

RECORD OF DECISION MADE UNDER DELEGATED AUTHORITY

PART 1 – PUBLIC DOCUMENT

SERVICE DIRECTORATE: CUSTOMERS

1. DECISION TAKEN

To award Legrand Care a 3-year contract to facilitate the ongoing functionality and maintenance of their Telecare Customer Relationship Management solution known as Jontek Answerlink.

2. DECISION TAKER

Johanne Dufficy, Service Director - Customers

3. DATE DECISION TAKEN:

07 November 2024

4. REASON FOR DECISION

- 4.1 Legrand Care is the sole provider capable of maintaining their proprietary Jontek Answerlink platform, which is integral to the telecare services provided by NHDC Careline. This platform supports vulnerable residents across Hertfordshire in partnership with Hertfordshire County Council. Switching providers would cause significant disruption and risk to service users due to the highly customised nature of the platform and the current digital immaturity in the market.
- 4.2 Awarding a new maintenance contract to Legrand Care ensures continuity of existing services and legacy analogue infrastructure during the nationwide digital switchover from analogue to digital telecommunications.

5. ALTERNATIVE OPTIONS CONSIDERED

- 5.1 A full procurement exercise was considered but ultimately discounted due to the current lack of mature digital solutions available in the market. Additionally, the ongoing transition from analogue to digital poses a high risk of potential disruption and impacts our ability to maintain the necessary legacy analogue infrastructure while housing providers are still transitioning to digital systems.
- 5.2 Not renewing the contract. However this is not thought to be viable due to the critical nature of the services provided through the Jontek Answerlink platform and the risks associated with transitioning to an alternative system without sufficient lead time and stability in the market.

6. CONSULTATION (INCLUDING THE EFFECT ON STAKEHOLDERS, PARTNERS AND THE PUBLIC)

- 6.1 Consultation has taken place with Executive Member for Community and Partnership, Councillor Val Bryant.
- 6.2 Hertfordshire County Council has been consulted and supports the proposed contract.

7. FORWARD PLAN

- 7.1 This decision is not a key Executive decision and has therefore not been referred to in the Forward Plan.

8. BACKGROUND/ RELEVANT CONSIDERATIONS

- 8.1 The digital switchover in the UK is a significant factor in the decision to maintain existing systems rather than initiate a full procurement process. The current market for telecare platforms is not yet fully mature in terms of digital capability. Entering this contract allows time for the market to stabilise.
- 8.2 The Jontek Answerlink platform is highly customised and proprietary, with Legrand Care holding exclusive rights to the software, making it impractical to switch providers without significant disruption and risk to service users. Additionally, the ongoing digital immaturity in the market suggests that waiting for more mature digital solutions will be advantageous.
- 8.3 This decision also provides resilience to our partnership with Hertfordshire County Council, which involves providing assistive technology to vulnerable adults and children across Hertfordshire for which a Customer Relationship Management system is required.
- 8.4 The contract includes a buffer period for NHC to create a more detailed and informed procurement strategy, preventing rushed decisions that could cause long-term issues. This strategy may take up to 18 months to implement.

9. LEGAL IMPLICATIONS

- 9.1 Section 14.6.4 of the Council Constitution provides delegation to service directors and states at section 14.6.4 (a) (ii) and is therefore non-executive:

“Entering into contracts to carry out works and/or for the supply of goods and services within approved budgets (subject also to approval of the Service Director for: Customers in respect of software or hardware contracts). All may attest the fixing of the Common Seal to a contract or Deed;”

- 9.2 Under terms of reference 14.6.6 (b)(i) of the Constitution, the Service Director Customers has delegated authority for all care functions including the provision and management of Careline and community alarms.
- 9.3 The Contract Procurement Rules at 7.13 require the publication of a Decision Notice for any contract with a value of above £50,000.

10. FINANCIAL IMPLICATIONS

- 10.1 The current budget for the Jontek Answerlink Maintenance contract is £86,500 and is uplifted for inflationary increases each year. The expenditure for the first year of the contract is £82,600 resulting in a small saving. The expenditure increases to £91,100 in year 3 but this will be covered from savings in inflationary increases to the budget.

11. RISK IMPLICATIONS

- 11.1 Good Risk Management supports and enhances the decision-making process, increasing the likelihood of the Council meeting its objectives and enabling it to respond quickly and effectively to change. When taking decisions, risks and opportunities must be considered.
- 11.2 The service that is provided depends on a Customer Relationship Management Systems to function safely and effectively, if the decision was not taken to award, then a full procurement project will need to commence, without the widest understanding of requirements of partners or the completion of national projects like the analogue to digital switch.
- 11.3 A procurement/roll out of a new CRM system is expected to take 18 months which leaves the Council vulnerable having a system that is not in contract to be maintained.
- 11.4 Awarding this contract to Legrand Care is the least risk option as it reduces the level of change involved in a complex IT system supporting a life critical function.

