



## CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY

MEMBERS UPDATE 2021/21  
Issue: 4

---

**Article of:** Corporate Director Place & Community

**Relevant Portfolio Holder:** Councillor Jenny Wilkie

**Contact for further information:** Fiona Graham (Extn. 5220)  
(E-mail: [fiona.graham@westlancs.gov.uk](mailto:fiona.graham@westlancs.gov.uk))

---

**SUBJECT: HOME CARE LINK REVIEW**

---

Wards affected: Borough wide - All Wards

### 1.0 PURPOSE OF ARTICLE

- 1.1 To provide Members with an update on the transfer of Home Care Link to another service provider.

---

### 2.0 CURRENT POSITION

- 2.1 At a Cabinet meeting on 8<sup>th</sup> June, a report on the review of the Home Care Link Service was presented. The recommendations were presented and the decision was to approve subject to consideration from Overview & Scrutiny Committee on 24<sup>th</sup> June 2021. The Committee gave comments on the report and sought further regular updates on progress but endorsed the approach.
- 2.2 TechAdvisory completed a piece of work to identify suitable options for the transfer which met the Members brief of ensuring a seamless transfer and protecting, where possible, staff jobs. It was identified that Progress Housing was the preferred provider as they could absorb the level of connections and therefore no risk to the service, they have an excellent reputation in the Sector and would take on all the staff within the service.
- 2.3 A project team was established involving various teams across the Council. Internal meetings were scheduled weekly alongside external weekly meetings with Progress. All staff were consulted and 3 staff remained at the point of transfer.

- 2.5 Following a thorough project plan, the Home Care Link service was transferred to Progress Housing on 5.2.22. All customers have received a letter outlining the change and that the service will continue as expected. A sum of £25k was received for the sale of the service and all remaining staff transferred to the new provider.

Residents in sheltered category 1 & 2 schemes will see a slight fall in their service charge costs as a result. Progress Housing is a leader provider and continue to improve services to customers. Progress will carry out all alarm call monitoring and our out of hours emergency service first point of contact under separate contracts.

### **3.0 SUSTAINABILITY IMPLICATIONS**

- 3.1 There are no significant sustainability impacts associated with this article and, in particular, no significant impact on crime and disorder.

### **4.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 4.1 Progress paid a final sum of £25k for the service and associated contracts. Ongoing contracts for emergency out of hours and alarm monitoring will deliver savings to both West Lancs and to customers within the sheltered category 1 & 2 schemes.

### **5.0 RISK ASSESSMENT**

- 5.1 The actions referred to in this Article are covered by the scheme of delegation to officers and any necessary changes have been made in the relevant risk registers.

### **6.0 HEALTH AND WELLBEING IMPLICATIONS**

- 6.1 There are no health and wellbeing implications arising from this report.

---

---

### **Background Documents**

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Article.

### **Equality Impact Assessment**

This article is for information only and does not have any direct impact on members of the public, employees, elected members and/ or stakeholders. Therefore no Equality Impact Assessment is required.