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Nottingham City Council

Commissioning and Procurement Executive Committee

Minutes of the meeting held at Loxley House, Station Street, Nottingham, NG2 3NG, on 12 November 2024 from 9.30 am - 10.20 am

Membership

Present

Councillor Linda Woodings (Chair)
Councillor Jay Hayes (Vice Chair)
Councillor Cheryl Barnard
Councillor Corall Jenkins

Absent

Councillor Ethan Radford
Councillor Pavlos Kotsonis

Colleagues, partners and others in attendance:

Alison Brown - Director of Housing (Property)
Dawn Cafferty - Head of Procurement
Anthony Dixon - Head of Supported Housing
Ken France - Head of Fleet and Depot Operations
Beth Hanna - Migration Operation Manager
Mark Leavesley - Governance Officer
Andrew Smith - Assistant Fleet Manager
Kim Smith - Leasehold Manager
Tony Sowter - Technical Innovation Manager

Call-in

Unless stated otherwise, all decisions are subject to call-in. The last date for call-in is 22/11/2024. Decisions cannot be implemented until the working day after this date.

43 Apologies for absence

Councillor Kotsonis – personal
Councillor Radford – other Council business

44 Declarations of interests

None.

45 Minutes

The Committee agreed the minutes of the meeting held on 15 October 2024 as a correct record and they were signed by the Chair.

46 Supply contract for refuse vehicles between 7.5T to 32T - key decision

Ken France, Head of Fleet and Depot Operations, and Andrew Smith, Assistant Fleet Manager, presented the report and stated the following:

- a. members of the Nottinghamshire / Derbyshire Transport Group Consortium have a statutory duty under section 45 of the Environmental Protection Act 1990, as they are deemed to be a 'waste collection authority', to collect household waste;
- b. the service is delivered internally by the members of the group and the proposal to retain the Single Source Supply Contract model currently in place for the supply of Refuse vehicles will deliver the required levels of Contract Management, After Sales Service and Maintenance Support across the group. This support will enable members of the consortium to deliver the required statutory services.

Resolved to

- (1) authorise undertaking a procurement process for the necessary framework agreement(s);**
- (2) delegate authority to the Corporate Director for Communities, Environment and Resident Services to enter into:**
 - (a) the initial Refuse Vehicle Supply Framework Agreement;**
 - (b) any call-off contracts under the terms of the Framework Agreement for Nottingham City Council fleet requirements and maintenance.**

Reasons for recommendations

- c. To enable the Nottingham City Council Fleet Services team and the aforementioned Consortium members to be able to access the Refuse Collection Vehicle market to enable the members ongoing Vehicle Replacement Programme requirements to be delivered as required.
- d. The Fleet Services Team and members of the Consortium wish to retain the Single Source Supply Contract model currently in place for the supply of Refuse vehicles as this is shown to deliver the required levels of Contract Management, After Sales Service and Maintenance Support across the group. This support enables all members of the consortium can deliver the required statutory services.
- e. A common base specification is created which ensures collective learning from across the consortium is shared to deliver better outcomes.
- f. Ensure all vehicle purchases are going through a compliant procurement mechanism with a specification created with the consortium in mind.
- g. Using a Contracted supplier enables prices to be fixed for 12-month periods within the proposed contract lifespan of 4 years which helps with the budgeting process when creating future replacement plans. A three month-notice period is mandated for the evidenced based price increases to be proposed within the contract period.

- h. Under the terms of the Contract, there is no commitment to spend or to place a minimum number of orders.
- i. The vehicle types within the Tender specification will include both Diesel and Alternative fuel chassis. The Tender will include the option to purchase Food Waste Collection and Kerbside recycling bodied vehicles as well as the standard and any specialist Refuse Collection vehicles in any body configuration as required by the contracting authorities within the Consortium.

Other options considered

- j. Extend the current contract – this option is not available as it would not comply with the Public Contracts Regulations 2015.
- k. Undertake ad-hoc tenders at the point of demand – this option was rejected to avoid any duplication of work across the Consortium.
- l. All members could access external third-party procurement frameworks at the point of demand – this option was rejected to avoid any duplication of work and to be paying rebate fees to third parties.

47 Dispersed care alarm equipment procurement - key decision

Councillor Hayes, Executive Member for Housing and Planning, introduced the report.

