

DECISION NO: PCCG-2016-026	
OFFICE OF THE POLICE AND CRIME COMMISSIONER	
LEAD CHIEF OFFICER:	Nigel Stephens – Assistant Chief Officer
TITLE:	Provision of Travel Services
DATE:	2 March 2016
TIMING:	Urgent
PURPOSE:	Approval
1.	<u>RECOMMENDATION</u>
1.1	It is recommended that the Police and Crime Commissioner for Gwent (PCC) utilise the Travel Management Company CTM Travel Ltd via Lot 1 of the National Procurement Service (NPS) Business Travel & Accommodation Solutions Framework for all business travel and accommodation requirements. In accordance with paragraph 66c of the Manual of Governance.
1.2	The framework was awarded for three (3) years - 12 October 2015 to 11 October 2018 (with the option to extend for a further 12 months to 11 October 2019). It is recommended that the PCC utilise this framework for the full term.
2.	<u>INTRODUCTION & BACKGROUND</u>
2.1	There is currently no formal contract in place for business travel and accommodation services within Gwent Police. Each request is forwarded to the Purchasing Department via a requisition form or an email. Train tickets are purchased via Arriva Trains and accommodation is booked via the intranet adhering to the maximum allowance for Bed & Breakfast.
2.2	Train tickets are usually posted to the Purchasing Department who then forward on to the requisitioner or a Ticket on Departure reference is issued for collection of tickets at the station. Accommodation confirmation is emailed to the requisitioner.
2.3	NPS set up a Travel Services Category Forum group in order to put in place a Travel Services Framework for the Welsh Public Sector.
2.4	A Senior Procurement Officer from Gwent Police represented South Wales Police, Dyfed Powys Police and Gwent Police on the NPS Travel Services Category Forum Group. This ensured that each force's Travel Services requirements were highlighted for inclusion in the specification. This Officer was also part of the Evaluation team.
2.5	The Travel Services Framework is split into three Lots, namely; <ul style="list-style-type: none"> • Lot 1 – Travel Management Company • Lot 2 – Conference Facilities

	<ul style="list-style-type: none"> • Lot 3 – Rail Booking Service
3.	<u>ISSUES FOR CONSIDERATION</u>
3.1	<p>There are a number of ways the Framework (Lot 1) supplier can be accessed whilst still ensuring a level of control for the force. These are stated below;</p> <ol style="list-style-type: none"> 1. Keep the internal process the same, however the Purchasing Department will utilise the bespoke CTM Travel website for all travel bookings, and send confirmations/tickets through to the traveller once received; 2. Allow a small group of nominated individuals to book travel by utilising only the bespoke CTM Travel website on behalf of their Office/Station/User Group. For example the Police & Crime Commissioner's team, Logistics and Purchasing. 3. Allow all Officers and Staff to book their own travel by utilising only the bespoke CTM Travel website.
3.2	<p>It should be noted that the supplier CTM can ensure absolute compliance to the Force's Travel and Accommodation policy via the bespoke website or via phone.</p> <p>Via the website total spend for accommodation outside of London is capped at £100 and £150 in London per night including breakfast is shown and available for booking, the lowest room price will be shown first. The site can be configured to allow;</p> <ul style="list-style-type: none"> • self-approval; • self-approval up to a certain spend threshold; • Approval following budget holder approval; <p>All CTM Travel service advisors will also follow all relevant policy controls as stipulated by the PCC for Gwent if travel is booked via the telephone. However, it should be noted that there is an additional charge for telephone bookings.</p>
3.3	<p>The pros and cons for each of the options stated in 3.1 are provided below;</p> <ul style="list-style-type: none"> • <u>Keep the internal process the same;</u> <p>Pros</p> <ul style="list-style-type: none"> • Travel booking will be quicker than current methods as the Purchasing team simply need to log onto one supplier's site; • The Purchasing team can ensure that approval is in place via a requisition from the budget holder prior to making the booking, therefore ensuring control of spend; <p>Cons</p> <ul style="list-style-type: none"> • The Purchasing team are performing a function that can be easily delegated to a small group of nominated users, or all Officers and Staff. This is adding an additional layer to the process, and utilising the time of the Purchasing Department at a time when resources are already stretched;

- The traveller is spending more time on booking travel than is required;
- There is a delay for the traveller which self-approval below a certain level would negate;
- There is increased scope for error when making the booking

- **Allow a small group of nominated individuals to book travel**

Pros

- By identifying a small group of nominated individuals to book travel for key travellers within their department/station/team, this will relieve the pressure on the Purchasing team for a task that does not require specialist purchasing skills;
- Gwent Police travel policy will be strictly adhered to through the bespoke CTM system-;

Cons


- The Purchasing Department will not have control over all Travel Spend
- The organisation is spending more time on booking travel than is required;
- There is a delay for the traveller which self-approval below a certain level would negate;
- Some Staff/Officers may prefer to request a central department to book their travel;


- **Allow all Officers and Staff to book their own travel**

Pros

- By allowing travellers to book their own travel, this will relieve the pressure on the Purchasing team for a task that does not require specialist purchasing skills;
- Each Traveller will be able to book their own travel and receive confirmation immediately (we could set a spend threshold to mitigate any risk);
- There is less scope for error when booking travel, as the traveller will be the booker;
- The CTM bespoke website is extremely simple to use and presented like all other commonly used travel booking websites, therefore training will be minimal;
- Gwent Police travel policy will be strictly adhered to through the bespoke CTM system-;
- Any attempts to book travel outside of this framework supplier will be highlighted to the Purchasing team via a Requisition or email request, thus identifying potential spend outside of the compliant route to

