

## THE VALE OF GLAMORGAN COUNCIL

### REQUEST FOR THE USE OF EMERGENCY POWERS – CORONAVIRUS PANDEMIC

**SUBJECT:** Authority to enter into a Service Level Agreement in respect of Transport for Wales' Fflecsi Service

1. **Originating / Department / Service** –

Policy and Business Transformation – Customer Relations

2. **Reason for Seeking Emergency Powers** –

PLEASE SPECIFY BELOW ~~and attach appropriate Committee report / minute/ memo~~ <sup>\*</sup> (~~\* delete as appropriate~~)

Customer Relations have agreed to support the national response to Covid19 by providing contact centre services to Transport for Wales' Fflecsi service from 18 May 2020.

Commercial bus services across Wales have been curtailed due to reduced numbers of journeys being made, however this has had an impact on key workers' ability to get to work on time and on vulnerable people who rely on public transport to make shopping trips and collect medication.

Transport for Wales' new Fflecsi service provides demand responsive bus services to key workers who use public transport to get to and from work and ensure vulnerable citizens can access shopping and medication.

Fflecsi allows citizens to order a bus pick up in real time at a place of their choosing and set the destination. Bus routes are tailored in real time, based on demand from citizens. This ensures that key workers will be able to travel to work at a time that matches their shift patterns and maximises efficient use of bus resources. The service will fill the gap left by commercial bus operations which have reduced in scale and capacity.

Citizens can book their bus pick up via a mobile app and it is anticipated that up to 70% of citizens will use this method.

Customer Relations will utilise technology on the Cysylltu Cymru / Connecting Wales cloud platform to provide contact centre services to allow citizens who do not have access to the mobile app to book a bus pick up.

The service will operate between 0900 and 1700 Monday to Saturday, although the Service Level Agreement (SLA) will allow flexibility to alter hours of operation and amended cost of service provision accordingly.

The service will be piloted in Newport and extend across Wales when demand and operational viability are demonstrated.

To ensure that there is no impact on existing contact centre services additional staff have been recruited to handle these enquiries across extended opening hours. The service will operate on a full cost recovery basis, initially £1,559.98 per week. This service charge includes cost of call handling resource, supervisory costs, software licencing costs and management costs, all of which has been validated by service accountant, Mike Bumford.

Legal Services have confirmed that Customer Relations can offer these services under current legislation.

An SLA has been created by Legal Services which covers an initial term of 2 months (18 May 2020 – 17 July 2020) with provision to extend the term further.

The delivery of this service contributes towards the objectives of the Cysylltu Cymru / Connecting Wales project, led by Vale of Glamorgan Council with potential for the service to be jointly delivered with other Councils as they join the technology platform and the Fflecsi service expands.

### 3. Policy Framework and Budget –

PLEASE INDICATE as appropriate that the matter that you are seeking the use of Emergency Powers for is a Cabinet or Council function.

Cabinet

Council

### 4. Relevant Scrutiny Committee – Corporate Resources

#### IMPORTANT

The following sections **must** be completed **prior** to the request being submitted to the Democratic and Scrutiny Services Section for processing.

I confirm (delete as appropriate)

~~(a) That there are no financial implications and the relevant Cabinet Member, Leader and / or the Deputy Leader has been consulted and is in agreement with the use of Emergency Powers; **or**~~

(b) That, in view of the financial commitments, the Head of Financial Services, the appropriate Chief Officer, the relevant Cabinet Member, Leader and / or Deputy Leader have been consulted and are in agreement with the use of the Emergency Powers ~~and that~~

~~(c) For matters relating to the Planning Committee the Chairman of the Planning Committee has also been consulted and is in agreement with the use of Emergency Powers;~~

~~(d) — For matters relating to the Licensing Committee the Chairman of the Licensing Committee has also been consulted and is in agreement with the use of Emergency Powers.~~

~~(e) — For matters relating to the Welsh Church Act Estate Committee the Chairman of the Welsh Church Act Estate Committee has also been consulted and is in agreement with the use of Emergency Powers.~~

~~(f) — For matters relating to policy the relevant Scrutiny Committee Chairman has been consulted and is in agreement with the use of Emergency Powers.~~

**Signed:** T. Curliss  
**(Instructing Chief Officer)**

**Date:** 03 June 2020

**Please print name:** TONY CURLISS

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**I hereby approve under my Emergency Powers the attached recommendation(s) on behalf of the Cabinet / Council (please delete as appropriate).**

**Signed:** D.R. Thomas..... **Date:** 16 June 2020...  
**Managing Director**

**NB Should the relevant portfolio Cabinet Member be unable to be consulted only the Leader and / or Deputy Leader be consulted in their absence.**

**N.B. Cabinet: 23<sup>rd</sup> March, 2020 Minute No. 295**