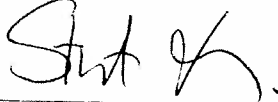


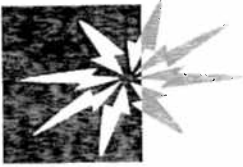
**Haringey** Council

Report for:	Cabinet Committee	Item Number:	
Title:	Out of Hours telephone contact – Contract Renewal		
Report Authorised by:	Stuart Young – Assistant Chief Executive 		
Lead Officer:	Paul Ellicott - Head of Revenues, Benefits and Customer Services - ext. 3854 Elaine Prado – Service Manager – ext. 4607		
Ward(s) affected: All	Report for Key/Non Key Decisions: Key decision		

## 1. Describe the issue under consideration

- 1.1 Council currently provides an emergency out of hours telephone service to its residents. This service operates outside of normal office hours, during evenings, weekends and bank holidays. The service offers residents a method by which they can report situations that require immediate action. Services offered include Children's Safeguarding, Adult Social Services, Major Emergencies, Dangerous Structures and Highways Emergencies.
- 1.2 The current Out of Hours service contract expires on 30<sup>th</sup> September 2012. The participating authorities, led by London Borough of Ealing, conducted a re-tendering exercise which was completed in April 2012. The scores for the final two bidders are attached as Appendix C. The new Framework Agreement was signed off by London Borough of Ealing on 10th May 2012. Should the Cabinet approve the recommendations then, in order for Haringey Council to continue to participate in the Pan London Out of Hours and Optional Daytime Customer Call Handling Service we are required to sign an Access Agreement under this Framework Agreement.

## 2. Member introduction



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- 2.1 The out of hours telephone service provided by the Council is an essential service which enables us to respond immediately to the emergency needs of our residents.
- 2.2 Since 2009, this service has been delivered by Vangent Ltd. who, working within Framework Agreement led by the London Borough of Ealing, have delivered the service in a number of London boroughs. In advance of this contract expiring, Ealing Council has led on its re-tendering. Vangent Ltd has emerged as the preferred option.
- 2.3 I therefore recommend that Members approve the proposal to award a call-off under the Out of Hours and Optional Daytime Customer Call Handling Service Framework Agreement so that the new contract can commence from 01 October 2012.

### **3. Recommendations**

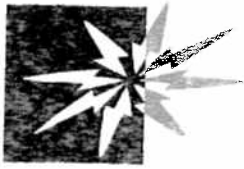
- 3.1 That Members agree to award a call-off contract under the Out of Hours and Optional Daytime Customer Call Handling Service Framework Agreement.

### **4. Other options considered**

- 4.1 London councils worked together when the original contract was awarded to identify the best value as a Pan London Out of Hours Customer Call Handling Service. This option remains favourable as a number of authorities share the service and associated costs.

### **5. Background information**

- 5.1 Haringey entered into an Access Agreement with Vangent Ltd on 11<sup>th</sup> August 2009, to provide the Council's Out of Hours Customer Call Handling Service. This was done under a Framework Agreement led by London Borough of Ealing. At the time of joining, five other organisations had signed Access Agreements under this Framework.
- 5.2 There are currently eleven participating organisations - the London Boroughs of Haringey, Ealing, Tower Hamlets, Havering, Lambeth, Barking & Dagenham, Kensington & Chelsea, Waltham Forest and Enfield together with Homes for Haringey (ALMO) and Lambeth Living (ALMO).
- 5.3 The current contract for the Out of Hours Customer Call Handling Service will end on 30<sup>th</sup> September 2012, and so the contract has been re-tendered. This was done under a new Framework Agreement that was tendered by London Borough of Ealing on behalf of the participating organisations. The tendering process followed the required OJEU process. London Borough of Ealing remain the Lead Authority



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in the award of the new contract and signed a new Framework Agreement with the successful tenderer (Vangent Ltd). This service is contracted out to Vangent Ltd under a Framework Agreement held by London Borough of Ealing. London Borough of Ealing will carry out the contract management for the contract.

