

Council 28 January 2019

Item 7a refers

Recommendation (2) from the Executive meeting of 3rd December 2018

HARBOROUGH LIFELINE SERVICE; INVESTMENT IN DIGITAL CALL-HANDLING SYSTEM

The Executive was presented with a report to seek approval for plans to upgrade the Lifeline call-handling system including investment and procurement, in preparation for the digital 'switchover' of national telephone infrastructure.

By 2025, analogue telephone services will be switched off as the UK's telecommunications infrastructure is upgraded to digital connectivity. There are indications that BT will stop offering PSTN and ISDN (analogue) lines from 2020 and Virgin Media intends to have switched to a fully digital service by 2020.

It was reported that the Harborough Lifeline Control Centre provides telecare alarm services to customers within the District of Harborough and surrounding areas. It manages and monitors CCTV provision in Market Harborough, Lutterworth, and The Symington Building; it provides the Council's Out of Hours customer response service; it delivers Lone Worker support; and it coordinates the Harborough against Retail Theft ('HART') and Pubwatch initiatives, and delivers the radio communication system and information sharing service that enables them to protect local businesses. Harborough Lifeline provides services under contract to a number of other councils and small housing providers (alms house charities and similar) locally. The same staffing and other resources are used to deliver all functions as a single service.

The Executive requested thanks be given to the Service Manager Commissioning and Lifeline, for a comprehensive report.

RESOLVED that:

- (i) formulation and implementation of a long term plan for upgrading the Lifeline call-monitoring system and alarms used by customers be authorised.
- (ii) additional revenue expenditure be required within the Control Centre budget from 2019-20 onwards to support upgrading of customer alarms, but that this will be offset by increased income and savings.
- (iii) authority be delegated to the S151 Officer in consultation with the Portfolio Holder for Finance and Assets to set charges for services to customers for 2019/20 to ensure cost recovery.
- (iv) an exemption from the Procurement Statement of Required Practice ('the Procurement SORP') for procurement of the upgrade be approved.

RECOMMEND to Council that capital expenditure of up to £50,000 in 2019/20 to support the upgrade be approved.

The report to the Executive meeting on 3rd December 2018 is attached.