



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:

Title of decision	CONTRACT FOR RESIDENT CARD PAYMENT SERVICES (HOUSING & REVENUES)
Reference No.	1228
Date of decision	Thursday 10 October 2024
Call-in expiry date	Thursday 17 October 2024
Relevant Select Committee	Corporate Resources and Infrastructure Select Committee.
Relevant Wards	All

Decision made

Cabinet Members making the decision	Councillor Martin Goddard – Cabinet Member for Finance
Decision	Approved That the Cabinet Member for Finance: <ol style="list-style-type: none">1. Accepted the direct award from ALLPAY LTD for the provision of PAYMENT CARD SERVICE SERVICES to the London Borough of Hillingdon for a TWO-YEAR period from 01 November 2024 to 31 October 2026 and at the estimated value of £147,460.00; and2. Furthermore, agreed that that this includes the provision to extend the contract for a ONE YEAR, PLUS ONE YEAR period, authorising the approval of any extension, and strictly subject to satisfactory performance, to the Corporate Director of Finance.
Reason for decision	<p>Housing and Revenues requires a provider to provide payment card services to enable payments to be made by residents who do have access to direct debit or banking services. Whilst the volumes are expected to reduce in the coming years, there remains a requirement to collect approximately £16m a year via this method.</p> <p>The only provider in the market that allows payments to be made at the Post Office is Allpay. As 61% of transactions are made at the Post Office it is recommended to direct award a contract to Allpay. Allpay provides a good service and the rates obtained from Allpay via SEC (South East Consortium) Electronic</p>

	<p>Payment Services Framework are competitive and allows a compliant route to market.</p> <p>The Allpay quotation is for a period of 4 years during which the prices are fixed, providing a certainty of expenditure with the exception of any inflationary increases. The recommendation to direct award a contract to Allpay via SEC Framework is the preferred option to the Council for the following reasons:</p> <ul style="list-style-type: none"> • There is a good working relationship between both parties and an understanding of expectations; • The level of service offered by Allpay meets the Council's requirements; • There would also be avoidance of a significant cost of change should there be a change of supplier; • The amount of rent collected as cash will change over the next 4 years as Universal Credit replaces Housing Benefit. It would be beneficial to retain a stable and smooth collection mechanism.
Alternative options considered and rejected	<ol style="list-style-type: none"> 1. Tender the services – AllPay's performance has been very good. A framework agreement provides the Council with well-structured Procurement procedures and are specifically designed to ensure a compliant route to market as well as competitive pricing and a mechanism to build long term supplier relationships. 2. The cost of change would have to be taken into consideration for any transfer to a new provider. 3. Extending the contract was not an option as the existing contract does not allow this due to extensions having been exhausted.
Classification	Part II – Members Only and Not for Publication
Link to associated report	That this report be declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and that the public interest in withholding the information outweighs the public interest in disclosing it.
Relevant Officer contact & Directorate	Kala Sripavan – Central Services Directorate
Any interest declared by the Cabinet Member(s) / dispensation granted	N/A

Implementation of decision & scrutiny call-in

[Internal Use only]	
When can this decision be implemented by officers?	<p>Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is:</p> <p>5pm on Thursday 17 October 2024</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>
Councillor scrutiny call-in of this decision	<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><u>Scrutiny Call-In - Power Apps</u> (secure)</p>
Further information	<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: democratic@hillingdon.gov.uk.</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;">Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW</p>