

Delegated Power Record

Are the details of the decision to be public or confidential?

Public

If the details of the decision are confidential, please select the category for exemption under the Local Government Act 1972

Choose an item.

Reference	ADCOM-23-022
Corporate Plan Priority	Meeting Residents' Needs
Delegation Title	Out of Hours Call Handling & Homelessness Triage
Delegated Power Number	453 - In accordance with the Council's Contract Procedure Rules 9.17: (Power to vary the terms of an existing contract, where there is provision within the contract to do so)
Date of Exercise	20/03/2023
Cabinet Member	Cllr Louise Westbury
Assistant Director	Fran Anderson

Type of Decision (Key/Executive/Non-Executive)	Executive (Non-Key)
FOR KEY DECISIONS ONLY	
Delegated Power Forward Plan Ref	n/a
Date Decision Published in Forward Plan	
Urgency (For Key Decisions not included in Forward Plan only)	Not Applicable

Background to decision:

The current contract for Out of Hours Call Handling was awarded to Beyond Housing from 1 April 2018 for a 3 year period with the optional 2 x 12 month extension periods added extending the contract to 31 March 2023. The contract was then varied in May 2021 to include the provision of the Out of Hours Homelessness Triage service.

As part of the service Beyond Housing handle all calls which are made to the Council once the main call centre is closed. This may include advising callers to call back during working hours, signposting to other services/providers or ringing through to the RCBC Duty Officer for any urgent queries which pose a threat to the public or the environment (e.g. flooding/fallen trees etc.). The provider also handles calls from people presenting as Homeless and utilising a set triage script, provides them with appropriate advice/accommodation.

Beyond Housing have excellent familiarity with and local knowledge of the Council area. This is of advantage when dealing with the type of out of hours enquiries they receive. To ensure

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consistency of support for vulnerable callers, it is recommended that the current contract be varied to extend the contract period for a further 3 years.

Decision Considerations:

Contract Procedure Rules.

Full details of decision:

Approval is requested to vary the existing Beyond Housing Out of Hours contract by extending the contract term from 1 April 2023 to 31 March 2025.

Financial detail:

Variation Contract value from 01/04/2023 to 31/03/2025 is £23,754

Total Contract Value 01/04/2018 to 31/03/2025 is £67,754

To be funded from cost code: 10888

Confirmation has been obtained from Financial Management that the increase is acceptable and will be addressed at Budget Setting. Confirmation has also been obtained from Health & Communities that the increase is acceptable in order to maintain the Homelessness Triage service provision.

Delivering Social Value:

The current contractor Beyond Housing are a local employer and as such have excellent familiarity with, and local knowledge of, the council area. This is of advantage when dealing with the type of out of hours enquiries they receive.

Reasons for Decision:



The service that is currently provided by Beyond Housing is very good and any issues that have been raised have been addressed immediately. There is a good working relationship between all parties, and the provider have proved to be very flexible in supporting with call taking that has been required as a result of unforeseen instances.

Details of alternative options considered (if any) and reasons for rejection:

Do nothing – The existing contract will expire with no official agreement in place to handle out of hours emergency calls.

In House provision – There is currently no in-house resource available to provide for this service.

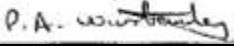


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<p>Details of any conflict of interest declared by any Elected Member consulted in relation to the decision:</p> <p>This must be left blank. Business Support will seek this information from the Cabinet Member.</p>	
<p>Details of any dispensation granted in respect of any conflict of interest:</p> <p>This must be left blank. Business Support will seek this information from the Cabinet Member.</p>	
<p>Background Papers:</p> <p>State where any additional papers may be held, any background information (if applicable).</p>	
<p>Officer Name (Print)</p>	<p>Tanya Clark</p>
<p>Officer Signature</p>	
<p>Submission date</p>	<p>3 March 2023</p>
<p>Procurement Approval</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;">  </div> <div style="width: 55%;"> <p>The request complies with the Council's Contract Procedure Rules</p> </div> </div>

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Delegated Power Forward Plan Reference	
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Signatures

CABINET MEMBER FOR CLIMATE CHANGE AND ENVIRONMENT Cllr Westbury Approved Via Email	Date 20/03/2023
CHIEF FINANCE OFFICER 	Date 06/03/2023
CHIEF LEGAL OFFICER 	Date 06/03/2023
CORPORATE DIRECTOR FOR ADULTS AND COMMUNITIES 	Date 13/03/2023

Call-In (Key Decisions Only)

Date Decision will become effective	
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