



PUBLICATION OF DECISION LIST NUMBER 23/19-20

MUNICIPAL YEAR 2019/20

Date Published: 16 August 2019

This document lists the Decisions that have been taken by the Council, which require publication in accordance with the Local Government Act 2000. The list covers Key, Non-Key, Council and Urgent Decisions. The list specifies those decisions, which are eligible for call-in and the date by which they must be called-in.

A valid request for call-in is one which is submitted (on the form provided) to the Governance and Scrutiny Team in writing within 5 working days of the date of publication of the decision by at least 7 Members of the Council.

Additional copies of the call-in request form are available from the Governance and Scrutiny Team.

If you have any queries or wish to obtain further report information or information on a decision, please refer to:
– Claire Johnson (ext.4239)

Phone 020 8379 then extension number indicated

INDEX OF PUBLISHED DECISIONS – 16 August 2019

List Ref	Decision Made by	Date Decision comes into effect	Part 1 or 2	Subject/Title of Report	Category of Decision	Affected Wards	Eligible for Call-In & Date Decision must be called in by (If Applicable)	Page Number
1/23/19-20	Executive Director Resources	Wednesday 14 August 2019	Part 1	Housing Electricity Contract Renewal – Approval of Procurement and Award of Contract using LASER Framework	Key Decision KD 3473	All	No (Call-in Waiver)	1-2
2/23/19-20	Executive Director Resources	Tuesday 27 August 2019	Part 1 & 2	Payments Programme – Counter Service / face to face payment options and Direct Award of Contract to PayPoint	Key Decision KD 4956	All	Yes –Friday 23 August 2019	3-4

DECISIONS

For additional copies or further details please contact Claire Johnson (020 8379 4239), Governance and Scrutiny Team.

LIST REFERENCE: 1/23/19-20

SUBJECT TITLE OF THE REPORT:							
HOUSING ELECTRICITY CONTRACT RENEWAL- APPROVAL OF PROCUREMENT AND AWARD OF CONTRACT USING LASER FRAMEWORK							
Part 1 or 2 (relevant exempt Paragraph)	Wards affected by decision	Decision taken by	Date Decision came in to effect	Interest declared in respect of the Decision	Category of decision (i.e. Key, Non-Key, Council, Urgent)	Contact Details	Eligible for Call-in & Date to be called in by
Part 1	ALL	Executive Director Resources	Wednesday 14 August 2019	None	Key Decision KD3473	Liz Wright 020 8379 1640 liz.wright@enfield.gov.uk	No (Call-in Waiver)
DECISION							
<p>AGREED that:</p> <p>The Executive Director of Resources approves the award of a 12-month contract to the winner bidder for the supply of electricity to Housing sites. The winning contract offer will be secured by mini competition using LASER's OJEU compliant FTFP contract (multiple provider) framework. The new contract will commence on 1st October 2019. As the contract offer is only valid for approximately two hours on one specific day, a waiver of call-in is in place for FTFP contracts. The winning bidder is Southern Electric (SSE).</p>							
ALTERNATIVE OPTIONS CONSIDERED							
<ol style="list-style-type: none"> 1. Do nothing. The current contract will end on 30th September 2019. If a new contract isn't secured, the supplies will be subject to 'out of contract' rates from 1st October 2019, which are significantly higher (greater than 100%) than contract rates. This will incur additional costs to the Council of an approximately £2 million a year, taking the annual bills up to £4 million. 2. Transfer all Housing landlords' electricity supplies to LASERs existing Two Year Rolling flexible contract (which is currently used for corporate property energy purchases), terminating on 30th September 2022. 3. The recommended option is to Secure a one-year FTFP contract from 1st October 2019 to 30th September 2020. Historically we have been able to achieve better deals on this procurement strategy due to spot purchasing. 							
REASONS FOR RECOMMENDATIONS							
<ol style="list-style-type: none"> 1. The Securing one year, FTFP contract for the Housing electricity supplies has been a successful procurement strategy historically, particularly in relation to the unit prices achieved for the communal heating. 							

2. By securing a one-year FTFP contract for 2019/2020, it will allow enough time to conduct a detailed procurement options appraisal at the end of 2020 when the Council will review its procurement strategy and review the current contract with LASER. This also will provide Home Ownership Services with enough time to implement Leaseholder Dispensation (First-Tier Tribunal) if longer term contracts are the preferred procurement route in future

3. Critical time line:

12 th July 2019	Circulate to teams for comments/changes to their sections on the DAR
19 th July	Comments to be received and DAR Finalised
20 th July 2019	Executive Director Resources to approve for the mini-tender process to be commenced
5 th August 2019 (approximate)	Contract awarded by Executive Director Resources

BACKGROUND:

Please note that a copy of the report is available on the Council's Democracy pages.

