

REQUEST FOR ASSISTANT DIRECTOR DECISION – ADD2006

Title: Team London Ambassador Expenses management

Executive Summary:

MD1661 approved budget of £220,000 was set for the Visitor Welcome programme for the Summer of 2016 as part of the wider Team London programme budget. Team London Visitor Welcome programme aims to build on the volunteering legacy of the London 2012 Olympic Games, Team London has deployed volunteers acting as Team London Ambassadors, at major tourist hotspots across London during 9 weeks in Summer. Every Summer since 2012 an average of 500 volunteers have been deployed at 9 key locations across the capital, providing a visitor welcome service to tourists visiting London. This programme is a key component of building a successful and lasting volunteering legacy from the Games.

This Decision seeks to gain approval for both expenditure of and for Team London to enter into an agreement with Bread4Business to provide an online expenses management system to enable Team London manage volunteers travel and refreshment expenses efficiently. The total expenditure would amount to £42,032 and will be allocated to Team London's Visitor Welcome budget.

Team London's current expenses management supplier is withdrawing their plastic card service from June 2016, and a new supplier needs to be arranged to ensure the success and reputation of the programme. Advice was sought from TfL Commercial team to establish whether a competitive tender exercise or an exemption from the GLA contracts and funding code would be required, TfL confirmed Team London could go direct with the supplier as the system was internally managed. Various providers were approached, but Bread4Business represented a best value solution offering a discount of 0.8% on the 2% load fee of the balance, because this was a volunteering programme.

Decision:

That the Assistant Director of Team London approves:

1. A maximum expenditure of up to £42,032, of which £38,470 will be passed onto Team London Ambassadors as reimbursement for travel and refreshment expenses as part of their volunteering, and £3,562 would be payable to the provider.
2. The decision to opt for a single supplier route and the award of the contract based on GLA best value principles, and to enter into an agreement with Bread4Business to enable Team London to manage Volunteer's refreshments and travel expenses.

AUTHORISING ASSISTANT DIRECTOR/HEAD OF UNIT:

I have reviewed the request and am satisfied it is correct and consistent with the Mayor's plans and priorities.

It has my approval.

Name: Natalie Cramp

Position: Programme Director Team London

Signature:



Date:

28/06/16

PART I - NON-CONFIDENTIAL FACTS AND ADVICE

Decision required – supporting report

1. Introduction and background

- 1.1 In the Summer of 2012 Team London delivered a hugely successful Visitor Welcome programme in support of the London 2012 Olympic and Paralympic Games. 7,000 highly trained and motivated volunteers were deployed in mobile pods across 43 locations. The role of the programme was to enhance the Visitor Welcome to the capital and to ensure that London maximised the potential benefits of the Olympic Games.
- 1.2 Since the London 2012 Olympic and Paralympic Games, Team London has continued to run a scaled down version of the Visitor Welcome programme, deploying c500 volunteers every Summer since 2012 at 9 key locations across the capital to continue to build a lasting volunteering legacy from the Olympic Games.
- 1.3 Since 2014 Team London has used a corporate pay card company to manage volunteer refreshments and travel expenses (London zones 1-6 only). However as of June 2016 our current provider has informed us that they are withdrawing their plastic card service, meaning that all cards currently assigned to our returning and new volunteers will be defunct as of the end of June.

2. Objectives and expected outcomes

- 2.1 Since the London 2012 Olympic Games Team London have reimbursed volunteers with reasonable travel expenses and up to a maximum of £5 per day for refreshments whilst undertaking their volunteering shifts on behalf of Team London. Reasonable volunteer travel expenses are defined as London zones 1-6, anything outside of zone 6 will not be reimbursed to volunteers.
- 2.2 Team London would enter into an agreement with Bread4Business, to enable Team London to have access to an online expenses management portal. Nominated Team London staff members would therefore be able to log in to the online portal, load and unload funds to cards as per the number of shifts volunteers were undertaking.
- 2.3 By undertaking a detailed analysis of all Team London Ambassadors home addresses and mapping the nearest London zones 1-6 stations to their home address according to our volunteer database, Team London has gained an accurate estimate of the total cost of volunteer travel reimbursement according to the number of shifts that have currently been booked by individual volunteers. By also analysing the maximum number of available shifts which is 3,694 and with the daily maximum refreshment allowance being £5 per volunteer per day, we also have an accurate estimate of the maximum total refreshment expenses:

Cost Item	Value
Volunteer expense reimbursement - Travel	£20,000
Volunteer expense reimbursement - Refreshments	£18,470
Total	£38,470

- 2.4 Bread4business would be paid 1.2% of the value of the total funds that Team London would load into the account to cover volunteer expenses, this would equate to 1.2% of the total £38,470 needed to reimburse volunteers across the programme. An explanation of the fees payable to Bread4Business is listed below:

Cost Item	Cost
Purchasing 560 cards at £5 per card	£2,800.00
Fees due for loading the balance to online account	£461.64
Fees due for postage and distribution to volunteers home addresses	£300.00
Total	£3,561.64

