



## OFFICIAL EXECUTIVE DECISION NOTICE PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

<b>Title of decision</b>	<b>Out of Hours Emergency Answering Service and Telecare Call Monitoring Service</b>
<b>Reference No.</b>	1120
<b>Date of decision</b>	Friday 21 June 2024
<b>Call-in expiry date</b>	Friday 28 June 2024
<b>Relevant Select Committee</b>	Health & Social Care Select Committee
<b>Relevant Wards</b>	N/A

### Decision made

<b>Cabinet Members making the decision</b>	Councillor Ian Edwards – Leader of the Council Councillor Jane Palmer – Cabinet Member for Health and Social Care
<b>Decision</b>	<b>Approved</b>  That the Leader of the Council and Cabinet Member for Health & Social Care accepted the single tender action from Anchor Hanover for the provision of an out of hours emergency answering service and telecare 24/7 call monitoring service for an 18-month period with a review of connections after 12 months from 4 March 2024 to 3 Sept 2025 at a cost of £412,830.47.
<b>Reason for decision</b>	<p>Anchor Hanover provides a telecare monitoring service that enables people, especially older and more vulnerable individuals, to live independently and securely in their own home. Anchor supports residents with twenty-four-hour monitoring ensuring that, should an event occur, the information is acted upon immediately and the most appropriate response put in place. Anchor also support the local authority's out of hours call answering service, signposting, and resolving residents' general queries.</p> <p>The provider continues to perform well against agreed KPIs. A project is underway to review the start-to-end process of the use of Technology Enabled Care (TEC) as a way of supporting individuals to remain independent in their home environment for as long as possible.</p>

<b>Alternative options considered and rejected</b>	<p>1) The option to retender at this time was considered but discounted.</p> <p>2) Not to continue with the service - this option was also discounted as unviable due to the significant risks attached.</p>
<b>Classification</b>	Part II – Members’ Only and Not for Publication
<b>Link to associated report</b>	<i><b>That this report be 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.</b></i>
<b>Relevant Officer contact &amp; Directorate</b>	Lee Moses – Adult Services & Health Directorate
<b>Any interest declared by the Cabinet Member(s) / dispensation granted</b>	N/A

### **Implementation of decision & scrutiny call-in**

<b>[Internal Use only]</b>	
<b>When can this decision be implemented by officers?</b>	<p>Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is:</p> <p><b>Friday 28 June 2024</b></p> <p>However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.</p>
<b>Councillor scrutiny call-in of this decision</b>	<p>Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above.</p> <p>Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required:</p> <p><a href="#"><b>Scrutiny Call-In - Power Apps</b></a> (secure)</p>

<b>Further information</b>	<p>These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.</p> <p>This is the formal notice by the Council of the above executive decision, including links to the reports where applicable.</p> <p>If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: <a href="mailto:democratic@hillingdon.gov.uk">democratic@hillingdon.gov.uk</a>.</p> <p>Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website.</p> <p style="text-align: right;"><b>Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW</b></p>
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