



**OFFICIAL DECISION NOTICE PUBLISHED BY
DEMOCRATIC SERVICES ON 08 APRIL 2021**

The Leader of the Council and the Cabinet Member for Health and Social Care have made the following decision today:

<p>1.</p>	<p><i>THE LEADER OF THE COUNCIL AND THE CABINET MEMBER FOR HEALTH AND SOCIAL CARE</i></p> <p><i>OUT-OF-HOURS EMERGENCY ANSWERING SERVICE AND TELECARE CALL MONITORING SERVICE</i></p> <p>DECISION:</p> <p>That the Leader of the Council and Cabinet Member for Health and Social Care agreed to extend the current contract with Anchor Hanover for the provision of an out-of-hours emergency answering service and the Telecare 24/7 call monitoring service contract, to the London Borough of Hillingdon for a one-year period from December 2020 to December 2021 and at the cost of £278,732.90.</p> <p>REASONS FOR THE DECISIONS MADE</p> <p>Cabinet approved the decision to award this contract to Anchor Hanover for a period of three (3) years from December 2017 with the option to extend for a further period of one (1) year, making a possible maximum contract period of four (4) years subject to satisfactory performance and at the absolute discretion of the Council. This report seeks approval for the one (1) year extension.</p> <p>Anchor Hanover has successfully managed this contract for the past 3 years and consistently met targets for call answering and handling times, in accordance with agreed standards and current TSA Telecare Code of Practice 2013 guidelines. These are as follows:</p> <ul style="list-style-type: none">• Alarm monitoring - 97.5% of calls answered within 60 seconds and 100% answered within 180 seconds.• Out of Hours (OOH) – 90% of calls answered within 60 seconds.• Overall, this year so far, 98.66% of alarm calls have been answered within 60 seconds and 92.51% of OOH's calls have been answered within 60 seconds, both which are above target. <p>The Council will utilise the year to analyse the supply market for providers and services available to enable the planning for subsequent Procurement options available.</p>	<p><i>Tony Zaman, Corporate Director</i></p> <p><i>Sasha Jeffries, Social Care/ James Patterson, Procurement</i></p>
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	<p>ALTERNATIVES CONSIDERED AND REJECTED</p> <p>Due to the current Covid-19 situation, it is considered that the best option is to extend for 1 year to give the Council sufficient time to complete a new tender process early next year. To bring the service in-house would be costly and inefficient.</p> <p>FURTHER INFORMATION</p> <p>The report relating to this decision was declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and that the public interest in withholding the information outweighs the public interest in disclosing it.</p>	
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DECISION AUTHORITY & IMPLEMENTATION

Where required, these decisions have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

These decisions, unless called in, will come into effect from 5pm on Thursday 15 April 2021.

This is the formal notice by the Council of the above decisions. If you would like more information on any of the decisions, please contact Democratic Services on 01895 250636. The right hand column indicates the name of the officer(s) responsible for implementing / following up the decision in each case. Circulation of this decisions sheet is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public.