
NORTH AYRSHIRE COUNCIL

Agenda Item

6 May 2014

Cabinet

Subject: **Provision of a Response Monitoring System**

Purpose: To advise the Cabinet of the outcome of the Options Appraisal to appoint a provider for the Response Monitoring Service.

Recommendation: That the Cabinet agrees to award the contract for the appointment of a provider organisation to provide the Response Monitoring Service for individuals who require the service within North Ayrshire.

1. Introduction

- 1.1 The North Ayrshire Council Response Monitoring Service (RMS) is currently provided by SAMS - South Ayrshire Council Response Monitoring Service. The service is provided 24 hours a day, 7 days a week and 52 weeks a year. The service receives alarm calls from north ayrshire residents and is capable of recording and recalling sufficient information to enable assistance to be provided for each service user in any instance.

2. Current Position

- 2.1 South Ayrshire Council (SAC) has provided the Response Monitoring Service since 1993. As a result of structure changes and internal budgets South Ayrshire Council has applied the termination clause under the terms of the Service Level Agreement and the service will cease to operate no later than 31 August 2014. The service currently provides support to approximately 3,500 service users in north ayrshire.
- 2.2 In addition South Ayrshire Council has applied a 34% increase in charges with effect from 1st April 2014. This equates to an increase from £43 to £78 per alarm per annum. The NAC Social Services and Health budget of £98k makes budget provision for only £28 per alarm at the current level of service. A pressure bid of £152k was approved for one year only and although this meets the increased costs from South Ayrshire Council the migration of the service to an alternative provider will incur additional costs as outlined in Appendix 2. There are additional set-up, capital and migration of service users costs which result in a shortfall of approximately £46k for this year and £103k for 2015/16 should the award of contract be approved. The shortfall of £46k for 2014/15 will be met from the additional monies to the Social Services Care at Home base budget and will have an

implication for the savings targets which the service will need to address. The shortfall for 2015/16 will be identified from the review of the Telecare Service which sits within the Care at Home Service Review.

3. Proposals

- 3.1 Due to the restricted timescale and risk to service users it was not possible to tender this requirement, therefore a negotiated approach was taken and three options pursued:

1. In house provision
2. East Ayrshire Council provision
3. Cordia Services provision

An options appraisal has been undertaken and a new proposed service provider has been identified. The options appraisal has identified Cordia Care Services as the new preferred provider. A copy of the options appraisal has been attached to the report as Appendix 1.

- 3.2 Service migration would commence immediately after approval to contract, with the new service being fully operational by 01 September 2014.

4. Implications

Financial Implications

- 4.1 The current budget for the response service is not sufficient to deliver the service and a budget variance report has been attached to this briefing note as Appendix 2.

Additional budget requirement 2014/15 £ 45,932
Additional budget requirement 2015/16 £103,200

Human Resource Implications

- 4.2 None

Legal Implications

- 4.3 Permission to contract is sought by applying the exemption in accordance with NAC's Standing Orders Relating to Contracts at point 4.1.4:

"Any contract for the supply of goods or materials or for the provision of services or for the execution of works which in the opinion of any Chief Officer are urgently required for the prevention of damage to life or property".

Equality Implications

4.4 None

Environmental Implications

4.5 None

Implications for Key Priorities

4.6 The proposal is in keeping with the key priorities within the North Ayrshire Single Outcome Agreement:

- A healthier North Ayrshire
 - A safe and secure North Ayrshire
- and within the Council Plan of 'supporting vulnerable people'.

Community Benefit Implications

4.7 This service will provide high quality services to the local communities.

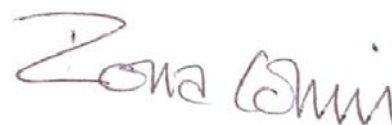
5. Consultations

5.1 Social Services and Health has consulted with Legal Services and Corporate Procurement throughout this process and both are supportive of this approach.

6. Conclusion

6.1 The Response Monitoring Service is vital in supporting vulnerable people within their communities. The options appraisal has identified Cordia Care Services as the preferred provider organisation.

6.2 The award of the contract to Cordia Care Services will allow the process of migration to be undertaken with immediate effect to minimise risk to a significant number of vulnerable people.



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Reference : IMcK/NS

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Background Papers