Anthony Dixon, Head of Supported Housing, presented the report and stated the following:

- a. the report requests agreement for the re-procurement of dispersed care alarm equipment and associated peripherals for a term of 2+1+1 years, with an anticipated total contract value of £1.4m;
- b. the equipment is installed by Nottingham on Call in the homes of vulnerable citizens and in independent living accommodation and enables these citizens to continue to live independently, reducing the need for more intensive provision and adult social care spend.

Resolved to

- (1) approve commencement of procurement activities to tender a contract for the supply of dispersed care alarm equipment, for a period of 2+1+1 years at an estimated contractual value of up to £1.4m;**
- (2) delegate authority to the Strategic Director of Housing to award and sign the contract.**

Reasons for recommendations

- c. The current contract for provision of dispersed care alarm equipment expires January 2025. A new contract is required to enable Nottingham on Call to continue to purchase this equipment.
- d. A compliant tender process is considered the best mechanism for securing a supplier of dispersed alarm equipment given the anticipated value and duration of award. This will be undertaken with Compliant Purchasing support.
- e. It is recommended that the Strategic Director of Housing be given delegated authority to award to expedite the inception of the new contract.

Other options considered

- f. Using a third-party framework contract. This was considered but there is not a framework which specialises in dispersed alarm equipment, or which has a sufficient choice of providers. Undertaking our own procurement process enables the Council to tailor the specification to our own requirements.
- g. Partnering with another authority. There is not an obvious choice of local authority to partner with for a joint procurement. Nottinghamshire County Council would have been an option, but they are tendering for a fully managed service as opposed to a supplier of equipment.
- h. Varying the contract length. The award of a 2+1+1 contract strikes a balance between fixing the price of the equipment provided for reasonable timeframe aiding business planning and providing the opportunity to take a different course of action following contract review. In particular, two extension periods allow for consideration of technological advancement and whether more effective technological solution have been developed and made available.

48 Acceptance of grant monies for the Asylum Dispersal Scheme - key decision

Councillor Jenkins, Executive Member for Communities, Waste and Equalities, introduced the report.

Beth Hanna, Migration Operations Manager, presented the report and stated the following:

- a. Nottingham City has been an Asylum Dispersal Area since 2002, although were not allocated any government funding for this until 2021-2022 (received retrospectively in 2022).
- b. The asylum dispersal process provides accommodation and support via a Home Office-contracted provider (currently SERCO, previously G4S) while individual asylum claims are assessed.
- c. In 2022, participation in asylum dispersal became mandatory for all Local Authorities areas in England, Scotland and Wales to allow for movement from hotels to less expensive and more suitable dispersed accommodation.

- d. The following grants (totalling £1,458,000) have been received by the Council and require retrospective approval to accept (the government allocate this funding retrospectively):

Grant 4 - £171,500

Grant 5 - £12,000

Grant 6 - £1,099,500

Grant 7 - £175,000

- e. The funding received so far has been used to support existing and current services for people seeking asylum, and the allocation of this resource is key to service delivery within the Council and Voluntary Community Sector as the funding will support and help alleviate additional pressures placed on these services, which currently already have a high demand and limited capacity.
- f. The funding will be used to support the delivery of vital services to this vulnerable cohort and adequately help resource services who have been delivering and developing quality provision previously without this additional funding.

Resolved to

- (1) authorise acceptance and drawdown of relevant grant monies (in part retrospectively) from the Government Asylum Dispersal Fund between 2023-2028 (5 years);**
- (2) grant delegated authority to the Corporate Director for Communities, Environment and Resident Services to:**
 - (a) approve the outcome of any funding agreements and Voluntary Community Sector grant programmes set up to meet the needs of people seeking asylum, in line with Council processes;**
 - (b) spend on other required services within the Council and externally with the voluntary and Community sector and other services, subject to compliance with Home Office Funding Instructions and Nottingham City Council's constitutional requirements;**
 - (c) extend staff contracts as required, subject to available funding at the time, associated with this project to deliver, manage and develop the service and improve governance, contractual and compliance arrangements, responding to need and changing trends.**

Reasons for recommendations

- g. The Secretary of State for the Home Office has agreed to provide the Council a grant as a contribution to supporting Asylum Seeker Dispersal. This funding is ringfenced but can be used by Local Authorities on how best they see fit to support Asylum Seekers and ease specific local pressures on already overstretched services. Payment will, however, be subject to the conditions of the grant agreement.

