



Nottingham City Council
Commissioning and Procurement Executive Committee

Date: Tuesday, 11 July 2023

Time: 10.00 am

Place: Ground Floor Committee Room - Loxley House, Station Street, Nottingham,
NG2 3NG

Councillors are requested to attend the above meeting to transact the following business

Director for Legal and Governance

Governance Officer: Mark Leavesley

Direct Dial: 0115 8764302

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|----------|--|---------|
| 1 | Apologies for absence | |
| 2 | Declarations of interests | |
| 3 | Minutes
Last meeting held on 30 May 2023 (for confirmation) | 3 - 10 |
| 4 | Procurement Strategy 2018-23 Year End Report
Report of Corporate Director for Finance and Resources | 11 - 22 |
| 5 | New framework for Translation and Interpretation Services, including British Sign Language - key decision
Report of Corporate Director for People | 23 - 28 |
| 6 | Domestic & Sexual Violence and Abuse Office of the Police and Crime Commissioner Legacy approvals - key decision
Report of Corporate Director for Communities, Environment and Resident Services | 29 - 44 |
| 7 | Approval to re-tender the Locallink bus services - key decision
Report of Corporate Director for Growth and City Development | 45 - 78 |

If you need any advice on declaring an interest in any item on the agenda, please contact the Governance Officer shown above, if possible before the day of the meeting

Citizens attending meetings are asked to arrive at least 15 minutes before the start time above

Citizens are advised that this meeting may be recorded by members of the public. Any recording or reporting on this meeting should take place in accordance with the Council's policy on

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Nottingham City Council

Commissioning and Procurement Executive Committee

Minutes of the meeting held at Loxley House, Station Street, NG2 3NG, on 30 May 2023 from 10.02 am - 10.33 am

Membership

Present

Councillor Audra Wynter (Chair)
Councillor Jay Hayes
Councillor Corall Jenkins
Councillor Linda Woodings

Absent

Councillor Cheryl Barnard

Colleagues, partners and others in attendance:

Jacqueline Armand	-	Employee Wellbeing Manager
Matt Corder	-	Public Health Principal
Lucy Hubber	-	Director of Public Health
David Johns	-	Deputy Director of Public Health
Mark Leavesley	-	Governance Officer
Vicky Lewis	-	Public Health Commissioning Officer
Steve Oakley	-	Head of Procurement

Call-in

Unless stated otherwise, all decisions are subject to call-in. The last date for call-in is 08 June 2023. Decisions cannot be implemented until the working day after this date.

1 Appointment of Vice-Chair

Resolved to appoint Councillor Barnard as Vice-Chair for the 2023-24 municipal year.

2 Apologies for absence

Councillor Barnard - leave

3 Declarations of interests

None.

4 Minutes

The Committee agreed the minutes of the last meeting held on 14 March 2023 as a correct record and they were signed by the Chair.

5 Integrated Wellbeing Service: 2024 onwards - key decision

Councillor Woodings, Portfolio Holder for Adult Social Care and Health, introduced the report.

The report was jointly presented by Lucy Hubber (Director of Public Health), David Johns (Deputy Director of Public Health) and Matt Corder (Public Health Principal). The following was stated:

- Nottingham City Council was responsible for improving the health and wellbeing of the local population. This responsibility, along with the overarching aim to increase healthy life expectancy, was made explicit within the Council's Strategic Plan 2023-27 'People outcome – living well in our communities';
- the latest analysed data (June 2022) showed that healthy life expectancy for both men and women in Nottingham was significantly lower than the England average: with men living 5.7 years less in good health, and women 6.8 years less in good health. The risk factors which contributed most to the onset of disability and the foreshortening of life included smoking and tobacco, diet, nutrition, physical inactivity and alcohol and drug use;
- Nottingham City Council commission services to reduce the prevalence and impact of these modifiable behavioural risk factors, such as tobacco use, physical inactivity and unhealthy diet. Historically, these had been commissioned as separate services and delivered by multiple service providers. Contracts for these commissioned services were due to end 31 March 2024 and a new offer of support was required to ensure health and wellbeing services met the current and future needs of local communities and delivered Best Value;
- from April 2024, the Council intended to amalgamate a range of health improvement interventions into one service model, referred to as an Integrated Wellbeing Service (IWS). The Council would seek to commission a prime provider model, which would be responsible for delivering the service functions in an innovative, dynamic and flexible manner across Nottingham, ensuring Best Value with the following objectives:
 - maintaining and improving the health of Nottingham City residents;
 - preventing future ill-health and its negative impacts on the local population;
 - reducing future and existing pressures on local health and care services;
 - putting the service user at the centre of provision, in-line with the personalisation agenda;
- the proposed IWS would provide a single-entry point to health and wellbeing support for residents wishing to address lifestyle and behavioural factors (such as smoking or weight management) whilst considering support and signposting around the wider determinants, such as emotional wellbeing and other factors that might be negatively impacting their health;
- the service would take a life-course approach to prevention of ill-health, valuing the health and wellbeing of both current and future generations. The service would recognise the significant role the wider determinants of health play, and help individuals receive the support they required and related to the conditions which people are born, live, learn and work;
- this would follow a sensitive and responsive local needs approach by working 'with' rather than 'in' communities. To that extent, the service would take an

asset-based approach built on local need. The behaviour change service would be required to link with, and complement, the existing offers in the community and provide additional resources to further develop healthy communities and environments locally.

Resolved

- (1) to approve the procurement and award of a five-year contract, commencing on 1 April 2024, with an option to extend for a further five years (5+3+2), up to a maximum 10 years in total, for an Integrated Wellbeing Service, at a maximum total cost of £23,750,000;**
- (2) to delegate authority to the Director of:**
 - (a) Public Health to approve the outcome of the procurement process and award contracts to the most suitable providers;**
 - (b) Governance and Legal, or their delegates, to sign the final contracts and agree extensions based on performance and budget availability.**

Reasons for recommendations

1. Health of the population

Recent data for Nottingham showed the need for a change of approach:

1.1 Healthy weight and physical activity

- One in four children was overweight or obese when starting Primary School and that number became 2 in 5 amongst those starting Secondary School;
- Almost seven in ten adults (66.9%) in Nottingham City were living with overweight or obesity and 28.4% of adults were living with obesity; significantly higher than the England average (63.5% and 25.3% respectively);
- Just under one in four (24.1%) adults in Nottingham were inactive, comparable to the England average;
- Four of the top five largest causes of (preventable) death and non-communicable diseases in Nottingham were directly or in-directly related to diet and physical inactivity;
- In 2019/20, Nottingham recorded 3,145 hospital admissions per 100,000 where obesity was a factor, compared to a national rate of 1,869 admissions per 100,000; this was the 4th highest in England.

1.2 Smoking

- While smoking rates were lower than they had been, the last three years had seen rates remain steady with a prevalence of 19.1% in 2021; significantly higher than the national average (13.6%);

- Smoking was one of the largest causes of ill-health and early death in Nottingham. It had an impact on children and young people's lives through pregnancy to adolescence, with 13% of pregnant women smoking at the time of delivery. This was significantly higher than the national average of 9.1%;
- Nottingham was due to miss the Smoke Free 2030 target currently by 10 years.

1.3 Benefits of the proposed approach

- The proposed service would provide holistic health and wellbeing support to Nottingham's residents across the life-course. It would provide timely, flexible, and personalised support to enable residents to make positive and sustainable changes to health behaviours. This would include direct support alongside signposting to community or health and social care services. The service would provide support for residents who have a Nottingham City postcode and/or registered to a Nottingham City GP. The new service would benefit the wider health and care system. Living with obesity, being physically inactive, and smoking all added to health service costs as well as the cost of informal and formal social care;
- In the proposed model, the Council contracts with a single organisation (or consortium) who had identified the best way to deliver services based on the needs of the local population. This may include the direct provision of services in combination with the sub-contracting of local providers. In the event of sub-contracting, the Council retains overall accountability for the commissioned service, while the prime provider held each of the sub-contractors to account individually;
- This approach had several advantages for the Council, including clear and simple governance; access to external, subject experts; and best value. The model also provided the flexibility needed by providers to collaborate where it helped meet local need;
- The model was currently out for consultation with Nottingham City residents and stakeholders. However, it would offer residents and health professionals making referrals a simpler route into a variety of digital, telephone and face-to-face services, with a recognisable Nottingham 'brand.' It would offer greater capacity and improved availability. Any provider would aim to ensure residents only had to tell their story once as they navigated the numerous services on offer;
- The tender process would be used to ensure any service is designed for Nottingham residents and addresses local need. The social value providers' offer to Nottingham City would also be scored as part of the tender process;
- The service would support the Council's statutory responsibilities. The Care Act 2014 required local authorities to ensure that residents who live in their areas receive services that prevent their care needs from becoming more serious, or delay the impact of their needs; have access to the information and advice they need to make good decisions about care and support; have a range of provision of high quality, appropriate services to choose from; and have an individual care plan to meet their needs. The Council (Public Health), also has a statutory

responsibility to take steps to improve the health and wellbeing of the local population.

1.4 Commercial Oversight Board

- The Commercial Oversight Board, made up of senior officers of the Council, had considered the Integrated Wellbeing Service and planned procurement;
- The advice from the officers on that board was that the commercial strategy outlined for this service was the best option for the Council and recommend that the report proceed to Commissioning and Procurement Executive Committee. It was the professional opinion of the officers on this board that the proposed model provided the best outcomes for Nottingham citizens and would deliver Best Value;
- Subject to approval by Committee, the next steps and key milestones were as follows:

open tender process	-	summer 2023 (date TBC)
awarding of contract	-	November 2023
mobilisation	-	December 2023–March 2024
service goes live	-	01 April 2024

Other options considered

1. *Continue to commission separate, individual health improvement interventions delivered across multiple service providers* - This does not currently allow the providers to holistically address multiple health and behavioural factors simultaneously. Participants are supported with a single aspect of their health rather than addressing wider determinants and contributing factors impacting negatively on their overall health and wellbeing which often does not lead to sustainable change. Service users are currently expected to fit into existing services in this model, with limited flexibility in the delivery of interventions. As the aim of this proposal is to increase capacity, individual services would also exceed the Public Contract Regulations 2015 (PCR) thresholds requiring open and competitive tenders for each service. Therefore, this option has been rejected.
2. *Commission a provider collaborative of local health and wellbeing providers, led by a single, lead provider (place-based provider alliance)* – the proposed service is above the PCR thresholds and thus requires a fair, open and transparent process to be undertaken that allows any economic operator (supplier) to participate. As such, legislation requires an open and competitive tender process which will include bids from a local collaborative.
3. *Provide the service in-house, through Nottingham City Council's Sport and Leisure department (supported by Public Health as required)* – This was explored as part of the development of the service model. Sport and Leisure colleagues have identified that they do not currently have the necessary skills and resources to deliver the full range of interventions the Integrated Wellbeing Service intends to offer. Discussions showed that the capacity and capability gap was significant and would lead to increased costs and significant delay in service development and impact on health outcomes when compared to procurement. This was confirmed by the Commercial Oversight Board who concluded that the proposed

model provides the best outcomes for Nottingham residents and will deliver Best Value. Therefore, this option has been rejected.

6 Employee Wellbeing Services - key decision

Jacqueline Armand, Employee Wellbeing Manager, presented the report and stated the following:

- the Council was required to have in place a comprehensive range of occupational health services in order to be able to meet its common law and statutory duties of care for the health, safety and welfare of employees in their working environment, and to provide advice and medical assessments in relation to sickness management. This included, but is not limited to, the Health and Safety at Work Act 1974 and Health and Safety regulations;
- the benefit to service users was that by having effective wellbeing contracts in place, the Council can reduce sickness absence and improve service delivery by looking after their employee's health and wellbeing. This service should also mitigate the risks, as far as is possible, of staff making a successful claim against the Council for breach of the legal obligations referred to in the report;
- the Council currently had an Employee wellbeing service, which encompassed an internal Occupational Health Services and employing Occupational Health Advisors and wellbeing practitioners. Additional support to the service was currently provided through procured contracts for Occupational Health Physicians, Physiotherapy services and a comprehensive Employee Assistance Programme, which provided confidential counselling services for employees 24/7, 365 days per year;
- it was proposed that a procurement exercise be undertaken requesting tenders for each support service as outlined above. The services would support wellbeing of colleagues and help them remain in, or achieve a successful return to, work, which supports economic wellbeing;
- the services would also enable the council to meet the contractual obligations that it had to third parties, where it provided a full range of Occupational Health services;
- by having three distinct contracts, it was envisaged that this would attract smaller local suppliers to tender, driving local spend and jobs and achieving best value.

Resolved

(1) to approve:

- (a) the planned commercial strategy to secure Employee Wellbeing services, to commence from September 2023, as detailed in the report:**
- (b) a tender process for the services outlined for a term of 3 years, plus an optional 1+1 years (3+1+1, a maximum of 5 years), in accordance with the Council's constitution and legal requirements, including compliance with**

the Public Contract Regulations 2015, at a maximum total cost of £1,050,000;

- (2) to delegate authority to the Director of HR and EDI to approve the outcome of the tender process and award contracts to the successful bidders.**

Reasons for recommendations

1. The Council has three core Employee Wellbeing Contracts that provide a range of Occupational Health Services to all NCC Employees as well as academies, schools and two district councils (via a formal legal contract –see below for further details). These services support the Council by focusing on prevention, intervention and rehabilitation to enable colleague to remain fit for work.
2. It is recognised that a range of wellbeing initiatives can add value to attendance management; help improve performance and provide valuable support to managers and employees. Nottingham City Council is looking for a provider/s that can promote wellbeing and effect a reduction in sickness around the following:
 - Prevention – assisting the Council with fit for work type activities;
 - Early Intervention – bringing about an improvement in absence figures;
 - Rehabilitation – enabling a safe and prompt return to work.
3. To enable Employee Wellbeing to deliver key health and wellbeing support to our employees the following services are recommended:
 - Employee Assistance Programme – provides confidential support to colleagues 24/7 365 days a year. Providing advice and support on mental health issues, bereavement, financial and debt advice. As well as signposting to services and providing some therapy such as Cognitive Behaviour Therapy and Counselling;
 - Physiotherapy provision – early intervention for musculoskeletal conditions being suffered by employees. It includes assessment and treatment to keep employees at work or get them back as soon as possible;
 - Occupational Health Physician – Access to Occupational Health Physicians is critical to the service as they undertake complex case appointments, high level health surveillance assessments related to health and safety and ill health retirement options.

Other options considered

1. Consideration was given to the local impact of going out to tender for one supplier to provide all 3 services. However, by having three distinct contracts it is envisaged that this will attract smaller local suppliers to tender driving local spend and jobs.
2. An option of employing staff directly to deliver all aspects of the services outlined within the report was considered. Taking into account the current external provision NCC has in place and the evaluations undertaken of the service delivery, the ability to

use external provider's knowledge and expertise the opinion was that the most effective and beneficial option was to continue to procure the services.

