

**Oversight and Governance**

Chief Executive's Department

Plymouth City Council

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Published 03/12/25

Delegated Decisions

Delegated Executive/Officer Decisions

Notice of call-in for non-urgent decisions must be given to the Democratic Support Team by 4.30 pm on 10 December 2025. Please note – urgent decisions and non-key Council Officer decisions cannot be called in. Copies of the decisions together with background reports are available for viewing as follows:

- on the Council's Intranet Site at <https://modgov/mgDelegatedDecisions.aspx>
- on the Council's website at <https://tinyurl.com/3hwmppzp>

The Council Officer decision can be implemented immediately. The Cabinet Member decision detailed below may be implemented on 11 December 2025 if it is not called-in.

Delegated Decisions

1. Councillor Mary Aspinall, Cabinet Member for Health and Adult Social Care:

I.a. HASC01 25/26 - Community Meals Service (Pages 1 - 22)

2. Council Officer Decision - Paul Barnard, Service Director for Strategic Planning and Infrastructure:

2.a. COD 12 25/26 - 27236 – Real Time Passenger Information System Upgrade & Ongoing Support – Contract Award (Pages 23 - 64)

EXECUTIVE DECISION

made by a Cabinet Member



REPORT OF ACTION TAKEN UNDER DELEGATED AUTHORITY BY AN INDIVIDUAL CABINET MEMBER


Executive Decision Reference Number – HASC01 25/26

Decision	
1	Title of decision: Community Meals Service
2	Decision maker: Councillor Mary Aspinall (Cabinet Member for Health and Adult Social Care)
3	Report author and contact details: Andrea Langman, Commissioning Officer andrea.langman@plymouth.gov.uk
4	Decision to be taken: To cease the Council subsidy to CATERed for the provision of a community meals service with effect from 28 February 2026; the likely consequence of this will be that CATERed will have to cease providing the community meals service.
5	Reasons for decision: 1. To ensure that the Council is not acting in a way which is not in accordance with its duties under the Care Act 2014. 2. To avoid the poor value for public money associated with continued expenditure from the Council's adult social care budget to subsidise the provision of community meals.
6	Alternative options considered and rejected: 1. Formally commission a provider who can deliver a financially sustainable community meals service in Plymouth; this option has previously been explored and found to be unviable. 2. Do nothing and continue Council subsidy of community meals for all customers.
7	Financial implications and risks: 1. The cessation of Council subsidy for the community meals service will take effect on 28 February 2026; this will reduce expenditure from the Council's adult social care budget by approximately £18,000 in 2025/26 and approximately £216,000 per year from 2026/27 onwards. There is a high risk that removal of the subsidy will mean that CATERed are unable to maintain the service; without the Council subsidy, the service is likely to be financially unsustainable. 2. In the event that CATERed determine that it is unable to put the community meals service on a financially sustainable footing, and therefore decides to discontinue provision of the service beyond 28 February 2026, CATERed will need to establish whether its staff involved in the service can be redeployed internally. If this is not possible, there will be financial implications for CATERed in relation to potential redundancy costs. If CATERed is unable to meet those one-off costs, they will ultimately be underwritten by the Council. Those costs would be less than the savings to the Council achieved through cessation of the subsidy.

	<p>3. It is likely that at least some community meals customers have very limited social contact / visitors other than CATERed delivery drivers, and therefore their visits can act as a 'welfare' check, with the drivers contacting family members or adult social care if they have any concerns about individuals. In the event that CATERed decides to discontinue provision of the service beyond 28 February 2026, the Council will work with CATERed to ensure that information provided to customers in advance includes details of local befriending and 'good neighbour' schemes, as well as contact details for adult social care if any individuals are concerned that they will require additional support with ordering and/or reheating chilled/frozen meals at home and wish to request an assessment or reassessment of their own support needs and/or those of any unpaid carers.</p> <p>4. In the event that CATERed decides to discontinue provision of the community meals service, this could potentially result in some increases to adult social care packages or requests for assessment, from amongst the 150 current customers.</p>																				
8	<p>Legal Implications: Under section 2 of the Care Act 2014, local authorities are required to take steps to prevent or delay the development of care and support needs, which may include utilising existing services, facilities, and resources in their area. While this duty is mandatory, the Act does not specify that community meals services must be provided towards that end.</p>																				
9	<table border="1"> <tr> <td> <p>Is the decision a Key Decision? (please contact Democratic Support for further advice)</p> <p>Please type an X into the relevant boxes</p> </td><td>Yes</td><td>No</td><td>Per the Constitution, a key decision is one which:</td></tr> <tr> <td></td><td></td><td>X</td><td>in the case of capital projects and contract awards, results in a new commitment to spend and/or save in excess of £3million in total</td></tr> <tr> <td></td><td></td><td>X</td><td>in the case of revenue projects when the decision involves entering into new commitments and/or making new savings in excess of £1 million annually</td></tr> <tr> <td></td><td></td><td>X</td><td>is significant in terms of its effect on communities living or working in an area comprising two or more wards in the area of the local authority.</td></tr> <tr> <td> <p>If yes, date of publication of the notice in the Forward Plan of Key Decisions</p> </td><td colspan="3">N/A</td></tr> </table>	<p>Is the decision a Key Decision? (please contact Democratic Support for further advice)</p> <p>Please type an X into the relevant boxes</p>	Yes	No	Per the Constitution, a key decision is one which:			X	in the case of capital projects and contract awards, results in a new commitment to spend and/or save in excess of £3million in total			X	in the case of revenue projects when the decision involves entering into new commitments and/or making new savings in excess of £1 million annually			X	is significant in terms of its effect on communities living or working in an area comprising two or more wards in the area of the local authority.	<p>If yes, date of publication of the notice in the Forward Plan of Key Decisions</p>	N/A		
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<p>If yes, date of publication of the notice in the Forward Plan of Key Decisions</p>	N/A																				
10	<p>Please specify how this decision is linked to the Council's corporate plan/Plymouth Plan and/or the policy framework and/or the revenue/capital budget:</p>	The decision supports the Council's Corporate Plan commitment to spend money wisely.																			
11	<p>Please specify any direct environmental implications of the decision (carbon impact)</p>	None anticipated.																			
Urgent decisions																					
12a	<p>Is the decision urgent and to be implemented immediately in the interests of the Council or the public?</p>	Yes		(If yes, please contact Democratic Support (democraticsupport@plymouth.gov.uk) for advice)																	
		No	X	(If no, go to section 13a)																	

