

# Nottingham City Council Delegated Decision



**Nottingham**  
**City Council**

Reference Number:

4155

Author:

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Department:

Commercial and Operations

Contact:

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Subject:

Lone Worker Solution

Total Value:

£29,100

(Type: Capital and Revenue)

Decision Being Taken:

To approve a contract agreement to be entered into with Total Mobile for provision of Lone Worker monitoring.

To approve dispensation from contract procedure rule 4.1.2 (requirement to seek tenders) under finance procedure 3.29 to enter into the above contract.

Capital spend is £7,500

Revenue spend will be £21,600 (total for 3 years - £7,200 per annum)

**Reasons for the Decision(s)**

The current Lone Worker solution with ANT Telecommunications has come to the end of its life cycle and it is an opportunity to seek value by testing other suppliers. The contract ends on the 31st May 2021, we are not going out to tender however we have looked at and trialled 3 alternative solutions and a decision taken to go with Total Mobile who offer by far the best service delivery and value for money and will improve the service delivery immensely.

We currently spend £9,500 per annum with current incumbent, the new supplier will give a saving of £2,300 per annum. Upgrade of new devices which would be required even if we stayed with current incumbent would be £13,500 with ANT Telecommunications and £7,500 with the new supplier Total Mobile.

We currently have 150 lone workers/high risk end users and the reliability of the devices is paramount however the current system uses Bluetooth technology coupled with an App from a smartphone to generate alerts, this is not deemed the best solution as there could be a risk where connection between the device and phone is lost. Given that these devices are issued to colleagues placed at highest risk of harm, we should be looking to eliminate this risk.

The proposed new system via Total Mobile operates via a roaming SIM card, has greater flexibility for wearing as a device either by lanyard or belt clip. Will be externally monitored by their own control room which is BS8484 compliant and the largest provider of this solution within the UK. There are also huge improvements in reporting functions which can be accessed via an online dashboard by Managers in real time so they can monitor incidents and usage. The system will also send out an electronic training modules to new users.

We have opted for the Total Mobile solution after testing all the other products (see summary of trial), this far outweighs what the others have to offer. The cost over 3 years is £29,100 including the devices.

Any future growth will not require any further capital investment from the council as the new end users will need to buy the hardware (currently £50) and subscribe to a 12 month service.

Please see summary of trial for further information and rating against each product tested.

**Other Options Considered:**

Option 1 - do nothing - Rejected as protecting lone workers is a legal requirement.

Option 2 - Continue with existing supplier - Rejected as an unsatisfactory solution and service and the cost is due to increase due to new hardware requirement.

Option 3 - enter into a new supplier contract - the preferred option.

**Background Papers:**

None

**Published Works:**

None

**Affected Wards:**

Citywide

**Colleague / Councillor Interests:**

**Any Information Exempt from publication:**

Yes

**Dispensation from Financial Regulations:**

Yes

**Exempt Information:**

**Description of what is exempt:**

The quotations and summary of trials.

An appendix (or appendices) to this decision is exempt from publication under the following paragraph(s) of Schedule 12A of the Local Government Act 1972

**3 - Information relating to the financial or business affairs of any particular person (including the authority holding that information).**

The public interest in maintaining the exemption outweighs the public interest in disclosing the information because disclosure of the financial information and agreement documents could harm future negotiations.

**Documents exempt from publication:**

ANT Invoice 2020.pdf, Loneworker exempt finance.docx, Quote Chiptec.docx, Totalmobile Protect Agreement.docx

**Consultations:**

Those not consulted are not directly affected by the decision.

**Crime and Disorder Implications:**

The Health and Safety at Work Act 1974  
  
The Management of Health and Safety at Work Regulations 1999.  
The above are the two acts that need to be consider for people working alone.  
Working alone is not in itself against the law and it will often be safe to do so. However, the law requires employers to consider carefully, and then deal with, any health and safety risks for people working alone. The council have risks which have been identified and as a duty of care duly obligated to offer a solution to reduce the risk (care workers as an example)

**Equality:**

EIA not required. Reasons: Not required as no policy, service or function changes arising as a result of this decision.

**Decision Type:** Portfolio Holder

**Subject to Call In:** Yes

**Call In Expiry date:** 24/03/2021

**Advice Sought:** Legal, Finance, Procurement, Human Resources, IT

**Legal Advice:** Given the total estimated value of the contract and in order to comply with CPR 4.1.1, at least 3 written quotations needed to be obtained. Because the quotations obtained were not in compliance with the Council's procurement procedures, dispensation from CPR 4.1.1 is needed in accordance with financial regulation 3.29.  
  
Advice provided by Sarah O'Bradaigh (senior solicitor) on 09/03/2021.

**Finance Advice:** This decision seeks approval to enter into a new contract regarding the Council's responsibility to Lone Working support measures with Total Mobile. The cost of purchasing 150 devices with Total Mobile is £7,500 compared to £13,500 with the current provider. This cost will be allocated to the capital accounts subject to this decision, and will be funded from approved revenue resources. The annual revenue cost for the new solution will be £7,200, which compares favourably with the quoted annual cost of £9,500 with the current provide, giving an annual saving of £2,300 (£6,900 in total). This annual saving will support delivery of the Medium Term Financial Plan saving for the Security service area.  
  
Whilst the service area trialled 3 alternative solutions in relation to the offer from the current provider, selection of the alternatives was not compliant to the Council's procurement processes. As a result, dispensation from contract procedure rule 4.1.2 under financial regulation 3.29 is sought to make a direct award to Total Mobile to secure the most effective solution to support lone workers as determined by the service area.  
  
Advice provided by Maria Balchin (Finance Analyst) on 04/03/2021.

**Procurement Advice:** The Author of the report did seek 3 quotations to show a value for money process was undertaken but not via the Procurement Team and is therefore seeking a dispensation from Finacial Regulations to proceed with the purchase and is supported by Procurement.  
  
Advice provided by Paul Ritchie (Lead Procurement Officer) on 09/03/2021.

**HR Advice:**

**Management will need to consider training requirements for colleagues with the introduction of this system. I trust that accessibility issues for colleagues with a disability have also been taken into account. Otherwise there appears to be no significant staff implications. The introduction of the new system will help demonstrate that NCC is doing what is necessary in terms of the duty of care towards lone workers.**

**Advice provided by Matthew Hackney (Resourcing Consultant) on 05/02/2021.**

**IT Advice:**

**The IT Service support the proposals contained within this decision. The Service is proposing to acquire a replacement for the current 'turn-key' safety solution implemented for colleagues with a similar 'turn-key' replacement. It is understood that the products considered will stand apart from other systems and will be operated independently by the supplier. The IT Service will provide the Service with any support that is required on a chargeable 'project' basis.**

**Advice provided by Paul J. Burrows (IT Change, Projects & Strategy Manager) on 12/02/2021.**

**Signatures**

<b>Neghat Khan (PH Employment and Community Protection)</b>
<b>SIGNED and Dated: 17/03/2021</b>
<b>Andrew Errington (Director of Community Protection)</b>
<b>SIGNED and Dated: 15/03/2021</b>
<b>Clive Heaphy (Chief Finance Officer) - Dispensation from Financial Regulations</b>
<b>SIGNED and Dated: 15/03/2021</b>
<b>Chief Finance Officer's Comments:</b>