

Appendix 1: Draft Heads of Terms for Careline/Helpline transfer

DRAFT HEADS OF TERMS
CARELINE/HELPLINE TRANSFER

Parties	Tendring District Council Colchester City Council Colchester Helpline (provided by Amphora)
Description	<p>The creation of a combined and expanded telecare, response and lifting service for North East Essex that aligns with the aims and objectives of the North East Essex Health and Wellbeing Alliance for an integrated health system approach.</p> <p>This is to be achieved through the transfer of service-users and staff from Tendring District Council's Careline service to the Helpline Service provided through Colchester City Council's arms-length trading company Amphora; and for the Helpline service to expand its reach to serve the whole of the North East Essex area.</p> <p>As part of the transfer, the expanded Helpline Service will also take on Tendring District Council's Out-of-Hours, CCTV services and monitoring for the Council's own sheltered housing schemes – providing those services on the Council's behalf under an outsourcing arrangement.</p>
Purpose and objectives	<p>The parties agree that the purpose of this project is to implement the decision of Tendring District Council's Cabinet of on 21 November 2025, as supported by Colchester City Council and Colchester Helpline, to create the combined and expanded telecare, response and lifting service on the following principle conditions:</p> <ul style="list-style-type: none">i) it is achieved through the automatic transfer of all remaining Tendring Careline service-users to the service provided by Colchester Helpline on their existing terms of conditions and with no ongoing financial liability to Tendring District Council following that transfer;ii) that Colchester Helpline undertakes to guarantee service coverage to residents across all parts of the Tendring District so as to ensure that no part of the district is left without access for residents to a paid-for telecare, response and lifting service;

iii) that Colchester Helpline's existing average response times are maintained and where possible improved upon in providing coverage to residents in all parts of Tendring – with measures put in place, as necessary, for one or more outposts in locations providing accessibility for all parts of Tendring – and at no ongoing cost or liability to Tendring District Council; and

iv) that Tendring Careline's existing staff will transfer to employment within the expanded Colchester Helpline, respecting existing terms and conditions and with no ongoing financial liability to Tendring District Council resulting from that transfer.

Also for Tendring District Council's Out-of-Hours, CCTV services and monitoring for the Council's own sheltered housing schemes to transfer to Colchester Helpline within the same timescales and for it to be provided under an outsourcing arrangement.

In summary, the following aspects of the transfer are identified in these draft heads of terms:

Transfer of Careline service-users to Colchester Helpline

The aim is to transfer Tendring Careline's approximately 1,500 existing service-users to the expanded service provided by Amphora on or before 1 August 2025 with their existing terms and conditions maintained. To achieve this, service-users' data will need to transfer from TDC's 'UMO' database and call-handling software system, to Amphora's 'JonTek' system in line with a data sharing agreement and for service-users and their next of kin to be formally notified of the transfer a number of weeks before the proposed transfer date, with the opportunity (if they so wish) to opt out.

Digitisation and upgrade to service-user devices

Approximately 1,100 of Careline's service-users have monitoring/alarm devices that work either on older analogue or 2G digital technology which are being phased out and will become obsolete over the next 18-months. It is proposed that a financial contribution is paid to Colchester City Council to allow Amphora to fund the acquisition, installation and upgrade of devices following the transfer.

Transfer of Careline Staff to Colchester Helpline

It is proposed that Tendring District Council employees working in Careline will transfer to the employment of Amphora under the

provisions of the 'TUPE' legislation that protects employees' existing terms, conditions and employment rights. The timing of staff transfer to Amphora will coincide with the transfer of service-users to the expanded Helpline service on or before 1 August 2025.

Interim staff resource measures

Careline is currently operating with a reducing number of staff and a halt on any new recruitment. In the weeks leading up to the transfer to the expanded Helpline service provided through Amphora, i.e. the remaining transition period, Careline will continue to require ongoing support from external providers to ensure service continuity to residents and other service-users. It is proposed that arrangements are put in place for interim support from Helpline on response (and potentially call-handling) to supplement the third-party support already being received.

Services provided to third-parties

Following Tendring District Council's decision to terminate a number of contracts with, and services provided to third-party organisations with a view to them all coming to an end in mid to late August 2025, it is proposed that Helpline will serve those contracts and services on Tendring District Council's behalf until they come to an end.

Provision of Out-of-Hours Service

It is proposed that Out-of-Hours calls to Tendring District Council will be handled, on the Council's behalf, by the expanded Helpline service in line with the specification (to be attached) under an outsourcing arrangement to 31 March 2028 through and a 'transitional service payment' from Tendring District Council to Colchester City Council.