	Please type an X into the relevant box			
I2b	Reason for urgency:			
I2c	Scrutiny Chair Signature:		Date	
	Scrutiny Committee name:			
	Print Name:			
Consultation				
I3a	Are any other Cabinet members' portfolios affected by the decision?	Yes		
	Please type an X into the relevant box	No	X	(If no go to section I4)
I3b	Which other Cabinet member's portfolio is affected by the decision?	N/A		
I3c	Date Cabinet member consulted	N/A		
I4	Has any Cabinet member declared a conflict of interest in relation to the decision?	Yes		If yes, please discuss with the Monitoring Officer
	Please type an X into the relevant box	No	X	
I5	Which Corporate Management Team member has been consulted?	Name	Gary Walbridge	
		Job title	Strategic Director for Adults, Health and Communities	
		Date consulted	04 November 2025	
Sign-off				
I6	Sign off codes from the relevant departments consulted:	Democratic Support (mandatory)	JS46 25/26	
		Finance (mandatory)	OW.25.26.099	
		Legal (mandatory)	LS/4552(09)/RH/201125	
		Procurement (if applicable)	N/A	
		Corporate property (decisions involving Council owned land or facilities) (if applicable)	N/A	

		Human Resources (if applicable)	CS.25.26.018						
Appendices									
17	Ref.	Title of appendix							
	A	Cessation of Council subsidy for Community Meals Service Briefing Paper – Part I							
	B	Cessation of Council subsidy for Community Meals Service Briefing Paper – Part II							
	C	Cessation of Council subsidy for Community Meals Service Equalities Impact Assessment							
Confidential/exempt information									
18a	Do you need to include any confidential/exempt information? Please type an X into the relevant box		Yes	X	If yes, prepare a second, confidential ('Part II') briefing report and indicate why it is not for publication by virtue of Part I of Schedule 12A of the Local Government Act 1972 by ticking the relevant box in 18b below. (Keep as much information as possible in the briefing report that will be in the public domain)				
			No						
			Exemption Paragraph Number						
			1	2	3	4	5	6	7
18b	Confidential/exempt briefing report title: B - Cessation of Council subsidy for Community Meals Service Briefing Paper – Part II			X	X				
Background Papers									
19	Please list all unpublished, background papers relevant to the decision in the table below. Background papers are <u>unpublished</u> works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based. If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part I of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.								
Title of background paper(s)			Exemption Paragraph Number						
			1	2	3	4	5	6	7
Cabinet Member Signature									
20	I agree the decision and confirm that it is not contrary to the Council's policy and budget framework, Corporate Plan or Budget. In taking this decision I have given due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act (2010) and those who do not. For further details please see the EIA attached.								

Signature		Date of decision	03/12/2025
Print Name	Councillor Mary Aspinall (Cabinet Member for Health and Adult Social Care)		

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COMMUNITY MEALS SERVICE

Briefing Paper – Part I



I. BACKGROUND

The Education Catering Service was requested to take over the provision of freshly prepared, hot community meals in 2012/13. CATERed Limited was formed as a cooperative trading company by schools and the Council to deliver the school meals service in 2015. The community meals service transferred with the school meals operation on a nil cost to CATERed basis with all costs over and above revenue received from customers met by the Council.

A formal commissioning or contractual arrangement between the Council's adult social care service and CATERed in respect of community meals was never established but it is accepted that there is an implied contract via custom and practice. The intention was for the service to work toward achieving break even with adult social care covering costs with a subsidy the meantime. People are merely signposted to CATERed along with other potential suppliers if they need help with meals by social care.

- I.1. Currently, there are approximately 150 community meals service customers, and a total of approximately 770 meals are served per week. Around 50% of the customers are also in receipt of an adult social care support package.

In 2024/25 the meal costs were £8.25 for customers who have a care package, and £9.95 for customers without a care package (without a care package the meal service is subject to VAT).

The table below is taken from the most recent national comparison of community meals prices, made in 2023 as part of a study undertaken by the Association for Public Service Excellence (APSE).

Region	2023 cost	Note
East of England	£5.25	The lowest price charged for a two-course meal in 2023 by a local authority is £1.90, but it is worth noting that this is in Northern Ireland, under a different administrative arrangement.
East Midlands	£6.79	
London	£4.34	
North West	£6.70	
South East	£5.45	The highest price charged for a meal is £8.00 by a local authority in the Southwest of England. (Plymouth)
South West	£6.62	
West Midlands	£4.35	All prices refer to 2 course meals

The community meals service in Plymouth is funded through income CATERed receives from customers purchasing meals. However, despite the higher prices charged by CATERed, it has consistently also required a subsidy from the Council's adult social care budget to break even.

In the first year of providing community meals (2013/14) CATERed were subsidised by £650,000. It is to be commended that by 2023/24 the level of subsidy had reduced to £180,000. However, in 2024/25 the subsidy required for community meals to break even increased to £216,000. The economy, increases in labour costs, and increases in food costs have impacted on CATERed and they have not been able to bring the service to a break-even position. It is also acknowledged that since the transfer of the Service to CATERed it has

provided a cumulative saving to the Council of over £4million based on the original budget (even after not allowing for inflation).

Based on 770 meals per week, a subsidy of £216,000 equates to just under £5.40 per meal. Adding that subsidy to the 2024/25 prices charged to customers with / without an adult social care package equates to a total cost of £13.65 or £15.35 respectively per meal.

- 1.2 Research undertaken by APSE found that only 29% of UK local authorities and less than 18% of English local authorities still offer a 'meals on wheels' type service. In common with most Councils across the country, our neighbouring local authorities in Devon, Torbay and Cornwall do not offer a community meals service, but signpost people to commercial and voluntary, community, and social enterprise sector providers who offer various options for home delivered food including fresh and chilled or frozen meals.
- 1.3 Nationally and locally the economy and public sector finances are under extreme pressure. Local authorities face unprecedented challenges to make savings and reduce expenditure as they strive to deliver balanced budgets.

By subsidising the cost of all community meals, the Council is technically not acting in accordance with the duties of the Care Act 2014, within which meals are considered a daily living cost. Adult social care funding can contribute to daily living costs, but this depends on the individual's financial circumstances and the type of care they need. If a person has been assessed as having eligible needs for social care support, the local authority may contribute towards the cost of their care, including some daily living costs. However, individuals may still be expected to contribute towards these costs, especially if they have savings or income.

Adult social care should not be funding or subsidising care for people who are self-funding. Individuals who do not qualify for local authority adult social care support should pay for all care costs including daily living costs.