7 Dates of future meetings

Resolved to meet at Loxley House at 10.00am on the following Tuesdays during the 2023-24 municipal year:

<u>2023</u>	<u>2024</u>
11 July	09 January
12 September	13 February
10 October	12 March
14 November	09 April
12 December	

Subject:	Procurement Strategy 2018-23 Year End Report		
Corporate Director:	Ross Brown – Finance and Resources		
Portfolio Holders:	Councillor Audra Wynter - Finance and Human Resources		
Report author and contact details:	Jo Pettifor – Category Manager Jo.pettifor@nottinghamcity.gov.uk Tel 0115 876 5026		
Other colleagues who have provided input:	Tania Clayton Pérez, Senior Commercial Business Partner Anthony Heath, Senior Solicitor, Contracts and Commercial		
Key Decision	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Subject to call-in
	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Reasons:	<input type="checkbox"/> Expenditure <input type="checkbox"/> Income <input type="checkbox"/> Savings of £750,000 or more taking account of the overall impact of the decision		<input type="checkbox"/> Revenue <input type="checkbox"/> Capital
Significant impact on communities living or working in two or more wards in the City			<input type="checkbox"/> Yes <input type="checkbox"/> No
Type of expenditure:	<input type="checkbox"/> Revenue <input type="checkbox"/> Capital		
Total value of the decision: Nil			
Wards affected: All			
Date of consultation with Portfolio Holder:			
Relevant Council Plan Key Outcome:			
Green, Clean and Connected Communities	<input checked="" type="checkbox"/>		
Keeping Nottingham Working	<input checked="" type="checkbox"/>		
Carbon Neutral by 2028	<input checked="" type="checkbox"/>		
Safer Nottingham	<input checked="" type="checkbox"/>		
Child-Friendly Nottingham	<input checked="" type="checkbox"/>		
Living Well in our Communities	<input checked="" type="checkbox"/>		
Keeping Nottingham Moving	<input checked="" type="checkbox"/>		
Improve the City Centre	<input type="checkbox"/>		
Better Housing	<input checked="" type="checkbox"/>		
Serving People Well	<input checked="" type="checkbox"/>		
Summary of issues (including benefits to citizens/service users):			
<p>The Nottingham City Council Procurement Strategy 2018-2023 (the Strategy) drives the use of the Council's spending power to drive our key strategic objectives of: Citizens at the heart; Securing economic, social and environmental benefits and Commercial efficiency.</p> <p>This report presents the outcomes and achievements delivered under the Strategy in its fifth year 2022-23, (as detailed in Appendix 1) and over the five years of the Strategy 2018-23 (as detailed in Appendix 2). During 2022-23, procurement activity delivered:</p> <ul style="list-style-type: none"> • 307 contracts awarded - representing a total value of £266.4m • £104.4m invested in the local economy – 39.19% of total contract value awarded to City suppliers, of which £33.9m was awarded to local SMEs. Over the five years of the Strategy 2018-2023, a total of £804m has been invested in the local economy – an average of 56.52% of total contract value awarded to City suppliers • 42.72% of the total contract value awarded (total £113.8m) retained within Nottinghamshire; 57.32% within the East Midlands area overall (£152.7m) • 73 environmental measures and benefits secured through contracts awarded • 63 new entry level jobs and apprenticeships created (47 jobs and 16 apprenticeships) • Cashable savings of £0.41m per annum on recurring contracts – representing 1.62% of total 			

contract value (recurring contracts only) <ul style="list-style-type: none"> • Projected income generation of £2.729m from concession contracts awarded and £0.190m external income raised from sold procurement services • 74 contracts awarded subject to the 1% levy rebate. Actual levy income is dependent on expenditure incurred during the lifetime of contracts and based on expenditure on relevant contracts during 2022-23, £80k was income generated for employment and skills activity. 	
Exempt information: None	
Recommendations:	
1	To note the outcomes delivered under the Nottingham City Council Procurement Strategy 2018-23 in its fifth year (2023), as detailed in Appendix 1.
2	To note the outcomes delivered during the five years of the Procurement Strategy 2018-23, as detailed at Appendix 2.
3	To note that the Nottingham City Council Procurement Plan has been refreshed during 2022-23 as part of the procurement transformation programme. The new format of Procurement Pipeline report is reported routinely under the new operating model for procurement in the Commercial, Procurement and Contract Management Division.

1. Reasons for recommendations

- 1.1 The Procurement Strategy 2018-23 provides a framework for the procurement of all goods, works and services to support the delivery of the Council's strategic priorities within a challenging financial context. It sets out how procurement will use the Council's spending power to pursue our key objectives of citizens at the heart; securing economic, social and environmental benefits; and commercial efficiency. Delivering the Council's strategic priorities requires the efficient, strategic use of our purchasing power, and the Strategy promotes a commercial approach to support the Council in addressing significant financial challenges now and in the longer term.
- 1.2 The Strategy drives the delivery of social value for the City by addressing economic, social and environmental considerations at all stages of the procurement cycle, through the framework of the Public Services (Social Value) Act 2012. It sets out key actions to be taken to maximise the economic, social and environmental benefits secured through all our purchasing activity.
- 1.3 Delivery under the Strategy in 2022-23 continued under the core principles of:
 - Commercial efficiency;
 - Citizens at the heart;
 - Partnerships and collaboration;
 - Governance, fairness and transparency;
 - Ethical standards;
 - Innovation and improvement.

2. Background (including outcomes of consultation)

- 2.1 The Procurement Strategy 2018-23 was developed with reference to the strategic context for procurement, including both national and local policies and drivers. A primary purpose is to inform the supplier market of the Council's key strategic objectives and the proposed procurement approach to deliver them. This aims to

enable all potential suppliers (particularly local businesses, SMEs, SEs and the voluntary and community sector) to access contract opportunities.

- 2.2 The Strategy seeks to support a modern, effective and efficient procurement service delivering best value and quality services for citizens, supporting innovation and stimulating growth in the City. It enables social value to be maximised whilst ensuring that competition, transparency and equal treatment are maintained.
- 2.3 A Procurement Information Management System is used to monitor and report on the outcomes of procurement activity undertaken, in particular progress against the key economic, social and environmental objectives of the Strategy.
- 2.4 The new 'Contract Purchase Agreement' (CPA) functionality introduced with the Oracle Fusion finance module in April 2021 has impacted upon procurement and compliance activity in the subsequent period. CPAs provide greater oversight and control of spend, enabling the team to identify non-compliant purchasing and procurement and compliance actions to be taken. During 2022-23, this has driven a significant increase in procurement activity; many new tenders have progressed or are scheduled on the procurement forward plan.
- 2.5 During 2022-23 a programme of procurement transformation has progressed as part of the council wide change and transformation programme required by the Improvement and Assurance Board (IAB). In line with IAB instructions, the following have been implemented:
- Commercial Oversight Board (COB) meetings being held monthly;
 - Recruitment to a new structure for the Commercial, Procurement and Contract Management (C, P&CM) service;
 - C, P&CM management handbook published setting out tasks, roles and responsibilities relating to procurement;
 - Procurement Fundamentals and Contract Management Fundamentals eLearning for colleagues launched;
 - Progress towards a new model of procurement, including colleague self-service for low value requirements, and new information tools and templates.
- 2.6 During 2022-23, 39.19% of total contract value was awarded to City suppliers, representing £104.4m investment in the local economy. The percentage of local spend depends upon which contracts have been procured in the relevant period and will therefore vary between years. Additionally, reported spend for framework contracts is not actual spend incurred but projected at the time of award, so actual spend with local suppliers can vary during the life of the framework. The figures for 22-23 were impacted by a number of high value awards which were not solely to City suppliers.

One such award was a £30m framework for temporary agency staffing, under which only £3m spend is anticipated to be local. A further 6 of the highest value contracts awarded (amounting to total spend of £38.18m) were to non-local suppliers. These contracts included; insurance and consultancy services, electrical equipment, a food supplies framework and vehicle supplies. In some cases, the supplier market is specialist and not local; in others the only route to meet the specific requirements was through call off from a particular framework on which local suppliers were not available. However it is known that some providers registered with a national head office have local operating bases for delivery, and in the case of the food supply framework, 50% of spend is expected to be within the Nottinghamshire area. The

rolling average of local spend under the Strategy for the 5 years from April 2018 is 56.52%, representing a total value of £804m.

- 2.7 In 2022-23, 42.72% of the total contract value awarded (£113.8m) was retained within Nottinghamshire, and 57.32% was awarded within the East Midlands area overall (£152.7m).
- 2.8 Procurement has continued to provide sustainable funding for the Nottingham Jobs Employment Service through the 1% levy rebate mechanism applied to eligible contracts. During 2022-23, 80 contracts were awarded subject to the levy, from which actual income will depend on expenditure over the lifetime of the contracts. Based on expenditure on contracts subject to the levy in this year, £80,000 was generated to fund employment and skills activity.
- 2.9 Procurement continues to drive commercial and income generation initiatives; a total of £2.729m is anticipated to be generated from concession contracts awarded during the year, over the lifetime of these contracts. Additionally, a total of £0.190m external income was generated through sold procurement activity during 2022-23.

3. **Other options considered in making recommendations**

- 3.1 None. Progress against the Strategy is reported on a yearly basis.

4. **Consideration of Risk**

- 4.1 This report presents the outcomes of procurement activity during 2022-23 for information and therefore there are no risks arising. In relation to individual procurement projects, risks are considered on a project specific basis at the appropriate time, as part of options appraisals and decisions taken.

5. **Best Value Considerations**

- 5.1 A primary purpose of the procurement process is to ensure best value is secured in terms of the optimum combination of quality and cost for each requirement. Therefore, procurement plays a fundamental role in supporting the Council to meet its Best Value duties and ensure value for money is secured. The Strategy sets out the aim to secure best value by procuring the best possible services on the best terms, driving efficiencies to deliver cashable and non-cashable benefits. The new Operating Model for procurement is a key part of the Council's transformation programme, driving commercial decision making and supporting the Council to deliver its best value duty.
- 5.2 The decision making process for each procurement project includes financial modelling and options appraisal to ensure best value for money for the organisation and alignment to financial strategies. The procurement team provides advice and guidance to purchasing departments on the options to secure best value in each case, for example through using corporate contracts or suitable frameworks, and opportunities for collaboration.

6. **Finance colleague comments (including implications and value for money/VAT)**

- 6.1 Recommendations 1 & 2 do not raise any ongoing financial issues as they capture retrospective procurement outcomes.

- 6.2 Recommendation 3 to note the refreshed 2022/23 Procurement Plan and the new procurement operating model designated Commercial, Procurement and Contract Management Division from 2023/24+.
- 6.3 Delivery of the Procurement Strategy in 2023/24+ should incorporate financial modelling, options appraisal and recommendations at the appropriate time ensuring Best Value for the Council, including capturing cashable procurement savings linking into the Council Transformation programme.

Tania Clayton Pérez, Senior Commercial Business Partner - June 2023

7. Legal colleague comments

- 7.1 The recommendations in this report are notes of action taken and do not raise significant legal issues. The Council is under a statutory duty to ensure that it secures Best Value in the procuring of goods, services and works together with compliance with procurement legislation. The Procurement Strategy provides a clear framework under which the procurement of goods, services and works can operate to ensure compliance with such legislative requirements.

Anthony Heath, Senior Solicitor, Contracts and Commercial - 1 June 2023

8. Other relevant comments

- 8.1 None.

9. Crime and Disorder Implications (If Applicable)

- 9.1 None.

10. Social value considerations (If Applicable)

- 10.1 The Nottingham City Council Procurement Strategy 2018-2023 drives social value for the City by outlining how we will address economic, social and environmental considerations at all stages of the procurement cycle, through the framework of the Public Services (Social Value) Act 2012. It sets out under its key economic, social and environmental themes of how procurement will deliver the objectives of supporting the local economy, delivering social and community benefits, and environmental sustainability through all purchasing activity.
- 10.2 In the fifth year of the Strategy (2022-23), a total of £101.4m has been injected into the local economy through procurement - representing 39.19% of the total value of contracts awarded to City based suppliers. Of this, £33.9m was awarded to local SMEs. The rolling average of local spend under the Strategy for the 5 years from April 2018 is 56.52%, with a total value of £804m.
- 10.3 The Strategy continues to support the implementation of the Council's Business Charter through the inclusion within eligible contracts of relevant contract specific requirements and targets based on the principles of the Charter.
- 10.4 The Strategy has supported the creation of new entry-level jobs and apprenticeship opportunities for local citizens. In 2022-23, 47 full time equivalent jobs and 16 full time equivalent apprenticeships have been secured through contracts awarded. Suppliers have been engaged with the Nottingham Jobs Service and other local

employment and training initiatives through the inclusion of the Business Charter in contracts.

- 10.5 In accordance with the Strategy aim of minimising the negative environmental impact of our procurement, environmental requirements have been included in contracts as appropriate to secure environmental benefits. In 2022-23 a total of 73 specific environmental measures and benefits have been secured, relating to: air quality and climate change (37 measures); resource efficiency, waste reduction and recycling (31 measures); biodiversity, nature conservation and greening (5 measures). Environmental requirements are included in contracts as relevant to the contract in question, therefore the potential for benefits will vary dependent on the nature of the contracts procured in a period. Examples of contracts awarded with environmental measures are:

Framework of homelessness services:

- Reducing long-term costs of accommodation services by using sustainable materials and green technology;
- New-build and converted properties purpose-designed with service user involvement;
- Supporting and engaging with local communities;
- Supporting over 150 volunteers, with access to all training programmes

Pharmacy Supplies:

- Carbon neutral delivery via courier;
- Reusing packaging by recycling boxes to deliver goods.

Substance use treatment services:

- Care Plans include environmental issues eg heating efficiency, waste disposal/recycling;
- Staff working in the community given tram and bus passes to encourage sustainable transport;
- Sustainability in the workplace measures: Sustainability Strategy with targets; 'Agile Working'; electric car charging points; reducing office spaces and travel; encouraging use of public transport and cycling;
- Support for staff and service users on energy efficiency (e.g. recycling, re-using, minimising food waste, and energy saving);
- Access to the 'Nature in Mind' scheme for staff and service users.

