



# Passenger Transport

London Borough of Lewisham – Market Engagement Event

Stephen Good – Specialist Travel Assistance Support

CYP & Community Services

# Introduction



- Background of Services
- What happens now and why change
- Safeguarding & Quality
- How – The Process
- Stages
- Timescales

# Background



- CYP Services – SEN Home to School, CWD, Short Breaks, CSC, Secure Transport
- Community Services - Young adults with Learning disabilities, Younger adults attending college, Older adults to day activities, Younger adults with challenging behaviour requiring support from an escort, Ad-hoc transport to respite, Service Users are Vulnerable and have Complex Needs
- Current spend (approx.)
  - CYP = £2m per annum
  - Community Services = £1m per annum

Service Area	No. Routes	No. Passengers
CYP	105	219
Community Services	42	148

# Current Process



- 4 years ago a Framework was set up (No further extension allowed)
- Providers submitted company, account and pricing information
- Submissions paper and posted direct to the Council
- After assessment against the agreed criteria Providers either Approved or Rejected
- Requirements Sent via Email, bids submitted via Email
- Contracts managed via Email, telephone
- Invoices processed via multiple systems and manual checks
- Closed – No new providers accepted or opportunity to improve submission and resubmissions for duration of framework



# Why the change?

- Current framework cannot be extended any further
- Started last framework with 16 providers, only 9 currently active. With no opportunity to add additional providers
- Invoice payment delays – weekly/separate invoices
- Take a look at ourselves
  - Are we attractive to work for?
  - Is there more competition in the market?
  - Do we manage performance effectively & consistently?
  - What do we do that makes the process difficult?
  - What do we have power to change?

# What is in it for you?



- Improved payment process
  - Self Billing
  - 1 Discrepancy doesn't delay payment of other routes
- Swifter payment for delivery of contracts – improved cash flow
- Visibility of all requirements sent to market
- Improved information and transparency of current & future demand
  - Ability to better plan resources and/or investment
- Ability to see bidding position & offer
- Free system training



# What's in it for us?

- (Hopefully) larger pool of contractors
- Easier, more auditable procurement/call off process
- Improved quality
- (Able to assist operators to meet/improve quality requirements)
- More flexible joining process
- And reduced costs!

# Quality



- Policies, procedures
  - Evidence they exist
  - Evidence you follow them
- Training and staff development
- Documentation and retention
- Contract Management
- On Site Audits (Offices & Schools/Colleges)



# Safeguarding

- Highest Priority for the Council
- Suppliers must have a Policy in place that is communicated to staff
  - Councils' Policy available from SProc.Net to download and adopt!
- Suppliers are responsible for:
  - Ensuring all their staff are adequately trained and aware
  - For undertaking DBS checks and safely recruiting drivers / PA's
  - For ensuring adequate procedures and records are maintained
- Safeguarding is a shared responsibility!

# Categories



- Children Services
  - SEN Home to School/College Transport
  - CWD Transport
  - LAC Transport
  - Planned/Ad-Hoc/Emergency
  - Secure Transport
- Community Services
  - Young adults with Learning disabilities
  - Younger adults attending college
  - Older adults to day activities
  - Younger adults with challenging behaviour requiring support from an escort
  - Ad-hoc transport to respite



How?