2. PROPOSED CHANGES AND REASONS

- 2.1. Cessation of the Council subsidy to CATERed for the community meals service, with effect from 28 February 2026, to ensure that the Council is not acting in a way which is not in accordance with its duties under the Care Act 2014.
- 2.2. Following notification of the Council's intention to cease subsidising the provision of community meals, CATERed will need to take a commercial decision regarding whether it will be able to continue to provide a community meals service beyond 28 February 2026. It is recognised that the withdrawal of the subsidy would make the extremely challenging.

If CATERed determine that it is unable to put the community meals service on a financially sustainable footing beyond 28 February 2026 without the subsidy, the service will come to an end. The Council will work closely with CATERed to implement a communication and support plan for community meals customers.

The communication and support plan will ensure the following:

- Community meals customers are given an appropriate period of notice and provided with information on alternative sources of home delivered meals – either freshly cooked, or chilled / frozen 'ready meals' to reheat at home and support options.
- 2.3. Customers are provided with information regarding wider support and opportunities available in the local community, including through the Council's network of Wellbeing Hubs. Information provided will include details of local befriending and 'good neighbour' schemes, as well as contact details for adult social care, so that if they are concerned that they will require additional support with ordering and/or reheating chilled/frozen meals at home and wish to request an assessment or reassessment of their own support needs and/or those of any unpaid carers.

2.4. The Council's commissioned adult social care provider, Livewell Southwest, is made aware of any community meals service customers who also have a social care package in place, and whose circumstances may need to be reviewed in case they require additional support with ordering and/or reheating chilled / frozen ready meals at home.

- Other providers commissioned by the Council, for example domiciliary care agencies, are also made aware in case any of their clients are affected and may require additional support during home visits.
- Alongside Council communications, CATERed will also need to undertake appropriate internal communication with their employees engaged in delivery of the community meals service.

3. ALTERNATIVE OPTIONS CONSIDERED

3.1. Formally commission a provider who can deliver a financially sustainable community meals service in Plymouth:

This is not considered a viable option. In 2023, commissioners undertook a soft market test to establish market interest in a three-year contract for community meals, during which the Council subsidy would gradually reduce to zero, giving the new provider time to develop and grow the service. Two interested parties were initially identified; however, this was ultimately not successful, as once information regarding Transfer of Undertakings and Protection of Employment rights (TUPE) and pension liabilities for existing employees of the service was sourced and shared, neither party sought to move forward with the process.

Conversations with potential providers identified that a volunteer-led delivery model was the only way the provision of hot fresh meals in the community could be made sustainable without subsidy. TUPE regulations mean that any new provider taking on the service would be required to justify changes to the workforce under economical, technical, or organisational reasons. The new provider would be responsible for all redundancy costs and any legal challenges to those changes. This represents too high a cost and financial risk for potential new providers.

3.2. Do nothing and continue Council subsidy of community meals for all customers:

This would leave the Council at risk of technically not acting in accordance with the duties of the Care Act 2014 by supporting people without an eligible care needs.

Research by APSE has already shown the community meals service in Plymouth to be the most expensive in the country, and without considerable growth the service will continue to require an annual subsidy or guarantee to cover losses. If the Council continues to provide this subsidy or guarantee, this will represent poor value for public money.

4. FINANCIAL IMPLICATIONS AND RISK

4.1 The cessation of Council subsidy for the community meals service will take effect on 28 February 2026; this will reduce expenditure from the Council's adult social care budget by approximately £18,000 in 2025/26 and approximately £216,000 per year from 2026/27 onwards. Removal of the subsidy effectively terminates the service by the Council. CATERed cannot spend schools money on a community meals service.

4.1. If CATERed determine that it is unable to put the community meals service on a financially sustainable footing and therefore decides to discontinue provision of the service beyond 28 February 2026, CATERed will need to establish whether its staff involved in the service can be redeployed internally. If this is not possible, there will be financial implications for CATERed in relation to potential redundancy costs that will ultimately be underwritten by the Council.

- 4.2 It is likely that at least some community meals customers have very limited social contact / visitors other than CATERed delivery drivers, and therefore their visits can act as a 'welfare' check, with the drivers contacting family members or adult social care if they have any concerns about individuals. In the event that CATERed decides to discontinue provision of the service beyond 28 February 2026, the Council will work with CATERed to ensure that information provided to customers in advance includes details of local befriending and 'good neighbour' schemes, as well as contact details for adult social care if any individuals are concerned that they will require additional support with ordering and/or reheating chilled/frozen meals at home and wish to request an assessment or reassessment of their own support needs and/or those of any unpaid carers.
- 4.3 Discontinuing the community meals service could potentially result in some increases to adult social care packages or requests for assessment, from amongst the 150 current customers.


The following relates to exempt or confidential matters (Para(s) 3 of Part 1, Schedule 12A of the Local Govt Act 1972). Any breach of confidentiality could prejudice the Council/person/body concerned & might amount to a breach of the councillors /employees codes of conduct.

Document is Restricted

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EQUALITY IMPACT ASSESSMENT – COMMUNITY MEALS SERVICE

SECTION ONE: INFORMATION ABOUT THE PROPOSAL

Author(s): The person completing the EIA template.	Andrea Langman, Commissioning Officer	Department and service:	Strategic Cooperative Commissioning	Date of assessment:	10/11/2025
Lead Officer: Head of Service, Service Director, or Strategic Director.	Louise Ford, Head of Commissioning	Signature:		Approval date:	14/11/2025
Overview:	<p>The community meals service in Plymouth is provided by CATERed, a cooperative trading company originally formed by schools and the Council to deliver the school meals service. Community meals for adults (sometimes referred to as 'meals on wheels') were subsequently added to CATERed's remit in 2013.</p> <p>The community meals service is funded through income CATERed receives from approximately 150 customers purchasing meals. However, CATERed has consistently also required a subsidy from the Council's adult social care budget for the community meals service to break even.</p> <p>By subsidising the cost of community meals, the Council is technically not acting in accordance with the duties of the Care Act 2014, within which meals are considered a daily living cost. Adult social care funding can contribute to daily living costs, but this depends on the individual's financial circumstances and the type of care they need. If a person has been assessed as having eligible needs for social care support, the local authority may contribute towards the cost of their care, including some daily living costs. However, individuals may still be expected to contribute towards these costs, especially if they have savings or income. Adult social care should not be funding or subsidising care for people who are self-funding. Individuals who do not qualify for local authority adult social care support should pay for all care costs including daily living costs.</p> <p>Research undertaken by the Association for Public Sector Excellence in 2023 found that only 29% of UK local authorities and less than 18% of English local authorities still offer a 'meals on wheels' type service. The cost of community meals in Plymouth were found to be the highest in the country at that time. Continuing to subsidise the cost of community meals does not support the Council to achieve good value for public money.</p>				

Decision required:	To cease the Council subsidy to CATERed for the provision of a community meals service with effect from 28 February 2026.
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SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL

Potential external impacts: Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics?	Yes	X	No	
Potential internal impacts: Does the proposal have the potential to negatively impact Plymouth City Council employees?	Yes		No	X
Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section three)	Yes	X	No	
If you do not agree that a full equality impact assessment is required, please set out your justification for why not.				

SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT

Protected characteristics (Equality Act, 2010)	Evidence and information (e.g. data and consultation feedback)	Adverse impact	Mitigation activities	Timescale and responsible department
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Age	<p>Plymouth</p> <ul style="list-style-type: none"> • 16.4 per cent of people in Plymouth are children aged under 15. • 65.1 per cent are adults aged 15 to 64. • 18.5 percent are adults aged 65 and over. • 2.4 percent of the resident population are 85 and over. <p>South West</p> <ul style="list-style-type: none"> • 15.9 per cent of people are aged 0 to 14, 61.8 per cent are aged 15 to 64. • 22.3 per cent are aged 65 and over. <p>England</p> <ul style="list-style-type: none"> • 17.4 per cent of people are aged 0 to 14. • 64.2 per cent of people are aged 15 to 64. • 18.4 per cent of people are aged 65 and over. <p>(2021 Census)</p>	<p>CATERed's community meals service is available to people aged 18 and over. There are currently 150 customers receiving at least one meal per week.</p> <p>It is anticipated that if CATERed decide to end provision of the community meals service on cessation of the Council subsidy, this could create a potential adverse impact for older adults, who are likely to form the majority of the current customer base.</p>	<p>If CATERed decide to end provision of the community meals service, the Council will work closely with CATERed to implement a communication and support plan, to ensure that:</p> <p>Customers are informed of alternative sources of home delivered meals – either freshly cooked, or chilled / frozen 'ready meals' to reheat at home.</p> <p>Customers are also provided with information regarding wider support and opportunities available in the local community, including through the Council's network of Wellbeing Hubs. Information provided will include details of local befriending and 'good neighbour' schemes, as well as contact details for adult social care, so that if they are concerned that they will require additional support with</p>	<p>December 2025</p> <p>Strategic Cooperative Commissioning</p>
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		<p>ordering and/or reheating chilled/frozen meals at home and wish to request an assessment or reassessment of their own support needs and/or those of any unpaid carers.</p> <p>The Council’s commissioned adult social care provider, Livewell South West, is made aware of any community meals service customers who also have a social care package in place, and whose circumstances may need to be reviewed in case they require additional support with ordering and/or reheating chilled / frozen ready meals at home.</p> <p>Other providers commissioned by the Council, for example domiciliary care agencies, are also made aware in case any of their clients are affected and may require additional</p>	
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			support during home visits.	
Care experienced individuals (Note that as per the Independent Review of Children's Social Care recommendations, Plymouth City Council is treating care experience as though it is a protected characteristic).	<p>It is estimated that 26 per cent of the homeless population in the UK have care experience. In Plymouth there are currently 7 per cent of care leavers open to the service (6 per cent aged 18-20 and 12 per cent of those aged 21+) who are in unsuitable accommodation.</p> <p>The Care Review reported that 41 per cent of 19-21 year old care leavers are not in education, employment or training (NEET) compared to 12 per cent of all other young people in the same age group.</p> <p>In Plymouth there are currently 50 per cent of care leavers aged 18-21 Not in Education Training or Employment (54 per cent of all those care leavers aged 18-24 who are open to the service).</p> <p>There are currently 195 care leavers aged 18 to 20 (statutory service) and 58 aged 21 to 24 (extended offer). There are more care leavers aged 21 to 24 who could return for support from services if they wished to.</p>	None identified	N/A	N/A

Disability	<p>9.4 per cent of residents in Plymouth have their activities limited 'a lot' because of a physical or mental health problem.</p> <p>12.2 per cent of residents in Plymouth have their activities limited 'a little' because of a physical or mental health problem (2021 Census)</p>	<p>CATERed's community meals service is available to people aged 18 and over. There are currently 150 customers receiving at least one meal per week.</p> <p>It is anticipated that if CATERed decide to end provision of the community meals service on cessation of the Council subsidy, this could create a potential adverse impact for people with a disability effecting their ability to shop for, prepare and cook daily meals at home.</p>	<p>If CATERed decide to end provision of the community meals service, the Council will work closely with CATERed to implement a communication and support plan, to ensure that:</p> <p>Customers are informed of alternative sources of home delivered meals – either freshly cooked, or chilled / frozen 'ready meals' to reheat at home.</p> <p>Customers are also provided with information regarding wider support and opportunities available in the local community, including through the Council's network of Wellbeing Hubs.</p> <p>Information provided will include details of local befriending and 'good neighbour' schemes, as well as contact details for adult social care, so that if they are concerned that they will require additional support with</p>	<p>December 2025</p> <p>Strategic Cooperative Commissioning</p>
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		<p>ordering and/or reheating chilled/frozen meals at home and wish to request an assessment or reassessment of their own support needs and/or those of any unpaid carers.</p> <p>The Council's commissioned adult social care provider, Livewell South West, is made aware of any community meals service customers who also have a social care package in place, and whose circumstances may need to be reviewed in case they require additional support with ordering and/or reheating chilled / frozen ready meals at home.</p> <p>Other providers commissioned by the Council, for example domiciliary care agencies, are also made aware in case any of their clients are affected and may require additional</p>	
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			support during home visits.	
Gender reassignment	0.5 per cent of residents in Plymouth have a gender identity that is different from their sex registered at birth. 0.1 per cent of residents identify as a trans man, 0.1 per cent identify as non-binary and, 0.1 per cent identify as a trans women (2021 Census).	None identified	N/A	N/A
Marriage and civil partnership	40.1 per cent of residents have never married and never registered a civil partnership. 10 per cent are divorced, 6 percent are widowed, with 2.5 per cent are separated but still married. 0.49 per cent of residents are, or were, married or in a civil partnerships of the same sex. 0.06 per cent of residents are in a civil partnerships with the opposite sex (2021 Census).	None identified	N/A	N/A
Pregnancy and maternity	The total fertility rate (TFR) for England was 1.62 children per woman in 2021. The total fertility rate (TFR) for Plymouth in 2021 was 1.5.	None identified	N/A	N/A

