

## REQUEST FOR ASSISTANT DIRECTOR DECISION – ADD302

### Title: Team London Volunteer Shift Booking Portal

#### Executive Summary:

This ADD seeks approval for expenditure of additional budget of up to a maximum of £6,600 to obtain a licence to use the online shift booking software provided by Get Scheduled Ltd. For the Summer of 2015, the Visitor Welcome Programme will deploy c650 Team London Ambassadors to 9 key tourist locations to enhance the visitor experience in London. Throughout the year, there will be approximately c9000 shifts available for booking and this system empowers the individual volunteers with to log in and book / manage their own shifts.

Under ADD 149, the expenditure of up to £30,000 was approved to enter into a contract with Get Scheduled Ltd. Year one costs of the contract were £18,350 and year 2 costs will be £18,248. This ADD therefore seeks approval for the outstanding expenditure relating to this contract up to a maximum value of £6,600. This £6,600 Team London seeks approval for is with regards to areas of the software that required development work, to ensure the system works in the most efficient ways for our volunteers. These areas of development are often not known until any issues with the system are encountered, and as such the £30,000 value of ADD149 has been exceeded.

#### Decision:

That the Assistant Director approves expenditure of up to £6,600 to obtain a licence to use the online shift booking software provided by Get Scheduled Ltd to assist in the delivery of the Team London Visitor Welcome and Major Events Programmes.

#### 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

**Signature:**

**Date:**

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

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

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

- 1.1 In the summer of 2012, the GLA delivered a successful Team London Ambassadors programme in support of the 2012 Olympic and Paralympic Games. 7,000 highly trained and motivated volunteers were deployed in pods across 43 locations in the summer of 2012. The role of the programme was to enhance the visitor welcome to the capital and ensure that London maximised the potential benefits from the 2012 Games.
- 1.2 Under ADD 149, the expenditure of up to £30,000 was approved to enter into a contract with Get Scheduled Ltd, for Team London to use their scheduling system in order to assist with the recruitment, scheduling and deployment of volunteers.
- 1.3 In 2013 and 2014 ambassador volunteers were again deployed at locations in London, providing a visitor welcome to London’s tourists. The response from tourists to the ambassadors was overwhelmingly supportive, with 97% of visitors asked commenting positively on the helpfulness of volunteers.
- 1.4 In 2014, the Get Scheduled system was used and has saved the programme team a great deal of resource. The new system provides volunteers with the ability to log in, review their shifts, access relevant documents, book shifts and receive reminder emails accordingly.

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

- 2.1 We are into the second year of a three year contract (ref: ITC11509) with Get Scheduled Ltd. This ADD seeks to obtain approval to adhere to this contract and pay for their services.

#### **3. Equality comments**

- 3.1 The Visitor Welcome programme is open to all people who apply. The online scheduling system gives all volunteers equal opportunity to book shifts that are of interest to them.

#### **4. Other considerations**

- 4.1 The Team London programme directly supports the Mayor’s priorities to drive volunteering in the capital. Visitor Welcome links to key Mayoral priorities – specifically to improve quality of life, and through training of unemployed volunteers, supports jobs and skills and promotes youth opportunities.
- 4.2 The programme has been informed by consultation with Team London Ambassador Managers and local stakeholders across London.

	Risk Description	Mitigation/ risk response	Current Prob (1-4)	Current Impact (1-4)	RAG	GLA risk owner
1	Contracted organisation does not meet the agreed upon	The risk is low and will be mitigated through close contact. The risk is	1	1	A	DN

	programme outcomes	considered low because the supplier has been working with Team London for the past year.				
2	Financial Mismanagement	The likelihood of over-spend or other financial misconduct is low, and will be mitigated by close budgetary management on the behalf of the GLA project manager, and payment will be dependent on results.	1	1	A	DN

## 5. Financial comments

- 5.1 Approval is being sought for expenditure of up to £6,600 to obtain a licence to use the online shift booking software provided by Get Scheduled Ltd to assist in the delivery of the Team London Visitor Welcome and Major Events Programmes in the 2015-16 financial year.
- 5.2 The cost of the licence will be funded from the 2015-16 Team London Programme budget, specifically the Visitor Welcome element of the budget. 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.
- 5.3 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:	Jan 2014
Delivery Start Date:	Immediate
Delivery End Date:	Dec 2015
Contract Closure:	Dec 2016

## Appendices and supporting papers:

## GLA - Proposed payment schedule - yr 2 (Exc VAT)

	Annual licence	Developments	Training	SMS Provision	Total
<b>Invoiced Apr 15</b>	£6,875.00	£1,012.50	£500.00	£35.95	£8,423.45
Invoice 1121	£0.00	£450.00	£0.00	£0.00	
Invoice 1123	£0.00	£0.00	£0.00	£35.95	
Invoice 1124	£0.00	£225.00	£0.00	£0.00	
Tag upload	£0.00	£0.00	£0.00	£0.00	
ID upload	£0.00	£112.50	£0.00	£0.00	
Photo upload	£0.00	£225.00	£0.00	£0.00	
Report amendments	£0.00	£0.00	£0.00	£0.00	
<b>Invoiced Jun 15</b>	£0.00	£0.00	£2,500.00	£0.00	£2,500.00
<b>Invoiced Aug 15</b>	£6,875.00	£0.00	£0.00	£400.00	£7,275.00
<b>Invoiced Dec 15</b>	£0.00	£0.00	£0.00	£50.00	£50.00
<b>Total</b>					<b>£18,248.45</b>

**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 to confirm the following (✓)

**Drafting officer:**

Daniel Nixon has drafted this report in accordance with GLA procedures and confirms that the Finance and Legal teams have commented on this proposal as required, and this decision reflects their comments.



**HEAD OF GOVERNANCE AND RESILIENCE:**

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

**Signature:**

**Date:**