

Annex 2 - Procuring a Careline System. Co design approach Value for Money

Background

The tenants in NPT Homes Haven Housing Schemes benefit from a 24 hours per day, 365 days per year Lifeline Alarm System. The system provides help and support in an emergency, whether it be calling a relative or requesting any of the emergency services. When the Accommodation Assistant is on site, the system goes through to his / her handset and he / she will deal with the problem. The system also links to the main door so no unauthorised person can access the building. Up until 31st March NPT Homes had a contract with Carmarthenshire Council Careline to provide the service.

In November 2015 Carmarthen County Council informed us of their intention to increase the Contract sum from £15,000 to £26,000 per annum.

Co design approach

Clearly it was appropriate that those people who benefit from this service had the opportunity to have a say in deciding what provider is selected. We wrote to all the tenants in our schemes and invited them to work in partnership with us to examine all of the options that are available to deliver this service. This would involve looking at whether we stay with the existing provider or identify an alternative provider that will provide a first class service that represents value for money.

We asked for volunteers who could spare a few hours in December to work with us to draw up the specification and / or spare a couple of days in February 2016 to come with us to visit "shortlisted" Lifeline Alarm Centres

4 tenants put themselves forward, 2 became very active in the process whilst 2 saw the draft specification and commented on it. 1 tenant worked alongside Officers to open each tender and score them in accordance with the matrix. 1 tenant visited with Officers all of the Centres shortlisted and scored in accordance with the matrix.

The result

In February 2016 Caerphilly Caroline's tender of £13,000 was accepted and they were appointed as the new provider. They had excellent references, provide great value for money and one year later it is gratifying to see they provide a first class service.

Had we stayed with Carmarthenshire tenants would have been liable to pay £1.15. The charges they now pay are £0.54.

There is a further benefit from working with tenants as they can see first hand how as an Organisation we take great care in our procurement of services to ensure quality services that are also value for money.