Race	<p>In 2021, 94.9 per cent of Plymouth's population identified their ethnicity as White, 2.3 per cent as Asian and 1.1 per cent as Black (2021 Census)</p> <p>People with a mixed ethnic background comprised 1.8 per cent of the population. 1 per cent of the population use a different term to describe their ethnicity (2021 Census)</p> <p>92.7 per cent of residents speak English as their main language. 2021 Census data shows that after English, Polish, Romanian, Chinese, Portuguese, and Arabic are the most spoken languages in Plymouth (2021 Census).</p>	None identified	N/A	N/A
Religion or belief	<p>48.9 per cent of the Plymouth population stated they had no religion. 42.5 per cent of the population identified as Christian (2021 Census).</p> <p>Those who identified as Muslim account for 1.3 per cent of Plymouth's population while Hindu, Buddhist, Jewish or Sikh combined totalled less than 1 per cent (2021 Census).</p>	None identified	N/A	N/A
Sex	51 per cent of our population are women and 49 per cent are men (2021 Census).	None identified	N/A	N/A
Sexual orientation	88.95 per cent of residents aged 16 years and over in Plymouth describe their sexual orientation as straight or heterosexual. 2.06 per cent describe their sexuality as bisexual, 1.97 per cent of people describe their sexual orientation as gay or lesbian. 0.42 per cent of residents describe their sexual orientation using a different term (2021 Census).	None identified	N/A	N/A

SECTION FOUR: HUMAN RIGHTS IMPLICATIONS

Human Rights	Implications	Mitigation Actions	Timescale and responsible department
	None identified	N/A	N/A

SECTION FIVE: OUR EQUALITY OBJECTIVES

Equality objectives	Implications	Mitigation Actions	Timescale and responsible department
Work together in partnership to: <ul style="list-style-type: none">▪ promote equality, diversity and inclusion▪ facilitate community cohesion▪ support people with different backgrounds and lived experiences to get on well together	None identified	N/A	N/A
Give specific consideration to care experienced people to improve their life outcomes, including access to training, employment and housing.	None identified	N/A	N/A
Build and develop a diverse workforce that represents the community and citizens it serves.	None identified	N/A	N/A
Support diverse communities to feel confident to report crime and anti-social behaviour, including hate crime and hate incidents, and work with partners to ensure Plymouth is a city where everybody feels safe and welcome.	None identified	N/A	N/A

EXECUTIVE DECISION

made by a Council Officer



REPORT OF ACTION TAKEN UNDER DELEGATED AUTHORITY BY AN INDIVIDUAL COUNCIL OFFICER

Executive Decision Reference Number – COD12 25/26

Decision	
1	Title of decision: 27236 – Real Time Passenger Information System Upgrade & Ongoing Support – Contract Award
2	Decision maker: Paul Barnard, Service Director for Strategic Planning and Infrastructure
3	Report author and contact details: Laurence Mayhew (Public Transport Officer) Tel: 01752 307773 Email: laurence.mayhew@plymouth.gov.uk
4a	Decision to be taken: It is recommended that: <ol style="list-style-type: none"> I. The Service Director for Strategic Planning and Infrastructure approves the award of the contract for an upgraded Real Time Passenger Information System and Ongoing Support, as per the Procurement Decision Record and the Contract Award Briefing Note appended to this Decision to JMW Systems Ltd with a contract value of £1,050,545.
4b	Reference number of original executive decision or date of original committee meeting where delegation was made: Executive Decision Reference Number – L43 24/25
5	Reasons for decision: The reason for this decision is to conclude the current procurement activity, to enable the award of a 7 year, 2 month and 27 day contract to upgrade the Plymouth Real Time Passenger Information system, to be installed across Plymouth's transport infrastructure from early 2026.
6	Alternative options considered and rejected: The following option has been considered and rejected: Option I: Do Not Award the Contract The current contract for the provision of Real Time Passenger Information expires in March 2026 and there are no options to extend it. Whilst the Council own the real time assets, these are reaching the end of their life, and without a contract in place for maintenance the system would likely soon start to fail. The delivery of an upgraded Real Time Passenger Information system forms part of the 2025/26 Bus Service Improvement Plan Delivery Programme (Bus Service Improvement Plan Delivery Programme), funded by the Department for Transport's Bus Grant (Decision - L43 24/25 - 2025-26 Bus Grant for

	<p><u>Plymouth City Council - Modern Council</u>) hence not awarding the contract would not deliver the capital elements of the Bus Grant and would limit the delivery of the Bus Service Improvement Plan.</p> <p>Local Authorities have a statutory duty to provide information about bus services and an effective Real Time Passenger Information (RTPI) system contributes to this provision.</p>			
7	<p>Financial implications and risks:</p> <p>Plymouth City Council were awarded £4.5 million from the Department for Transport's (DfT) 2025-26 Bus Grant (previously referred to as the Bus Service Improvement Plan Phase 4 funding (2025/26), of which £3,196,800 is capital.</p> <p>The 2025-26 Bus Grant funding needs to be contractually committed by March 2026 and spent in full by March 2027, in order to comply with the terms and conditions of the grant.</p> <p>The 2025/26 Bus Service Improvement Plan Delivery Programme, which is the delivery plan for the Bus Grant, includes the upgrading of Plymouth RTPI system. Therefore the upgrade of the RTPI system places no additional financial demands on the Council. This is because all capital aspects of the contract are 100% funded from the Department for Transport grant and the Software Maintenance (years 2 – 7 of the contract) will be met from the Council's existing Real Time Passenger Information Budget at a cost of £6,000 per annum.</p> <p>However, failure to deliver this contract would risk the non-delivery of this element of the Bus Grant funded BSIP programme and hence return of the funding to the DfT if it cannot be contractually committed within the current financial year.</p>			
8	<p>Legal Implications and risks:</p> <p>No legal implications are anticipated with this project.</p> <p>The procurement has been undertaken in accordance with the Procurement Act 2023 with support from the Council's Procurement Team.</p> <p>Funding of the contract falls within the requirements of the DfT 2025/26 Bus Grant Terms and Conditions.</p>			
9a	<p>Is the decision a Key Decision? (please contact <u>Democratic Support</u> for further advice)</p>	Yes	No	<p>Per the Constitution, a key decision is one which:</p>
			X	in the case of capital projects and contract awards, results in a new commitment to spend and/or save in excess of £3million in total
			X	in the case of revenue projects when the decision involves entering into new commitments and/or making new savings in excess of £1million
			X	is significant in terms of its effect on communities living or working in an area comprising two or more wards in the area of the local authority.
9b	<p>If yes, date of publication of the notice in the <u>Forward Plan of Key Decisions</u></p>	N/A		
10	<p>Please specify how this decision is linked to the Council's corporate</p>	The provision of a Real Time Passenger Information system supports the sustainable growth of Plymouth,		