Provision of CCTV monitoring service

It is proposed that the monitoring of CCTV cameras that currently feed to the control centre at Barnes House transfers to the Helpline service for them to be monitored, alongside Colchester's CCTV cameras, from the control centre at Colchester Town Hall. This is to be achieved through the re-direction of the live CCTV signal via digital means funded through the proposed one-off digitisation contribution; and for the cameras to be monitored live by the Helpline team and footage to be recorded to a digital server for accessing by the Police as necessary – an enhanced service paid for as part of the proposed transitional service payment.

	<p>Barnes House responder outpost</p> <p>It is proposed that accommodation within Barnes House (from which Tendring Careline currently operates) is leased to Helpline until 31 March 2026 on commercial terms, with the option to extend by one or two years as necessary, to provide an outpost within the Tendring area for Helpline responders – to ensure full district coverage and maintain and where possible improve response times.</p>
Milestones	<p>For the legal agreement to be entered into in before the end of June 2025 to enable the transfer described in this document to completed either on 1 August 2025 broadly in accordance with the attached Transition Plan.</p>
Pre-completion collaboration	<p>Between the decision of Tendring District Council's Cabinet on 21 February 2024 and the time of this agreement, the parties have already engaged constructive and collaborative efforts to prepare for the proposed transfer. These have included, and will continue to include:</p> <ul style="list-style-type: none"> • collaboration and consultation in respect of any public communications, as well as specific communications to affected service-users, third-party contractors or other interested parties; • exploring, with relevant software and equipment providers, the feasibility and practical logistics of transferring service-user data and customer hardware from systems used by Tendring Careline to those used by Colchester Helpline – having regard to legislative requirements, compatibility of equipment/systems and foreseeable technological advancements; • informal and formal consultation with affected Tendring District Council staff, including in-group and individual one-to-one meetings in respect of TUPE transfer arrangements, improving understanding of Colchester Helpline as a service and responding to questions about the expectations of Helpline in respect of working arrangements; and • sharing information on the extent to which Tendring Careline service-users will require upgrading of equipment either from analogue to digital, or from digital 2G to digital 4G and the cost and logistics of achieving that in a smooth and timely fashion as appropriate, either before or after the agreed transfer date.

<p>Transfer of Careline Service Users to Colchester Helpline</p>	<p>Tendring District Council and Helpline to jointly notify, on or before 23 June 2025, all service users and their recorded next of kin or other named contact of the intention to transfer the provision of their current service provided by Tendring Careline to that provided by Colchester Helpline using the agreed letter wording (to be attached). For the date of notification to be referred to as the 'Service-User Notification Date'.</p> <p>In line with the data sharing agreement (to be attached) for all contact information and data held for Tendring Careline service-users to be extracted from Tendring District Council's records on its UMO system and inputted into Helpline's JonTek system. For the date of this data transfer to be referred to as the 'Service-User Data Transfer Date'.</p> <p>For Tendring District Council to pay the sum of £[INSERT] to Amphora to cover the cost of the JonTek data import on the Data Transfer Date.</p> <p>For all service-user records to be retained by Tendring District Council on its systems for a period of 2 years from the date of the 'Service-User Transfer Date' and for Amphora to be granted access to those records in order to manage any subsequent issues/requests for information pertaining to service-user activity in the period of time prior to the Service-User Transfer Date.</p> <p>For data pertaining to service-users notifying Tendring District Council of their wish to opt out of the 'Careline/Helpline Transfer' to be deleted from Colchester's JonTek system on the Transfer Date but for it be retained, on Tendring District Council's systems for 2 years.</p> <p>For the service-user data to be accessed and used by Amphora for the purpose of providing interim support up to the Service-User Transfer Date and for providing the expanded Helpline service to those Service-Users from the Service-User Transfer Date.</p> <p>For Amphora to serve, on their existing terms and conditions, the service-users transferred to the JonTek system from the Service-User Transfer Date.</p>
<p>Digitisation and upgrade to service-user devices</p>	<p>For Tendring District to pay the sum of £[INSERT] as a 'Financial Contribution to Digitisation Payment' to Amphora on the Service-User Transfer Date.</p> <p>For Helpline (Amhora) to utilise the Financial Contribution to Digitisation for the sole purposes of:</p>