Substance use treatment service for young people:

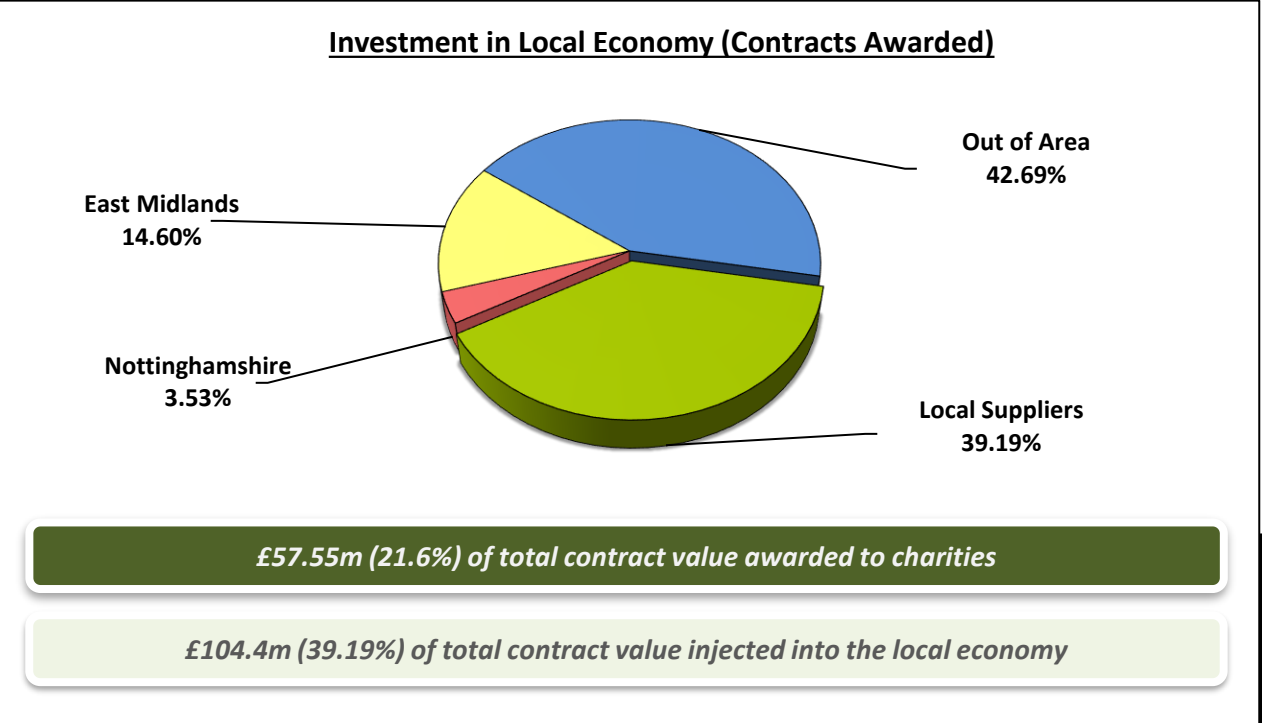
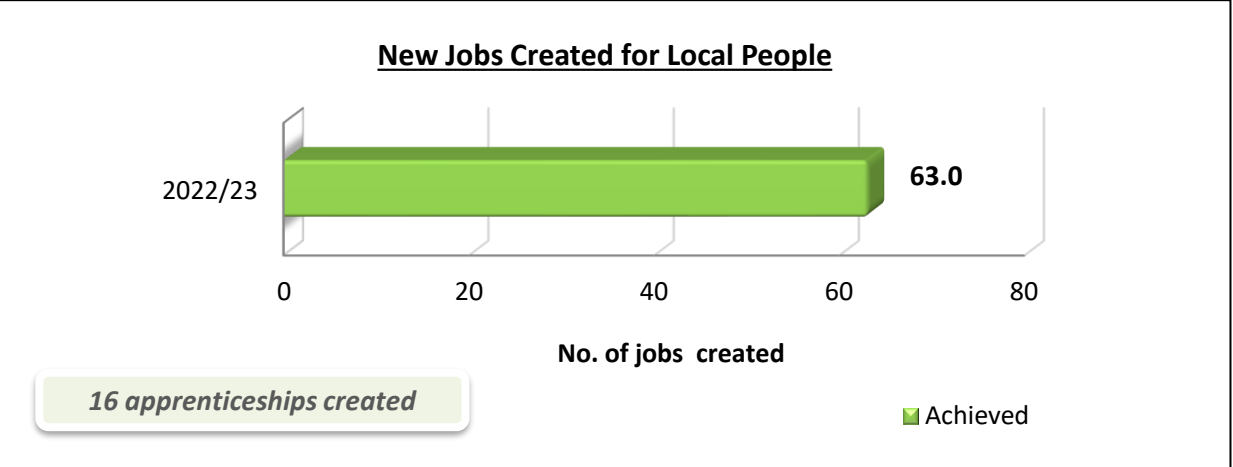
- An organisational Carbon Reduction Plan with targets of 50% emissions reduction by 2030 and Net Zero by 2040;
- Promoting carbon reduction to staff and service users via posters; policies and procedures and staff E learning;
- Eliminating unnecessary paperwork; paperless case management;
- Smart metering/installing LED lighting; energy efficient appliances;
- Eliminating unnecessary waste, adhering to the 'reduce, reuse, recycle' hierarchy, e.g. recycled paper as standard; plastic products replaced;
- Minimum value order purchasing to reduce deliveries;
- Managed buildings powered by green energy;
- Supporting local biodiversity through creating new green spaces.

- 10.6 During 2022-23, the Procurement Team has continued to work with the Carbon Neutral Policy team with the aim to embed 'Carbon Neutral 2028' (CN28) into a refreshed Procurement Strategy from 2024 and develop procedures to support this.
- 10.7 In support of the Council Plan outcome of 'Serving People Well', a mechanism is built into the procurement process to record the number of commissioned providers paying the Real Living Wage (RLW). Tender documents ask whether bidders pay the Real Living Wage, and this information is recorded for contracts awarded. Of those contracts awarded during 2022-23 where the RLW status of suppliers is recorded, a total of 125 out of 230 (54.35 %) were awarded to suppliers declaring themselves to be RLW providers.
- 10.8 A Procurement Information Management System is maintained to record the outcomes of procurement activity undertaken and progress against the key economic, social and environmental objectives of the Procurement Strategy.
- 11 Regard to the NHS Constitution (If Applicable)**
- 11.1 This is considered where appropriate for relevant service areas.
- 12 Equality Impact Assessment (EIA)**
- 12.1 An EIA is not required because this report does not contain proposals for new or changing policies, services or functions, financial decisions or decisions about implementation of policies developed outside the Council.
- 13 Data Protection Impact Assessment (DPIA)**
- 13.1 A DPIA is not required because this report does not contain any proposals relating to personal data, or that make any changes to processes that impact on personal data.
- 14 Carbon Impact Assessment (CIA)**
- 14.1 A CIA is not required because this report does not contain any proposals to develop or change any policy, project, service, function, or strategy that could have any carbon impact.
- 15 List of background papers relied upon in writing this report (not including published documents or confidential or exempt information)**
- 15.1 None.
- 16 Published documents referred to in this report**
- 16.1 Nottingham City Council Procurement Strategy 2018-23
- 16.2 The Public Services (Social Value) Act 2012
- 16.3 Nottingham City Council Strategic Council Plan 2021-23

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PROCUREMENT - HEADLINE ACHIEVEMENTS (2022/23)

Procurement Activity	
Activity	Total
Contracts awarded	307
Total value (awarded contracts)	£266.4m



Environmental Benefits Identified		
Air Quality and Climate Change	Resource Efficiency, Waste Reduction and Recycling	Biodiversity, Nature Conservation and Greening
37	31	5

Income and Savings		
Annual Value of Awarded Contracts	Cashable Savings on Recurring Contracts (Annualized)	Income from Concessions & Commercial Activity (Total)
£72.6m	£0.41m	£2.91m

CATEGORY MANAGEMENT - ACHIEVEMENTS

- People** : 68 contracts awarded with a total value of £97m (annual value £18.5m)
76.92% of total contract value awarded to local suppliers (£74.6m total contract value)
60% of total contract value (£57.7m) awarded to Charities and Voluntary, Community Sector organisations
- Places** : 118 contracts awarded with a total value of £63.6m (annual value £17.8m)
61.3% of total contract value awarded to SMEs (£39m)
42 FTE jobs created through contracts awarded including 13 FTE apprenticeships
63 environmental benefits identified (86.3% of all benefits captured)
- Products** : 121 contracts awarded with a total value of £105.8m (annual value £36.3m)
34 contracts awarded subject to 1% levy - potentially £20k additional income per annum to the Council
Projected whole-life income of £2.72m generated through contracts awarded
£11.4m of spend avoidance identified from procurement activity

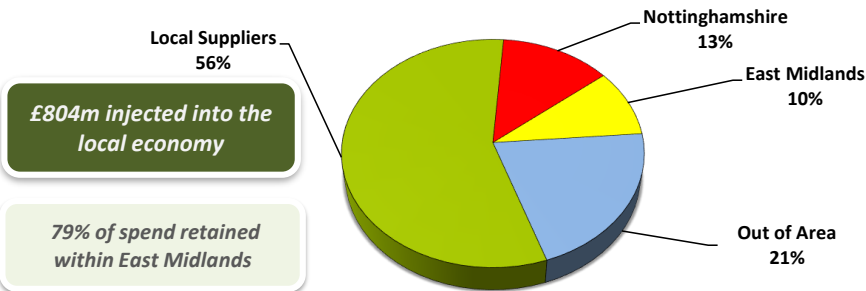
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PROCUREMENT - HEADLINE ACHIEVEMENTS (2018/23)

Procurement Activity

Activity	2018/19	2019/20	2020/21	2021/22	2022/23	Total
Contracts awarded	384	334	188	367	307	1580
Total value (awarded contracts)	£228.4m	£578.4m	£221.73m	£128.85m	£266.4m	£1.42bn
Local spend (%)	58.56%	69%	45.40%	53.00%	39.19%	56.52%

Investment in Local Economy (Contracts Awarded)



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Income and Savings

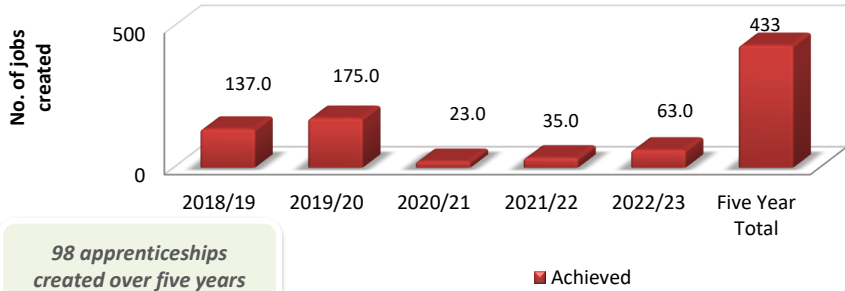
Annual Value of Awarded Contracts	Cashable Savings on Recurring Contracts (Annualized)	Income from Concessions & Commercial Activity (Full Year)
£404m	£5.38m	£9.3m



316 contracts awarded that are subject to 1% levy, with potential whole-life receipts of up to £1m

1% levy receipts of £0.6m from 2018/19 to 2022/23

New Jobs Created for Local People



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Subject:	New framework for Translation and Interpretation		
Corporate Director/ Directors:	Catherine Underwood – People Katy Ball & Roz Howie – Commissioning and Partnerships		
Portfolio Holder:	Cllr Cheryl Barnard – Children, Young People and Schools		
Report author and contact details:	Elisa Flintoff Elisa.Flintoff@nottinghamcity.gov.uk		
Other colleagues who have provided input:	Paul Ritchie, Procurement		
Key Decision	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Subject to call-in
			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reasons:	<input type="checkbox"/> Expenditure	<input type="checkbox"/> Income	<input type="checkbox"/> Savings of £750,000 or more
taking account of the overall impact of the decision			<input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Capital
Significant impact on communities living or working in two or more wards in the City			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Type of expenditure:	<input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Capital		
Total value of the decision: £1,974,000			
Wards affected: All			
Date of consultation with Portfolio Holder: 26/06/2023			
Relevant Council Plan Key Outcome:			
Green, Clean and Connected Communities	<input type="checkbox"/>		
Keeping Nottingham Working	<input type="checkbox"/>		
Carbon Neutral by 2028	<input type="checkbox"/>		
Safer Nottingham	<input type="checkbox"/>		
Child-Friendly Nottingham	<input type="checkbox"/>		
Living Well in our Communities	<input checked="" type="checkbox"/>		
Keeping Nottingham Moving	<input type="checkbox"/>		
Improve the City Centre	<input type="checkbox"/>		
Better Housing	<input type="checkbox"/>		
Serving People Well	<input checked="" type="checkbox"/>		
Summary of issues (including benefits to citizens/service users):			
Nottingham City Council uses a number of suppliers to deliver Translation and Interpretation Services to enable citizens with a language barrier or a disability to access Council services.			
The current contracts are coming to an end, and Nottingham City Council wishes to establish a 4-year framework for multiple providers to deliver Translation and Interpretation Services. This will support Best Value by consolidating providers with specialisms in specific areas.			
The framework will also allow other Commissioning Authorities (Nottinghamshire County Council, Integrated Care Board and Nottingham University Hospitals) to undertake their own call offs which again will support an integrated approach to access to translation services and achieve better Value for Money across the Integrated Care System.			
Exempt information: None			
Recommendations:			
1 To approve a tender process to be undertaken for a multiple provider framework to deliver Translation and Interpretation services for 4 years and to approve the associated total budget of £1,974,000 for the whole period.			

2 To delegate authority to the

- (a) Director of Commissioning and Partnerships to approve and award the outcome of the tender process for the framework;
- (b) Head of Commissioning and Partnerships to enter into and sign an appropriate Framework Agreement and to award and sign call-off contracts for Nottingham City Council.

1. Reasons for recommendations

- 1.1 A Translation and Interpretation service is required to enable citizens access Council services where there is a Language barrier or other communication need, such as British Sign Language. This service is required to ensure that the Council are able to perform their duties appropriately and meet statutory responsibilities in terms of equality of access.
- 1.2 The existing arrangements are due to expire on 30 November 2023 and Nottingham City Council requires a new framework to ensure compliance with Nottingham City Councils Contract Procedure Rules and Best Value. For the new contract(s) award, the Procurement Team will be conducting an open tender process to establish a new framework which will be bespoke to Nottingham City Council, and which will allow other Commissioning Authorities (such as Nottinghamshire County Council and the Integrated Care Board) to have access and call off from it.
- 1.3 The establishment of the framework does not imply any commitment of spend on the part of Nottingham City Council and spend will be based on activity and usage. Establishing a multiple supplier framework will ensure there is a choice of providers for colleagues and to ensure that there is sufficient supply to meet demand.
- 1.4 The call off process will encourage competitive pricing as suppliers will be called off based on specialism required, and best price.

