

## Operational Decision Record

Publication Date 08/12/2021	Decision Reference Number 4473
<b>Decision Title</b>	
Recommissioning of Passenger Transport Logistics Software Programme	
<b>Decision Value</b>	
£52,368.73 (including set up and annual licensing fee for 3 years)	
<b>Revenue or Capital Spend?</b>	
Revenue	
<b>Department</b>	
People's Department	
<b>Contact Officer (Name, job title, and contact details)</b>	
Janine Walker, Head of SEND and Vulnerable Pupils	
<b>Decision Taken</b>	
To recommission new logistics software to replace current contract which has now expired	
<b>Reasons for Decision and Background Information</b>	
<p>Transport and travel for children and young people with special educational needs and disabilities (SEND) and vulnerable adults is part of the Council's transformation programme. A key deliverable is to review the effectiveness of the current transport logistics system and recommission if appropriate to ensure that the digital solution available supports the service to optimise efficiency and enable the commissioning of best value travel options and solutions.</p> <p>The current logistics system (Trapeze) is outdated, resource intensive and does not provide the reporting functionality or route optimisation required to ensure best value and to target staffing resources into effective market development and commissioning rather than administration.</p> <p>A number of systems have been viewed and demonstrations held. Whilst a number of them were an improvement on the current system, the system that best meets the future needs of the service is Transys. This system is used by a number of Council's who identify that it has been of significant benefit in improving and streamlining processes in relation to transport for vulnerable people and those with SEND. The system provides:</p>	

- A route planner and optimisation function allowing real time information on efficiency of route, spare seats, types of passenger and options for amalgamation of routes
- Passenger information records which allow a wide range of reporting functions and the ability to cut data to look at trends, opportunities and risks
- A workflow system that enables letters to be automatically generated to citizens cutting the amount of time currently spent on administration
- Timetables and schedules with restricted information for tender and procurement exercises currently having to be undertaken manually
- Clear financial reports and management information which will improve financial systems including recharges and forecasting.
- Functionality for managing vehicle capacities

In addition the staff and vehicle management elements will support the service to manage holiday cover, optimise timings of vehicle maintenance.

The system will also support the quality assurance of the service through reporting on issues and identifying contractors incurring penalties.

### **Other Options Considered and why these were rejected**

1. Remain with current provider – this solution does not provide the functionality required to ensure that the service is as efficient as possible and drives best value
2. A number of other packages were considered. None of them provided the same level of functionality. Three formal quotes were obtained and Transys additionally offered best value for money.

### **Reasons why this decision is classified as operational**

- This decision has a value below £150,000 over the lifetime of the contract (total committed financial impact)
- The initial set up costs are funded via the SEND reform grants and has no impact on the Council general fund.
- There are no changes to current agreed policies and budgets.

### **Additional Information**

- The work on recommissioning a new logistics package has been undertaken in conjunction with IT Services to ensure that all system and cost issues have been considered. They are in agreement with the proposal.
- The initial set up costs are from a ring fenced SEND grant and do not impact on the council general fund. The annual cost of the software replaces the current funding to Trapeze and is within the current available budget.
- There is no requirement for an EIA, DPIA, Carbon Impact assessment or consultation exercise for this decision
- There are minimal risks involved in transferring data from the existing system to the new one, these have been mitigated through work with IT

services to ensure that the required planning and transfer mechanisms are in place.

- Should the system not be operational in line with the agreed programme plan, there are some risks to the commissioning process due to take place in Summer 22. This risk has been mitigated by a detailed programme schedule and contingency made on timescales to account for any slippage in the programme.

**Decision Maker (Name and Job Title)**

Catherine Underwood/Nicholas Lee



**Scheme of Delegation Reference Number**

7

**Date Decision Taken**

7<sup>th</sup> December 2021