<p>plan/Plymouth Plan and/or the policy framework and/or the revenue/capital budget:</p>	<p>assisting residents to use sustainable transport options to access employment, education, healthcare, leisure and retail opportunities. It therefore directly supports both the Corporate Plan and the Plymouth Plan.</p> <p>Links to the Corporate Plan:-</p> <p>The provision of a Real Time Passenger Information system helps to make Plymouth a great place to grow up and grow old through delivering against the Bus Service Improvement Plan passenger priority ‘simple and understandable’ and does so by delivering quality public services and spending money wisely.</p> <p>Links to the Plymouth Plan: -</p> <p>The provision of a Real Time Passenger Information system supports the delivery of the strategy set out within the Plymouth Plan and in particular policies HEA6 (Delivering a safe, accessible, sustainable and health enabling transport system) and GRO4 (Using transport investment to drive growth, and commitment to facilitate the use of sustainable transport modes).</p> <p>The Plymouth Plan seeks to help deliver a transport system that enables and encourages sustainable and active travel choices, provides good accessibility for the city's population to jobs and services, and supports a healthy environment, all of which the provision of Real Time helps to achieve.</p> <p>Furthermore, the provision of a high quality RTPI system supports the delivery of the Plymouth and South West Devon Joint Local Plan, specifically policies SPT9 (5)5, where it states that the local Planning and Highway Authorities with key stakeholders will deliver: “realistic sustainable transport choices and increasing the integration of transport modes so that people have genuine alternative ways to travel,,” SPT9 (6), which seeks to get the most out of our existing network and encourage behavioural change and SPT9(9) (delivering transport projects which provide a safe and effective transport system).</p> <p>The provision of the Real Time Passenger Information system also supports the achievement of the aspirations of the Plymouth Bus Service Improvement Plan which is a delivery plan of the Plymouth Plan.</p>
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I I	Please specify any direct environmental implications of the decision (carbon impact)	<p>Cutting emissions from travel is a top priority for the city.</p> <p>According to the Plymouth Greenhouse Gas Report 2024, transport accounted for 34% of our city's emissions in 2022. This proportion has increased (from 28% in 2021) as other sectors are decarbonising faster. Tackling city transport emissions will require a shift in the uptake of walking, cycling and public transport, as well as measures to replace petrol combustion vehicles with electric vehicles.</p> <p>Public transport, particularly buses, play a key role in the net zero transition. The delivery of an upgraded Real Time Information System makes bus services more accessible to many, increases their attractiveness to potential users, and increases safety in providing reliable information.</p> <p>Furthermore, within the tender requirements there has been considerable attention and scrutiny paid to the environmental impacts of the manufacture and delivery of the RTPI system so that it's environmental impact is as kept as low as is reasonably possible.</p>
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Urgent decisions

I 2a	Is the decision urgent and to be implemented immediately in the interests of the Council or the public?	Yes		(If yes, please contact Democratic Support for advice)
		No	X	(If no, go to section I 3a)
I 2b	Reason for urgency:			
I 2c	Scrutiny Chair signature:		Date	
	Scrutiny Committee name:			
	Print Name:			


Consultation

I 3a	Which Cabinet Member's portfolio does this decision relate to?	Councillor John Stephens, Cabinet Member for Strategic Planning and Transport		
I 3b	Date Cabinet Member consulted	18 November 2025		
I 3c	Are any other Cabinet members' portfolios affected by the decision?	Yes		
		No	X	(If no go to section I 4)

13d	Which other Cabinet member's portfolio is affected by the decision?	N/A						
13e	Date other Cabinet member(s) consulted	N/A						
14	Has any Cabinet member declared a conflict of interest in relation to the decision?	Yes		If yes, please discuss with the Monitoring Officer				
		No	X					
15	Which Corporate Management Team member has been consulted?	Name		Glenn Caplin-Grey				
		Job title		Strategic Director for Growth				
		Date consulted		3 December 2025				
Sign-off								
16	Sign off codes from the relevant departments consulted:	Democratic Support (mandatory)			JS41 25/26			
		Finance (mandatory)			ITG.25.26.093			
		Legal (mandatory)			LS/4552(11)/RH/251125			
		Human Resources (if applicable)			N/A			
		Corporate property (if applicable)			N/A			
		Procurement (if applicable)			PW/PS/803/ED/1125			
Appendices								
17	Ref.	Title of appendix						
	A	Contract Award Report Part I - Real Time Passenger Information System Upgrade & Ongoing Support – Contract Award Briefing Note						
	B	Equalities Impact Assessment - Real Time Passenger Information System Upgrade & Ongoing Support – Contract Award						
	C	Climate Impact Assessment - Real Time Passenger Information System Upgrade & Ongoing Support – Contract Award						
Confidential/exempt information								
18a	Do you need to include any confidential/exempt information?	Yes	X	If yes, prepare a second, confidential ('Part II') briefing report and indicate why it is not for publication by virtue of Part I of Schedule 12A of the Local Government Act 1972 by ticking the relevant box in 18b below.				
		No						
		Exemption Paragraph Number						
		1	2	3	4	5	6	7

18b	Confidential/exempt briefing report title:							
	D - Procurement Decision Record			X				

Background Papers								
19	<p>Please list all unpublished, background papers relevant to the decision in the table below.</p> <p>Background papers are <u>unpublished</u> works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based. If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part I of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</p>							
Title of background paper(s)		Exemption Paragraph Number						
		1	2	3	4	5	6	7

Council Officer Signature	
20	I agree the decision and confirm that it is not contrary to the Council's policy and budget framework, Corporate Plan or Budget. In taking this decision I have given due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not. For further details please see the EIA attached.
Signature	
	Date of decision
	01/12/2025
Print Name	Paul Barnard

BRIEFING NOTE**Contract Award Report – Part I****Real Time Passenger Information and Ongoing Support****1. INTRODUCTION**

This briefing note has been prepared to inform the Service Director for Strategic Planning and Infrastructure and Cabinet Member for Strategic Planning and Transport of the outcome of the recent tender for an upgraded Real Time Passenger Information (RTPI) system. The tender was undertaken because the current contract for the provision of RTPI in Plymouth ends in March 2026, with no opportunity for extension, with the approval to tender taking place with the Portfolio Holder on 24 April 2025.