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.
- 12.2 The service, which supports vulnerable elderly and disabled residents in Hertfordshire, did not identify any equality implications during the initial tender process. A subsequent Equalities Impact Assessment (Appendix A) reaffirms that there are no concerns in this regard.

13. SOCIAL VALUE IMPLICATIONS

- 13.1 The Social Value Act and “go local” policy do not apply to this decision.

14. ENVIRONMENTAL IMPLICATIONS

- 14.1 Environmental Impact Assessment has been undertaken (Appendix B). The outcomes have been considered and there are no relevant adaptations that could be applied and no negative implications where identified.

15. HUMAN RESOURCE IMPLICATIONS

- 15.1 There are no human resources implications.

16. BACKGROUND PAPERS

- 16.1 None.

17. APPENDICES

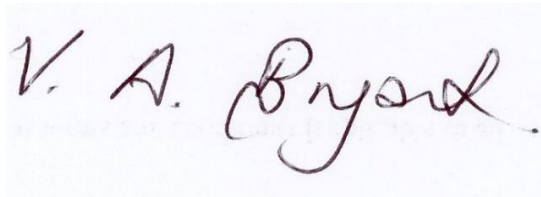
- 17.1 Appendix A – Equalities Impact Assessment
Appendix B – Environmental Impact Assessment

NOTIFICATION DATE

15 November 2024

Signature of Executive Member Consulted

Cllr Val Bryan, Executive Member for Community and Partnership

A handwritten signature in dark ink that reads "V. A. Bryan". The signature is written in a cursive style with a large, looped initial "V".

Date 07 November

A handwritten signature in dark ink, appearing to be a stylized name or set of initials, possibly "Val Bryan".

Signature of Decision Taker

Please Note: that *unless urgency provisions apply* EXECUTIVE decisions cannot be implemented until 5 clear working days have elapsed after the decision has been taken to allow for scrutiny call-in.

Call-in does not apply to NON-EXECUTIVE DECISIONS

Equality Analysis Template

1. Name of activity:	Legrand Maintenance Contract			
2. Main purpose of activity:	Maintain Careline Customer Relationship management system			
3. List the information, data or evidence used in this assessment:	Promote diversity and inclusion - Legrand (legrandgroup.com)			
4. Assessment				
Characteristics	Neutral (x)	Negative (x)	Positive (x)	Describe the person you are assessing the impact on, including identifying: community member or employee, details of the characteristic if relevant, e.g. mobility problems/particular religion and why and how they might be negatively or positively affected. Negative: What are the risks? Positive: What are the benefits?
Community considerations (i.e. applying across communities or associated with rural living or Human Rights)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Negative
				Positive The equipment enables Careline to provide support to vulnerable elderly and disabled residents of Hertfordshire. This system enables us to provide substantial benefits to vulnerable adults and children.
A person living with a disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Negative
				Positive Service users can make a call in the event of an emergency. The CRM system enables us to take this call. Early detection leads to faster response times, potentially minimising the risk of additional injuries or delayed aid.
A person of a particular race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Negative
				Positive
A person of a gay, lesbian or bisexual sexual orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Negative
				Positive
A person of a particular sex, male or female, including issues around pregnancy and maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Negative
				Positive
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Negative

A person of a particular religion or belief				Positive
A person of a particular age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Negative
				Positive
				This equipment is supplied to enable us to take calls from people of all age groups,
Transgender	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Negative
				Positive

5 Results

	Yes	No	
Were positive impacts identified?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Are some people benefiting more than others? If so explain who and why.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Were negative impacts identified (what actions were taken)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

6. Consultation, decisions and actions

If High or very high range results were identified who was consulted and what recommendations were given?

N/A

Describe the decision on this activity

No Major Change

List all actions identified to address/mitigate negative impact or promote positively

Action	Responsible person	Completion due date
N/A		

When, how and by whom will these actions be monitored?

N/A

7. Signatures

Assessor

Name: **Maria MacQuillin**

Signature** MMacQuillin

Validated by

Name: **David Martins-Hesp**

Signature**

Forward to the Policy & Strategy Team (corporatpolicy@north-herts.gov.uk)

Signature** Reuben Ayavoo

Assessment date: 23/08/2024

Review date: **23/08/2025 or periodically through contract length.**

**** Please type your name to allow forms to be sent electronically.**

A copy of this form should be forwarded to the corporate policy team and duplicate filed on the council's report system alongside any report proposing a decision on policy or service change.

