

**CABINET
24 MARCH 2020**

PART 1 – PUBLIC DOCUMENT

TITLE OF REPORT: REVIEW OF CARELINE OPERATIONS

REPORT OF THE SERVICE DIRECTOR – CUSTOMERS

EXECUTIVE MEMBER: COUNCILLOR GARY GRINDAL

CURRENT COUNCIL PRIORITY: RESPONSIVE AND EFFICIENT

NEW COUNCIL PRIORITY: BUILD THRIVING AND RESILIENT COMMUNITIES

1. EXECUTIVE SUMMARY

1.1 To advise Cabinet of the potential for an expansion of the Careline Service

2. RECOMMENDATIONS

2.1. That Cabinet notes the report.

2.2. That the Service Director – Customers in consultation with the Executive Member for Housing & Environmental Health be authorised to continue discussions as explained in more detail in the Part II Report and to enter into a formal agreement for the expansion of the service, provided this can be done within the funding available.

3. REASONS FOR RECOMMENDATIONS

3.1. To secure the on-going viability of the Careline Service and the excellent service to customers that it provides.

4. ALTERNATIVE OPTIONS CONSIDERED

4.1. This is considered in the Part II Report.

5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

5.1 The position at the moments remains confidential for reasons of commerciality and because a final decision has not yet been made by the potential partner. However, the Executive Member for Housing & Environmental Health has been kept informed of developments

6. FORWARD PLAN

- 6.1 This report does not contain a recommendation on a key Executive decision and has therefore not been referred to in the Forward Plan.

7. BACKGROUND

- 7.1 The Council has provided assistive technology through the Careline Service since 1982, not only in Hertfordshire, but also regionally.
- 7.2 In 2014 the Council entered into a long term partnership with Hertfordshire County Council to improve the large scale uptake of assistive technology in the county. This collaboration "Herts Careline" aims to provide affordable goods and services to a range of Service User groups in order to promote independent living. Herts Careline's mission is to be a public service asset that supports not only individuals also the Social Care Authority, Police, Fire & Rescue Service, Ambulance Service, other NHS bodies, Social Housing providers, and other Hertfordshire public or voluntary service organisations with their ambitions.
- 7.3 Since its launch, Herts Careline has grown significantly and aims to assist approximately 2,500 new Service Users in 2019/20.
- 7.4 During the course of 2018/19 Hertfordshire Careline assisted 2,956 households in Hertfordshire with some form as assistive technology service.
- 7.5 The Service Users include older people, those living with dementia, people who are frail due to age or long-term health conditions, people with physical and sensory disabilities (sight loss, hearing impairment, deaf/blind people), people with learning disabilities, people with Autism and Asperger syndrome, people with mental health issues and families with disabled children, and those with other complex needs. Herts Careline also assists people in connection with domestic violence or abuse, distraction burglary or rogue trading, and elevated fire risk.
- 7.6 The service has experienced huge growth over the past few years as demand for assistive technology to support people's independence in their own home has seen a steep increase in interest as people see the benefits it can bring.
- 7.7 In 2019, Herts Careline successfully completed its first year at its new Control Room in the District Council Offices, investing in the long term future of the service for its 16,000+ customers. The move was influenced by its previous site reaching capacity due to the significant increase in new customers the service has seen.
- 7.8 The move also offered a further opportunity to upgrade the supporting infrastructure to accept the new digital alarms that have are being necessitated by the switch from analogue to digital telecommunications infrastructure.

8. RELEVANT CONSIDERATIONS

- 8.1. These are considered in the Part II Report.

9. LEGAL IMPLICATIONS

- 9.1 Cabinet is being asked to note the position, authorise on-going negotiations with the prospective partner and enter into an agreement provided this can be done within the funding available..

9.2 The relevant functions vested in Cabinet by the Constitution are:

5.6.15 To oversee the provision of all the Council's services other than those functions reserved to the Council, and;

5.6.24 To promote and develop external partnerships to meet strategic objectives.

9.3 There may be other legal implications arising from on-going negotiations.

10. FINANCIAL IMPLICATIONS

10.1 The financial implications are considered in the Part II Report.

11. RISK IMPLICATIONS

11.1. The risk implications are considered in the Part II Report.

12. EQUALITIES IMPLICATIONS

12.1. In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

13. SOCIAL VALUE IMPLICATIONS

13.1 The Social Value Act and "go local" requirements do not apply to this report.

14. HUMAN RESOURCE IMPLICATIONS

14.1. The human resources implications will be considered in the Part II Report.

15. APPENDICES

15.1. None

16. CONTACT OFFICERS

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17. BACKGROUND PAPERS

17.1 None