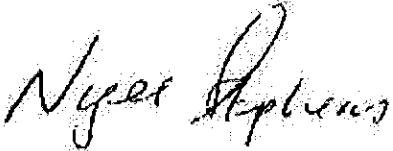
	<p>market;</p> <ul style="list-style-type: none"> Each user would be set up on the system with their appropriate cost centre assigned. A consolidated invoice from the supplier CTM would show spend for each person against the relevant cost centre to allow the Purchasing Department to re-journal costs easily; <p>Cons</p> <ul style="list-style-type: none"> Whilst the bespoke CTM website and CTM travel advisors can enforce the Gwent Police travel policy in terms of maximum allowance for a hotel per night and no first class travel, and also identify the cheapest combination of tickets (two singles/split tickets for example), Police staff or Officers could in theory book any amount of travel they wished. It should be noted however that the fortnightly/monthly MI would identify this, and that officers or staff could be questioned and if appropriate disciplined and access removed; Whilst the CTM site can ensure compliance with policy, it should be noted that the Purchasing Department constantly ensure best value by booking accommodation that is fit for purpose yet often significantly below the allowance, for example accommodation has been booked at £35 night. As such, if Officers and Staff are allowed to book their own travel, Travel spend could rise; If self-approval is given to Staff and Officers, budget holders may be unaware of travel spend until too late; Some Staff/Officers may prefer to request a central department to book their travel;
4.	<u>NEXT STEPS</u>
4.1	In order to access this framework agreement, an Access Agreement is required to be signed. This is shown in Annex 1.
4.2	In order to begin implementation, a CTM Induction pack needs to be completed and signed. This is shown as Annex 2.
5.	<u>FINANCIAL CONSIDERATIONS</u>
5.1	The average spend per annum on Travel Services (including Air, Ferry, Trains, Underground and Hotel Accommodation) is £118,000. Therefore it is anticipated that spend through this framework would be approximately £314k (if utilised from March 2016) for the framework term (excluding the extension period).
5.2	The commercial details for Lot 1 are shown in Annex 3 (not for publication).
5.3	The provider CTM has access to the best value deals via one website, due to their buying power and sophisticated technology. The travel options will be listed on the bespoke site as lowest offer first, therefore it is hoped that financial savings on travel spend will be made.
5.4	It is proposed that a Purchasing card is lodged against this account to enable the following;

	<ul style="list-style-type: none"> • A rebate to be obtained from Barclaycard for all travel spend; • To negate the need for the Purchasing Department / individual users to insert card details for each booking;
6.	<u>PERSONNEL CONSIDERATIONS</u>
6.1	There are no personnel considerations related to this contract.
7.	<u>LEGAL IMPLICATIONS</u>
7.1	This report has been submitted in line with the Public Contracts Regulations 2015 and the Manual of Governance.
8.	<u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u>
8.1	This project/proposal has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group.
8.2	In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998.
9.	<u>RISK</u>
9.1	<p>The risks for the Police and Crime Commissioner for Gwent if this framework is not utilised are listed below;</p> <ul style="list-style-type: none"> • Non-compliant spend which when aggregated will exceed the new Public Procurement thresholds; • Open to challenge from suppliers; • Savings are missed
10.	<u>PUBLIC INTEREST</u>
10.1	Following approval of this report by the Commissioner, this document will be made available to the public.
11.	<u>CONTACT OFFICER</u>
11.1	Natalie Noble, Senior Procurement Officer
12.	<u>ANNEXES</u>
12.1	<p>Annex 1 – Access Agreement – <i>Not for publication</i></p>  <p>Annex 1.docx</p>
12.2	Annex 2 – Gwent Police Induction Pack - <i>Not for publication</i>

	 Annex 2 - Gwent Police Induction Pack.c
12.3	Annex 3 – Lot 1 Commercial Details – <i>Commercial in Confidence – Not for Publication</i>  Annex 3 - Lot 1 Commercial Details.xls

Public Access to Information

Information in this submission is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. This submission will be made available on the OPCC website following consideration by the Police and Crime Commissioner.

Are you satisfied that the contents and observations made are necessary and suitable for the public domain?	
In producing this submission, has consideration been given to 'public confidence'?	
If you consider that this submission should be exempt from the public domain, please state the reasons.	

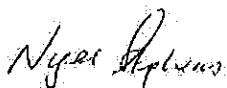
For OPCC use only

Office of the Chief Constable

I confirm that **Provision of Travel Services** report has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for **approval**.

Signature:



Date: 08/03/16

	Tick to confirm (if applicable)
Financial The Chief Finance Officer has been consulted on this proposal.	✓
OPCC The Chief of Staff has reviewed the request and is satisfied that it is correct and consistent with the PCC's plans and priorities.	✓
Legal The legal team have been consulted on this proposal.	N/A
Equalities The Equalities Officer has been consulted on this proposal.	N/A

Chief Executive/ Deputy Chief Executive:

I have been consulted about the proposal and can confirm that financial, legal, equalities etc... advice has been taken into account in the preparation of this report.

I am satisfied that this is an appropriate report to be submitted to the Police and Crime Commissioner for Gwent.

Signature:



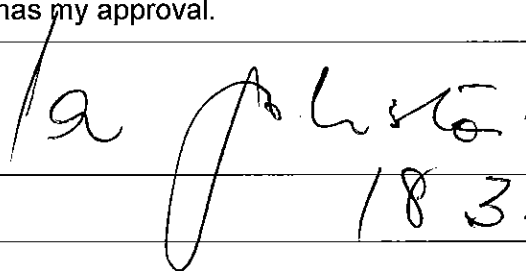
Date: 09/03/16

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:



Date:

18.3.16