- h. It should be noted that Central Government funding instructions are frequently changing in parameters and time scales and are often issued after implementation has begun.
- i. The Asylum Dispersal Fund contributes along with other Government funding (such as Refugee Resettlement and Homes for Ukraine Scheme) to the cost of staff within the Migration team, to deliver work around Asylum.
- j. The Asylum Dispersal Fund is also funding 1.5 Asylum Coordinators in the Migration Team that are currently being recruited to. This additional funding will ensure the posts can be extended and work embedded to make significant progress without a cost to the Council. These posts will ensure improved partnership working, responding to gaps and risks to avoid the escalation of issues and impact on existing overstretched council and other services, ie, Health, Housing, Social Care, Education and Voluntary and Community services.
- k. The Migration team have an action plan and budget for the allocation of funds to support Asylum Dispersal, to alleviate pressure on existing services and meet gaps in provision. With the funding currently received we have a 5 year plan that enables the Migration Team to plan ahead, improve governance for projects and sets out improved commissioning and grant aid processes rather than responding to crisis with each new policy announcement. This will be supported by establishing a Strategic Migration Partnership/board within this financial year.
- l. The previous funding secured has enabled initiatives to support departments such as Public Health, Education and the Slavery Exploitation Team, to secure additional resources for this cohort, freeing up and adding capacity in the system. And this current funding will be able to support the continuation of these partnership arrangements.
- m. The Asylum Dispersal fund is currently funding the 'Into the Mainstream' service through grant arrangements for 2024-2025 following the Communities of Identify grant funding ceasing from March 2024. This is currently delivered by NNRF (Nottingham and Nottinghamshire Refugee Forum). Public Health have now developed this service specification and are due to procure this 'access to healthcare services' with a further contribution from the Asylum Dispersal Fund to jointly fund this service delivery.
- n. A small grants programme funded by these Government monies was established in 2023, with a 2nd round due winter 2024 for local voluntary organisations to improve integration and inclusion, educational opportunities, mental and physical health and wellbeing, reduce isolation, promote health relationships, provide safe spaces, empower and support the voices of people seeking asylum and offer support around crisis, hardship and poverty. This has enabled a range of wrap around support to improve the lives and integration of Individuals seeking asylum.

Other options considered

- o. As this is a statutory requirement, declining to participate in this funding scheme may result in a capacity reduction or closure of key voluntary services, which would displace support needs back to Nottingham City Council, without additional resources.
- p. Being an Asylum Dispersal area is mandatory, so we would still be required to support asylum seekers, but without government funding to do so.

49 Procurement of building insurance for residential leasehold properties - key decision

Kim Smith, Leasehold Manager, presented the report and stated the following:

- a. Nottingham City Council (NCC) Housing Services need to procure a new contract for Building Insurance as the current contract is due to expire on 31 March 2025.
- b. NCC are, under the terms of a lease agreement, responsible for arranging Building Insurance cover for Residential Leasehold flats citywide as Residential Lease Agreements contain an explicit clause that make it mandatory for the council to provide Building Insurance.
- c. The Leaseholder agrees to pay a contribution to the landlord costs under the terms of the lease for providing Building Insurance, and the council pay the premium in advance and recharge Leaseholders within their annual Service Charge Accounts.

Resolved to

- (1) approve tendering for Leasehold Building Insurance for residential leasehold flats held on a long lease, on a 3+1+1-year contract at a total cost of up to £1.5m;**
- (2) delegate authority to the Insurance and Risk Manager to place insurance cover with the insurer that provides best value on conclusion of the tender process.**

Reasons for recommendations

- d. There is a legal requirement to tender for the leasehold building insurance policy. It is the intention of the Leasehold Manager, Kim Smith, and Insurance Risk Manager, Jackie Handley, to enter a contract for Leasehold Building Insurance for a period of 5 years on a 3+1+1 contract.
- e. NCC Housing Services Leasehold and Insurance Risk Department need to procure for a new contract for a Building Insurance as the current contract is due to expire on 31 March 2025. NCC are, under the terms of a lease agreement, responsible for arranging Building Insurance cover for Residential Leasehold flats citywide. NCC Residential Lease Agreements contain an explicit clause that make it mandatory for NCC to provide Building Insurance.

