

## **Report to the Cabinet**

**Report reference:** C-053-2020-21  
**Date of meeting:** 22 December  
2020



**Portfolio:** Housing and Community – Cllr. H Whitbread  
**Subject:** Telecare Provision  
**Responsible Officer:** Jennifer Gould (01992 564073).  
**Democratic Services:** Adrian Hendry (01992 564246).

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### **Recommendations/Decisions Required:**

- (1) To note the update in relation to Essex County Council's procurement of a new care technology service for adult social care and the subsequent impact on EFDC's telecare provision.
- (2) To agree to the continuation of EFDC's own telecare service until June 2021 in light of Essex County Council's postponed procurement activity.

### **Executive Summary:**

On 11<sup>th</sup> June 2020 Cabinet considered the recommendations in the Telecare Provision paper (C-005-2020-21) and agreed to the cessation of EFDC's delivery of telecare to private residents in light of Essex County Council's procurement of a county-wide service and the subsequent significant impact it posed for EFDC's own future telecare delivery.

The purpose of this report is to provide an update on Essex County Council's procurement activity in respect of this service and the subsequent impact on EFDC's telecare provision.

### **Reasons for Proposed Decision:**

To ensure residents in the District receive continuity of telecare service.

### **Other Options:**

Not to agree the continuation of EFDC's telecare provision until June 2021 which would mean a potential gap in service provision for District residents who rely on a telecare service to enable them to safely live independently for longer.

### **Report:**

1. In October 2019 Essex County Council's Cabinet (FP/494/08/19) agreed to invite tenders for the delivery of a county-wide care technology service.
2. This affected EFDC's provision of a telecare service to private residents within the District and a paper was brought to Cabinet in June 2020 (C-005-2020/21) which recommended the cessation of EFDC's own telecare service to private residents subsequent to the mobilisation of a new county-wide provision.

3. The recommendation to cease EFDC's own telecare provision subsequent to the mobilisation of a new county-wide provision was agreed.
4. Since the onset of the current Covid-19 pandemic, the procurement of Essex County Council's new care technology service has experienced delays and has also forced reconsideration of the requirements a new care technology service originally set out.
5. Consequently, a paper was taken to Essex County Council's Cabinet in August with the following recommendations which were latterly agreed:
  - To agree to not award pursuant to the current Care Technology procurement and notify all bidders and interested parties.
  - To agree to commence a procurement process for a four-year framework for care technology using CPN and to award a call-off contract for a period of three years for Care Technology Services with mobilisation commencing on 1st March 2021 and full services commencing 1st June 2021.
  - To agree that the tender evaluation criteria for award of the Framework will be based on fixed price and a weighting of 100% quality, of which 20% will be allocated specifically to social value for both Lots 1 and 2 with the agreement to the evaluation criteria subject to the approval of the s151 Officer to ensure value for money is demonstrated.
  - To delegate to the Executive Director for Adult Social Care to award the Framework and Call-off contract following the successful
  - completion of the CPN.
  - To agree to fund the contracts from the adult social care budget already set up for care technology with any additional costs (e.g. through additional volume) funded through cost avoidance and benefits realisation.
6. This development does not change the impact of a county-wide provision on EFDC's own telecare service nor the decision to cease EFDC's own service once it is mobilised.
7. However, this development does impact on the original timescales for the cessation of EFDC's own provision which was originally anticipated to have been by the end of the fiscal year 2020-21.
8. EFDC's own provision is now unlikely to cease before the end of Q1 2021-22 to allow for mobilisation of the full county-wide service by June 2021 and the subsequent work transitioning customers from EFDC's own provision to a different provider to ensure that Epping Forest residents are not left for any period without any telecare provision.

### **Resource Implications:**

While the decision to cease EFDC's telecare provision will limit the Council's exposure to loss of income and increased overheads, by continuing this service until June 2021 there will be a net impact on the general fund for the cost of the service for at least a 3 month period while no new telecare clients are taken on.

The cost is likely to be c£7,500 (cost of 1 FTE Telecare Officer for 3 months)

### **Legal and Governance Implications:**

Legal and HR have been consulted in relation to the staffing implications.

**Safer, Cleaner and Greener Implications:**

While there is a risk of some disruption to service users which could impact on their safety at home as the new contracts commence this can be minimised through planning and on-going effective partnership working with Essex County Council throughout the period of service transition.

**Consultation Undertaken:**

Previous consultation has been undertaken with Cabinet.

**Background Papers:**

Essex County Council Cabinet Papers FP/494/09/19 October 2019 and August 2020  
EFDC Cabinet paper C-005-2020/21

**Risk Management:**

There is a risk to service users' health, safety and wellbeing if there is insufficient transition phase of the service moving to ECC's county wide provider. This can be mitigated as far as possible with the suggested additional 3 month transition after full service mobilisation in June 2021 and with robust partnership working.

**Equality Analysis:**

The Equality Act 2010 requires that the Public Sector Equality Duty is actively applied in decision-making. This means that the equality information provided to accompany this report is essential reading for all members involved in the consideration of this report. The equality information is provided as an Appendix to this report.