

Re: CARELINE/HELPLINE TRANSFER: REVISED TRANSFER DATE AND BUDGET EXPENDITURE

 Cllr. Gina Placey
To  Gary Guiver
Cc  Cllr. Mark Stephenson

 Official

 You replied to this message on 06/08/2025 09:15.

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Wed 06/08/2025 09:13

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Morning Gary,
I fully concurrence and support these actions.
Thank you
Gina

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From: Gary Guiver <gguiver@tendringdc.gov.uk>
Sent: Tuesday, August 5, 2025 8:30:34 PM
To: Cllr. Gina Placey <cllr.gplacey@tendringdc.gov.uk>
Cc: Cllr. Mark Stephenson <cllr.mstephenson@tendringdc.gov.uk>
Subject: CARELINE/HELPLINE TRANSFER: REVISED TRANSFER DATE AND BUDGET EXPENDITURE

Dear Cllr. Placey,

Further to our previous discussions and correspondence, please find attached a report and appendices setting out the following recommendations for an Officer decision in respect of the Careline/Helpline transfer:

That, having consulted with the Portfolio Holder for Partnerships and with her full support, the Corporate Director – Planning and Community (in conjunction with the relevant other officers and Portfolio Holders) is authorising the following actions and otherwise will proceed to implement the decision of that Portfolio Holder in respect of “Careline/Helpline Transfer: Proposed Transition Plan, Heads of Terms and Expenditure” dated 23 July 2025 as follows:

- a. **to proceed to complete the Careline/Helpline transfer, broadly in accordance with the 'Transition Plan Timetable' (previously agreed by the Portfolio Holder for Partnerships on 23 July 2025) on or before a revised transfer date of Thursday 7 August 2025 – as reflected in the revised timetable attached at Appendix 1;**
- b. **to authorise interim arrangements by which the combined Helpline service will use both the JonTek and UMO call-handling systems side-by-side with continued third-party call-handling support, until such time that service-user data has been fully integrated into Helpline's JonTek system;**
- c. **to make consequential adjustments to the 'Breakdown of projected budgetary implications' (previously agreed by the Portfolio Holder for Partnerships on 23 July 2025) and to proceed to administer and monitor that expenditure as necessary; and**
- d. **to proceed, with continued support from the Council's external legal advisors, to enter into legal agreements with Colchester Amphora Trading Limited in accordance with the revised timetable and proposed expenditure.**

Can I please ask you to confirm that you concur and fully support these recommendations – which will, all things being well, allow for completion of the Careline/Helpline Transfer on or before Thursday 7 August 2024.

Kind regards

Gary

Gary Guiver BSc(Hons) PGDipTP MBA MRTPI
Corporate Director
Planning and Community
Tendring District Council
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