



**RECORD OF DELEGATED DECISION (OFFICER)**

**CONTRACT AWARD**

<b>1. Decision Reference No.</b>	<b>CEX393</b>
<b>2. Name/Title of Officer</b>	<b>Michelle Howard Director for Housing and Communities (Deputy Chief Executive) &amp; Pranali Parikh Director for Growth &amp; Regeneration</b>
<b>3. Email address of Officer</b>	<b><a href="mailto:mhoward@melton.gov">mhoward@melton.gov</a> <a href="mailto:PParikh@melton.gov.uk">PParikh@melton.gov.uk</a></b>
<b>4. Title / Subject Matter:</b>	<b>Award of Contract – Lone Worker Devices</b>
<b>5. Type of Decision:</b>	<b>Public</b>
<b>6. Key Decision?</b>	<b>This is a key decision</b> <i>(based on the initial 3-year term of the contract &amp; consolidation of 3 contracts into one)</i>

## 7. Decision Taken:

1. To award the contract for **45** Lone Working Devices to Skyguard T/a People Safe for employees within the following teams – Housing & Tenancy Teams, Corporate Property & Assets Teams and Environmental Health & Regulatory Services Teams.
2. To enter into any necessary legal documentation to effect the award by means of consolidating all existing and proposed new contracts with People Safe into one agreement

## Reasons for Decision:

### Background Overview & Identified Need

Over the last 12 months considerable work has been undertaken to ensure that there are robust procedures in place for our MBC Lone Working Officers. Teams identified as routinely undertaking lone working activities include:

- The Facilities Team (Facilities Co-ordinator, Premises Officers and Cleaners) are required to undertake key duties including routine cleaning, attending premises issues, routine cyclical maintenance, unlocking/locking up
- The Corporate Property Team is made up of a number of surveyors and an administrator who attend council owned assets to undertake inspections checking for damage, defects and the structural integrity of the buildings / car parks and meet existing tenants / prospective new tenants
- Environmental Health & Regulatory Services Teams, in the most part, independently inspecting and auditing compliance of local business for example but not limited to food hygiene inspections, and attending private domestic properties to follow up on nuisance reports
- Housing Assets & Tenancy Services Teams consist of Surveyors, Compliance Officers, a Voids & Responsive Repairs Officer, Housing Officers and a Resident Participation Officer, all of whom attend our sheltered schemes, tenanted properties, meeting with tenants and voids to assess property needs for compliance, routine maintenance and inspection or repairs.

All of the above teams will have undertaken their Lone Working Risk Assessments and as a result have identified the risks to their officers and how they can mitigate against these risks, such as operating a 'buddy' system and keeping diaries up to date. The risks to staff are not only posed by third parties, but could relate to slips or falls, medical emergencies (e.g. heart attack or seizure), building collapse or vehicle breakdown). Teams are to have a robust set of procedures in place ahead of deciding whether they then need to add in lone working devices as a control measure. The required 45 lone working devices have been identified as necessary as an extra control.

Having a lone working device will enable employees to stay protected and feel safe whilst performing all aspects of the role. Existing users state that by having the device with them it gives them the confidence to carry out their work.

### What does a People Safe unit provide?

**The People Safe units are compliant with BS 8484 – the British Standard for the provision of lone worker safety services and provides the following once they are correctly registered:**

- All detection and Roaming Sim – will pick up the nearest and strongest phone signal in that area at that time rather than be tied to one mobile operator
- GPS Tracking
- 2-way 'radio' communication (user to operator and visa versa)
- Records low battery (an alert)
- Man Down feature which can be adjusted to sensitivity of operator – clip holsters will be provided FOC and it is recommended the unit is carried on the clip holster rather than a lanyard to ensure reduced false activation
- Voice Memo as standard meaning operator can leave a message regarding their exact location once on site i.e. rather than say Wilton Road the message would indicate the exact address / if a flat – the floor number and flat number etc.

- Test line on the unit – call Button 2 is a test line, hold for 4 seconds, gives a bleep and recorded message, recorded message is played back this tests communication working both ways

The device offered by People Safe is a small “fob” like device that is worn about the person. When employees start a period of lone working they activate the device. This logs their precise location using a GPS tracking.

If the lone worker gets into difficulties or if they feel that a situation could put them at risk they can discreetly press a button on the fob, alerting the People Safe Monitoring Centre. On-going conversations can be monitored and if it is felt that intervention is required this can be done promptly. People Safe connects with a national emergency service network who can be contacted to provide prompt attendance to site.

The device can also detect periods of no motion or inactivity therefore identifying if the lone worker has fallen or had a medical emergency.

People Safe provide a monitoring service from a centralised call centre location 24 hours a day, 365 days a year. This ensures that there is always cover and support when the device is activated.