Environmental Implications assessment

1. Name of activity:	Legrand Care – Procurement for a maintenance contract				
2. Main purpose of activity:	A contract for Legrand Care to maintain the existing emergency CRM system 'Jontek Answerlink'				
3. List the information, data or evidence used in this assessment:	Discussions with Jontek and copy of Environmental statement. https://www.legrand.co.uk/sites/g/files/ocwmcr866/files/2023-05/environmental-policy-en-2018.pdf				
Area of Potential Impact	Examples to Consider (non-exhaustive)	Neutral (X)	Negative (X)	Positive (X)	Describe the contribution/impact on the area that the decision may have - assess whether this impact is a negative or positive or neutral one. Negative: What are the risks? Positive: What are the benefits?
1. Impact on greenhouse emission and support adaption to the effects of climate change	<p>Will energy needs be met through renewable sources?</p> <p>Will it reduce emissions through retrofitting new technology?</p> <p>Will it reduce greenhouse gas emissions by reducing energy consumption and the need to travel?</p>			X	<p>Negative</p> <hr/> <p>Positive</p> <p>Legrand's environmental policy specifically targets the reduction of greenhouse gas emissions through innovative energy management solutions. This includes retrofitting and energy efficiency initiatives that can be highlighted as positive contributions to climate change mitigation.</p>

<i>2. Use of natural resources including water and energy</i>	<p>Will it reduce water consumption?</p> <p>Will it reduce energy consumption?</p>			X	Negative
					Positive
					Legrand is certified for using electricity generated entirely from renewable sources, which significantly reduces their carbon footprint. This is a clear positive aspect that can be underscored in any assessment of their environmental impact
<i>3. Minimisation of flood risks to the area (i.e. promotion of SUD's. protect surface and ground water quality)</i>	<p>Will it minimise flood risk from all sources of flooding?</p> <p>Will it reduce property damage due to storm events/ heavy rainfall by improving flood resistance and flood resilience?</p>	X			Negative
					Positive
					In broad terms they manage risk, including environmental which could include flood
<i>4. To protect, enhance and create environments that encourage and support biodiversity</i>	<p>Will it protect, enhance and increase biodiversity and protect habitats?</p> <p>Will it improve access to and promote educational value of sites of biodiversity interest?</p>			X	Negative
					Positive
					The policy includes measures to protect and preserve biodiversity, particularly through actions that reduce water consumption in areas where water resources are stressed. This proactive stance on preserving

					natural ecosystems and biodiversity can be a strong point in the impact assessments.
<p>5. To improve Air Quality</p> <p><i>(air quality describes how polluted the air we breathe is)</i></p>	<p>Will it improve air quality?</p> <p>Will it reduce emissions of key pollutants?</p>			X	Negative
					Positive
					<p>Legrand look at improving waste recycling, manage risk, in particular pollution (water, air, noise, odour, road congestion, etc.), protect the environment and act to preserve biodiversity, in particular by restricting water consumption where its natural abundance and/or conditions of access are under stress;</p>
<p>6. To reduce need to travel, the use of private motorised vehicular transport as well as encourage walking, cycling, and use of public transport</p>	<p>Will it encourage increased walking, cycling and use of public transport?</p> <p>Will it increase the proportion of journeys using modes other than a car?</p>			X	Negative
					Positive
					<p>The transition to remote working and the ability to perform updates and upgrades remotely can significantly reduce the need for travel, thereby lowering emissions related to transportation. This is a modern, positive adaptation in line with current sustainability trends.</p>

<p><i>7. To reduce waste production and increase recycling, recovery and reuse of waste</i></p>	<p>Will it lead to reduced consumption of materials and resources?</p> <p>Will it reduce household waste?</p> <p>Will it reduce construction waste?</p> <p>Will it increase recovery recycling and re-use?</p>			X	Negative
					Positive
					<p>Legrand is committed to an eco-design strategy aimed at reducing environmental impacts across the entire lifecycle of their products, from production to end-of-life. This emphasis on sustainability and the circular economy is a strong positive that could be highlighted, particularly regarding reducing waste and resource consumption.</p>
<p><i>8. To enhance the public realm and street improvements</i></p>	<p>Will it reduce litter?</p> <p>Will it enhance the quality of public realm?</p>	X			Negative
					Positive

<i>9. To protect, enhance and seek opportunities to increase open space</i>	Will it improve open space?	X			Negative
	Will it improve landscape character?				
	Will it minimise development on Greenfield sites?				
	Positive				
<i>10. To reduce noise and impact of noise</i>	Will it reduce noise pollution from vehicles?			X	Negative
					Positive
					Less vehicles on road, results in less noise and general pollution

6.0 Results			
	Yes	No	
Were positive impacts identified?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Were negative impacts identified (what actions were taken)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
7.0 Consultation, decisions and actions			
Describe the decision on this activity (refer to section 3.2)			
No Major Change			
List all actions identified to address/mitigate negative impact or promote positive impact			
Action	Responsible person		Completion due date
N/A			
When, how and by whom will these actions be monitored?			
N/A			
8.0 Signatures			
Assessor (report author):			
Name: Maria MacQuillin		Signature** MMacQuillin	
Validated by (line manager):			
Name: David Martins-Hesp		Signature** DMartins-Hesp	
Forward to the Corporate Policy inbox: corporatepolicy@north-herts.gov.uk			
Signature** Reuben Ayavoo			
Assessment date: 23/08/2024		Review date: 23/08/2025	

**** Please type your name to allow forms to be sent electronically.**

A copy of this form should be forwarded to corporatepolicy@north-herts.gov.uk and a duplicate filed on the council's report system, alongside any report proposing a decision on policy or service change.