- f. The Leaseholder agrees to pay a contribution to the landlord costs under the terms of the lease for providing Building Insurance.
- g. NCC pay the premium in advance and recharge Leaseholders within their annual Service Charge Accounts.
- h. A full procurement exercise is required to ensure NCC are legally compliant, to evidence that best value has been achieved for leaseholders and to ensure we are able to recover the insurance premium from Leaseholders as per the lease agreement.
- i. NCC are required to satisfy the Leasehold Section 20 Consultation Requirements in accordance with Section 20 of the Landlord and Tenant Act 1985 and The Service Charges (Consultation Requirements) (England) Regulations 2003.
- j. Due to the value of the overall contract public advertisement is required and a 60 day consultation period with its leaseholders. We therefore need to commence the procurement exercise in November to ensure there is sufficient time for consultation, the tender and placing of the insurance policy.
- k. To estimate the total contract value, an assumed inflation rate of 5% has been applied to the sums insured in 2024-2025, This was £115,105,160.35.
- l. It is also assumed that we are honoured the same rates for the duration of the contract, and it is assumed that (IPT) Insurance Premium Tax does not rise above 12%.
- m. Our current insurers charge £1.79 per £1,000 sum incurred. therefore assumed 5% increase for:
 - 2025/26 - $£120,860,418.00 \times 1.79 / 1000 + 12\% \text{ IPT} = £242,300.96$
 - 2026/27 - $£126,903,439.00 \times 1.79 / 1000 + 12\% \text{ IPT} = £254,416.02$
 - 2027/28 - $£133,248,611.00 \times 1.79 / 1000 + 12\% \text{ IPT} = £267,136.82$
 - 2028/29 - $£139,911,041.55 \times 1.79 / 1000 + 12\% \text{ IPT} = £280,493,66$
 - 2029/30 - $£146,906,593.63 \times 1.79 / 1000 + 12\% \text{ IPT} = £294,518.34$
- n. Estimated contract value could be £1,338,865.80 but, due to fluctuating market rates it is very likely the value would be higher than this, the maximum limit for the procurement could reach £1.5m.

Other options considered

- o. Not to provide insurance – rejected as should we not provide the Building Insurance cover, leasehold properties will not be insured in the event of a claim, leaving the leasehold exposed to a large financial cost of reinstating their property with no insurance cover to pay for the repairs.
- p. The leaseholder would then have recourse against the Council under a breach of contract in not placing the insurance cover as per the lease agreement.

50 Handheld power tools solution - key decision

Councillor Hayes, Executive Member for Housing and Planning, introduced the report.

Alison Brown, Director of Property (Housing), presented the report and stated the following;

- a. The report seeks approval to implement a revised handheld power tools supply maintenance and management solution for Housing property services. The solution will be provided by an external supplier and managed through internal resources. The scope of the proposal is based on feedback from the Health and Safety Executive (HSE), current regulatory requirements, and an analysis of existing arrangements. The aim of a revised approach is to enhance operational efficiency, ensure compliance with health and safety regulations, and deliver best value for money.
- b. Nottingham City Council (NCC) housing property services currently faces challenges with its hand-held power tool provision, maintenance and management system, which include inefficiencies, high costs, and compliance risks. We were working with non-standardised tools, which were provided directly by the workforce, leading to inconsistencies in approach to quality of handheld power tools purchased, frequency of maintenance and safety concerns, particularly regarding Hand-Arm Vibration Syndrome and dust suppression. Our existing approach is not fit for purpose and an interim solution was put in place following a visit from the health and safety executive is not sustainable long term.
- c. Included within our revised approach is a proposal to enter into a contract with external tools supplier specialists for the provision, maintenance and management of handheld power tools. This would provide a range of benefits including access to improve technical capacity and expertise available to the Housing property service and wider NCC colleagues on tools areas including to mitigate exposure to vibration and dust.
- d. The proposed specification within the contract will demonstrate that NCC as an employer has robust controls in place that meet responsibilities under the health and Safety at Work act 1974. Specifically, the control of vibration at work regulations 2005 and the control of substances hazardous to health regulations 2001 control of dust. Addressing this issue is a key part of the action plan created in response to the HSE Notice of Contravention dated 27 February 2024. The HSE described the contraventions as material. Having appropriate and robust controls in place will protect our workforce and residents from exposure to dust and vibration and reduce the likelihood of financial claims being made against us for failing against our obligations under Health and Safety regulations.
- e. Implementing a standardised, digitally enhanced handheld power tools solution will significantly enhance NCC's operational efficiency, safety compliance, and cost-effectiveness. The investment in this solution aligns with NCC's strategic

objectives of improving service delivery and ensuring the well-being of its workforce.

