

# Gloucester City Council

## INDIVIDUAL OFFICER DECISION DECISION RECORD FORM

<b>Date of Decision</b>	16 March 2021
<b>Subject</b>	New Out of Hours Contract for 12 Months with Current Provider
<b>Wards affected</b>	All Wards
<b>Officer taking decision</b>	Ruth Saunders, Head of Communities
<b>Decision taken</b>	To enter into a 12-month contract with Amica 24 for the provision of Out of Hours call handling services.
<b>Delegated power used</b>	The scheme of sub-delegation allows for the Head of Communities to take all steps reasonably necessary for the effective and efficient delivery of services for which they are responsible.
<b>Reason for decision</b>	To avoid a gap in service and allow time for the Customer Services Manager to review options and procure a longer term contract to start at the end of this 12 month period. The service delivered during the 12 month period will be the same as the current service so customers will not experience any difference. The new contract will run from 1st April 2021 to 31st March 2022.
<b>Alternative options considered</b>	Not to enter into a contract and reprocure immediately- this would lead to either a loss of out of hours service for an unknown period of time, or, the service would continue to be provided by Amica 24 without a contract which would leave the council at risk financially with no protection again price increases or in terms of quality of service.
<b>Consultation Undertaken and Results of Consultation</b>	Discussion with officers and One Legal.
<b>People Impact Assessment (PIA)</b>	Screening Stage completed: Yes Full PIA required, completed and attached: No
<b>Any Conflicts of Interest</b>	None
<b>Declarations of Interest (including any dispensations granted):</b>	None
<b>Background documents:</b>	None

**Confidential or Exempt Information:**

No

**Name of document(s) which are confidential or exempt Final Report:**

N/A

**Decision Maker:**

**Date:** 16 March 2021

A handwritten signature in black ink, appearing to read 'Ruth Saunders', is written over the signature line.

Ruth Saunders, Head of Communities