2. Background (including outcomes of consultation)

- 2.1 Nottingham City Council currently has 3 corporate contracts with 3 different suppliers which were called off from the ESPO framework. The current contracts were awarded on a short term basis and are due to expire on 30th November 2023. The contracts are for the supply of translation services which includes a diverse range of languages and also includes British Sign Language translations. The contracts are used across Council departments but are paid via one consolidated invoice and individual departments are later re-charged for their individual spend.
- 2.2 Nottingham City Council also commissions one service provider contract on a block basis jointly with Nottinghamshire County Council, the Integrated Care Board and Nottingham University Hospitals (other Contracting Authorities) for the delivery of translation and interpretation services for citizens who use British Sign Language only. This contract also ends on 30 November 2023.
- 2.3 The proposed new framework intends to consolidate the two separate budgets and services into one single framework contract, with multiple suppliers delivering a range of specialisms and where other Contracting Authorities are given the ability to call off from it.

- 2.4 A Commissioning Review of the current provision of sign language services has identified several challenges within the current arrangements which can be addressed through the establishment of a framework as is recommended in this report.
- 2.5 A lack of diversity amongst both interpreters and citizens accessing the service has been identified through the review. There is a need to ensure that languages other than British Sign Language (BSL) are available to Nottingham City's diverse population. In order to meet the needs of citizens who are currently accessing the services as well as younger people who will be the users of the future, there is a need to move towards a more varied approach to the delivery of sign language and interpretation which utilises a variety of approaches and technological enabled support.
- 2.6 The proposed framework intends to address key issues that are not currently available by using bespoke service specification – for example Nottingham City Council will be able to establish the requirements for booking forms and requirements that the successful suppliers will deliver training and appropriate information on how to book interpreters

3. Other options considered in making recommendations

- 3.1 Not to procure a translation and interpretation service. This is not possible as the services are required to ensure citizens are able to access Council services.
- 3.2 To extend the contract(s) to continue the service with the current provider(s). This is not an option, as all extension options in the current contracts have been utilised. The current arrangements were intended to be a short-term measure only whilst a more fit – for purpose arrangement was secured. Currently there is duplication in the services that are commissioned and this is therefore not in line with Best Value.
- 3.3 To call off from existing established frameworks. This option was not considered to be suitable. This is because Nottingham City Council would like to have multiple providers to deliver these services. Creating a 'framework within a framework' is not compliant.

4. Consideration of Risk

- 4.1 Risk 1 – Pricing/spend may increase as suppliers will be able to submit their own pricing.

Mitigation:

- Pricing will be fixed for the duration of the framework (4 years);
- Call off process will ensure cheapest provider is approached first;
- Staff will be supported with training to understand how to commission the most appropriate support at the best cost;
- Open tender process will encourage competition and encourage suppliers to be competitive in their pricing submission. The option for other Commissioning Authorities to call off from the framework may drive further efficiencies.

Risk 2 – Translation and Interpretation demand exceeds supply and appointments cannot be fulfilled.

Mitigation:

- Establishing a multiple supplier framework will ensure demand is met

5. Best Value Considerations

- 5.1 Best Value is being considered by delivered through the establishment of a multi-provider framework. Other Commissioning Bodies will be able to call off from this framework to ensure consistency of approach across the Integrated Care System footprint.
- 5.2 The tender process will support competitive pricing which will ensure that the best price for the services being delivered is achieved.
- 5.3 The consolidation of the different contracts will reduce duplication and further support Best Value by providing an efficient use of colleague time and resource.
- 5.4 Ongoing contract management will ensure that the services are meeting requirement and so are effective in their delivery.
- 5.5 By including a requirement for a localised response to interpretations services we will ensure that local needs are being met.
- 5.6 Will enable Citizens to have a more joined up approach with other commissioning authorities using the Framework.

6. Finance colleague comments (including implications and value for money/VAT)

- 6.1 The translation and interpretation service is fully recharged to the areas which use the services of translators. At present, the budget is split between Translation and Interpretation which sits within Commissioning and is £411,264 per annum, with the British Sign Language interpretation expenditure sitting within Adult Social Care.
- 6.2 Nottingham Revenue & Benefits and Nottingham City Homes also engage Translation and Interpretation services separately, but both of these will be covered by the framework.
- 6.3 Engaging new translation and interpretation services will mean that best value will be achieved via efficiency so that all colleagues are aware of whom they can engage, and it is hoped that the framework will take advantage of economies of scale.

Clare Rickett, Senior Commercial Business Partner, Children's and Commissioning - 21/06/23

7. Legal colleague comments

- 7.1 These proposals are deemed to be permissible in accordance with the Council's Contract Procedure Rules and the procurement will be required to be undertaken in compliance with the Public Contracts Regulations 2015.
- 7.2 Legal services will provide support as required alongside Procurement colleagues for the provision of these services.

Deljinder Sander, Locum Solicitor (Legal Services) - 16.06.2023

8. Other relevant comments

8.1 Procurement colleague comments

The procurement team will assist with the tendering process to ensure a fully compliant value for money framework is set up for the provision of the services.

Paul Ritchie, Procurement Manager - 12/06/2023

9. Crime and Disorder Implications (If Applicable)

9.1 Not applicable

10. Social value considerations (If Applicable)

10.1 Providers will be encouraged to use the services of local interpreters as follows:

Firstly, the service specification will require providers to make a concerted effort to engage with local Translators/interpreters at the point of booking. Local Translators/interpreters will be described as those who reside within the Nottingham City and Nottinghamshire Council boundary in the first instance. Only where no suitable local interpreter has been identified will the suppliers be able to widen the search to other areas.

Secondly, providers will be required to report as part of the KPI on the number of local translators/interpreters engaged with.

10.2 Social Value considerations (including reduction of travel, environmental considerations) will be a regular agenda item for discussion in Contract Performance management meetings.

11. Regard to the NHS Constitution (If Applicable)

11.1 Not applicable

12. Equality Impact Assessment (EIA)

12.1 An EIA is not required.

13. Data Protection Impact Assessment (DPIA)

13.1 A DPIA is in progress and will be finalised once the outcome of the tender process is known.

14. Carbon Impact Assessment (CIA)

14.1 A CIA is not required.

15. List of background papers relied upon in writing this report (not including published documents or confidential or exempt information)

15.1 None.

16. Published documents referred to in this report

16.1 None.

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Subject:	Domestic Violence and Abuse OPCC funded services legacy approval		
Corporate Director:	Ita O'Donovan - Community, Environment and Residents Services		
Director:	Colin Wilderspin – Interim		
Portfolio Holder:	Cllr Sajid Mohammed – Neighbourhoods, Safety and Inclusion		
Report author and contact details:	Jane Lewis Jane.lewis@nottinghamcity.gov.uk		
Other colleagues who have provided input:	Susan Turner, Senior Commercial Business Partner Benita Meehan, Contracts and Commercial Solicitor Jo Pettifor, Category Manager, People, Finance and Resources		
Key Decision	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Subject to call-in
			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reasons:	<input checked="" type="checkbox"/> Expenditure <input type="checkbox"/> Income <input type="checkbox"/> Savings of £750,000 or more taking account of the overall impact of the decision		<input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Capital
Significant impact on communities living or working in two or more wards in the City			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Type of expenditure: <input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Capital			
Total value of the decision: £2 million			
Wards affected: All			
Date of consultation with Portfolio Holder: 20 June 2023			
Relevant Council Plan Key Outcome:			
Green, Clean and Connected Communities		<input type="checkbox"/>	
Keeping Nottingham Working		<input type="checkbox"/>	
Carbon Neutral by 2028		<input type="checkbox"/>	
Safer Nottingham		<input checked="" type="checkbox"/>	
Child-Friendly Nottingham		<input checked="" type="checkbox"/>	
Living Well in our Communities		<input checked="" type="checkbox"/>	
Keeping Nottingham Moving		<input type="checkbox"/>	
Improve the City Centre		<input checked="" type="checkbox"/>	
Better Housing		<input checked="" type="checkbox"/>	
Serving People Well		<input checked="" type="checkbox"/>	
Summary of issues (including benefits to citizens/service users):			
A number of legacy approval issues have come to light relating to a number of domestic & sexual violence and abuse (DSVA) commissioned services.			
These services are included in the Nottingham City Council (the Council) and Office of the Police and Crime Commissioner (OPCC) Partnership Agreement (the Partnership Agreement). Under this agreement the Council receives funding and commissions domestic violence and abuse services on behalf of the Community Safety Partnership.			
This paper seeks to ensure, after advice from Constitutional Services, Legal and Procurement Services, that the expenditure on these services has the appropriate approval.			
There are two elements to the approval required: retrospective approval for expenditure on delivered services, and approval for future spend on a number of services. Communities have approval for a Commissioning Framework from CPEC and this will be the mechanism for procurement going forward, however in the meantime the expenditure outlined in the appendix requires approval.			

Exempt information: None	
Recommendations:	
1	To approve retrospectively the expenditure incurred on the delivery of the domestic violence and abuse (DVA) services under the Partnership Agreement as outlined in appendix 1 in line with the Partnership Agreement until the Commissioning Framework is in place.
2.	To approve expenditure on the continued delivery of DVA services detailed in appendix 1 in line with the Partnership Agreement until a new Commissioning framework is in place
3	To delegate authority to the Corporate Director of Communities, Environment and Residents Services to sign off contracts and variations with the councils contract procedural rules to deliver the services in line with our Partnership Agreement with the Office of the Police and Crime Commissioner (OPCC).

1. Reasons for recommendations

- 1.1 To meet the requirements of the Partnership Agreement signed between NCC and OPCC to deliver DVA services.
- 1.2 DSVA reporting has increased in Nottingham to the statutory sector and the voluntary and community sector in a slow trajectory since 17/18 with the police receiving 7,800 reports of DVA, in 21/22 reports are running at 8,457 with a dip during covid down to 4069 reports.
- 1.3 The Juno Womens Aid 24 hour free phone DSVA city/ county helpline has experienced a different trajectory, with an increase from 2012 of 1,300 calls to the city per year, rising in 2019 to 1,800 calls to the city per year (where we did not increase funding to this contract) to a jump during covid of 3,000 calls to the city and this increase has remained high at 4,000 calls to the city.
- 1.4 During the same time frame Multi Agency Risk Assessment Conference referrals of the highest risk survivors has risen from 500 per year to over a 1,000, with a 10% increase in the last year.
- 1.5 It is clear that there has been a year on year increase in reporting of DVA in Nottingham, with an increase in referrals to Womens Aid in particular, with a huge jump during covid and no return to pre covid levels. We have not increased funding into these services during this time and in the last couple of years there has been an increase in the costs of providing services.
- 1.6 Approval is required for services which have been delivered in the last few years, as it is not clear whether it was granted at the time as colleagues have left the authority.
- 1.7 Approvals are required going forward as the services are still being delivered in line with their contracts.

2. Background (including outcomes of consultation)

- 2.1 The responsibility for commissioning and contract management came over to Communities from Commissioning in 2021/22 it became apparent that some approvals were missing for services which are being delivered currently.

- 2.2 These services are all included in the Partnership Agreement with the OPCC and primarily funded through the OPCC.
- 2.3 In October 2022, CPEC agreed the procurement of a Framework for the future commissioning of DVSA services. Work is in progress to establish this framework and it will enable future services to be compliantly procured on behalf of the commissioning partnership between NCC, OPCC, Health and other commissioners.
- 2.4 Advice from Constitutional Services, Legal and Procurement was sought in April 2023 and the proposal for a legacy approval was agreed.

3. **Other options considered in making recommendations**

- 3.1 To break our Partnership Agreement with OPCC and return the funding. As the OPCC are a key funder of both domestic and sexual violence and abuse services which Nottingham citizens benefit from it was concluded that this would not be an appropriate approach.
- 3.2 To ask OPCC to commission the services on our behalf, despite our Partnership Agreement. This would put a huge burden on the OPCC when they are currently commissioning a wide range of services on our behalf, including a Perpetrator Programme, Stalking Service, Sexual Violence and Abuse services, Therapeutic Services for children, services for Deaf survivors of domestic abuse and services for Black and Minoritised communities of domestic abuse survivors.

4. **Consideration of Risk**

- 4.1 Demand for domestic and sexual violence and abuse services are increasing, with a 76% increase on demand for the domestic and sexual violence helpline, pressures on survivors in Nottingham are increasing, including access to housing, access to children's services, access to financial support and support to these survivors is delivered through the services which require legacy approval.

The Domestic Abuse Act 2021 also places a Statutory Duty on Nottingham City Council to deliver services to survivors of domestic abuse and to children as victim in their own right for the first time.

5. **Best Value Considerations**

- 5.1 Service re-design?

The DSVA voluntary sector is more cost effective to commission, is structured to focus on its specialism, is more experienced and has all the quality standards required to deliver this service. National government and the Domestic Abuse Commissioners Office recognise and promote specialist DSVA services through a range of policies, guidance and funding streams.

Nottingham & its partners has capacity built the DSVA voluntary sector since the 1970's alongside its long term commitment (50 years) to the Nottingham Womens Centre and we currently have excellent organisations delivering high quality services to our citizens.

- 5.2 Joint procurement?

In 2013 the City Council Safe from Harm review of the commissioning of domestic and sexual violence and abuse services across the partnership concluded that it was fragmented and not meeting best value requirements. Structures were put into place to ensure DSVAs services were commissioned coherently across the commissioning partnership in the city.

The Community Safety Partnership (Crime and Drugs Partnership) was agreed as the lead commissioner of DVA in the city, with a Partnership Agreement between NCC, the Office of the Police and Crime Commissioner (OPCC) and the Clinical Commissioning Group (now the Integrated Care Board) to set out the joint approach.

The Partnership Agreement has been refreshed annually since 2013, with the main change the funding appendix to accommodate the ebbs and flows of national funding into the sector.

The DSVAs Joint Commissioning Group (JCG) was launched in 2013 comprising of city Public Health, Community Safety Team, OPCC and Health colleagues. The learning from the Safe from Harm review was utilised for sexual violence and abuse commissioning, with an agreement in 2020 that the OPCC would be the lead commissioner for SVA across the County, a partnership agreement put in place with the OPCC, City, County and Integrated Care Board (ICB) and the DSVAs JCG used to coordinate commissioning.

The governance of the JCG changed for the first time in 2023 as Nottinghamshire County Council formally joined and the JCG became the structure to meet the Domestic Abuse Act 2021 Statutory Duty for Local Authorities commissioning structures, reporting to both the county DVA Local Partnership Board (LPB) as well as the city LPB (the Community Safety Partnership).

The JCG enables all the commissioning partners across Nottingham and Nottinghamshire to align the procurement of services and to share commissioning intentions, learning from needs assessments and evaluation of services to ensure commissioning best value across the partnership and to achieve joined up services for survivors, children and perpetrators.