This project involves the replacement and enhancement of the city's Real Time Passenger Information (RTPI) system, incorporating Traffic Light Priority (TLP) functionality. It forms a critical component of the Authority's commitment to improving public transport infrastructure and enhancing the passenger experience, as set out in the Bus Service Improvement Plan (BSIP) and is an integral element of the 2025/26 BSIP delivery programme.

The appointed Supplier will be responsible for the supply, installation, and commissioning of a fully integrated system capable of delivering accurate, real-time passenger information across the city. This includes the replacement of 122 existing displays with new units, installation of one pole-mounted display, migration of six existing displays, and decommissioning of seven displays. This also encompasses improved accessibility through Push Button functionality for audio RTPI announcements at all bus stops where RTPI is installed. The solution must interface with the Authority's Urban Transport Management Control (UTMC) system to enable TLP at designated junctions, with rollout planned during the contract term.

The contract also encompasses ongoing support and maintenance for both hardware and software, provision of all necessary data feeds, and a web-based back-office system for performance monitoring and content management, including manual override capabilities.

A comprehensive reporting package is required to support monitoring of the Plymouth Bus Service Improvement Plan. The system must also be scalable and adaptable to accommodate evolving technological, policy, expansion and user requirements throughout the duration of the contract.

2. CURRENT SITUATION

Since 2017 the Council's RTPI provider has been Journeo. This contract ends in March 2026 and many of the displays are coming to the end of their useful life with the units beginning to fail. This aligns with best practice which suggests that the life of a RTPI display is eight years.

Displays are currently installed at 112 bus stops within Plymouth, as well as at other key locations such as the Plymouth Railway Station's foyer, Drake Gate, and the Land Registry.

We propose that the new system is installed on a like-for-like basis, with the exception of pre-agreed changes at a small number of bus stops and additional displays being installed in the extra bus shelters that will be introduced as part of the Royal Parade improvement works. This was approved at a Portfolio Holder meeting on 19 June 2025.

3. PROCUREMENT PROCESS

A Tender Notice ref: 2025/S 000-045096 was published on the 01 August 2025 within the Find a Tender Service (FTS).

The Invitation to Tender was published electronically via, The Supplying the South West Portal – the Council's chosen procurement portal on 01 August 2025 with an initial Tender submission date of 1200hrs, 26 September 2025.

The Tender opportunity received a good level of initial responses, with 41 organisations registering an interest, of which two submitted Tenders. The received Tender submissions were evaluated in accordance with the overall evaluation strategy set out below and were independently evaluated by Council Officers and an external consultant, all of whom had the appropriate skills and experience, ensuring transparency and robustness in the process.

The time frame for the full procurement process is detailed below:

Activity	Date/Target Date
Prior Information Notice Published	21 February 2025
Tender Notice and Tender Documents Published	01 August 2025
Deadline for Supplier ITT Clarifications	12 September 2025
Deadline for the Authority's Responses to Clarifications	19 September 2025
Tender Submission Deadline	12:00 Noon on 26 September 2025
Tender Assessment completed	October 2025
Issue of Assessment Summaries & Contract Award Notice Published	November 2025
Standstill Period (8 working days)	December 2025
Contract Award Confirmation	December 2025
Execution of Contract	December 2025
Contract Details Notice Published	December 2025
Contract & KPIs Published	December 2025
Commencement of Contract & Mobilisation_	05 January 2026

4. TENDER EVALUATION CRITERIA

To ensure fairness of the process, the evaluation Quality, Social Value and Price were split, with Price information being held back from the Quality evaluators.

Overview of Process

The tenders were evaluated as per the criteria set out below and in accordance with the overall evaluation strategy.

The high-level award criteria for the project were as follows:

EVALUATION CRITERIA	WEIGHTING
Method Statements	50%
Total Tender Sum	40%
Social Value	10%

Conditions of Participation

The first stage of the evaluation covered Conditions of Participation. This section assesses a Supplier's legal standing, financial stability, and technical capability to successfully deliver the contract. These criteria are established to ensure that Suppliers are fully equipped to meet the contract's requirements and are aligned with the provisions set out in the Procurement Act 2023. This information was acquired through a range of information only questions and pass/fail questions. Full details of the questions and outcomes are detailed in the Part II Procurement Decision Record.

Quality

A number of method statement questions were asked as part of the tender. These were a range of information only, pass/fail and scored questions, with the scored questions making up the full 50% quality criteria. The scored method statements and their weightings are set out below.

Method Statements		Weighting
Quality		50%
MS3	Initial Provision & Installation Phase	10%
MS4	Data Management Risk Mitigation	9%
MS5	Fault Rectification Process	12%
MS6	Maximising Revenue Opportunities	5%
MS7	Migration of Existing Assets	9%
MS8	Climate Impact – Materials & Waste	5%

Each method statement was scored on a scale of 0 to 5 points, in accordance with the scoring system detailed below.

Suppliers scores for each method statement were multiplied by the relevant weighting to result in a 'weighted score' for that method statement. The weighted scores were then totalled, with the total expressed as an overall score out of 50.

Scored questions were evaluated using the scoring systems below:

Response	Score	Definition
Excellent	5	Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough

		understanding of the requirement/outcomes and provides details of how the requirement/outcomes will be met in full.
Very good	4	Response is particularly relevant. The response is precisely detailed to demonstrate a very good understanding of the requirements and provides details on how these will be fulfilled.
Good	3	Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements/outcomes will be fulfilled.
Satisfactory	2	Response is relevant and acceptable. The response addresses a broad understanding of the requirements/outcomes but lacks details on how the requirement/outcomes will be fulfilled in certain areas.
Poor	1	Response is partially relevant and poor. The response addresses some elements of the requirements/outcomes but contains insufficient/limited detail and explanation to demonstrate how the requirements/outcomes will be fulfilled.
Unacceptable	0	No or inadequate response. Fails to demonstrate an ability to meet the requirement/deliver the required outcomes.

Suppliers were required to achieve a score of 2 or more for each scored item. Any scored criteria item receiving less than 2 would have resulted in the Tender being rejected and Suppliers being disqualified from the process.

Full details of the information only and pass/fail questions are set out in the Part II Procurement Decision Record.