	<ul style="list-style-type: none"> • upgrading service-users' devices from analogue or 2G digital to 4G digital – to meet the cost of acquisition, installation and replacement/upgrading; • adapting, replacing or upgrading alarm or communication systems within Tendring District Council's sheltered housing schemes to ensure compatibility with Helpline's JonTek system. <p>For Amphora to report to Tendring District Council on 1 January 2026, 1 April 2026 and 1 January 2027 the how funds from the Financial Contribution to Digitisation Payment has been spent and utilised for above purposes.</p> <p>In the event that any amount of the Contribution to Digitisation Payment remains unspent on 1 January 2027, Amphora is to pay that outstanding amount to Tendring District Council on or before 1 April 2027.</p>
<p>Transfer of Careline Staff to Colchester Helpline</p>	<p>For Tendring District Council to complete formal consultation with affected staff on 24 June 2025 with regards to a 'TUPE Transfer of Staff' to the employment of Colchester Helpline.</p> <p>For Tendring District Council, Colchester City Council and Amphora to formally agree the detailed terms of the TUPE Transfer of Staff Council on or before 27 June 2025 including confirmation of the 'Staff Transfer Date'.</p> <p>For the 'TUPE Transfer of Staff' to take place on the 'Staff Transfer Date' of 1 August 2025 – and for that date to coincide with the Service-User Transfer Date.</p> <p>For the employment of staff to transfer from Tendring District Council to transfer to Amphora on the Staff Transfer Date with their previous terms, conditions and employment rights protected under TUPE.</p> <p>For Tendring District Council to pay a 'Disturbance Travel Allowance Financial Contribution' of £[INSERT] to Colchester City Council on the Staff Transfer Date and for that money to be administered by Colchester City Council for the payment of a monthly allowance to the Tendring District Council staff that have transferred to Amphora through the TUPE Transfer of Staff, within their salary payment, for each salary payment from the Service-User Transfer date for a period of 12 months from Staff Transfer Date' – as specified within the agreed detailed terms of the TUPE Transfer of Staff.</p>

Interim staff resource measures	<p>For the period up and until the Service-User Transfer Date, for Tendring District Council to call upon the assistance of Amphora as and when required to help address periods of staff-shortage in respect of either physical response or call-handling.</p> <p>For any assistance from Helpline to be charged to Tendring District Council with any final invoice issued on the Service-User Transfer Date and payment completed on or before 31 September 2025.</p>
Services provided to third-parties	<p>Tendring District Council, in line with the 17 April 2025 decision of the Portfolio Holder for Partnerships, to have served notice to terminate all contracts/services with third-party organisations by the end of May 2025 with the intention that they will all come to an end on the respective 'Contract Terminate Date' by the end of August 2025.</p> <p>In the event that any of the contracts/services remain in force on and beyond the Service-User Transfer Date, Tendring District Council to notify, on or before 23 June 2025, the affected third-parties, that Colchester Helpline will be stepping in to provide their service of behalf of Tendring District Council to provide the service from the Service-User Transfer Date. For Tendring District Council to continue to provide direct services to these organisations up to the Service-User Transfer Date.</p> <p>Tendring District Council to pay Amphora the sum of £[INSERT] in the form of a 'Contract Resolution Payment' to carry out the required service on Tendring District Council's behalf, in line with existing terms and conditions, for the remaining days up to and including respective Contract Termination Dates.</p>
Provision of Out-of-Hours Service	<p>For Colchester Helpline to provide of Out of Hours services to Tendring District Council, as set out in detail within the agreed specification attached as (to be attached) from the Service-User Transfer Date to 31 March 2028.</p> <p>For Tendring District Council to pay the sum of £[INSERT] to Colchester City Council in the form of a 'Transitional Service Payment' to cover, in full, the cost of Amphora providing that service for the period between the Service-User Transfer Date and 31 March 2028.</p> <p>For Colchester City Council to administer annual or monthly payment to Amphora on Tendring District Council's behalf for the provision of the Out of Hours service utilising funds from the Transitional Service Payment.</p>

	<p>For the arrangement for payment to align broadly with that already in place between Colchester City Council and Amphora for the provision of Out of Hours services to the City Council.</p> <p>For any changes to the specification of the Out of Hours Services after the Service-User Transfer Date to be agreed in writing between Tendring District Council, Colchester City Council and Amphora before they can take effect.</p> <p>For Amphora to provide Tendring District Council an annual performance report setting out call handling data in line with the key indicators set out in the Out of Hours Performance Indicators document (to be prepared and appended) on or before 31st May 2026 in respect of the period between the Service-User Transfer Date and 31st March 2026; and on or before 31st May 2027 and 2028 in respect of the 2026/27 and 2027/28 financial year respectively.</p>
Provision of CCTV monitoring service	<p>For Colchester Helpline to provide monitoring of CCTV cameras, as set out in detail within the agreed specification/or element of the Out of Hours specification (to be attached) from the Service-User Transfer Date to 31 March 2028.</p> <p>For the cost of providing that service to be covered as part of the Transition Service Payment paid to Colchester City Council by Tendring District Council and administered by Colchester City Council for payment to Amphora as above.</p>
Barnes House responder outpost	<p>In accordance with the resolution of Tendring District Council's Cabinet on 21 February 2025, for accommodation at Barnes House, Pier Avenue, Clacton on Sea to be made available to Colchester Helpline under a license agreement for use as a hub for Helpline Responding staff 24 hours a day from the Service-User Date to 31 March 2026 under a separate agreement setting out monthly fee payments and other conditions.</p> <p>For the leasehold contract to include the option to extend the license to cover the period 1st April 2026 to 31 March 2027; and again from 1st April 2027 to 31 March 2028 – as may be required.</p>