- 2.5 The cards are also valid for three years, meaning that once in place, volunteers can then use the system and their cards for the next three years. This particularly useful as due to the success of this programme, a very high proportion of individuals who volunteer as part of this programmes are returning Ambassadors who volunteer every year with the programme.
- 2.6 The proposed expenditure will be accounted for within Team London's Visitor Welcome budget allocation (GG.0270.002.003) as approved by MD1661.
- 2.7 Team London would ensure that all cards are returned at the end of each Summer Programme if volunteers do not return to the programme for future deployments, to enable other volunteers to have those cards allocated to them. Where cards are not returned Team London shall transfer the remaining balance on the cards back to the central account, held and managed by Team London, to ensure both cards and funds can be managed efficiently.
- 2.8 Enquires have been made with TfL Commercial team as to whether a competitive tender exercise or an exemption from the GLA contracts and funding code, and subsequent completion of a Single Source Justification would be required. TfL Commercial have confirmed that they are happy for Team London to approach Bread4Business directly for these services without the need for a tendering exercise or exemption from the GLA contracts and funding code and completion of a Single Source Justification.

3. Equality comments

- 3.1 All volunteers who are part of the Team London Visitor Welcome programme will be eligible for an expenses card, all volunteers will receive £5 per volunteering shift refreshment allowance and travel expenses within London Zones 1-6.

4. Other considerations

- 4.1 Team London has consulted with our volunteers during focus groups who agree that an online expense management system is far more efficient and easier to manage than the volume of paper claims the Team would receive otherwise. The system also allows for funds to be instantly uploaded to any cards from City Hall ensuring resource is not wasted.
- 4.2 Having used a very similar provider since 2012, we are confident that these systems have proven to be efficient, robust and effective, particularly due to the very high volumes of volunteer expense claims that Team London deal with as part of the Visitor Welcome programme.

5. Financial comments

- 5.1 Approval is being sought to allocate up to £42,032 from the Visitor Welcome budget, approved via MD1661 for the procurement of the online expenses management system and the associated volunteer's refreshments and travel expenditure.

- 5.2 Approval is also being sought for Team London to enter into an agreement with Bread4Business to provide the online expenses management system, which will enable Team London to manage the volunteer's expenses efficiently. The management cost will be £3,562 for a period of six weeks commencing on 21st July 2016.
- 5.3 The associated expenditure comprises the Volunteer's expenses reimbursement for Travel and Refreshments, as detailed within the main body of this report, and the estimated cost would be £38,470.
- 5.4 Team London estimate of the Travel and Refreshments expenses was based on the number of Ambassadors 560 and number of shifts booked by each individual calculated at 3,694, with an allocation of £5 per day for Refreshments. An estimated expenditure budget is set out below.

Volunteer's Expenses Reimbursement					Cost of providing the service			
		Allowance per Volunteer	No of Shifts	Cost				Cost
Number of Ambassadors / Volunteers	560				Number of cards and Cost per card	560	£5	£2,800
Travel		5.41	3694	£20,000	Fees due for postage and distribution to volunteer's home addresses	£300	1	£300
Refreshments		5	3694	£18,470	Fees due to provider for loading the balance to the online account	£38,470	1.20%	£462
Total				£38,470	Total			£3,562
Overall cost					£42,032			

5.5 The estimated cost of the proposed contract with 'Bread4Business' to provide online expenses management system and the Volunteer's reimbursements is being met from the 2016-17 Team London's Visitor Welcome budget of £220k approved via MD1661. Any changes to this proposal, including budgetary implications will be subject to further approval via the Authority's decision-making process. All appropriate budget adjustments will be made.

5.6 The Team London Unit within the Communities & Intelligence Directorate will be responsible for managing the proposed contract and ensuring that all expenditure complies with the Authority's Financial Regulations and Contracts & Funding Code.

6. Planned delivery approach and next steps

Activity	Timeline
Procurement of contract [for externally delivered projects]	Upon ADD approval
Upload of funds to Team London online account	Start of July 2016
All pay cards distributed to Team London Ambassadors	Start of July 2016
Funds uploaded to volunteer pay cards	Start of July 2016
Visitor Welcome programme commences	21 st July 2016
Visitor Welcome programme completed	31 st August 2016

Appendices and supporting papers: None

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOI Act) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Note: This form (Part 1) will either be published within one working day after approval or on the defer date.

Part 1 Deferral:

Is the publication of Part 1 of this approval to be deferred? NO

If YES, for what reason:

Until what date: (a date is required if deferring)

Part 2 Confidentiality: Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form –NO

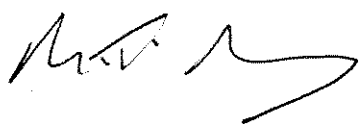
ORIGINATING OFFICER DECLARATION:**Drafting officer:**

Dominic Trembath has drafted this report in accordance with GLA procedures and confirms that the Finance and –if relevant- Legal teams have commented on this proposal as required, and this decision reflects their comments.

HEAD OF FINANCE AND GOVERNANCE:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Signature:



Date:

27.06.16