- f. To fully support the implementation of the proposed changes in a timely manner, we will use additional funding of approximately £529,000 over the proposed contract term from HRA reserves.
- g. Implementing a new approach to the provision, maintenance and management of power tools will generate non-cashable efficiency savings of an estimated £638,000 in year 1 of full implementation.

Resolved to

- (1) approve spend of £1.3m of Housing Revenue Account (HRA) funds over a four year term for the implementation of a handheld power tools solution, including dust suppression provision, maintenance and management;**
- (2) delegate authority to the Director of Property:**
 - (a) to meet any shortfall identified after the conclusion of the procurement exercise as a growth item through the annual budget process for 2025/26 without further recourse to HRA reserves;**
 - (b) to enter into a contract for a handheld power tools solution, including dust suppression provision, maintenance and management solution for an initial 2 years, with possible 1+1 extensions pending performance, to make a total contact term of up to 4-years following a compliant procurement exercise being completed. Noting that this will be with the support of the procurement team, demonstrating value for money, and is likely to be through an existing framework, however if this does not meet identified need, it will be through an open tender;**
 - (c) in consultation with procurement colleagues, to set up the required CPAs to cover the estimated £1.3m worth of tool solution services to be delivered through housing property services;**
- (3) approve recruitment of a dedicated internal staffing resource to fully implement and manage the handheld power tools solution to ensure it continues to meet statutory and regulatory compliance, noting that any costs for the remainder of 2024/25 (likely to be from November 2024 to March 2025) will be met from either budget savings or HRA reserves, and that ongoing costs for this role will be included as a growth item in the 2025/26 budget round;**
- (4) set the overall value of the advertised procurement opportunity up to a total value of £2.5m across the proposed contract term to allow flexibility and opportunity for growth in needs and other services areas in NCC to join the contract at a later date after completion of appropriate internal, consideration of risk and spend approval processes;**

(5) note the £638,000 non-cashable efficiency gains identified through improved efficiency and effectiveness of service delivery in year 1.

Reasons for recommendations

- h. Improve Operational Efficiency - implement a streamlined process for tool management to reduce time and cost linked to equipment failure.
- i. Enhance Health and Safety - adopt tools and practices that mitigate health risks such as Hand-Arm Vibration Syndrome and dust exposure.
- j. Ensure Compliance - Meet regulatory requirements and internal standards.
- k. Optimise Resource Allocation - Ensure best value for money through effective resource management.

Other options considered

- l. We have engaged with a number of national tools providers as part of informal market engagement exercise to provide feedback on possible solutions to our issue and to help inform a proposed scope and specification and delivery model which will be used as part of the procurement exercise. Discussion topics length of contract, and options within the tender such as supply and maintenance and supply only.
- m. Advice was sought from external providers and from discussions with staff on what equipment would best meet our needs such as vibration-damped tools, dust extraction systems, and effective ventilation solutions, tools tracking.
- n. We have established a cross-housing service division working group to oversee the timely implementation of the improvement actions proposed to the HSE.
- o. We have contributed to the NCC corporate health and safety group to consider existing arrangements that exist across the NCC for provision of handheld power tools, maintenance and management. This was to identify if we could adopt any existing practices already in place across NCC. However, it was agreed we had different needs and system used still required manual input from colleagues which if not used correctly under mines the data insight gained. All require some form of manual intervention in terms of action to be taken if for example trigger times were exceeded.
- p. The volume of staff in property services would also impact of the cost of implementing system and the volume and frequency of activities being undertaken requires a robust maintenance solution for equipment and tools. We have entered into a temporary leasing of tools for an identified list of work colleagues using existing contracts and provided additional dust suppression equipment.
- q. Based internal discussions and other feedback from external agencies the existing management arrangements used in other parts of NCC still require manual intervention between the system used and the trade colleagues so

potential data insight benefits could be impacted if not used correctly. We will still need to have some form of user input system to record tool usage and trigger times. These trigger times are recoded by trade colleagues and are then monitored weekly by managers. Where required action is then being taken to move staff off activities to reduce trigger times. As part of the specification, we will include whether this element of monitoring can be automated but with reduced reliance from user input.