5.3 Shared services/ partnerships with local authorities;

Nottingham has a greater commitment to excellent services than some regional authorities. We do however align our services with Nottinghamshire County Council and also jointly grant aid the Free Phone 24 hour DSVAs helpline, which in 2000 was the first of its kind in the UK.

5.4 Trading and income enhancement;

Nottingham has a policy of income enhancement for our Prevention service, it is delivered by a specialist DSVAs prevention service – Equation and our local strategy is to enable it to sell services and resources outside of Nottinghamshire, which benefits our citizens.

5.5 Enable others;

Nottingham Domestic Abuse Safer Accommodation Strategy developed as a result of the Domestic Abuse Act 2021 focusses on how our Housing Directorate can

meet the new Statutory Duty, alongside other housing providers in the city. The Strategy also encourages our refuge provision to fund raise for added value in service delivery.

5.6 Service standards commensurate with affordability;

As DSVAs reporting and demand on local services is increasing these are not an approach which would benefit local citizens.

5.7 In addition:

All the DSVAs services are required to submit quarterly performance reports as data and also case studies and governance updates. The Services receive at least an annual review and for those services which are bigger, they received joint commissioning reviews more regularly, including site visits and file audits. Where there are issues regarding a service, this is raised as soon as it becomes apparent, and work completed with the service to ensure improvements.

Best Value and Value for Money in this sector are related to:

- The increase in the Cost of Living has impacted across the statutory and voluntary sector, with the voluntary sector able to bring additional funding in through charitable giving, and able to negotiate costs. This enables services to be delivered, despite real term cuts to services.
- Recruitment and retention of skilled and experienced staff. Aligned with NJC and NCC pay scales, to ensure good quality safe and effective support to adult and child survivors.
- Good quality support to survivors which reduces the cost to the statutory sector by reducing the burden on social care, health and the police. The cost of not supporting survivors effectively increases the burden on statutory services.
- A reduced risk and increased safety for survivors and children.

There are national Best Value exercises which look at return on investment within this sector and locally we are keen to align ourselves with those findings. Professor Sylvia Walby has undertaken work on this 'Counting the Cost'. Safe Lives have also undertaken work, funded by national government on the savings made by commissioning the specialist domestic abuse voluntary sector to deliver services.

Annual awards are not best value for NCC officer time, or for the organisation delivering the service, as time spent on annual award process increases uncertainty, impacts on retention of skilled and experienced staff and time that could be spent on service delivering and fundraising. The use of the commissioning framework going forward will support both the specialist sector and NCC in terms of stability and sustainability of services.

6. **Finance colleague comments (including implications and value for money/VAT)**

- 6.1 This report is requesting approval to spend the OPCC funding as per the schedule in Appendix for the financial year 2023-24 in line with the Partnership Agreement until a new Commissioning framework is put into place ensuring best value is adhered to for all parties.

- 6.2 It also requests retrospective approval of spend for prior year's OPCC funding on specified contracts as per the attached appendix and for reasons clarified in this report. This funding is ringfenced and therefore the funding must be spent in line with the agreement or repaid as detailed within the grant conditions.
- 6.3 The Service must ensure to complete all required returns in a timely manner as required by the conditions of funding to prevent any delay in payment, and/or possible claw back of said funding.
- 6.4 The Service will need to carefully monitor and manage the payments and funding in year. Mitigating actions will need to be actioned appropriately to ensure no financial pressure occurs and all spend is within the existing MTFP and allowable funding.

Susan Turner, Senior Commercial Business Partner – 14/06/2023

7. Legal colleague comments

- 7.1 In relation to the approval sought for retrospective expenditure, it is not possible to confirm that all arrangements that were the subject of that spend were subject to formal variations of the existing agreements before the relevant services began. However, there would be a course of dealing that the Council could point to, to evidence the variation in scope by mutual agreement via the orders for services.
- 7.2 Furthermore, the Council is not aware of any breaches at this time by any of the providers and given that the Council has termination provisions in place with providers under the general agreement(s), the lack of evidence of a formal variation extending the scope of the services in the past is considered to be a low risk which will be further mitigated by appropriate variations being put in place for the proposed expenditure on commissioned services going forwards.
- 7.3 The extensions of the existing arrangements will permit a tender process to be prepared and undertaken (approval for which has already been given) to facilitate a new framework being put in place from April 2024. The extensions are considered permissible amendments to existing contracts in accordance with Article 18.99 of the Council's Contract Procedure Rules and are considered to be either amendments that are necessary additional works, services and supplies by the original Contractor or the extensions are considered to be non-substantial variations within the provisions of Regulation 72(1)(b) and/or Regulation 72 (1)(e) as detailed in Appendix 1.
- 7.4 In relation to the proposed expenditure moving forward, Legal Services will continue to work with the client to ensure that proposed terms and conditions relating to further extensions are adequate, appropriate and in place and will assist as necessary with the future procurement requirements.

Benita Meehan, Contracts and Commercial Solicitor - 22 June 2023

8. Procurement colleague comments

- 8.1 This report addresses approval for spend with providers of a number of domestic and sexual violence and abuse services, as outlined at Appendix 1.

There are two elements to this: retrospective approval for spend that has already been incurred and approval for some spend going forwards.

In relation to the proposed expenditure on commissioned services going forwards, procurement and legal services have been consulted and have advised on compliance. The awards of funding outlined in Appendix 1 are considered permissible amendments to existing contracts in accordance with Article 18.99 of the Council's Contract Procedure Rules. This is based on the grounds set out in Regulation 72 of the UK Public Contracts Regulations being applicable, as specified in Appendix 1.

In relation to the approval sought for retrospective expenditure, it is not possible to confirm that all arrangements were subject to procurement advice or a procurement process. However, from the information available, the procurement team is not aware of any breach to the UK Public Contracts Regulations in the use of this funding. It is understood that a large part of this spend was through addition to an existing compliantly procured contract. In other cases, the value of funding is below the thresholds for the application of the UK Public Contracts Regulations.

The procurement team is engaged with the client to establish a framework of providers for the compliant award of all contracts from April 2024. Approval for this process has previously been secured. The commissioning and procurement process should now proceed in a timely way to ensure the commissioning of all these services from April 2024 is through a compliant contract award procedure.

Jo Pettifor, Category Manager, People, Finance and Resources - 5 June 2023

9. Crime and Disorder Implications (If Applicable)

- 9.1 Section 17 of the Crime and Disorder Act requires local authorities to do all they reasonably can to prevent crime and disorder. DVA is a local priority in the Crime and Disorder Plan published by the Crime and Drugs Partnerships on behalf of NCC.

10. Social value considerations (If Applicable)

- 10.1 Recommendations have been considered in line with the Public Services (Social Value) Act 2012. All services within this report aim to improve the social wellbeing of the client groups they target.

11. Regard to the NHS Constitution (If Applicable)

- 11.1 Local authorities have a statutory duty to have regard to the NHS Constitution when exercising their public health functions under the NHS Act 2006. In making this decision relating to public health functions we have properly considered the NHS Constitution where applicable and have taken into account how it can be applied in order to commission services to improve the health of the local community.

12. Equality Impact Assessment (EIA)

- 12.1 An EIA is not required because EIA's were completed at the time of the services being developed.

13. Data Protection Impact Assessment (DPIA)

13.1 A DPIA is not required because there are no significant changes to existing services that will impact or change the way that data is managed.

14. Carbon Impact Assessment (CIA)

14.1 A CIA is not required because there are no significant changes to existing services that will impact on the minimal carbon production from delivery.

15. List of background papers relied upon in writing this report (not including published documents or confidential or exempt information)

15.1 None.

16. Published documents referred to in this report

16.1 None.

Appendix Legacy Approval Decisions: Commissioning and Procurement Executive Committee: July 2023

Current Approvals

Service required	Source of funding	Proposed Annual Funding DATES 2023-2028	Proposed total funding length of contract	Proposed Provider	Start and end of contract dates	Rationale	Procurement and Legal position (refer to Notes at bottom of Appendix for detailed provisions of references)
Multi Agency Risk Assessment Conference (MARAC) Independent Domestic Violence Advisor service (IDVA)	Office of the Police and Crime Commissioner (OPCC) Partnership Agreement with Nottingham City Council	78,012	390,060 (Five years of contract remaining)	Juno Womens Aid	2019 – 2028	<p>The female DVA service was tendered in 2019 for 9 years.</p> <p>OPCC did not include this element as part of the main contract at the time as it was a different funding stream.</p> <p>This element has been paid by OPCC as an integral part of that contract since then.</p> <p>The IDVA team delivered by Juno are a core part of the multi-agency partnership response to high risk DVA.</p> <p>NCC has not commissioned separate IDVA's as operationally this cohort of survivors is high risk and requires a joined-up service.</p> <p>IDVA's are a specific role, with a qualification and different pay scale.</p>	Permissible amendment to contract in accordance with the Contract Procedure Rules ("CPR") 18.99 as considered to be compliant with Regulation 72 (1b) of of the Public Contract Regulations ("PCR") 2015.

IOM IDVA service	OPCC Partnership Agreement with Nottingham City Council	30,000	30,000 (contract ends March 2024)	Juno Womens Aid	2019 – 2024	See above A funding review has taken place by OPCC as there are national changes to Integrated Offender Management (IOM) and we are awaiting the outcome.	Permissible amendment to contract in accordance with CPR 18.99 as considered to be compliant with Regulation 72 (1b &/or 1e) of the PCR 2015.
ED IDVA service	NCC Public Health Partnership Agreement between OPCC and Nottingham City Council	36,000	180,000 (Five years of contract remaining)	Juno Womens Aid	2020 – 2028	This was previously a role paid directly to NUH. In 2020 they reviewed the service & recommended it be delivered by Juno WA as part of their IDVA team to resolve the vulnerability of one nurse providing this service, which had become a single point of failure. A Contract Variation was completed at the time as this is now part of the DVA female service. However, approval was not sought.	Permissible amendment to contract in accordance with CPR 18.99 and considered to be compliant with Regulation 72 (1b &/or 1e) of the PCR 2015.
Trauma Informed Project / Knife Crime service	OPCC Partnership Agreement with Nottingham City Council	40,000	40,000 Contract ends March 2024	Juno Womens Aid	2023/24	The Violence Reduction Partnership funded by the OPCC have allocated this funding to Juno since 2019 as part of a pilot. This is the final year, and it will end in March 24	Permissible amendment to contract in accordance with CPR 18.99 as considered to be compliant with Regulation 72 (1b &/or 1e) of the PCR 2015.

Perpetrator Programme Support Worker	OPCC Partnership Agreement with Nottingham City Council	18,243	18,243 Contract ends Sept 2023	Juno Womens Aid	2023	<p>OPCC have allocated this to Juno for 6 months until Sept 2023</p> <p>This service was initially funded by the Home Office through the OPCC and assumed to be short term in 2020. Due to the pandemic, it has been extended every 6 months.</p> <p>The whole service has now been procured by the OPCC in partnership with NCC. The outcome has not been published.</p>	Permissible amendment to contract in accordance with CPR 18.99 as considered to be compliant with Regulation 72 (1b) of the PCR 2015.
MoJ uplift IDVA female	OPCC Partnership Agreement with Nottingham City Council	123,300	123,300 Contract ends March 2024	Juno Womens Aid	2023/24	<p>Ministry of Justice (MoJ) funding towards IDVA's is a national funding stream that emerged from covid due to an increase in domestic abuse and delays in the courts.</p> <p>It was tendered by MoJ and allocated by OPCC has been extended annually. It will end 2024.</p> <p>A DDM was undertaken in 2020 for this service. An exemption from CPR was approved in 2022.</p> <p>OPCC have allocated this to Juno until March 2024</p>	Permissible amendment to contract in accordance with CPR 18.99 as considered to be compliant with Regulation 72 (1b &/or 1e) of the PCR 2015.
MoJ uplift Family Court IDVA	OPCC Partnership Agreement with Nottingham City Council	48,060	48,060 Contract ends March 2024	Juno Womens Aid	2023/24	As above	Permissible amendment to contract in accordance with CPR 18.99 as considered to be compliant with Regulation 72 (1b

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							&/or 1e) of the PCR 2015.
MoJ uplift Mens Service IDVA	OPCC Partnership Agreement with Nottingham City Council	33,900	33,900 Contract ends March 2024	Equation	2023/24	As above OPCC have allocated this to Equation until March 2024	Permissible amendment to contract in accordance with CPR 18.99 as considered to be compliant with Regulation 72 (1b &/or 1e) of the PCR 2015.
Total		407,515	863,563				

Retrospective Approval

Service required	Source of funding	Proposed Annual Funding	Proposed total funding length of contract	Proposed Provider	Start and end of contract dates	Rationale	Procurement and Legal position is set out in the report

Multi Agency Risk Assessment Conference (MARAC) Independent Domestic Violence Advisor service (IDVA)	Office of the Police and Crime Commissioner (OPCC) Partnership Agreement	78,012	312,048 2019 – 2023	Juno Womens Aid	2019 – 2028	<p>The female DVA service was tendered in 2019 for 9 years.</p> <p>OPCC did not include this element as part of the funding for the main contract at the time as it was a different funding stream.</p> <p>This has been paid by OPCC as an integral part of that contract since then.</p> <p>The IDVA team delivered by Juno are a core part of the partnership response to high risk DVA.</p> <p>NCC has not commissioned separate IDVA's as this cohort of survivors is high risk and requires a joined up service.</p> <p>IDVA's are a specific role, with a qualification and different pay scale.</p>	Procured
IOM IDVA service	OPCC Partnership Agreement	30,000	120,000 2019 – 2023	Juno Womens Aid	2019 – 2024	<p>See above</p> <p>A funding review has taken place by OPCC as there are national changes to Integrated Offender Management (IOM) and we are awaiting the outcome.</p>	Procured
ED IDVA service	NCC Public Health Partnership Agreement	36,000	72,000 2021 - 2023	Juno Womens Aid	2020 – 2028	<p>This was previously a role paid directly to NUH. In 2020 they reviewed the service & recommended it be delivered by Juno WA as part of their IDVA team to resolve the vulnerability of one nurse providing this service, which had become a single point of failure.</p>	Procured

						A Contract Variation was completed as this is now part of the DVA female service. However, approval was not sought.	
Trauma Informed Project / Knife Crime service	OPCC Partnership Agreement	40,000	160,000 2019 – 2023	Juno Womens Aid	2023/24	Violence Reduction Partnership paid by the OPCC have allocated this funding to Juno since 2019 as part of a pilot. This is the final year, the project ends in March 24	
Perpetrator Programme Support Worker	OPCC Partnership Agreement	36,486	72,972 2021 - 2023	Juno Womens Aid	2021 - 2023	OPCC have allocated this to Juno for 6 months until Sept 2023 This service was initially assumed to be short term in 2020 and due to the pandemic, it has been extended every 6 months. The whole service has now been procured by the OPCC in partnership with NCC. The outcome has not been published.	
MoJ uplift IDVA female	OPCC Partnership Agreement	123,300	246,600 2021 - 2023	Juno Womens Aid	2021 - 2023/24	MoJ funding towards IDVA's is a national funding stream that emerged from covid, due to an increase in domestic abuse and delays in the courts. It was tendered by MoJ and allocated by OPCC has been extended annually. It will end 2024. A DDM was undertaken in 2020 for this service. An exemption from CPR was approved in 2022 for this service.	Procured

