

**RECORD OF EXERCISE OF DELEGATED AUTHORITY BY OFFICER PURSUANT TO
REGULATION 13 OF THE LOCAL AUTHORITIES (EXECUTIVE ARRANGEMENTS)
(MEETINGS AND ACCESS TO INFORMATION) (ENGLAND) REGULATIONS 2012 &
THE OPENNESS OF LOCAL GOVERNMENT BODIES REGULATIONS 2014**

<u>SUBJECT OF DECISION</u>	
Re-procurement of the lifeline call monitoring contract in Independent Living and award of contract	
<u>DECISION REFERENCE</u>	<u>SOURCE OF AUTHORITY AND REFERENCE</u>
DO/11/2026 (SC)	<p>3D OFFICER DELEGATIONS- Part A- General Delegations</p> <p>3D.2 Financial Resources</p> <p>a)Incur normal expenditure up to the limit of provision within the budgets under his/her control, subject to compliance with contract standing orders, financial standing orders, financial regulations and financial instructions.</p> <p>b)Invite and accept tenders or quotations for contracts, subject to contract standing orders, financial standing orders, financial regulations and financial instructions.</p> <p>Cabinet - 25th February 2026 CB94 Housing Revenue Account (HRA) Budget 2026/27</p> <p>Full Council – 25th February 2026 CL70 Recommendations from Cabinet and Other Committees vii) Housing Revenue Account Budget 2026/27</p>
<u>DATE OF DECISION</u>	<u>DECISION MAKER</u>
24/06/2026	Sharon Clinton, Assistant Director – Housing Services

RECORD OF THE DECISION

a) The issue

The Independent Living service operates lifeline in all units. These lifelines are accessible by vulnerable tenants in these units 24 hours a day, 7 days a week should they need emergency assistance with their health, wellbeing or other emergency, e.g. fire, crime, anti-social behaviour (this list is not exhaustive).

The calls from lifelines need monitoring to answer every call made through a lifeline is answered promptly to ensure tenants are safeguarded from harm. The call monitoring service will take the necessary steps to bring the right services to the tenant.

The current lifeline call monitoring contract (Tunstall Healthcare Services Ltd) ended on 30 May 2026. Continuation with the existing provider is required to avoid disruption to a critical service for vulnerable residents, maintain continuity of care, and minimise operational, safeguarding, and mobilisation risks.

b) The Decision

To award a new contract to Healthcare Services Ltd for a term of 4 years via a public sector framework agreement.

REASON FOR THE DECISION

To ensure continuity of a critical 24/7 service that supports vulnerable residents. A compliant framework provides a lawful and efficient route to procurement.

Retaining Tunstall Healthcare Services Ltd minimises operational, safeguarding and mobilisation risks, avoids additional costs, and ensures continuity of a proven and reliable service.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED IN MAKING THE DECISION

- Remove all lifelines from Independent Living units and cease to operate this service
- Carry out an open tender for alternative lifeline call monitoring providers.

Tunstall is a nationwide provider with an established track record of delivering a high standard and a reliable call monitoring service for lifelines. A compliant framework route was used to secure the provision via Direct Award. No alternative provider was considered, because changing provider at this stage would incur additional set-up costs and create operational risks associated with data transfer and service mobilisation. Continuing with Tunstall therefore supports continuity, value for money, and stability of service delivery.

WARD RELEVANCE

All wards

FINANCIAL AND BUDGET IMPLICATIONS

The contract value is £337,500 for a 4-year contract.

Year 1 and 2 - £66,604

Year 3 - £76,927

Year 4 - £84,620

There is a one-off cost in year one for the provision of goods – upgrading new reach units into dispersed units to ensure lifelines do not fail with the upcoming national digital switchover process and 2G network coverage being withdrawn.

There is sufficient budget to cover the one-off good purchase, along with the lifeline call monitoring contract.

This contract would usually be a 5-year contract (either 3 plus 1 + 1 or 4 plus 1) but due to increasing costs, a five-year contract was not a viable option. This has been logged as a budget pressure for year five.

CONSULTATION UNDERTAKEN WITH MEMBERS/OFFICERS

Not required.

ANY CONFLICT OF INTEREST DECLARED BY ANY MEMBER CONSULTED

None

IN RESPECT OF ANY DECLARED CONFLICT BY A CABINET MEMBER, ANY DISPENSATION GIVEN BY THE HEAD OF PAID SERVICE (Note if the decision is a non-executive decision, no dispensation can be given).

None

EQUALITIES IMPLICATIONS (including any Equality Impact Assessment)

The continuation of the lifeline service supports vulnerable residents, including older people, disabled people, and others with high care and support needs. Maintaining the existing service helps avoid disruption and promotes equitable access to support for all independent living tenants. No adverse equality impacts have been identified arising from this decision.

HUMAN RESOURCES IMPLICATIONS

None

<p><u>FINANCIAL IMPLICATIONS</u></p> <p>See above</p>
<p><u>HEALTH EQUALITIES IMPLICATIONS</u></p> <p>The service contributes positively to health and wellbeing by helping vulnerable residents remain safe and independent in their homes. Continuation of the contract reduces the risk of harm arising from service interruption and supports prevention and early intervention.</p>
<p><u>SECTION 17 CRIME & DISORDER IMPLICATIONS</u></p> <p>None</p>
<p><u>RISK MANAGEMENT IMPLICATIONS</u></p> <ul style="list-style-type: none"> • Risk of service interruption if contract is not procured leaving vulnerable tenants at risk of harm • Safeguarding risk to vulnerable users • Reputational risk to the Council • Operational risk from changing provider • Data migration/mobilisation risks if switching suppliers <p>If the contract is not re-procured, there is a significant risk of disruption to a critical service used by vulnerable residents. A change of provider would also create mobilisation, data transfer, and implementation risks. Continuing with the existing provider mitigates service continuity, safeguarding, operational, and reputational risks.</p>
<p><u>SME (SMALL/MEDIUM ENTERPRISES) & LOCAL ECONOMY IMPLICATIONS</u></p> <p>None</p>
<p><u>ENVIRONMENTAL IMPLICATIONS</u></p> <p>None</p>
<p><u>LEGAL IMPLICATIONS</u></p> <p>Re-procurement is being made through a compliant framework and contractual mechanisms in accordance with the Contract Procedure Rules.</p>
<p><u>ANY OTHER COMMENTS</u></p> <p>None</p>

**PLEASE RETURN TO THE MONITORING OFFICER AS SOON AS A DECISION IS
MADE OR AS REASONABLY PRACTICABLE THEREAFTER**