51 Works Order Management System - key decision

Councillor Hayes, Executive Member for Housing and Planning, introduced the report.

Tony Sowter, Technical Innovation Manager, presented the report and stated the following;

- a. The existing works scheduler NEC console, used to allocate jobs for customers and assign trade colleagues to jobs, is not fit for purpose and needs replacing as soon as possible with an alternative works order management solution.
- b. The NEC scheduler (console) was implemented in October 2023 as part of a wider NEC enterprise project initiated by Nottingham City Homes. The objective being to reduce the number of IT systems used to manage and deliver the Housing property service.
- c. All of the intended property services work streams have not yet been migrated to NEC scheduler due to ongoing system and user issues that have emerged since go live, meaning we are still operating the Property service across multiple IT platforms. This continues to create issues for our customer service centre, other housing staff and customers, particularly on visibility of data, clear audit trails on what actions are being taken by who and when, and difficulties with agility of resources.
- d. The NEC works scheduler is underdeveloped, not fully dynamic, its configurability does not support our operating delivery model and, at times, is unstable, resulting in having to use paper-based run sheet schedules as a business continuity fall back.
- e. The NEC scheduler lacks automation, and we are using additional staffing resource to plan customer appointments, schedule trade colleagues to jobs and move works through different stages of the repairs journey process. We are unable to retrieve reliable and accurate performance data and works orders do not consistently close down after works are completed, meaning we are not confidently able to articulate what the repairs service actual performance is like.
- f. Due to system issues, we are trying to manage the performance of a service based on 25,000 properties, and an annual works order volume of 170,000 across all workstreams, on an excel spreadsheet which is both inefficient and ineffective. The majority of these issues were not evident in the project testing phase due to us not at the time operating on the latest version of NEC to test on. We were four versions behind due to our historical approach to

implementing upgrades. NEC as a company despite lots of words of assurance have not provided us as a key housing client with the speed and level of support required to address the issues identified resulting in a loss of confidence in the partnership.

- g. This combination of factors is having a significantly negative impact on the Property service we are delivering including the levels of customer perception which has dipped since we went live with the NEC scheduler. The wellbeing of the team is being affected with increased refence being made to our internal IT systems as a reason for absence due to work related stress. Our existing arrangement is not sustainable, and we need to do something at speed to enable the wider transformation activities outlined in our service plan to take place and prevent any further deterioration of service.
- h. Due to the critical operational we have through our procurement colleagues proposed the use of G-Cloud as an existing OJEU compliant framework as a procurement solution rather than NCC completing its own tender process which will take time and resources.
- i. We have completed a range of activities with staff to identify key requirements for a replacement WOM system using the learning from the past few months. This has including viewing of a range of WOM systems available from other WOM supplies in G cloud framework. We created a resulting minimum criteria, used to shortlist potential systems and as the basis to complete an evaluation against work order management providers on the G-Cloud framework. The outcome resulted in the decision to recommend we procure the Total Mobile Ltd, WOM solution.
- j. This provides an established tried and tested works order management solution within the social housing sector and will provide the basics we need to give the Property service stability. In additional to the fully dynamic works order management solution the proposal will support the provision of video diagnostic, lone worker solution and data analytics.
- k. The company has a roadmap to service and product enhancement, including the use of artificial intelligence, which would support the NCC wider improvement agenda, linked to improved efficiency and effectiveness through automation of process.
- l. NCC have previously had a contract with Total Mobile Limited for a corporate lone worker system and one of our external contractors we are using to provide capacity for damp and disrepair uses which has provide an opportunity to see system capabilities already on our own stock. Having previously worked with Total Mobile Limited we already have a number of data security and IT interfaces in place which will assist with timescales during the mobilisation stages.
- m. The Housing proposal will be funded initially during the remainder of the 2024/25 budget year through the use of Housing revenue account (HRA) reserves. Then we will include a revenue growth item in the annual budget setting process for 2025/26 to ensure that any recurring costs are built into

annual budgets to ensure all costs for the WOM solution are in place. Delivery against the proposed annual efficiency saving of £1.9m/annum will form part of the success measures of the contract with Total Mobile Limited.

