



55up, Older Persons Project

Date: 13 September 2021

Title: 55up Project Update

Purpose of the Report: To inform Committee of project activity.

Contact Officer: Sarah Jewell, Cultural and Economic Services Support Officer

Corporate Objective/s	LLTC Five Year Plan – Aim 27. To Consider ways to support the increase in leisure opportunities for older people.
Implications:	
Financial	Yes. Tender authorisation Tender process to ensure that by way of a competitive tendering process the most appropriate contract is secured.
Human Resources	
Operational/Service delivery	Yes. To award a Technical Helpline contractor thereby enabling work to commence. General project updates
Procedural/Legal	Yes. That the tendering process accords with the Town Council's competitive tendering regulations.
Risk/Health and Safety	
Environmental Aims	

1 RECOMMENDATIONS

Should members be minded, the recommendation is:

- 1.1 To note the report.
- 1.2 To recommend to Council that the contract be awarded to applicant A (Citizens Online), for two years, 2021 to 2023, inclusive of the option to extend for a further one or two years should Committee deem appropriate.
- 1.3 To recommend that Council delegates authority to Cultural and Economic Services Committee to oversee the delivery of all works as per the minutes from Council meeting 26 April 2021 ref: 197 parts (b), (c) and (d).

2 TECHNOLOGY HELPLINE TENDER

2.1 Committee endorsed the tendering for the Technology Helpline in June 2021 through the agreed procedure of delegated authority to the Town Clerk with email approval from at least a quorum of Members of the Council with 7 Members recorded as in favour. Three organisations submitted tenders.

2.2 Two tenders were opened in the presence of the Town Clerk, Cultural and Economic Services Committee Chair, and two senior officers. The third applicant didn't pass the 'Suitability Assessment Questionnaire' due to incomplete documentation. A process of scoring the tenders then followed, led by officers.

2.3 Tender scoring was based on quality of submission, innovation and green credentials. In addition, scheme coverage, business activity and professional standing (knowledge of the work subject) were also taken into account.

2.4 Below is the table showing tender scores. Tenders A & B scored well, with tender A achieving a good overall score with the greatest flexibility/evidence of similar work in scheme options.

	Price (0%)	Quality (90%)	Innovation & Green Credentials (10%)	TOTAL scores	Comments
A	0	85	10	95	
B	0	79	10	89	
C					Incomplete information

2.5 Tender A is a national digital inclusion charity which has worked extensively with other councils on very similar projects including Brighton and Hove City Council and Ealing Council. Their projects focus on digital inclusion, giving support to community members via a dedicated free telephone line and through face-to-face work, involving networks of digital champions (community based volunteers who provide the support) and workshops. They have success in working openly and collaboratively with local community groups, embedding digital skills within the community to ensure sustainability. <https://www.citizenonline.org.uk/>

2.6 Officers have identified Tender A for Committee to recommend to Council for endorsement as per recommendation para 1.2. The contract will then be awarded to Citizens Online, subject to references.

3 GENERAL UPDATES

3.1 As per recommendation 1.3, Committee is reminded of the Councils endorsed decision of 26 April 2021, ref. 197 (b), (c) and (d) as listed in Appendix A (**attached**) for ease of reference.

3.2 55up Grant Scheme

This one-off grant fund was launched at the end July/beginning August. No applications have been received to date. This is likely due to it being a brand-new fund that the community has only just been made aware of, it being the summer holiday period, and the effect of absence due to covid isolation. It also takes voluntary organisations time to agree and research information prior to making a submission. The officer will continue to promote the grant fund.

3.3 Directory of Leisure Activities

The Sub-Committee concluded to invest officer time in promoting existing directories rather than creating a whole new one with duplication.

Yellow Booklet – a booklet listing services and general local information printed in hard copy format and targeting those aged 65yrs and above. An approach has been made from the volunteers responsible for creating this document for long-term support from the Council. A meeting to discuss this request been organised for 16 September.

3.4 Tablet Loan Scheme

3.4.1 Initial scoping work has taken place however work will not fully commence until the Technology Helpline has been set up.

3.5 International Day of Older Persons

3.5.1 It came to officer's attention that the UN International Day of Older Persons falls on 1st October. The Theme for 2021 is 'Digital Equality for all ages', so fits perfectly with the work the council has been carrying out on behalf of those who are aged 55 years and over. This day will be used by officers to further promote the current and future work of the council on behalf of its older residents via a brief reference in the September/October About Town newsletter and in more detail through dedicated social media posts and a press release.

4. SUMMARY

4.1 The 55up projects are now gathering pace. With the Technology Helpline contractor identified, pending Committee's endorsement, it is hoped that this innovative project will be embedded in the community by Christmas.

4.2 With continued promotion of the new 55up Grant, it is hoped that applications will be received in the coming months.

4.3 Work on promoting existing directories will now commence and existing groups will be encouraged to advertise on them, with the aim of supporting residents aged 55 years and over identify relevant activities they can participate in within the community.

End