5.4 The recommendation is for the new contact to commence from 1<sup>st</sup> October 2012.

### **6. Comments of the Chief Finance Officer and financial implications**

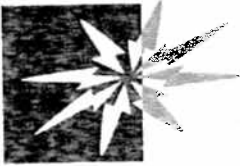
- 6.1 The proposed contract is for 6 years with a clause to review after 3. Continuing to call off the contract used by a number of others local authorities is cost effective and keeps both management and call costs down.
- 6.2 The budget for this contract is held within Revenues, Benefits & Customer Services (£158k for 12/13) and whilst recognising that it is a demand led service, the budget has been sufficient. Furthermore, the service are actively looking at ways to move customers onto alternative means of communication such as e mail or text.

### **7. Head of Legal Services and legal implications**

- 7.1 The Framework Agreement was advertised in OJEU pursuant to an EU tendering process compliant with the Public Contracts Regulations 2006 and subsequently awarded to Vangent Ltd.
- 7.2 The Council now wishes to award a call-off contract under the Framework Agreement. The Cabinet has power to approve the award of a call-off contract under Contract Standing Order 9.07.1 (d).
- 7.3 The decision to award the call-off contract is a key decision and, as such, needs to be included in the Forward Plan in accordance with CSO 3.01 (d).
- 7.4 Please see additional legal comments in the exempt part of the report.

### **8. Equalities and Community Cohesion Comments**

- 8.1 The Council has a general equality duty under Section 4 of the Equality Act 2010. This requires that in all its functions, the Council must have due regard to the need to:
- Eliminate discrimination, harassment and victimisation of persons that share the characteristics protected under S4 of the Act.
  - advance equality of opportunity between people who share those protected characteristics and people who do not;

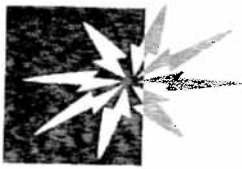


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- foster good relations between people who those characteristics and people who do not.

- 8.2 Protected characteristics include Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex (formerly gender) and Sexual Orientation.
- 8.3 Policy and Equality Team have been consulted in the preparation of this report and they comment that:

For the purpose of this report, the relevant aspects of the general equality duty are the duty to have regard to the need to eliminate discrimination and to advance equality of opportunity, in this case, in the tendering process. As the report makes clear, the tendering process conducted by the London Borough of Ealing on behalf of the participating organisations followed the required OJEU process. This we understand is an EU-directed open procedure, key features of which are transparency and opportunity for interested bidders to participate. In regard to equality of opportunity in the delivery of Out-of-Hours telephone contacts, the criteria for tender evaluation included a requirement to establish whether tenderers appreciate and have effective proposals to meet the challenges and requirements of working in a city like London with very diverse communities. This, together with the tender process used would comply with the duty for regard to advancing equality of opportunity. It would also be consistent with the Council's Equal Opportunities Policy in regard to equality in the tendering process and ensuring that contracts deliver on equality to service users. On the duty on discrimination, we are aware that to avoid bias, and in the interest of fairness to all tenderers, the selection process was carried out by a panel comprising of representatives of the participating authorities. The panel was mixed in terms of ethnicity, gender and age and the selection process was strictly controlled and based on a scoring methodology and Method Statement and Specification that were transparent to all bidders at the beginning of the process. There was a separate selection process based



## **Haringey Council**

on financial requirements which for obvious confidentiality reasons we are not privy to but followed a similar scoring method. We would suggest therefore that due regard to given to the need to avoid any potential discrimination in the process. There are no obvious implications for the duty to foster good relations between groups (community cohesion).

### **9. Head of Procurement Comments**

- 9.1 The recommendation is in line with the Procurement code of Practise.
- 9.2 A competitive process was undertaken by Ealing to ensure that the market was fully tested and to deliver a value for money outcome.
- 9.3 Contract management arrangements are in place to ensure contract compliance and quality outcomes for residents

### **10. Policy Implication**

- 10.1 It is required that the council has an out of hours service to mitigate matters relating to the safeguarding of children and adults and other emergencies within the borough that may affect our residents outside normal office hours.

### **11. Use of Appendices**

- 11.1 Appendix A – Price List (Exempt Appendix A)
- 11.2 Appendix B – Annex to Pricing Schedule (Exempt Appendix B)
- 11.3 Appendix C - Tender Evaluation Summary & Total Bid Prices (Exempt Appendix C)

### **12. Local Government (Access to Information) Act 1985**

N/A

