

## Officer Decision Record – Executive Decision

If Key Decision: Decision Ref. No.

B034/21

*If not a Key Decision write n/a above*

### OFFICER DECISION RECORD <sup>i</sup>

Officer Key Decisions are subject to the Council's Call-In Procedure (Annex 9 of the Council's Constitution <https://www.hertfordshire.gov.uk/about-the-council/freedom-of-information-and-council-data/open-data-statistics-about-hertfordshire/who-we-are-and-what-we-do/who-we-are-and-what-we-do.aspx>)

<b>Subject: To commission British Red Cross as a responder for a 12-month period from April 2021 whilst residents in receipt of a telecare service is transferred from Tunstall to North Herts Careline.</b>	
<b>Type of Decision: Executive/Non-Executive</b>	<b>Key Decision (Executive Functions only):</b>  Yes
<b>Officer Contact:</b>  Tel: Jackie Albery	<b>Executive Member/Committee Chairman: Richard Roberts</b>  <b>Portfolio (Executive Functions only): Health and Social Care</b>

#### 1. Decision

To commission British Red Cross to deliver a responder service to residents in receipt of current telecare services via Tunstall for a twelve month period whilst the service is transferred to North Herts Careline from April 2021.

#### 2. Reasons for the decision

There are two key areas informing this decision:

- The transfer of vulnerable residents from the existing two telecare provider arrangements to one provider starting from April 2021;

- The continuation of the Assistive Technology pilot arrangements that will determine the future long-term responder service arrangements over the next 1 – 2 years.

The current telecare provision across Hertfordshire is provided by two providers: Tunstall via the Shared management Services contract with Serco and North Herts Careline via a delegated arrangement. The current Tunstall contract is coming to an end at the end of March 2021 and Members have agreed to transfer all telecare responsibilities to North Herts Careline starting from 1 April 2021.

Part of these telecare services is the commissioning of a responder that can react where an individual is in danger and needs personal assistance within a 60 minute timeframe of an alert being generated. The current responders are: Arena Security providing a responder to North Herts Careline residents that we support and British Red Cross providing a responder service to Tunstall residents that we support.

In June 2017 Members approved an Assistive Technology Strategy which set out HCC's long-term vision for adult social care and support with an aspiration for a huge opportunity for using modern digital technology to transform the way our services are provided. Advice, information, enabling, re-assurance, independence, access, links to communities – all these areas are part of our future strategy and digital technology can help us deliver excellent services across all these fronts.

A small team of commissioners, headed up by a new post of Strategic Lead Assistive Technology, was set up to commission and implement pilot activities to test out new and emerging technologies that would test whether technology can be used as an integral part of a person's care planning and delivery offering a more pro-active approach rather than the existing reactive technology offer.

The first part (the Proof of Concept (PoC) pilot) has recently completed and been evaluated by Public Health. Whilst the headline outcomes identified in the evaluation are very positive it was noted that a lot of development work was needed to ensure the technology deployed, and the wrap-around services including responder arrangements, could be effectively used by social care and health professionals. To this extent, Members have agreed to further funding to take this development work forward in a Phase 2 pilot across a whole locality in Hertfordshire to further develop this innovative work in line with the PoC evaluation. Part of this evaluation will be to determine what responder arrangements are needed in the medium to long term.

There are a number of justifications for commissioning British Red Cross (BRC) to provide a responder service for a 12-month period starting from 1 April 2021:

- Residents under the current Tunstall contract will be transferred from Tunstall to North Herts Careline in a managed way over a 7-month period starting in April 2021. By commissioning BRC this will enable a strong element of continuity of care for these vulnerable residents whilst their telecare service is transferred from April 2021;
- The current COVID-19 pandemic is causing significant worry for vulnerable residents and the responder service is critical in visiting residents in their own home. A lot of preparation work has been undertaken with BRC under the Tunstall contract to ensure a COVID safe service and it would be unwise to risk commissioning another organisation during the height of the current pandemic;
- Until the Public Health evaluation of the Phase 2 Assistive Technology pilot has reported it will not be clear what the requirements of a longer-term responder arrangement will be. At this point it simply is not possible to define the responder service requirements from April 2021 until the evaluation of Phase 2 has reported;
- The current North Herts Careline responder (Arena Security) has confirmed they are unable to take on any new residents due to capacity limitations.

### **3. Alternative options considered and rejected**

None for the reasons stated above. However, once AT Phase 2 has been evaluated this will inform future commissioning and procurement decisions and process.

4. **Consultation** (see Summary of Requirements below)

**Was any Councillor consulted?            No**

**If yes:**

(a)    Comments of Executive Member

(b)    Comments of other consultees

5. **Any conflict of interest declared by a councillor who has been consulted in relation to the decision**

None

6. **Following consultation with the Executive Member I am proceeding with the proposed decision.**

<b>Significance of Proposed Action</b>	<b>Controversial</b>	<b>Relevant Councillor(s) to be Consulted</b>
<b>Technical/Professional/Routine</b>	No	No need to inform or consult councillors
<b>Technical/Professional/Routine</b>	Yes	<b>Executive Functions:</b> Consult relevant Lead Executive Member and, where appropriate, Local Councillor <b>Non-Executive Functions:</b> Relevant Committee Chairman and, where appropriate, Local Councillor
<b>Local</b>	No	<b>Executive Functions:</b> Inform Lead Executive Member and Local Councillor <b>Non-Executive Functions:</b> Inform Local Councillor
<b>Local</b>	Yes	<b>Executive Functions:</b> Consult Lead Executive Member and Local Councillor <b>Non-Executive Functions:</b> Consult Local Councillor
<b>General or County-wide</b>	No	<b>Executive Functions:</b> Consult relevant Lead Executive Member (s) <b>Non-Executive Functions:</b> Consult relevant Committee Chairman
<b>General or County-wide</b>	Yes	<b>Executive Functions:</b> Consult relevant Lead Executive Member (s)

		and the Leader of the Council <b>Non-Executive Functions:</b> Consult relevant Committee Chairman/Leaders all Political Groups
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Signed:

Title: Interim Assistant Director, Planning & Resources

Date: 31 March 2021

Copies of record to:

- All consultees
- hard & electronic copy (if required to be made available for public inspection) to Democratic Services Manager - Room 213 County Hall.<sup>ii</sup>

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## Summary of Requirements to Inform/Consult Councillors