

Gloucester City Council

INDIVIDUAL OFFICER DECISION RECORD FORM

Date of Decision	14.01.2022
Subject	Renewal of Out of Hours Contract for 24 months with current provider
Wards affected	All
Decision Maker	Ruth Saunders- Head of Communities

Decision taken:

To enter into a 24-month contract with Amica 24 for the provision of Out of Hours call handling services.

Delegated power used:

The scheme of sub-delegation allows for the Head of Communities to take all steps reasonably necessary for the effective and efficient delivery of services for which they are responsible.

Reasons for decision:

To provide a continuation of the current contract with Amica24 for a further 24 months.

The service delivered during the 24-month period will be the same as the current service so customers will not experience any difference.

The new contract will run from 1st April 2022 to 31st March 2024.

Alternative options considered:

The estimated cost for this service will be below £10,000 – expected to be between £4,000 and £6,000.

Having conducted research with other Gloucestershire districts and the local Worcestershire districts, Amica24 is widely used for out of hours provisions. Some of the Gloucestershire districts use Orbis and also Doro Care UK and having had discussions with some of these they are not completely satisfied with their service. The process Doro follows is that they take the call and then pass these through to one of 2 officers who are paid to be OOH and therefore they have a salary increment to do this. This is on top of the charge Doro have which in itself is comparable to Amica24 for Gloucester City Council to use this method would increase our overall costs.

The service we have had from Amica over the years has been excellent and they always support us whenever we have cause to request assistance in addition to the contract.

If we were to procure a new provider, we would incur costs for training a new provider, officer costs in creating guides and documents and also costs for creating new contracts etc. In addition, we would be required to building new relationships.

Amica are based in Kidderminster so whilst not in Gloucestershire it is more socially valuable than other providers, for example Doro in Eastbourne.

Consultation Undertaken and Results of Consultation:

Discussion with Officers and One Legal.

People Impact Assessment (PIA):

Screening Stage completed:	Yes	No
Full PIA required, completed and attached:	Yes	No

Any Conflicts of Interest: None

Declarations of Interest (including any dispensations granted): None

Background documents: None

Confidential or Exempt Information: No

Name of document(s) which are confidential or exempt Final Report:

Date: 18.01.22

Signed :



When completed please send to the Democratic Services Manager.