

# GREATER LONDON AUTHORITY

REQUEST FOR ASSISTANT DIRECTOR DECISION – ADD2342

**Title: Team London Emergency Volunteer Mobilisation Support**

**Executive Summary:**

The Mayor's volunteering programme for the capital, Team London, has to date engaged with nearly one million Londoners. For the past six years the Team London Ambassadors Programme has welcomed visitors to London every summer and worked with London's major sporting and cultural events such as London 2017, Processions and Lumiere to support the delivery of their programmes. In this way, it has helped showcase the best the capital has to offer while supporting the Mayor's ambitions to improve social integration, social mobility, community engagement and to increase active citizenship.

Team London Ambassadors have also supported London during emergency situations, such as Grenfell. To ensure Team London Ambassadors are visible to members of the public during any future large-scale events, including emergencies, approval is sought for expenditure of up to £15,000 to purchase high visibility vests/tabards.

This decision relates to MD2188, which approved £705,000 for expenditure on the Team London Ambassadors programme between 2018/19 and 2020/21.

**Decision:**

That the Assistant Director of Team London and Sport approves:

Expenditure of up to £15,000 for the purchase of high visibility vests for Team London volunteers.

**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:** Alice Wilcock

**Position:** Assistant Director, Team London and Sport

**Signature:**



**Date:**

02/04/19

## **PART I - NON-CONFIDENTIAL FACTS AND ADVICE**

### **Decision required – supporting report**

#### **1. Introduction and background**

- 1.1 Team London has successfully delivered an annual Team London Ambassador (Visitor Welcome) volunteering programme every summer since 2012, deploying 600 volunteers across nine locations for the six busiest weeks of the summer. Volunteer retention rates are very high with 65 per cent of volunteers starting with Team London in 2012.
- 1.2 In addition to the Ambassador Programme, Team London has worked with over 80 major sporting and cultural events since 2012 to support their volunteering programmes and brokering over 8,000 volunteering opportunities. In 2018 Team London worked with a wide range of events, such as Lumiere London, London Marathon, Ride London and the Shrouds of the Somme. Through this Major Events Programme, Team London is building an excellent reputation for volunteer delivery at major events across London.
- 1.3 Team London continues to recruit new volunteers to the programme and creates opportunities for young unemployed people to build their skills through the opportunities the programme offers. Volunteer and visitor satisfaction rates have remained continually high with volunteer and visitor satisfaction rates consistently above 90 per cent.
- 1.4 Expenditure of up to £705,000 towards planning, delivery and management of the Team London Ambassador programme (and events which fall within the Team London Major Events Programme) over 2018/19, 2019/20 and 2020/21 was approved under cover of MD2188. Subsequent to the approval of MD2188, additional projects were allocated to Team London. Euro 2020 and other major events require a system with increased functionality, and therefore additional funding for a new Volunteer Portal was approved under cover of DD2316.
- 1.5 Team London volunteers have supported high-volume crowd events since 2012 and are experienced in being the friendly face of London and providing practical assistance. They have also been deployed at short notice in order to support London at times of high need, such as post the Grenfell fire.
- 1.6 The tabards will be procured using a competitive process to ensure fairness and value in accordance with the GLA's Contracts and Funding Code. Due to the anticipated value of the purchase, it is expected that the route to market will be to research quotes for similar items and to proceed with the organisation offering the best value. Vests will be stored offsite alongside the Ambassador uniforms, using an existing contract. Vests must be ordered in advance of any events due to the lead times associated with such products, which is generally several months as they are produced off shore.

#### **2. Objectives and expected outcomes**

- 2.1 Team London volunteers will need to be visible and clearly identifiable at high profile events which may bring millions of people from all over the United Kingdom and indeed the world.
- 2.2 Such events require a large number of volunteers. This will give us the opportunity to engage with more Londoners in giving back their time to support their city. This will ensure that #LondonIsOpen for all and the volunteer programme is representative of London's communities.
- 2.3 Having a visual presence in some of London's top tourist locations helps to support the local stakeholders in reducing petty crime in the area with regards to pick-pockets, and ticket touts.

- 2.4 By encouraging young people, disabled volunteers and volunteers with alternative language skills we are making the programme more inclusive and open to all.

### 3. Equality comments

- 3.1 Equal opportunities are enshrined within Team London's programmes. Team London volunteering projects aim to ensure that all Londoners can access volunteering opportunities. The programmes eliminate discrimination, harassment and victimisation, and indeed by doing so support other Londoners equally throughout the city.
- 3.2 Team London volunteer opportunities are open to all that apply, regardless of race, disability, gender, age, sexual orientation, religion or belief, pregnancy and maternity and gender reassignment. The programme is fully inclusive with regards to its selection process, training and deployment ensuring those who require additional support are supported throughout. Our 2018/19 recruitment was amended to ensure further uptake from volunteers with protected characteristics.
- 3.3 Our work also embraces London's diversity by connecting Londoners from a variety of demographical and geographical backgrounds together in support of common causes and events. We are currently building more methods ensure greater applications from volunteers with protected characteristics.
- 3.4 We work with major events that support deprived areas of London, such as The Big Half which takes place in the boroughs of Greenwich, Lewisham, Tower Hamlets and Southwark. We support volunteer centres to recruit volunteers from the local area, which will create a new pool of active citizens and give some volunteers valuable experience to develop their life skills to use when starting a path towards employment, education or training.

### 4. Other considerations

- a) Risks to the programme could include:

	Risk description	Mitigation / risk response	Probability	Impact	RAG Rating
1	The contracted suppliers are unable to deliver the resources to time or to budget	Clear timelines will be given in the contracts for delivery. Unless a supplier breaks a contract and another one needs to be sought at short notice this should not be an issue.	1	3	A
2	The contracted suppliers make products that are not fit for purpose and cannot be used	Clear specifications will be given to supplier in order to deliver what the programme requires.	1	2	G

### 5. Financial comments

- 5.1 The expenditure of up to £15,000 will be funded from the GLA's Reserves. All necessary budget adjustments will be made.

### 6. Planned delivery approach and next steps

Activity	Timeline
Procurement	April 2019
Volunteer mobilisation	As arises

**Public access to information**

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOIA) 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 it has been approved 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:

**Part 2 - Sensitive information**

Only the facts or advice that would be exempt from disclosure under FOIA should be included 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 to confirm the following (✓)

**Drafting officer:**

Karen Reed has drafted this report in accordance with GLA procedures and confirms the following: ✓

**Corporate Investment Board**

This decision was agreed by the Corporate Investment Board on 1 April 2019.

**ASSISTANT DIRECTOR OF FINANCE AND GOVERNANCE:**

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

Signature



Date

01.04.19