

Nottingham City Council Delegated Decision



Nottingham
City Council

Reference Number:	1891
Author:	Oliver Bolam
Department:	Children and Families
Contact:	Oliver Bolam (Job Title: Head of Specialist Services, Email: oliver.bolam@nottinghamcity.gov.uk, Phone: 01158763482)
Subject:	Extending the Operational Hours of the Emergency Duty Team
Total Value:	£145,493 (Type: Revenue)
Decision Being Taken:	To approve the funding, on an ongoing basis, for two full time equivalent social work posts in the Emergency Duty Team. To approve a dispensation in accordance with Financial Regulation 3.2.9 to Contract Procurement Rule 5.1.2 to enable a direct award to Nottingham Emergency Medical Service (NEMS) to continue to provide call handling at a cost of £24,582 and an additional 3 hours call handling per night (Monday to Friday) at a cost of £24,531. This would be for a period of one year.
Reasons for the Decision(s)	<p>In 2012 a decision was made to reduce the operating hours of the Emergency Duty Team (EDT) and extend the hours that day time Adult and Children's Social Care teams worked. As part of the same decision it was agreed that NEMS would be commissioned to initially handle telephone calls destined for the EDT.</p> <p>It was intended that this would improve citizen access to services and therefore improve the overall quality of the services provided. However, following a review earlier this year conducted by both Children's and Adults services it was concluded that the change had not had the desired effect.</p> <p>It had caused a pressure on the Children's Duty Team which is not felt to be sustainable in the long term and in Adult Services had caused significant levels of inefficiency with workers having to travel across the City at peak times to attend the duty work base.</p> <p>In order to address these issues it is necessary to increase the staffing compliment of the EDT so that they can cover Mon - Fri 17:00-08:30 and Fri 17:00 to Mon 08:30.</p> <p>It is also necessary to extend and increase, for 1 year, the existing contract with NEMS to provide additional hours of call handling. During that year the situation will be reviewed and a decision made (in conjunction with the procurement team) as to whether the contract for the ongoing provision of call handling needs to go out to competitive tender.</p>

Other Options Considered:

An option to increase the EDT by only 1 additional Social Worker rather than 2 was drafted. Whilst this option could, in theory, cover the required number of additional hours it did not account for sickness. Since all hours in an EDT have to be maintained, any sickness that cannot be covered by the EDT workers' core hours creates an additional cost.

Increasing by only 1 worker would also have meant that the EDT workers would have had to undertake longer shifts. This did not appear sustainable in the long term.

Background Papers:

Published Works:

Affected Wards:

Citywide

Colleague / Councillor Interests:

Dispensation from Financial Regulations:

Yes

Consultations:

Date: 26/02/2015

Ward Councillors: David Mellen

Cllr Mellen confirmed in an email dated 26-2-15 that he is in agreement with this proposal. He is aware that Cllr Norris will be the signatory.

Those not consulted are not directly affected by the decision.

Crime and Disorder Implications:

N/A

Equality:

EIA not required. Reasons: It would not be proportional to complete an EIA on this type of decision.

Social Value Considerations:

In order to safeguard vulnerable Adults and Children it is statutory duty of the Council to provide 24 hour emergency cover. Since the EDT operates with a minimal staff compliment it is important that when citizens and partner organisations telephone for advice and information calls are answered quickly. For that reason contracting with NEMS is important to the successful delivery of an out of hours service

Decision Type:

Portfolio Holder

Subject to Call In:

Yes

Call In Expiry date:

30/03/2015

Advice Sought:

Legal, Finance, Procurement, Human Resources, Equality and Diversity

Legal Advice:

Legal Observations (employment law)

Under Section 7 of the Local Government and Housing Act 1989, any appointment to the proposed social worker posts should be made on merit.

This report does not raise significant contract or procurement issues. The Legal services team can assist the procurement team with any documentation required to extend the contract.

Advice provided by John Bernard-Carlin (Legal Services) on 19/12/2014 and by Andrew James (Contracts and Commercial) on 24/12/2014.

Finance Advice:

See attached for financial advice. Advice provided by Darren Revill (Finance Analyst) on 26/01/2015.

Advice documents: [Extension of EDT Operational Hours - Financial Observations v2.doc](#)

Procurement Advice:

The proposal for a dispensation is in accordance with the FPR. There has been previous spend over the past 2 years for the provision of out of hours call handling amounting with the provider of circa £50K this has been taken into account when providing advice. There are no significant procurement concerns with the proposal. Advice provided by Viv Bolland (Corporate Procurement Manager) on 30/01/2015.

HR Advice:

HR would support this proposal. The posts will be based on existing, evaluated Job Descriptions. Any recruitment to the posts should be via project people so that consideration can be given to any 'At Risk' employees. If existing employees work patterns are affected by the extended operating hours, then consultation should take place in accordance with the working pattern policy in the People Management Handbook. If the service is to be reprovided/outsourced after one year, then the potential for a TUPE scenario will need to be considered as part of the tendering process. Advice provided by Mandy Marshall (Service Redesign Consultant) on 22/12/2014.

**Equality and Diversity
Advice:**

There are no significant Equality issues with the proposal. Advice provided by Adisa Djan (Equalities and Diversity Consultant) on 19/12/2014.

Signatures

Alex Norris (PH Adults, Commissioning and Health)
SIGNED and Dated: 23/03/2015
Alison Michalska (Corporate Director for Children and Adults)
SIGNED and Dated: 09/03/2015
Theresa Channell (Head of Corporate and Strategic Finance) - Dispensation from Financial Regulations
SIGNED and Dated: 23/03/2015
Chief Financial Officer's Comments: