

Key Decision Required	No	In the Forward Plan	No
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## CABINET

14 JULY 2017

### REFERENCE REPORT FROM THE SERVICE DEVELOPMENT AND DELIVERY COMMITTEE

#### **A.6 CARELINE SERVICES PROVIDED AT BARNES HOUSE, PIER AVENUE, CLACTON-ON-SEA**

(Report prepared by Mark Westall and Katie Sullivan)

#### **BACKGROUND**

At the Service Development and Delivery Committee meeting held on 31 May 2017, the Housing Portfolio Holder (Councillor Honeywood) introduced this item to the Committee.

The Council's Control Centre Service Development Manager (Claire Ellington) was in attendance and gave the Committee a presentation on the Council's Control Centre Services. The presentation covered the following:-

- Update on services;
- Growth over the last 7 years;
- Future risks and opportunities;
- Careline turning 30 years old;
- External Contracts;
- Statistics;
- Wristband Service;
- Key Safes;
- CCTV;
- Careline's involvement in Emergency Planning;
- Staff Training;
- Careline - TSA Platinum Accreditation for the third year running;
- Update on the 'Lifting' service; and
- Recruitment difficulties.

The Control Centre Service Development Manager informed the Committee that the Council had been successful with a Tender submitted to Rochford District Council for 'out of hours' work which had been confirmed by letter that day.

Members were then given the opportunity to ask questions.

Following discussion the Committee thanked the Control Centre Service Development Manager and all of her staff at the Control Centre for their hard work and particularly for the good work in winning external contracts.

#### **COMMITTEE RECOMMENDATIONS AND COMMENTS TO CABINET**

It was **RECOMMENDED** to Cabinet that:

That the Portfolio Holder for Leisure and Partnerships and relevant Officers should revisit results from a previous falls prevention project and meet with Officers at the NEE CCG in order that they should understand the value of funding a Local Authority Lifting Service,

building on past and current pilot projects and the lifting service offered by Tendring Careline

**PORTFOLIO HOLDER'S COMMENTS AND RECOMMENDATIONS TO CABINET**

**COMMENT**

I would like to thank SDDC for their comments on this service but as there is currently an evaluation of the operation and benefits which may derive from the Lifting service and given that it is still early days for the service, it is somewhat premature to suggest that we should advocating the value of the service when its value is still being assessed. Officers are in regular dialogue with the CCG and Ambulance service regarding this and other services and at present I am content to await the outcome of the evaluation of the live service before deciding on further actions.

**RECOMMENDATION**

That the comment of the Housing Portfolio Holder be noted.