adam

# Terminology

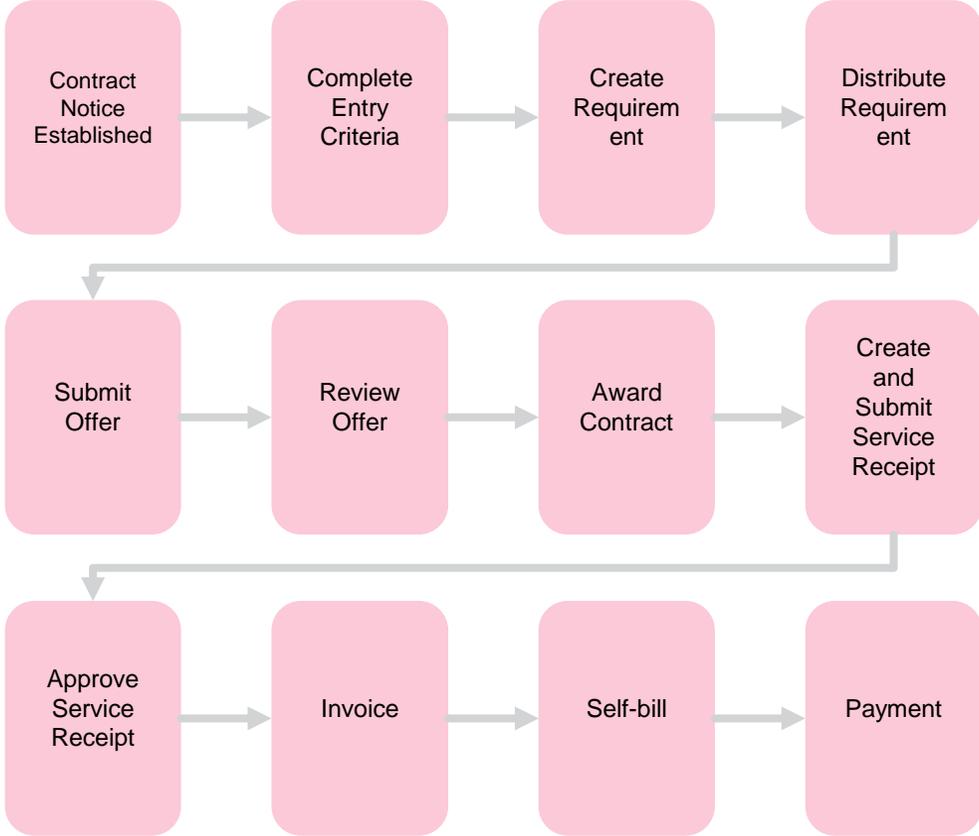
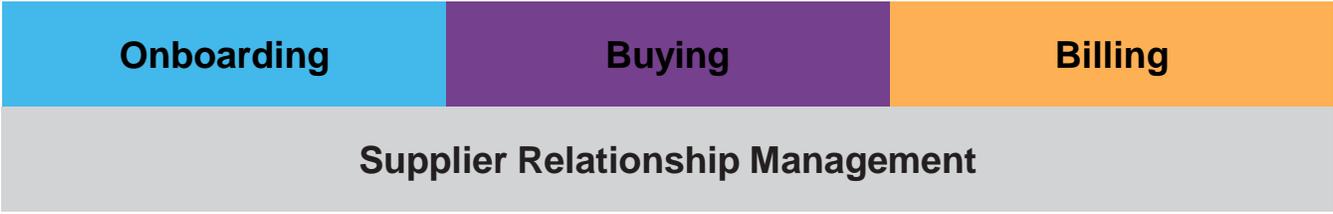


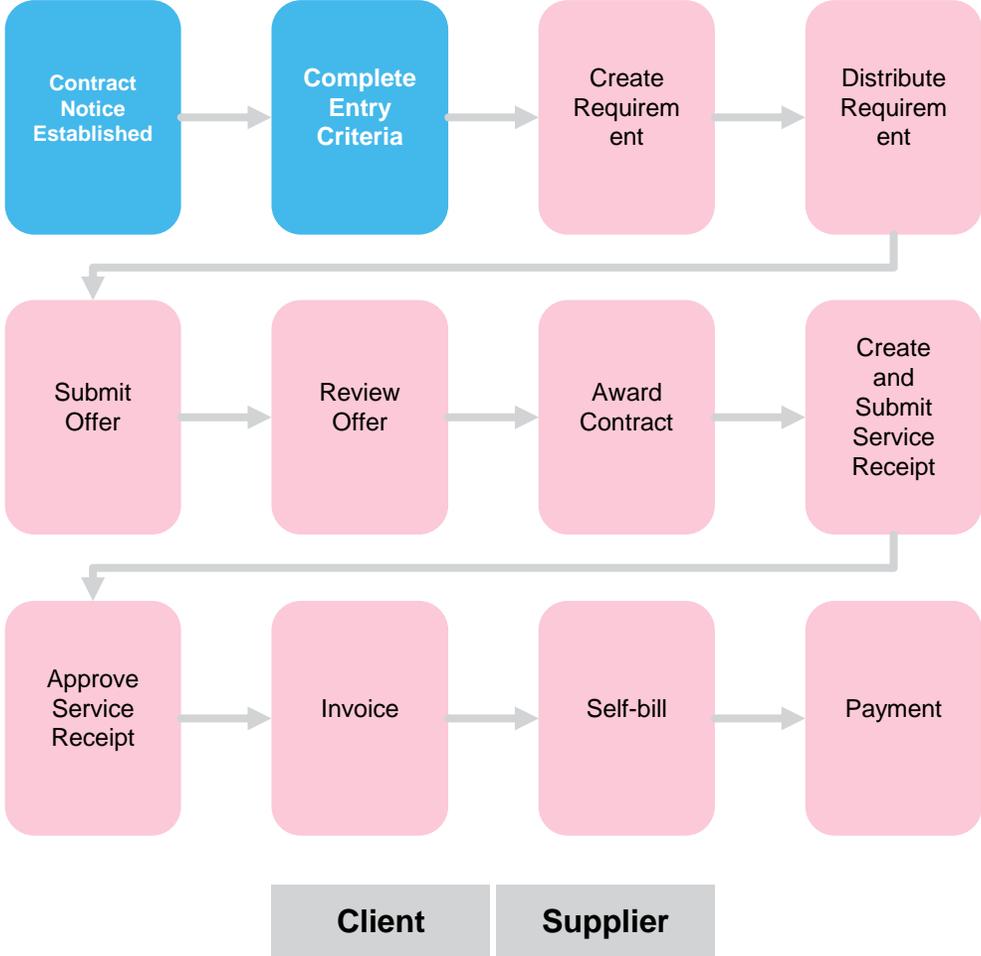
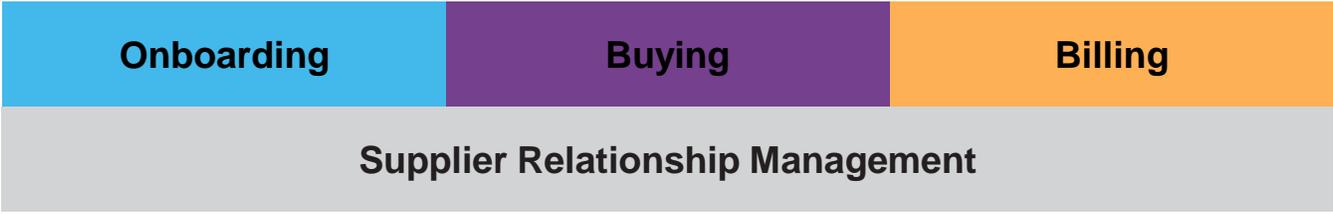
- **Dynamic Purchasing System (DPS)** = contracting method
- **SProc.Net** = system used to manage the DPS
- ***adam*** = company that owns the system
- **Requirement** = need for a route/journey to take place
- **Service Agreement** = individual contract for the route/journey
- **Service Receipt** = receipt for the delivery of the route/journey