						OPCC have allocated this to Juno until March 2024	
MoJ uplift Family Court IDVA	OPCC Partnership Agreement	40,050	80,100 2021 - 2023	Juno Womens Aid	2021 - 2023/24	As above	Procured
MoJ uplift Mens Service IDVA	OPCC Partnership Agreement	33,900	67,800 2021 - 2023	Equation	2021 - 2023/24	As above OPCC have allocated this to Equation until March 2024	Procured
Total		417,748	1,131,520				

Notes

* 18.99 of the Contract Procedure Rules of the Council's Constitution provides that an official order or formal contract may be extended to include requirements relating to the scope of that scheme provided the extension/variations complies with the requirements of the Public Contracts Regulations 2015 (and any re-enactment of them)

** Regulation 72 (1)(b) of the Public Contract Regulations 2015 provides that variations are permitted without a new procurement procedure being undertaken to accommodate additional works, services or supplies by the original Contractor, which have become necessary but were not included in the initial procurement, where a change of Contractor both:

- Cannot be made for economic or technical reasons
- Would cause significant inconvenience or substantial duplication of costs for the contracting authority

Any increase in price must not exceed 50% of the value of the original contract (subject to indexation)

*** Regulation 72 (1)(e) of the Public Contract Regulations 2015 provides that a variation that is otherwise not substantial, irrespective of its value, is permitted without a new procurement procedure being undertaken. A substantial variation is defined under regulation 72(8) as one satisfying one or more condition:

- The variation renders the contract **materially** different from the one initially concluded
- The variation introduces conditions which, had they been part of the initial procurement, would have allowed for the admission of other candidates
- The variation changes the economic balance of the contract in a way not provided for in the initial contract
- The variation extends the scope of the contract **considerably**
- The variation replaces a contractor in cases other than those provided for that allow substitution

Subject:	Approval to re-tender the Locallink bus services		
Corporate Director:	Sajeeda Rose - Growth and City Development		
Portfolio Holder:	Cllr Angela Kandola – Highways, Transport and Planning		
Report author and contact details:	Mark Garlick, Public Transport Policy, Public Transport Operations 0115 876 5675 mark.garlick@nottinghamcity.gov.uk		
Other colleagues who have provided input:	Steve Tough, Head of Transport Operations		
Key Decision	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Subject to call-in	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reasons: <input type="checkbox"/> Expenditure <input type="checkbox"/> Income <input checked="" type="checkbox"/> Savings of £750,000 or more taking account of the overall impact of the decision		<input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Capital	
Significant impact on communities living or working in two or more wards in the City		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Type of expenditure: <input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Capital			
Total value of the decision: £3.6m			
Wards affected: Aspley, Basford, Bilborough, Berridge, Bilborough, Bulwell Forest, Castle, Hyson Green & Arboretum, Leen Valley, Lenton & Wollaton East, Wollaton West			
Date of consultation with Portfolio Holder: 8 June 2023			
Relevant Council Plan Key Outcome: <div style="display: flex; justify-content: space-between;"> <div> Green, Clean and Connected Communities Keeping Nottingham Working Carbon Neutral by 2028 Safer Nottingham Child-Friendly Nottingham Living Well in our Communities Keeping Nottingham Moving Improve the City Centre Better Housing Serving People Well </div> <div style="text-align: center;"> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </div> </div>			
Summary of issues (including benefits to citizens/service users): <p>Approval is sought to re-tender for the operation of an existing contract (with some modifications) for the locallink bus services in Nottingham. These serve a high number of elderly and disabled residents and also provide access to jobs and education, in areas of the City that are not served by the commercial bus network.</p> <p>This comes following an external review of the existing locallink services by Integrated Transport Planning (ITP) Ltd, which included a consultation with users and employers along the routes, considered alternative timetables and operating models for the services, and provided cost estimates. The proposals set down below are in line with the review recommendations, and ensure that best value will be achieved.</p> <p>It is proposed to re-tender earlier than the current contract requires. This is required due to the poor reliability of the existing first generation electric bus fleet. The vehicles were purchased new in 2014 and are largely life expired, they require recharging whilst in operational service, and are regularly breaking down. Between 21 November 2022 and 31 March 2023, electric vehicles were only available for 60% of the required time. Due to the charging issues, eight vehicles are required to provide a service which would only require four with more conventional vehicles. This</p>			

unreliability means it is becoming increasingly necessary to hire in diesel buses just to maintain the services, adding further to the costs of the operation.

It has also become increasingly difficult to source major component part replacements for the vehicles due to parts becoming obsolete as the technology has evolved and also due to global supply chain issues. As the vehicles near the end of their lives, major component parts including the batteries now require replacement at significant cost in order to maintain the reliability of the vehicles. The majority of the buses are expected to require replacement batteries and other parts at a cost of at least circa £100,000 which is not affordable given current financial constraints.

To ensure reliable services are provided, the re-tender would seek quotes for Euro VI diesel buses, or modern electric buses, or minibuses, which would be supplied and maintained by the contractor. Prices for each option would be requested to assess affordability. Under the existing contract, electric buses are supplied by the Council for use by the contractor. Changing the mode of operation, and responsibility for maintaining the bus fleet, requires a re-tender to be undertaken, as this would constitute a material change to the existing (CPU3236) contract, awarded in September 2021 and due to end in September 2024.

Following feedback from the consultation, the opportunity will be taken to make some timetable changes, but without increasing the resources required to operate the services. These changes will include the withdrawal of the W1 service (serving Lenton Lane Industrial Estate and Castle Marina) due to very low passenger numbers. Queens Drive and the southern end of Lenton Lane are served by the 48 and 49 routes, with much of the rest of the route served by the tram and other commercial bus services. The L1 service will replace, and enhance, current L5 provision in the Castle Marina area. The main changes are summarised in section 2 below.

The cost of this contract is currently £1.1 million p.a. in bus operation costs plus additional cost to maintain the electric bus fleet. Current issues within the bus sector, including the legacy from the pandemic and a shortage of bus drivers, has led to a much greater fluctuation in tender prices at a national level than was experienced before covid. However, the ITP study advised that the new contract is expected to bring savings to the Council.

Exempt information: None.

Recommendations:

- 1** To approve undertaking a procurement process for the Linkbus bus service contract for a period of 2+1+1 years at a total cost of £3,600,000.
- 2** To delegate authority to the Corporate Director of Growth and City Development to award and sign contracts to the successful bidder following the outcome of tenders, subject to the costs being within the current budget levels.

(Note: The precise specification of the services to be put out to tender can be changed from the recommendations in this report, based on the considered findings that are received in the public consultation. This would be done in consultation with the Portfolio Holder, and on the basis of no change to the level of resource and cost involved.)

1. Reasons for recommendations

- 1.1** To provide efficient and reliable services to employment and education sites, and to areas that would not have public transport services provided on a commercial basis.

- 1.2 Within the tender process, opportunities for efficiency savings in providing these services will be sought. The tender process will ensure that the best value provision of services will be achieved.
2. **Background (including outcomes of consultation)**
- 2.1 The link bus services enable all parts of the City to be served by public transport, and ensure access to vital services, employment and education is maintained. This is in the context that over half of its residents have no access to a car.
- 2.2 The services are disproportionately used by those with mobility issues and, as such, save the City Council from providing more expensive forms of specialist provision.
- 2.3 All link bus services are monitored through the contract for use and performance.
- 2.4 **Consultation** on the services was undertaken by ITP Consultancy during January and February 2023. This took the form of an on-bus survey questionnaire regarding the customers' use of the service. 140 passengers, out of 213 boardings completed the questionnaire (66%). 71% of respondents were aged 65 years or over, but a wider spread of age groups was apparent on the L2 route where there are colleges, employment sites and the service operates for longer hours each day. 64% of users indicated their gender identity as female, and 34% indicated male.
- 2.5 By far the majority of respondents indicated that they were regular users of a service with 50% using it "several times a week", and 91% using it at least once a fortnight. 56% of respondents felt that the service had deteriorated since October 2023. This was due both to the cuts made to services at that time, in particular route L4 where 86% were disappointed with the service, and due to general unreliability due to a shortage of drivers and a failing electric vehicle fleet.
- 2.6 The study concluded that Linkbus services are currently being operated at a sub-optimal level, owing to the life-expired nature of the first generation electric vehicles deployed on the service, coupled with the challenge of securing driver resource. It recommends that by modifying the network and avoiding operating in areas which are difficult to navigate by bus that there are further savings to be achieved without passengers being unduly disadvantaged. The very low level of usage of the W1 service, only 7 passengers surveyed, suggested that this service could be withdrawn, with much of the route being covered by other services.
- 2.7 Respondents to the on-bus survey were keen for the Linkbus services to be reliable, to turn up on time and operate more frequently in the future. There was a general resistance to any type of demand responsive (DRT) service on the routes, particularly amongst concessionary travellers, though there may be a market for this for access to some workplaces using DRT operation in the future.
- 2.8 It is proposed that further consultation be undertaken on the proposed service changes during May 2023. This second phase of consultation will be both online and on-bus with flyers and user questionnaires for return about the planned changes.

Timetable changes

- 2.9 In October 2022, the Locallink services were revised to achieve MTFP savings, resulting in reduced days of operation on certain services and reduced frequencies on others. In the consultation, just over half of respondents considered the service they were travelling on had got worse, with only 14% thinking it had got better. In particular, 86% of respondents surveyed on the L4 service considered the service had got worse since October 2022, when the L4 timetable reduced to two-hourly, three days a week.
- 2.10 The opportunity will therefore be taken to make some timetable changes, but without increasing the resources required to operate the services. Changes will include:
- Withdrawal of the W1 service, due to very low passenger numbers. Queens Drive and the southern end of Lenton Lane will be served by commercial service 49, with the tram at the northern end of Lenton Lane. The Castle Marina area would still be served between 09:00 and 17:00 by the L1 service, as an enhanced replacement for the L5 route.
 - The L5 service will be renumbered as L1 and return to daily operation. It will be extended to Bilborough College, running along the L2 route. Some narrow road sections of the route will no longer be served directly, due to low passenger numbers and operational difficulties. These include Sutton Passeys Crescent, Orston Drive and Charlbury Road. Buses on this service, and the L2, will serve Farndon Green on journeys from the City, to give some penetration of the Wollaton Park Estate. Demand responsive or shopper bus operations will be considered for other areas affected.
 - Daily services will be reinstated on the L4 route. This will bring an improved, more reliable operation to areas including Beechdale, Calverton Drive, Cranwell Road, Melbury Road, Glaisdale, Ainsley Estate, Churchfield Lane and Hartley Road.
 - Some roads, including Sutton Passeys Crescent, Orston Drive and Charlbury Road will no longer be served directly by buses, due to both low ridership and problems for buses negotiating park cars. Orston Drive will have services L1 and L2 well within 400m walking distance on Middleton Boulevard. The majority of Wollaton Park Estate (619 out of 820 residential properties), including most of Sutton Passeys Crescent, will be within 400m walking distance of the L1 and L2 routes at Middleton Boulevard, with further parts of the estate being within 400m of new stops at Farndon Green. Some parts of Charlbury Road are within 400m of other bus services, through the bridge at Radford Bridge Road, or the footpath (Woodyard Walkway) between Charlbury Road and Woodyard Lane, which links to the L1 and L2 routes at Lambourne Drive. There are around 341 residential properties in Charlbury Road.
- 2.11 The new tender would come into operation from autumn 2023. The bus services to be included in the contract intended to be:
- L1 City – Castle Marina – Wollaton – Bilborough College (daily operation);

- L2 City – Wollaton – Bilborough College – Assarts Farm;
- L3 City – Hyson Green – Bulwell;
- L4 City – Bilborough – Aspley – Beechdale (return to daily operation).

2.12 Overall, the proposed timetables offer the best compromise between cost and providing a six-day per week service to those passengers who experienced the most significant changes to provision in October 2022.

2.13 The precise specification of the services to be put out to tender can be changed from the recommendations in this report, based on the considered findings that are received in the public consultation. This would be done, in consultation with the Portfolio Holder, and would be done on the basis of no change to the level of resource and cost involved.

Euro VI diesel vehicles

2.14 The new tender will ask for prices for modern electric buses for the contract, but these may not be financially viable for the Council when submitted. This is a relatively small contract when compared with large scale vehicle investment being made in the commercial network.

2.15 While the buses on this contract are very likely to switch from electric vehicles to low emissions diesel buses, this is part of a wider picture of 167 biogas and electric buses in the fleet of Nottingham City Transport, as the main provider in the City. As these diesel buses are introduced on the Locallink contract, there will be 24 electric buses introduced on Nottingham City Transport commercial routes. This will mean a net increase of 20 electric buses in the City of Nottingham. The Locallink contract provides services into areas that would not otherwise be served by commercial bus routes, and this helps to keep mode shift in favour of public transport.

2.16 It should be noted that Euro VI diesel buses are very clean at tailpipe, with a Euro 6 diesel car emitting an estimated 10 times more per passenger NOx when compared to a Euro VI diesel bus. The electric vehicles currently operating link bus services are relatively old and rely on diesel heaters which emit harmful Nitrous Oxide and particulate matter and so cannot be classed as zero emission at tail pipe and as a result will not be eligible for the new higher Zero Emission Bus Incentive scheme offered by the Department for Transport (DfT).

2.17 Commercial bus operators are now investing in modern advanced electric bus technology, which is more reliable and has increased battery capacity and range compared to those operating on locallink services. It is anticipated that in the next five years the number of operators able to submit value for money tenders with electric bus options for contracted routes will increase significantly. In parallel, the successful ZEBRA (Zero Emission Bus) bid will see 24 new electric buses delivered for Nottingham City Transport services in 2023 and 2024. Even with the likely withdrawal of electric buses from the locallink services, public transport will provide a substantial net gain in decarbonisation and air quality improvement in Nottingham in the next few years.

2.18 A full summary of the impact of reverting the Linkbus operation to Euro VI Diesel in relation to the net carbon benefit of the total bus decarbonisation

programme has been provided below and calculated using information from Ultra Low Emission Bus Certification Scheme.

	Annual kms	Diesel WtW CO2e / km (tonnes)	Electric WtW CO2e/km (tonnes)	CO2e/km (tonnes) +/-
Locallink diesel conversion	179,016	204	47	-157
NCT e-bus project	1,413,456	1,610	375	1,235
Net carbon saving WtW CO2e /km (t)				1,078

Overall, a net saving of 1,078 tonnes of Well to Well CO₂e per annum will be realised.

