

EXECUTIVE DECISION RECORD SHEET

Name of decision maker:	Cllr Margaret Griffiths
Portfolio:	Community Housing and Customers
Date of Portfolio Holder Decision:	

Title of Decision:	APPOINTMENT OF A CONTRACTOR TO PROVIDE THE COMMUNITY ALARM SERVICE
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Decision made and reasons: To appoint Invicta Telecare as the provider of the Community Alarm Service for a contractual term of two years. Five Tenders received for this work. Following an evaluation process based on elements of quality and cost, the tender from Invicta Telecare was evaluated to be the most economically advantageous to the Council and best matched the needs of our customers. Details of the tender evaluation are contained in a separate Part II Report

Reports considered: (here reference can be made to specific documents) Tender documents submitted by organisations Part II Tender Evaluation Report

Officers/Councillors/Ward Councillors/Stakeholders Consulted: Tenants Supported Housing Officers Elderly Services Officer Supported Housing Manager Senior Manager, Tenant Services Maintenance Officer Housing Solutions Manager

Monitoring Officer comments:	My comments have been incorporated into the report
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Chief Financial Officer comments:	There are sufficient financial resources to cover this expenditure
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Implications:
Risk: <u>Continuing high level of cost</u>
Value for Money:

Options Considered and reasons for rejection: Continuing with current provider was rejected due to escalating and projected increasing cost. Two-stage evaluation of tenders undertaken based on cost and quality. Of the five organisations that tendered, four were either too high on cost or illustrated deficiency in quality.
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Portfolio Holders Signature:
Date:
Details of any interests declared and any dispensations given by the Standards Committee:

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For Member Support Officer use only	
Date Decision Record Sheet received from portfolio holder:	
Date Decision Published:	Decision No:
Date of Expiry of Call-In Period:	
Date any Call-In received or decision implemented:	

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BACKGROUND

COMMUNITY ALARM MONITORING SERVICE

BACKGROUND

- 1 The Community Alarm Monitoring Service is automatically provided to all Sheltered Housing Tenants and is also available for a small charge to Older and Disabled People who live in other types of tenure within the Borough. The Service provides Tenants with security that they can obtain help if they have an accident or medical emergency. A call made by a Tenant by pulling a cord or pressing a button is received and monitored by a Control Centre. A trained Operator is able to identify the caller and details held on the Control Centre computer system about their medical history, next of kin and other relevant information. Having established why a Tenant has called, the Operator will then contact the most appropriate person or service to assist. The Service is provided 24 hours of the day, 365 days of the year.
- 2 The Control Centre also monitors assistive technology known as Telecare. This service uses a range of technologies that raise alerts to get help for the user if they need it. The technology includes movement sensors, fall, fit and faint detector, gas escape detector, property exit sensor and bed sensor. As this area develops, more types of detectors are being made available to enable vulnerable people to continue living in their own home with greater safety and independence. The Control Centre monitors each detector and/or sensor.
- 3 Current monitoring service levels indicate that the Control Centre receives on average 8029 incoming and outgoing calls per month.
- 4 From 2001, Tunstall have provided the monitoring of the Community Alarm Service for Dacorum Borough Council. Due to rising unit cost and the contract lapsing, the service was re tendered in February 2008.