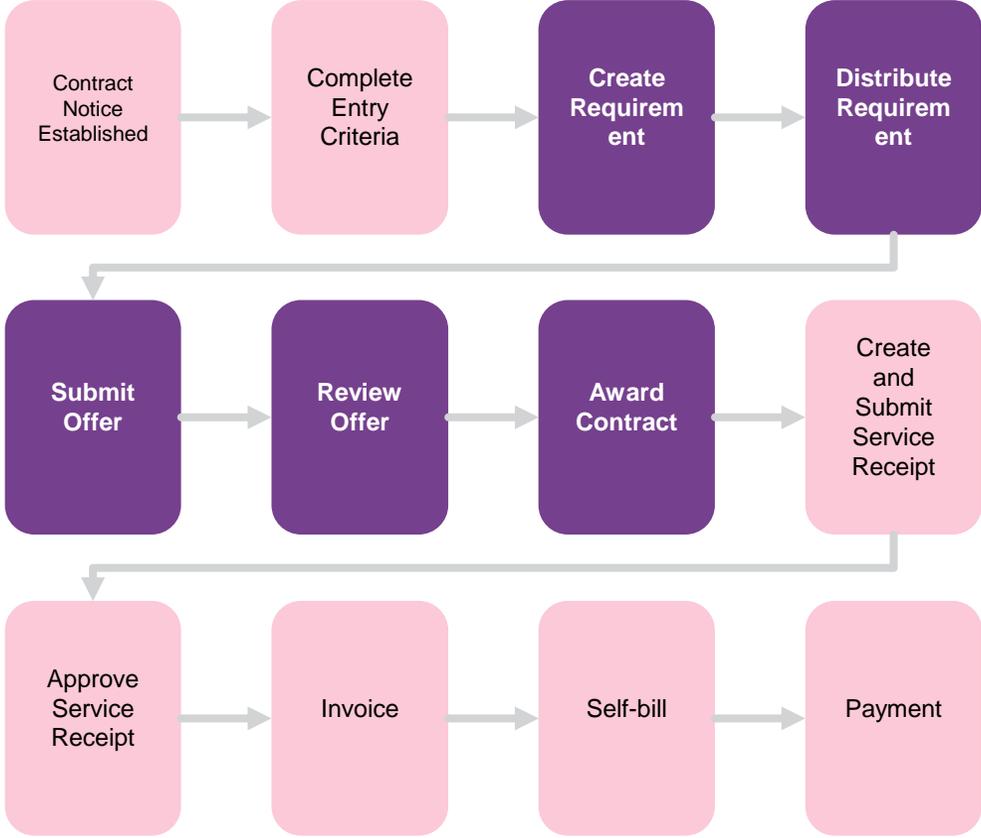
# Dynamic Purchasing System

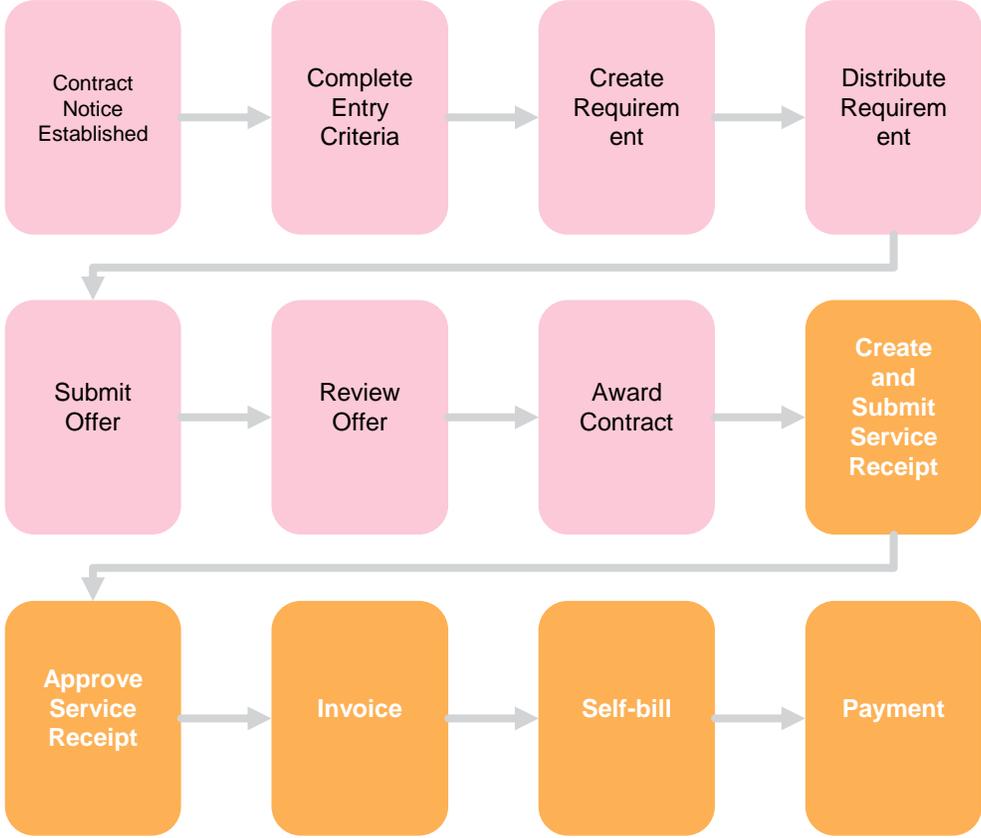
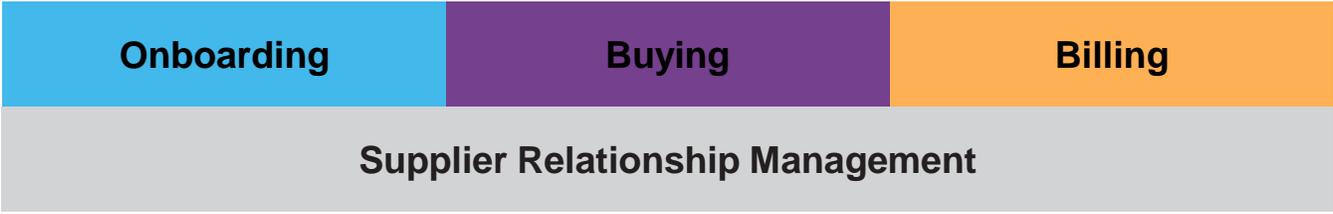


- A Two Stage Process:
  - **Stage 1 (Initial set up stage)** – Operators are invited to register onto the DPS and become approved as suppliers (if they meet the selection criteria). There is no limit on the number of providers that can join the DPS.
  - **Stage 2 (Route procurement stage)** – When a route is required, the Council will send an email notification to suppliers to inform them of the need. Suppliers submit a price and the contract will be awarded when the open for offers period ends.









# Becoming an Approved Provider



## Accreditation and Enrolment

- ❖ Insurances
- ❖ Company Information
- ❖ Mandatory Exclusion Questions
- ❖ Discretionary Exclusion Questions
- ❖ Company Policies

# Timetable



**Establishment:** Friday 24<sup>th</sup> February 2017

**Complete Entry Criteria:** 20<sup>th</sup> March 2017

**Training:** TBC

**System Go Live:** 10<sup>th</sup> April 2017