Usage

- 2.19 The Locallink services have carried carry 69,000 passengers in the last 12 months, of which 55% are concessionary pass holders. Usage levels have fallen recently due to a number of reasons; the poor reliability of services a result of the vehicle issues, the slower return of concessionary travellers following the pandemic compared to other groups; the MTFP service reductions over time have led to some weaknesses in timetables which can be mitigated to some degree with the revised timetables.
- 2.20 The consultation also identified low awareness of services at some employers on the routes and this is likely to be replicated by households along the routes. The new contract should therefore be seen as a reset, which will be accompanied by a strong marketing campaign to enable growth to be realised.
- 3. Other options considered in making recommendations**
- 3.1 Continue to operate the current contract with the existing mode of operation. However, the first generation electric buses are now close to life-expired and require regular expensive repairs. The increased time to undertake the repairs also mean time out of service, leading to a less reliable service.
- 3.2 Withdrawing services due to rising costs. This option was rejected, as it would lead to disruption for passengers and the removal of access to public transport for some residential and employment areas of the City, where commercial services would be more than 400m from residents.
- 3.3 Operate services with alternative timetables or operating models. Following a review by ITP, the preferred timetable offers the best compromise between cost and providing a six-day per week service to those passengers who experienced the most significant changes to provision in October 2022. For alternative operating models, Demand Responsive Transport (DRT) in particular was considered in the ITP review, but there was resistance to DRT among locallink users in the consultation, and coupled with the broadly equivalent vehicle requirement to provide an on-demand service, DRT is not recommended as the future operating model for this network.

- 3.4 Purchase new vehicles. New electric vehicles cost approximately £400,000, and the Department for Transport's ZEBRA (Zero Emission Bus Regional Areas) scheme which funded the purchase of the first-generation electric buses operating the services is not available to replace them with new electric vehicles. This option is therefore unaffordable. Having vehicles provided by operators is also likely to be more attractive to bidders, increasing competition for the contract.

4. Consideration of Risk

- 4.1 There are no immediately known risks to the re-tender of these bus services. The main risk could be a financial one in that tender prices could come in at levels that are much higher than council budgets can afford. This outcome would require a re-design of the service to be provided. However, based on the study by ITP Consultants, it is expected that the cost of providing these services, due to operating efficiencies and easier maintenance of more conventional vehicles, imply a significant saving on the current contract cost.

5. Best Value Considerations

- 5.1 Procurement of the services with a new tender is intended to seek out Best Value for this provision. It will see operating efficiencies and the use of contractor provides the vehicles contract will open up the market to more providers than was possible with the electric bus fleet.
- 5.2 This will put the contract out to competitive tender. Several different bus companies will approach the council to make a bid to run the service.
- 5.3 At the point of contract award both price and the quality of service will be taken into account. The aim is to award a contract to the lowest price bidder and keep the cost down for the council, but also to consider this alongside reliable quality operation that is punctual and sustainable for the given price. This will not always be the absolute cheapest bid submitted.

6. Finance colleague comments (including implications and value for money/VAT)

- 6.1 This decision seeks approval for a re-tender of the locallink bus services in Nottingham with a cost of £0.9m a year (total value £3.6m over 2+1+1 years).
- 6.2 The new contract must be aligned with Nottingham City Council's best value objectives, and the contact value must be achievable within the current Locallink budget. The current value of the contract is 1.1m per financial year, so a tender at 0.9m per financial year represents significant savings. The saving will be achieved with a more efficient and predictable model using conventional bus types.
- 6.3 As there is a Policy to provide access to public transport within 400m of as many residents as possible, Nottingham City Council's Public Transport department is supported in this decision to re-tender. This will be reflected in the budget and forecast for the service and monitored for any variance.

Paul Rogers, Commercial Finance Business Partner (G&CD) - 06/06/2023

7. Legal colleague comments

Given the total estimated value of the scheme (including the optional extension periods), at least three written tenders must be obtained in order to comply with the Council's Contract Procedure Rules and also to comply with the Public Contract Regulations 2015 regarding above threshold procurements. In accordance with Contract Procedure Rule 18.93 the contract must be executed under seal.

Sarah O'Bradaigh, Senior Solicitor - 13/06/2023

8. Other relevant comments

8.1 Procurement comments

This decision seeks approval for a re-tender of the Locallink bus services in Nottingham for a contract term of 2+1+1 years. The request does not pose any procurement risk to the Council and complies with the Contract Procedure Rules and Public Contract Regulations.

Procurement will assist in finding the most commercially viable and compliant solution for the council.

Holly Fisher, Lead Procurement Officer (Products) - 09/06/2023.

9. Crime and Disorder Implications (If Applicable)

N/A

10. Social value considerations (If Applicable)

10.1 Local suppliers with social responsibility will be encouraged in the tender documentation.

10.2 The Linkbus network is a group of bus service that are considered to be socially-necessary. The commercial bus network in Nottingham is a very strong, urban operation. Nevertheless, some areas of the City are considered to be more than an easy walking distance from that commercial network. The Linkbus services plug these gaps that are left in that network.

10.3 The gaps in the network that the services are focussed on are mostly residential areas that are a significant walking distance from other bus or tram services. However, some employment sites and a college are also served by these bus services.

10.4 A high proportion of users on these routes are elderly or disabled concessionary permit holders.

10.5 Most routes are focussed on providing links for residents to shopping and medical facilities, and a link into the wider public transport network.

11. Regard to the NHS Constitution (If Applicable)

11.1 N/A

12. Equality Impact Assessment (EIA)

- 12.1 Attached as an appendix and due regard will be given to any implications identified in it.

13. Data Protection Impact Assessment (DPIA)

- 13.1 Attached as an appendix and due regard will be given to any implications identified in it.

14. Carbon Impact Assessment (CIA)

- 14.1 Attached as an appendix and due regard will be given to any implications identified in it.

The electric bus fleet employed on this contract is likely to be replaced by ultra-low emissions diesel buses. However, since the fleet is small, and significant investment in electric and gas-powered buses has been made by the major operators, the impact of this across Nottingham will be minimal.

15. List of background papers relied upon in writing this report (not including published documents or confidential or exempt information)

- 15.1 Integrated Transport Planning Ltd (ITP Consultants), Nottingham City Council Linkbus Network Review Final Report (May 2023)

16. Published documents referred to in this report

- 16.1 None.

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LINKBUS CONSULTATION 2023

Consultation comments as at 29 June 2023

46 comments have been made as follows;

By service:

- W1 – 3
- L4 - 2
- L5 – 15
- L14 - 8
- L2/X2 – 17
- Other Services not directly related – One

GENERAL

Many comments reflect the unreliability of service since last winter. This situation is now improving and should be relieved fully with the re-tender.

Eight of the responses (17%) mention missing journeys, or the need to provide a more reliable service, explicitly. This problem has affected all routes, though there has been a policy to keep disruption to the L4 and L5 routes, as alternate day services, to an absolute minimum. This has meant that the daily, and more frequent, L2 and L14 routes have had to bear the brunt of cancelled journeys. People making comments about poor reliability often directly correlate this with passenger numbers being lower than they could be on the service.

The main issue is the ageing electric bus fleet employed on the services. These are early technology vehicles of this type and sourcing spare parts quickly for repairs, to maintain the service, is a big issue. Additional buses have been hired in, at cost to the council to alleviate the problem of non-operation.

SERVICE W1

Three comments are made to retain this service, which is proposed for withdrawal. One states that the workplace is 15 minutes' walk from a tram at Gregory Street. Two others state a disability or pain when walking any distance.

SERVICE L5

Fifteen comments are made regarding this service. Most of these relate to concerns about buses not directly serving Sutton Passeys Crescent, Orston Drive and Charlbury Road. Others relate to poor reliability on the existing service. Others express concern about sharing a service that will also carry Bilborough College students.

Students will travel largely travel before 09:30 and in a contra-flow direction to shoppers, so passenger loadings will be spread out across the day. An additional Shopper service is also being considered to replace parts of the L5 route that are away from Middleton Boulevard. This would run on three days a week.

SERVICE L4

Only two comments are made by users of this service. Both of these are about the gradual withdrawal of routes from the Beechdale area over time. These comments relate to the former L3 and L11 routes, and the L4 service had been previously improved to reflect those withdrawals and provide better links into this area. Unfortunately, subsequent budget savings have required the L4 service to be first reduced from hourly to two-hourly in frequency, and then reduced to a Tuesday,

Thursday and Saturday only service. The proposals would allow the L4 return to return to Monday to Saturday operation.

SERVICE L14

Eight comments have been collected from users of this service. These comments are general in nature, and not specific to any changes since these are not expected on this service.

SERVICE L2/X2

Seventeen comments have been collected from users of this service. Seven of these comments refer explicitly to the unreliability of the service with journey cancellations. This is fair comment, based on vehicle availability in the recent past. Two comments are from students hoping that the peak service will be maintained, and that will be the case since the peak timetable is largely unchanged.

One comment relates to fewer daytime buses running over the northern part of the route between Glaisdale and Assarts Farm under the proposals. This section of route would have a service up to every 30 minutes at peak times, but would be served only every two hours in the daytime, since buses would need to turn short to maintain the link from Wollaton Park Estate to Castle Marina.

Other comments are based on a pessimistic assumption that the service will be much reduced under the changes, which is not the case for most users. The basic L2 service will continue to be served hourly, and up to every 30 minutes at peak times.

OTHER SERVICES

One comment from a Beeston resident asked for reinstatement of the former L10 and L11 service in that area. Two comments for the L4 service also refer to the wish to see the L11 route return, as it was also withdrawn from the Beechdale area – now served only by the L4.

Equality Impact Assessment (EIA) Tool

Please ensure you have read the [guidance pages](#) prior to completing this tool

Document Control

Control Details:	
Title of EIA/ Decision (DDM):	Retender of Locallink Bus Services in 2023
Budget booklet code (if applicable):	
If this is a budget EIA please ensure the title and budget booklet code is the same as the title used within the budget booklet	
Name of author (Assigned to Pentana):	Mark Garlick
Department:	City Development and Growth
Director:	Paul Seddon
Division:	Public Transport
Contact details:	0115 876 4675, mark.garlick@nottinghamcity.gov.uk
Strategic Budget EIA:	Yes
Exempt from publication:	No
Date decision due to be taken:	TBC

Document Amendment Record

Version	Author	Date
1	Mark Garlick	29 March 2023
2	Mark Garlick	25 April 2023

Contributors/Reviewers (Anyone who has contributed to this document to be named)

Name	Title role	Date
Rosey Donovan	Equality and Employability Consultant	04/04/2023

Glossary of Terms

Term	Description
Locallink	Socially-necessary bus services provided with Council subsidy
Worklink	Bus service linking the city centre to key workplaces, provided with Council subsidy
Demand Responsive Bus Services	Routes that follow a route, based on passenger bookings that are made in advance. Such routes call only where required
Easylink Dial-a-Ride	Dial-a-Ride services available to disabled passengers and their carers
Commercial Bus Services	Services provided by bus operators that do not require public subsidy and make an operating profit for that company
Key residential areas	Areas that are more than 400m walking distance from any other bus or tram service (and the number of properties within those areas – See RP)
RP	Residential properties that are more than 400m from alternative commercial bus services or tram routes
DIG	Disability Involvement Group
GIS	Geographical Information System
NCT	Nottingham City Transport Ltd

Section 1 – Equality Impact (NCC staff/ Service users/ Citizen/ Community impact)

1. a. Brief description of proposal/ policy/ service to be assessed

The Council is being asked to make significant budget savings in 2023/24. Subsidised bus services in the City are being considered as an area for efficiency savings. This can be achieved through a reduction in the number of vehicles required to operate the services and a switch to more cost-effective procurement.

The services are being re-tendered earlier than the current contract requires. This is to change the mode of operation to Euro VI diesel buses, or modern electric buses, or minibuses, which would be supplied and maintained by the contractor. Under the existing contract, Optare electric buses are supplied by the Council, for use by the contractor, and this causes significant maintenance expenditure to be incurred by the council as these vehicles get older.

Changing the mode of operation, and responsibility for maintaining the bus fleet, requires a re-tender to be undertaken, as this would constitute a material change to the existing (CPU3236) contract, awarded in September 2021 and due to end in September 2024.

There is expected to be no impact on staff numbers employed in the new contract, compared with the present one. There will be the usual TUPE requirements to comply with, in the event of a different contractor to the present one winning the contract to operate the service.

Under the proposals, most of the routes currently operated will still be served by buses. Services will be withdrawn from some areas due to either low passenger take up in these areas or operational difficulties for the vehicles that are caused by narrow roads and parked vehicles. However, these changes will also allow those areas where the services are most popular to return to Monday to Saturday bus services, since some areas are only served on three days per week.

This will require the following changes to services:

W1 City – Castle Marina – Lenton Lane Industrial Area

This route will be withdrawn due to low levels of ridership. Much of the route in the Lenton Lane area is covered by trams from the Gregory Street stop and buses on the Ring Road (A52) and at Queens Drive (A453). The L1 route will replace the L5 service in the Castle Marina and provide services there through to the afternoon peak period. This will provide links to residential properties in the Castle Marina area (238 RP).

Service withdrawn from Lenton Lane. Partial replacement by Service L1 in the Castle Marina area.

L1 City – Wollaton Park Estate – Glaisdale via Torvill Drive (replaces L5)

This will replace the L5 service, and see Monday to Saturday operation replace the current Monday, Wednesday and Friday only operation. The Wollaton Park Estate (820 RP - of which 619 are within 400m of Middleton Boulevard) will be served by this route and the L2 service, with journeys calling in at Farndon Green in the outbound direction, to bring up to 700 of the 820 RP within 400m of the L1 route. Parts of the estate, including Sutton Passeys Crescent and Orston Drive will no longer be served due to limited numbers boarding in these areas, narrow roads, and the obstructions caused by parked cars, and the need to provide reliable timetable to all other parts of the routes. The Charlbury Road area (341 RP) will no longer be served, but an offer of free travel on the Easylink Dial-a-Ride service will be made to this area. For some residents in these areas it is possible to walk to buses at Crown Island, Beechdale Road and Lambourne Drive (Woodyard Lane).

Service operating Monday to Saturday Daytime every two hours (hourly with L2)

L2 City – Assarts Farm via Torvill Drive, Glaisdale and Nottingham Business Park

This service will operate every two hours in the daytime and hourly, combined with the L1 service as far as Glaisdale. There will be a frequency of up to every 30 minutes at peak times. Journeys will be targeted, as much as possible, in the peaks, to meet with the needs of working people. The route serves 1,344 RP in total and employment and education sites including Glaisdale Industrial Estate, Nottingham Business Park (Strelley) and Bilborough College.

