

Report to: Cabinet



Date of Meeting Wednesday 9<sup>th</sup> July 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

---

## **Extension to the contract of procuring a new digital call handling platform for the Home Safeguard service**

### **Report summary:**

Report presented for an urgent decision to improve services within Home Safeguard by extending the contract length for the procurement of the new digital call handling platform which differs to what was agreed with Cabinet on 04/09/2024.

### **Is the proposed decision in accordance with:**

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

### **Recommendation:**

**That Cabinet agree to the increased length of the contract, which differs to the agreed length of contract previously approved by Cabinet.**

### **Reason for recommendation:**

A decision was made by Cabinet on 4th September 2024 to give authority to enter into a contract for £252,900 over a 4-year period for the digital platform that enables Home Safeguard to respond to new technologies. The featured cost and duration of the contract was based on a previous quote sought from a previous lead officer, from leading healthcare tech company called Enovation (provided in February 2024).

In order to comply with procurement guidelines, we approached Enovation for a new quote as part of the award process; this is a direct award with Enovation a preferred supplier on the TEL framework, LOT 1 via the Northern Housing Consortium. Costs have increased (£3,508 per year) since the previous quote and contract were discussed, and after negotiation with Enovation, the most cost-effective option is a contract for £333,666 over 5 years and on that basis, the Director of Housing and Health in consultation with colleagues and ELT, recommends to cabinet that the contract is awarded on this basis.

Financial provision has been confirmed by Finance for the additional amount, however as the contract length still differs from that agreed by Cabinet and is required to be reflected as five years in duration, cabinet are asked to endorse the above decision.

Officer: Lynsey Williams, [lynsey.williams@eastdevon.gov.uk](mailto:lynsey.williams@eastdevon.gov.uk) 07845 035313

---

Portfolio(s) (check which apply):

- ☐ Assets and Economy
- ☐ Communications and Democracy
- ☒ Council, Corporate and External Engagement

- ☐ Culture, Leisure, Sport and Tourism
- ☐ Environment - Nature and Climate
- ☐ Environment - Operational
- ☐ Finance
- ☐ Place, Infrastructure and Strategic Planning
- ☐ Sustainable Homes and Communities

**Equalities impact** Low Impact

**Climate change** Low Impact

**Risk:** Low Risk;

### **Links to background information**

Link to [Council Plan](#)

Priorities (check which apply)

- ☒ A supported and engaged community
- ☐ Carbon neutrality and ecological recovery
- ☐ Resilient economy that supports local business
- ☒ Financially secure and improving quality of services

---

### **Financial implications:**

As detailed in the report this is essential spend and does not materially affect the budget position, it can be accommodated within the services overall budget position.

### **Legal implications:**

As the contract length and value has changed, it is necessary for the matter to come back to Cabinet for approval. This item is being treated as an urgent item in accordance with paragraph 16.1 of the Access to Information Rules in the Council's constitution which allows urgent decisions to be taken where the full publication requirements have not been complied with, providing the agreement of the Chair of Overview has been obtained. In this case agreement has been reached with the Chair of Overview and the Leader to bring this as an urgent item. The call-in procedure also cannot apply to this report due to the urgency of the decision and the fact that the contract needs to be let as a matter of urgency. However, the call in procedure was available to members when the first report was presented and was not exercised.