LIST REFERENCE: 2/23/19-20

SUBJECT TITLE OF THE REPORT:

PAYMENTS PROGRAMME- COUNTER SERVICE / FACE TO FACE PAYMENT OPTIONS AND DIRECT AWARD OF CONTRACT TO PAYPOINT

Part 1 or 2 (relevant exempt Paragraph)	Wards affected by decision	Decision taken by	Date Decision comes in to effect	Interest declared in respect of the Decision	Category of decision (i.e. Key, Non-Key, Council, Urgent)	Contact Details	Eligible for Call-in & Date to be called in by
Part 1 & 2(para 3)	ALL	Executive Director Resources	Tuesday 27 August 2019	None	Key Decision KD4956	Julie Barker 0208 3794690 julie.barker@enfield.gov.uk Nick Nicolaou 0208 3792874 nick.nicolaou@enfield.gov.uk	Yes

DECISION

AGREED: that the following decision will come into effect on Tuesday 27 August 2019, subject to not being called in:

1. This report recommends the direct award of the, over the counter bill payment service and the cash out service to PayPoint, under the terms of the PFH Framework.
2. The closing of the Council's current cashiers counter and decommissioning of the 3 auto pay kiosks located at the Civic Centre and Edmonton Centre.
3. To agree all associated costs in relation to the implementation of the PayPoint counter service and cash out service as set out in this document and detailed in Part 2 report.
4. To agree ICT resource costs to complete Phase 1 Capita AIM infrastructure work as set out in Part 2 report.

ALTERNATIVE OPTIONS CONSIDERED

1. Continue to offer a cashier's counter service and autopay kiosks located at the Civic Centre and an autopay kiosk at Edmonton Green Library. These payment options are extremely expensive compared to PayPoint. PayPoint provides our customers with flexibility, convenience and choice. Residents can pay their bills up to 24 hours a day, in many cases using their preferred payment method (cash or card) at 115 locations in the Borough and 29,000 locations across the UK. If the Council continues to offer the current services, savings will not be achieved, and residents will not be provided with a better service.
2. The CCS GCloud10 framework and PFH framework has uncovered 2 other companies who provide a payment service: Capita and Allpay. Both companies allow customers to make payments via PayPoint outlets however costs per transaction are higher than those charged directly by PayPoint.

REASONS FOR RECOMMENDATIONS

- 1. Supporting small businesses in Enfield**

The use of PayPoint will increase footfall in town centres and in small & local retailers as customers will use these outlets across the borough to pay their bills. This also supports one of the main Council priorities - Build our local economy to create a thriving place.
- 2. Convenient for our customers**

There are 115 PayPoint outlets located across the entire borough. Many are open 7 days a week 6am – 11pm and some for 24 hours. Residents can make

payments at their convenience without being restricted to business hours. Many of our residents already use PayPoint to pay their TV licence and energy bills. They know and trust the retailer. Extending the use of PayPoint to pay for council related bills like Council Tax will be even more convenient for our residents.

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3. Various payment options.

Customers can pay by cash at all 115 PayPoint outlets. Currently cash is only accepted at the Civic Centre. It is at the discretion of the PayPoint retailer whether they can also accept card. A sample of 50 of these retailers showed that 52% of these currently also accept payment by card.

4. Efficient payment processing.

PayPoint accept barcoded bills and payment cards, so payments made will be accurately recorded and posted to accounts.

5. Supporting our residents.

Appendix 2(e) shows the location of PayPoint outlets in the borough. **Appendix 2(f)** attached to the Part 2 report shows areas of deprivation. These maps show that there is a greater number of PayPoint locations in the most deprived parts of Enfield. Having greater payment locations within this eastern corridor of the borough supports further those residents that do not have a regular income to pay via a local outlet instead of having to travel into the Civic Centre to pay if they cannot use electronic payment channels.

Analysis carried out by the Local Government Association indicates that Edmonton Green is the most deprived of the 21 wards in Enfield. In addition, it is within the 10% most deprived wards in both London and England. Upper Edmonton is the 2nd most deprived. Edmonton has the lowest average (median) household income in Enfield. The proportion of households with an income of less than £15,000 was put at 36.3% (Edmonton Green) 28.5% (Upper Edmonton) compared to a Borough average of 19.5%. In August 2016 the number of people living in Edmonton Green claiming the key out of work benefits was 21.5% of the estimated working age population. This compared to a Borough average of 12.8%.

It could be argued that without convenient payment locations and methods of payment, income is more challenging to collect from these residents and service users.

The Council must ensure that it maximises income and thus must provide cost effective payment options that reflect the demand of its customers. It must however ensure that support is provided to customers living in areas of deprivation. Refer to Part 2 report for additional information under this section.

6. Payments Out.

PayPoint provides the facility to make payments to clients (cash out). The Council can access an on-line externally hosted portal and generate vouchers which can be issued or sent via an email or text messages to customers which they can redeem for cash in any PayPoint outlet in the UK. Benefit, crisis and emergency welfare payments can be issued to customers instantly using this method.

7. Compliance and free from risk.

PayPoints are fully PCI complaint and insured. Refer to Part 2 report for additional information under this section.

8. Savings to customers and the Council.

Appendix 2(g) attached to the Part 2 report compares the current transaction fees payable by the Council with those payable when customers make a cash or card payment at a PayPoint outlet.

9. Further savings.

Further saving as identified in the Financial implications will also be achieved as a direct result of the Council closing the cashiers counter service. 2 posts will be deleted however there will be no redundancy risks to staff as these posts are currently vacant and filled by agency staff. As the Council will no longer be responsible for cash handling at the Civic Centre, the cash handling fees will be reduced as well as a maintenance fee to support the auto pay kiosks.

By using PayPoints Cash Out service, this will reduce the cost of providing this facility to our customers as identified under the Financial Implications section in Part 2 report.

BACKGROUND:

Please note that a copy of the report is available on the Council's Democracy pages. The Part 2 report contains exempt information and will not be available to the press or public.