Peak frequency improvements, Daytime frequency reduced north of Glaisdale, still hourly over the City – Glaisdale section with L1

L3 City – Heathfield – Bulwell (replaces L14)

This service will continue to operate every hour in the daytime. The service will remain largely unchanged, but with early morning journeys withdrawn due to low usage.

The main areas served by the route are:

- Heathfield and Brooklyn Road areas (1,246 RP)
- Perry Road (601 RP)

Service largely unchanged. Early morning journeys removed.

L4 City – Beechdale – Aspley

This service will be return to being a Monday to Saturday service once again, from the current Tuesday, Thursday and Saturday only operation. The service will continue to operate every two hours. The route serves Radford (1,206 RP), Ainsley Estate (153 RP), Beechdale (473 RP) and the upper part of Beechdale Road (348 RP).

Service improved to operate Monday to Saturday

TABLE: SUMMARY OF CHANGES WITH THE NEW CONTRACT

New Service	Existing Service Number	Change	Comment	NET Effect of the service change
W1 City – Lenton Lane	W1	Withdrawn due to low usage	Castle Marina area served by L1. Lenton Lane has trams at Gregory Street, Bus Service 53 on the Ring Road and Bus Services 48 and 49 at Queens Drive	Loss of peak works services due to low demand
L1 City – Glaisdale	L2 L5	L1 will serve Castle Marina and Wollaton Park Estate. Outbound buses will serve Farndon Green on this service and the L2.	Provision to Charlbury Road will be made by Easylink Dial-a-Ride. Orston Drive and Sutton Passeys Crescent will no longer be served directly by buses.	Improved frequency at Wollaton Park Estate and a Daily service. Loss of service into some roads.
L2 City – Assarts Farm	L2	Service largely unchanged, but some provision will be by the L1 route between City and Glaisdale. Areas around Torvill Drive and Lambourne Drive will continue to have two buses per hour.	The Daytime service at Bramhall Road, Princess Boulevard and Nottingham Business Park will be reduced to two-hourly. Peak services will be improved, or maintained at current levels.	Reduced Daytime service over outer part of route but peak services maintained. Most areas continue to be served hourly in the Daytime.

L3 City – Bulwell	L14	Service largely unchanged	Early morning journeys withdrawn due to low usage	Few changes to this service
L4 City - Beechdale	L4	Service returns to Monday to Saturday operation	Service improvement	Monday to Saturday service, not an alternate day operation

1. b. Information used to analyse the equalities implications

Both an online public consultation, and an on-bus questionnaire-consultation will be undertaken once the proposals are formally announced. This will include the DIG (Disability Involvement Group) within the council. Customer surveys have already been carried out on the affected services during January and February 2023.

As we approach the **September 2023** service change date, the changes will be fully outlined on the council website, on posters displayed in buses and on electronic information screens at stops on the affected routes.

The following table shows how the Key Residential Areas served by Linkbus service will be affected by the service change proposals that will take effect with the re-tender of the bus service contract :

TABLE: HOW KEY RESIDENTIAL AREAS ARE AFFECTED BY THE LOCALLINK CHANGES

EXISTING SERVICE	NEW SERVICE NUMBER	Key Area/ Estate	>400m from an alternative service	Of which >600m	Of which >800m	Proposed Service Level
L2/X2 City – Glaisdale – Business Park	L2/L2x	Woodhouse Park	289	289	277	Peak Service up to half-hourly; Daytime service reduced to every two hours
	“	Bramhall Road	99	0	0	“
	L1 and L2	Lambourne Drive Area	493	285	120	Evening Peak service improved. Hourly Daytime service
	“	Elvaston Road Area	463	46	0	“
			1,344	620	397	
L4 City - Beechdale - Strelley	L4	Cranwell Road/Calverton Drive	626	332	59	Service remains 2-hourly but improved to 6 days per week (form 3 currently)
		Melbury Road	178	0	0	“
		Glaisdale	200	15	0	“
		Beechdale	473	160	40	“
		Ainsley Estate	153	0	0	“

		Churchfield Lane and Hartley Road	1,206	230	57	“
			2,836	737	156	
L5 City – Wollaton Park Estate	L1 (and L2)	Wollaton Park Estate	820 (619 within 400m of the L2 route) Under proposals most buses will divert into Farndon Green	201	9	Service will operate Monday to Saturday and both the L1 and L2 will serve Farndon Green to bring all areas of the estate within 400m. Buses will no longer run along Sutton Passeys Crescent and Orston Drive
		Charlbury Road	341	210	157	Service withdrawn from this area, with Easylink Dial-a-Ride being made available on an interim basis
		Castle Marina	238	187	0	The W1 service is withdrawn and the L1 will replace the L5 in this area on a two-hourly basis

						between 10am and 5pm
			1,399	598	166	
L14 City – Heathfield - Bulwell	L3	Britannia Ave	97	0	0	Remains hourly Daytime with additional peak journeys. Some early morning journeys withdrawn
		Perry Road	601	0	0	“
			698	0	0	
W1 City – Lenton Lane		Castle Marina	238	187	0	SERVICE WITHDRAWN, But the Castle Marina area will be covered by the L1 service between 10am and 5pm

1. c. Who will be affected and how?

Impact type (NCC staff/ Service users/ Citizens/ Community)	Equality group/ individual	Positive	Negative	None	Reasons for your assessment (Including evidence)	Details of mitigation/ actions taken to advance equality	Details of any arrangements for future monitoring of equality impact (Including any action plans)
	People from different ethnic groups						
Page 66	Men						
	Women	X Location specific	X Location specific		Overall 60% of bus passengers are female. This percentage is even higher for Locallink services that are used largely by shoppers from older age groups and those accessing local services,	The effects are location specific. Some areas will see an improvement in service. Other, small areas will see a reduction or withdrawal of the service from the immediate area, with longer walking distances being required.	Ongoing monitoring of the bus network: <ul style="list-style-type: none"> • Accessibility to public transport services is monitored by Public Transport Team, using GIS technology; • Contract Spend monitored on a monthly

					including medical services.		basis for each service; Passenger numbers monitored on a monthly basis for each service.
	Trans						
Page 67	Disabled people/ carers	X Location specific	X Location specific		As they provide access close to the home, those with impaired mobility and those who travel with them also use Locallink services. Issues can be raised at DIG within the council. Feedback from DIG will be taken into account and	The effects are location specific. Some areas will see an improvement in service. Other, small areas will see a reduction or withdrawal of the service from the immediate area, with longer walking distances being required.	Subject to available budget, aim to continue to provide services within 400m of Nottingham City residents where this is already the case. Alternative forms of provision may need to be investigated, including: <ul style="list-style-type: none"> • demand responsive bus services • Provision of a service using the Easylink Dial-a-Ride operation Ongoing monitoring of the bus network:

Page 68					used to mitigate any impacts of the service changes.		<ul style="list-style-type: none"> • Accessibility to public transport services is monitored by Public Transport Team, using GIS technology; • Contract Spend monitored on a monthly basis for each service; <p>Passenger numbers monitored on a monthly basis for each service.</p>
	Pregnancy and maternity						
	Marriage/Civil Partnership						

	People of different faiths/ beliefs and those with none						
	Lesbian/ Gay/ Bisexual people						
Page 69	Older	X Location specific	X Location specific		Locallink services carry a high proportion of older passengers, travelling with Older Persons' Concessionary Travel Permits	The effects are location specific. Some areas will see an improvement in service. Other, small areas will see a reduction or withdrawal of the service from the immediate area, with longer walking distances being required.	Ongoing monitoring of the bus network: <ul style="list-style-type: none"> • Accessibility to public transport services is monitored by Public Transport Team, using GIS technology; • Contract Spend monitored on a monthly basis for each service; Passenger numbers monitored on a monthly basis for each service.

	Younger	X	X		The L2 services serves Bilborough College	The service at Bilborough College will be improved at Peak times, but reduced from hourly to two-hourly in the Daytime.	<p>Ongoing monitoring of the bus network:</p> <ul style="list-style-type: none"> • Accessibility to public transport services is monitored by Public Transport Team, using GIS technology; • Contract Spend monitored on a monthly basis for each service; <p>Passenger numbers monitored on a monthly basis for each service.</p>
	Other (e.g. looked after children, cohesion/ good relations, vulnerable children/ adults), socio-economic background.	X Improved at Peak times on L2	X Service removed on W1, Reduced Daytime		Service W1 – this service will be withdrawn. The users will be required to walk further to alternative bus		<p>Ongoing monitoring of the bus network:</p> <ul style="list-style-type: none"> • Accessibility to public transport services is monitored by Public

<p>Page 71</p>	<p><i>Please underline the group(s) /issue more adversely affected or which benefits.</i></p> <p><i>Working People served by the W1 service</i></p>		<p>service on L2</p>		<p>and tram services.</p> <p>Service L2 – the service will be improved at Peak times, when most working people are travelling. However the section of route serving Nottingham Business Park and Bilborough</p>		<p>Transport Team, using GIS technology;</p> <ul style="list-style-type: none"> • Contract Spend monitored on a monthly basis for each service; <p>Passenger numbers monitored on a monthly basis for each service.</p>
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1. d. **Summary of any other potential impact** (including cumulative impact/ human rights implications):

Subject to available budget, aim to continue to provide services within 400m of Nottingham City residents where this is already the case. Alternative forms of provision may need to be investigated, including:

- demand responsive bus services
- Provision of a service using the Easylink Dial-a-Ride operation

Ongoing monitoring of the bus network:

- Accessibility to public transport services is monitored by Public Transport Team, using GIS technology;
- Contract Spend monitored on a monthly basis for each service;
- Passenger numbers monitored on a monthly basis for each service.

Section 2 – Equality outcome

Please include summary of the actions identified to reduce disproportionate negative impact, advance equality of opportunity and foster good relations. Please pull out all of the mitigations you have identified and summarise them in this action plan

Equality Outcome	Adjustments to proposal and/or mitigating SMART actions	Lead Officer	Date for Review/ Completion	Update/ complete
<p>Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010.</p> <p>Page 72</p>	<p>Older – Service L4 being improved to a daily frequency, roads where bus services are being reduced will be considered for alternative provision, including demand responsive or dial-a-ride bus service provision</p> <p>Younger – The service to Bilborough College is being maintained at most times of day</p> <p>Women – The improvements to the L4 service will benefit women as the majority of users</p> <p>Disabled - Service L4 being improved to a daily frequency, roads where bus services are being reduced will be considered for alternative provision,</p>	Mark Garlick	31 March 2024	

	including demand responsive or dial-a-ride bus service provision			
<p>Advance equality of opportunity between those who share a protected characteristic and those who don't</p>	<p>Older – Service L4 being improved to a daily frequency, roads where bus services are being reduced will be considered for alternative provision, including demand responsive or dial-a-ride bus service provision</p> <p>Younger – The service to Bilborough College is being maintained at most times of day</p> <p>Women – The improvements to the L4 service will benefit women as the majority of users</p> <p>Disabled - Service L4 being improved to a daily frequency, roads where bus services are being reduced will be considered for alternative provision, including demand responsive or dial-a-ride bus service provision</p>	Mark Garlick	31 March 2024	
<p>Foster good relations between those who share a protected characteristic and those who don't</p>	Older, Younger, Women, Disabled – Improvements to the reliability of these services will foster good and	Mark Garlick	31 March 2024	

	supportive relationships between these groups.			
(Please add other equality outcomes as required – e.g. mitigate adverse impact identified for people with a disability)	Disabled - Service L4 being improved to a daily frequency, roads where bus services are being reduced will be considered for alternative provision, including demand responsive or dial-a-ride bus service provision	Mark Garlick	31 March 2024	

Please note: All actions will need to be uploaded onto Pentana

Section 3 – Approval and publishing

<p>The assessment must be approved by the manager responsible for the service /proposal.</p> <p>Approving Manager details (name, role, contact details):</p> <p>Steve Tough, Head of Transport Projects and Public Transport, steve.tough@nottinghamcity.go.uk, 0115 876 4096</p>	<p>Date sent for advice:</p> <p>6 April 2023</p>
	<p>Approving Manager Signature:</p>

For further information and guidance, please visit the [Equality Impact Assessment Intranet Pages](#)
 Alternatively, you can contact the Equality and Employability Team by telephone on 0115 876 2747

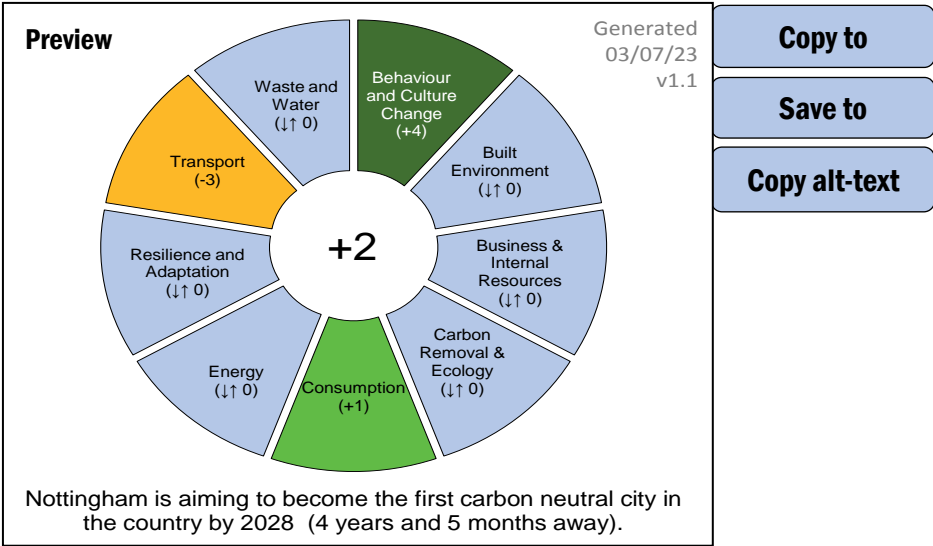
Send document or link for advice and/ or publishing to: edi@nottinghamcity.gov.uk

PLEASE NOTE: FINAL VERSION MUST BE SENT TO EQUALITIES OTHERWISE RECORDS WILL REMAIN INCOMPLETE.

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Carbon Impact Assessment Dashboard Tool (v1.1)

Report Name	Re-tender of Locallink Bus Services in 2023
Report date	Thursday, 6 April 2023
Report author	Mark Garlick
Project Notes	The Council's own eight life-expired electric buses on this contract will be replaced by four efficient, low-emissions diesel buses to be supplied by the contractor. This comes alongside Nottingham City Transport providing 24 new electric buses on its
Export filename	Re-tender of Locallink Bus Services in 2023 CIAD Thursday, 6 April 2023.png



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