract value for the services
- Provided that the modification does not alter the overall nature of the Contract.

As the Services fall under Schedule 3 PCR – the relevant procurement threshold is £522,950 (net). The Contract value is £580,000 pa, which calculated over the term of the Contract is £4,060,000. Thus, the increase of £149,000, for 12 months of the Contract extension period does not breach the value of Regulation 72(5) (b). It is not considered that the modification alters the overall nature of the Contract.

Given the above, the contract modification is permitted under Regulation 72.

Comments checked by:

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Staff Implications

17. An independent provider provides the Telecare and Responder service. Therefore, there is no impact on the council's workforce as a result of the recommendation.

Equality & Inclusion Implications

18. The equality and inclusion implications have been considered. The Telecare and Responder service supports all people with protected characteristics who meet the required criteria.

Sustainability Implications

19. The Telecare and Responder service has no direct impact on sustainability. However, the service does align with Oxfordshire County Council Strategic Plan 2022 – 2025. This sets out the vision to lead positive change by working in partnership to make Oxfordshire a greener, fairer, and healthier county

Risk Management

20. There are minimal risks to the recommendations which are mitigated through business continuity plans and partnership working.
21. Not agreeing to the recommendations may have a negative impact on the provision and delivery of services which are a statutory requirement. There is a risk of people who may be vulnerable not being able to access telecare equipment and support in an emergency from the response service.

NAME

Karen Fuller, Interim Corporate Director for Adult Social Care

Annex: Nil.

Background papers: Nil.

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