- n. This proposal to funding the housing element has been supported by the chief executive and HRA finance. The proposal will be included within the period 6 finance reporting paper to executive leadership. The contract is for a proposed total of 4 years as permissible under the framework agreement.
- o. The commercial model of Total Mobile Limited within the current version of G-Cloud is based on a percentage discount against volume of users, bundle of package purchased. Due to the size of the property service and scope of the works management solution this could be up to a 40% discount against the base rate.
- p. There is scope to include the NCC corporate lone worker solution which could provide further cost efficiencies on the overall contract price. As Total Mobile Limited use G-Cloud as the route to market for most of their public sector contracts they offer their most commercial offer through this route. Delays to approval of the proposal would result in cost increases as Total Mobile Limited have agreed to honour the current commercial model costs which would have been subject to an increase as of November 2024.
- q. Replacing the existing works scheduler will support NCC culture change ambitions. Total Mobile Limited has the functionality to provide a technological system to support works delivery through approved processes so we operate more efficiently and effectively. It will provide a performance management tool to facilitate agility of resource and demonstrate greater accountability. All can contribute to enhancing the customer and staff experience of the service.

Resolved to

- (1) approve funding of an up-to 4-year contract, at an estimated cost of £1.85m (£1.77m HRA and £88k General Fund), for a replacement works order management solution;**
- (2) delegate authority to the Director of Property Services (Housing) to:**
 - (a) procure and award a contract of up to 4 years (on a 1+1+1+1 basis) to Total Mobile Limited for utilising the G-Cloud (version 13 Framework) for the provision of a works order management solution;**
 - (b) set up the required Contract Purchase Agreements to cover the works to be delivered;**
 - (c) raise purchase orders under the signed contract for the duration of the contract;**
- (3) note the proposed efficiency savings over the potential contract term and that these are included as success measures within the contract with Total Mobile Limited;**

(4) explore opportunities within the contract terms for other service areas across the Council to gain potential financial benefits through volume discounts from Total Mobile Limited commercial model offered through G-Cloud.

Reasons for recommendations

- r. The proposed procurement route of Crown Commercial Services G Cloud 13 Framework agreement is FTS compliant and supports the need to move at pace to implement a works management solution that supports the delivery of the property service.
- s. The use of the G-Cloud framework provides a transparent pricing framework and ability to develop opportunities for efficiency and effectiveness as a means of further demonstrating value for money. This will include using the proposed efficiency savings as a success criterion within the contract document with Total Mobile Limited to ensure a focus on their delivery is sustained and contract extensions given.
- t. Funding from HRA reserves is requested as this proposal was not funded within the existing business as usual budget lines. It cannot be totally funded at present from any identified efficiency savings within approved budgets so will be reported as an overspend against agreed budgets. HRA reserves are in excess of £100m.
- u. The proposal outlined in the report takes into account applying lessons learnt from the implementation of the NEC enterprise project so for example the funding requests reflects the need to provide dedicated project staff and a fully developed project implementation plan.
- v. The Property team have the expert knowledge and self-awareness of current operating issues and would be able to work with the proposed project team and Total Mobile Ltd to implement a new works order management system that meets service needs and supports wider NCC improvement aspirations.
- w. The recommendations ensure that appropriate NCC internal governance and financial requirement are adhered to.

Other options considered

- x. We considered going out to open market tender rather than use of an existing framework as a means of driving down costs. Although cost is a clear criterion, we need to ensure this is not to the detriment of the product. Continuing with NEC would be cheaper than using Total Mobile Limited, but it does not provide a product that is fit for purpose and supports our service needs.
- y. We considered moving all services back to DRS works order management system as some of the services are still using this. As we are not operating on the latest version this would still require a significant upgrade. The latest version

of DRS does not meet the minimum operating criteria we agreed for a replacement WOM system.

- z. Not doing anything is not an option as would lead to deterioration in overall service delivery. Based on current data it is likely that there would be increased absence from the workplace linked to system issues and work related stress. Staying as we would require increased staffing levels to manually manage resources and move works orders through the different stages of the repairs journey and to maintain multiple WOM systems. It would cost additional monies to continue with other IT systems as migrating all of our services to NEC scheduler in its current reiteration is not viable.