## 8. Authority / Legal Power:

The Directors for Housing and Communities and for Growth & Regeneration have delegated authority to take this decision in accordance with paragraph 12.2 of the Officer Scheme of Delegation.

## 9. Background Papers attached?

No

## 10. Alternative options available / rejected:

1. Do nothing and continue with the current “buddy” system. The current system cannot however alert to live situations. It only identifies when someone does not return. It also does not provide details on where a person actually is.
2. Install an “app” based system. This would be suitable for those members of staff with SMART phones but would be unsuitable for premises officers and cleaners who have not been provided with these devices. Additionally the nature of the app-based system means that it cannot immediately identify an issue or the situation of the lone worker may not easily provide them access to the app.

## 11. Implications:

### Legal

The Council, as an employer, has obligations in respect of the health and safety of its staff and the purchasing of these devices will contribute towards mitigating risks.

The Council has the power to enter into contracts in order discharge its functions (Local Government Act 1972, s111 and the Local Government (contract) Act 1997, s1). The Local Government Act 1972 requires the Council to have regulations for how it enters into contracts.

In addition to complying with all relevant UK and EU legislation every contract entered into on behalf of the Council must also comply with the Council’s Contract Procedure Rules and the Council’s Financial Regulations

**[Legal Approval – 16 January 2024]**

<b>Finance</b>	<p>The annual cost is expected to be £6.5k per annum for all devices which will be funded from existing budgets in place across both the General Fund and HRA</p> <p><b>[Finance Approval – 6 December 2023]</b></p>												
<b>HR</b>	<p>The purchase of the devices reduces risk to employees when working alone or visiting and making appointments in the borough. The HR implications related to this decision are positive and improve working conditions</p> <p><b>[HR Approval – 6 December 2023]</b></p>												
<b>Procurement</b>	<p><u>Skyguard T/a as PeopleSafe sits on the PFH Framework</u>  The supplier has been procured in compliance with the contract procedure rules, and all necessary due diligence has been carried out by the Council Officer.</p> <p>PfH (Procurement for Housing) have appointed six (6) Suppliers to Lot 1, all covering the products and services as detailed. The intention of this framework is to allow members to call off, either via a direct award, or via a further competition process. Skyguard Limited T/A PeopleSafe are listed as Rank 1 within Lot 1 – Lone Worker Protection and Associated Services.</p> <p>This Framework may be used by any contracting authority referred to in the FTS Notice / listed below:</p> <ul style="list-style-type: none"> <li>• PfH Members</li> <li>• Registered Social Landlords</li> <li>• Local Authorities</li> <li>• Arm’s Length Management Organisations</li> <li>• Police Scotland</li> <li>• Scottish Fire &amp; Rescue</li> <li>• Universities &amp; Further Education Establishments</li> <li>• Registered Charities</li> <li>• Subsidiaries of the above</li> </ul> <p><b>Rank Lot 1 - Lone Worker Protection and Associated Services</b></p> <table border="0"> <tr><td>1</td><td>Skyguard Limited T/A PeopleSafe</td></tr> <tr><td>2</td><td>Orbis Protect Limited</td></tr> <tr><td>3</td><td>Oysta Technology Limited</td></tr> <tr><td>4</td><td>CPR Global Tech Limited</td></tr> <tr><td>5</td><td>Careline Security Limited</td></tr> <tr><td>6</td><td>Lone Worker Solutions Limited T/A Totalmobile</td></tr> </table> <p><b>[Approved process - Welland Procurement – 6 December 2023]</b></p>	1	Skyguard Limited T/A PeopleSafe	2	Orbis Protect Limited	3	Oysta Technology Limited	4	CPR Global Tech Limited	5	Careline Security Limited	6	Lone Worker Solutions Limited T/A Totalmobile
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<b>Other</b>	<p>The following checks have been carried out in relation to the contract provider:</p> <ul style="list-style-type: none"> <li>- Financial credit checks</li> <li>- Insurance certificates</li> </ul> <p><b>Health and safety policies</b></p> <ul style="list-style-type: none"> <li>• Lone Working Safety Management Standard</li> <li>• Violence &amp; Aggression Towards Staff Safety Management Standard</li> </ul>												

<b>12. Signature of Decision Maker with authority to sign :</b>	Email approval received <b>Michelle Howard</b> <b>Director for Housing and Communities (Deputy Chief Executive)</b> & <b>Pranali Parikh</b> <b>Director for Growth &amp; Regeneration</b>
<b>13. Consultation with:</b>	N/A
<b>14. Date:</b>	<b>9 January 2024</b>
<b>15. Officer Responsible for Procurement</b>	<b>I confirm compliance with the Contract Procedure Rules</b>  Jo Lees MBC Health & Safety Officer <a href="mailto:jlees@melton.gov.uk">jlees@melton.gov.uk</a>

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