



## OFFICIAL EXECUTIVE DECISION NOTICE PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

<b>Title of decision</b>	<b>2-Year Extension for the Provision of a Managed Passenger Transport Service</b>
<b>Reference No.</b>	713
<b>Date of decision</b>	Friday 10 March 2023
<b>Call-in expiry date</b>	Friday 17 March 2023
<b>Relevant Select Committee</b>	Children, Families and Education Select Committee
<b>Relevant Wards</b>	All Wards

### Decision made

Cabinet Members making the decision	Councillor Ian Edwards – Leader of the Council Councillor Susan O'Brien – Cabinet Member for Children, Families and Education
	<b>Approved</b>  That the Leader of the Council and the Cabinet Member for Children, Families and Education agreed to extend the current contract with Edge Public Solutions for the provision of a managed passenger transport service to the London Borough of Hillingdon for the two-year extension period from 01 April 2023 to 31 March 2025 and at the cost of £378,000.
<b>Reason for decision</b>	Operating this function as a managed service since 2020 has ensured that staff have remained employees of the Council with staff deployment, day-to-day management, transformation, route planning and scheduling decisions led by Edge Public Solutions. Edge Public Solutions have provided a dedicated on-site manager who is supported by specialist transformation resources as required. This means the service has the required

	<p>knowledge, expertise and oversight to ensure eligible residents receive a high-quality effective passenger transport service.</p> <p>The contract has provided:</p> <ul style="list-style-type: none"> <li>• Management of the service at an optimum cost level</li> <li>• A service which is of a high quality and is safe, meeting expected customer satisfaction standards</li> <li>• Effective management of demand for this service through robust implementation of a regularly updated eligibility policy document</li> <li>• Management of stakeholder relationships – schools, parents, carers, etc.</li> <li>• Improvements to the service in line with legislation and changing needs</li> <li>• A high performing passenger transport service that is seen as an exemplar service</li> </ul>
<b>Alternative options considered and rejected</b>	<p>The significant growth in the number of children with SEND requiring transport needs the appropriate level of skill and expertise to manage the planning and budget to ensure the service provides a positive resident experience, through consistently delivered quality provision which is affordable. The service requires specialist management with experience in strong management of the providers, containing costs whilst maintaining safety and quality for a complex and constantly changing cohort of vulnerable children and young people.</p> <p>Despite changes to the job role and grade, the service was unable to attract and retain a Council appointed manager of sufficient calibre with the specialist industry knowledge required to effectively manage this complex and fluid demand-led service. The challenges associated with increasing demand and the requirement to continually review and adapt transport routes means day-to-day operational decisions can have a lasting adverse budget impact if not immediately managed.</p> <p>With the current financial volatility in the transport market, it would not be in the best interests of the Council to consider an alternative provider to run the service at this time.</p>
<b>Classification</b>	Part II – Members' Only and Not for Publication
<b>Link to associated report</b>	<i>That this report be declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 4 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that the report contains information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority and that the public interest in withholding the information outweighs the public interest in disclosing it.</i>

<b>Relevant Officer contact &amp; Directorate</b>	Jan Major – Adult Services and Health Directorate
<b>Any interest declared by the Cabinet Member(s) / dispensation granted</b>	N/A

### **Implementation of decision & scrutiny call-in**

<b>[Internal Use only]</b>	
<b>When can this decision be implemented by officers?</b>	<p>Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is:</p> <p><b>5pm on Friday 17 March 2023</b></p> <p>However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.</p>
<b>Councillor scrutiny call-in of this decision</b>	<p>Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above.</p> <p>Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required:</p> <p><a href="#">Scrutiny Call-In - Power Apps</a> (secure)</p>
<b>Further information</b>	<p>These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.</p> <p>This is the formal notice by the Council of the above executive decision, including links to the reports where applicable.</p> <p>If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: <a href="mailto:democratic@hillingdon.gov.uk">democratic@hillingdon.gov.uk</a>.</p> <p>Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website.</p> <p style="text-align: right;"><b>Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW</b></p>