Price

Upon completion of the quality criteria evaluation, we were able to evaluate the price which represented 40% of the overall score. This was conducted through a comparative assessment of the submitted pricing schedules.

Each Supplier's score for the total sum (excluding VAT) in each section was calculated relative to the lowest sum submitted. Scores were awarded based on the competitiveness of each Supplier's pricing, using the scoring methodology detailed below (excluding VAT).

$\left(\frac{\text{Lowest Total Tender Sum}}{\text{Supplier's Total Tender Sum}} \right) \times \text{Weighting} = \text{Weighted score}$
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Prices were also sought for a range of optional extra equipment to enhance the system further, and these costs were also included in the pricing evaluation.

Social Value

The final aspect of the evaluation covered social value, which represented 10% of the overall score.

Social value commitments were assessed based on a combination of quantitative and qualitative assessment.

SVI - Total Social Value Commitment (£) – 5.00%

The Supplier's Total Social Value Commitment were evaluated using the quantitative scoring system below:

$$\left(\frac{\text{Supplier's Total Social Value Commitment (£)}}{\text{Highest Total Social Value Commitment (£)}} \right) \times \text{Weighting} = \text{Weighted score}$$

SV2 – Social Value Method Statements – 5.00%

The method statements submitted in support of the social value commitments made in SVI were allocated a single score for all method statements and the appropriate weighting was then applied.

The qualitative responses were then evaluated in accordance with the scoring table detailed above.

Weightings for individual sub-criteria contained under each of the above are detailed in the return document.

A Tender would not have been accepted if the Supplier had significantly failed to satisfy any specific criterion, even if it scored relatively well against all other criteria.

In the event that evaluating officers, acting reasonably, considered that a Tender was fundamentally unacceptable on any issue, then regardless of the Tender's other merits or its overall score, and regardless of the weighting scheme, that Tender would have been rejected.

Total Evaluation Methodology (100% of weighting)

To determine the overall total score and corresponding ranking for each Supplier, it was necessary to add the total weighted Price points score with the total weighted Quality points, and total weighted Social Value points.

Moderation

The Authority decided to take a consensus scoring evaluation approach to this procurement. This meant that, following the independent evaluation of submissions, where there was a difference in individual evaluator scoring for one or more individual questions, a moderation session took place to arrive at an agreed, consensus score. In the event that the evaluators could not agree on a final score, the score awarded by the majority became the consensus score.

5. SUMMARY OF EVALUATION

The resulting quality, social value and financial scores are contained in the confidential Part II Procurement Decision Record.

6. FINANCIAL IMPLICATIONS

Plymouth City Council were awarded £4.5 million from the Department for Transport's (DfT) 2025-26 Bus Grant (previously referred to as the Bus Service Improvement Plan Phase 4 funding (2025/26), of which £3,196,800 is capital.

The 2025-26 Bus Grant funding needs to be contractually committed by March 2026 and spent in full by March 2027, in order to comply with the terms and conditions of the grant.

The 2025/26 Bus Service Improvement Plan Delivery Programme, which is the delivery plan for the Bus Grant ([Decision - L43 24/25 - 2025-26 Bus Grant for Plymouth City Council - Modern Council](#)) includes the upgrading of Plymouth RTPI system. Therefore the upgrade of the RTPI system places no additional financial demands on the Council. This is because all capital aspects of the contract are 100% funded from the Department for Transport grant and the Software Maintenance (years 2 – 7 of the contract) will be met from the Council's existing Real Time Passenger Information Budget at a cost of £6,000 per annum.

Details of the contractual pricing are contained in the confidential Part II Procurement Decision Record. All capital costs for the contract will be paid during the delivery phase of the project to ensure all funds are spent by March 2027 in accordance with DfT requirements for the Bus Grant.

7. RECOMMENDATIONS

It is recommended that a contract be awarded to the highest scoring Tenderer for the Real Time Passenger Information System Upgrade and Ongoing Support contract to include provision of all items set out in Section I, together with all associated project management and delivery.

Details of the successful Tenderer have been set out in the confidential Part II Procurement Decision Record subject to receipt of the required satisfactory self-certification documents.

This award is also subject to the outcome of any challenge made during the mandatory standstill period.

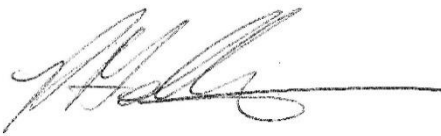
The following relates to exempt or confidential matters (Para(s) 3 of Part 1, Schedule 12A of the Local Govt Act 1972). Any breach of confidentiality could prejudice the Council/person/body concerned & might amount to a breach of the councillors /employees codes of conduct.

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EQUALITY IMPACT ASSESSMENT – REAL TIME PASSENGER INFORMATION
SYSTEM UPGRADE & MAINTENANCE

SECTION ONE: INFORMATION ABOUT THE PROPOSAL

Author(s): The person completing the EIA template.	Laurence Mayhew Public Transport Officer	Department and service:	Sustainable Transport, Strategic Planning and Infrastructure	Date of assessment:	28/10/2025
Lead Officer: Head of Service, Service Director, or Strategic Director.	Philip Heseltine	Signature:		Approval date:	14/11/2025
Overview:	<p>This assessment relates to the contract award for Plymouth City Council’s Real Time Passenger Information System Upgrade Ongoing Maintenance contract.</p> <p>This project involves the replacement and enhancement of the city’s Real-Time Passenger Information (RTPI) system, incorporating Traffic Light Priority (TLP) functionality. It forms a critical component of the Authority’s commitment to improving public transport infrastructure and enhancing the passenger experience, as set out in the Plymouth Bus Service Improvement Plan ().</p>				
Decision required:	<p>The Decision to which this Equality Impact Assessment relate is:-</p> <p>It is recommended that:</p> <ul style="list-style-type: none">• The Service Director for Strategic Planning and Infrastructure approves the award of the contract for an upgraded Real Time Passenger Information System and Ongoing Support, as per the Procurement Decision Record and the Briefing Note appended to this Decision.				

SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL

Potential external impacts: Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics?	Yes		No	X
Potential internal impacts: Does the proposal have the potential to negatively impact Plymouth City Council employees?	Yes		No	X
Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section three)	Yes		No	X
If you do not agree that a full equality impact assessment is required, please set out your justification for why not.				

SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT

Protected characteristics (Equality Act, 2010)	Evidence and information (e.g. data and consultation feedback)	Adverse impact	Mitigation activities	Timescale and responsible department
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Age	<p>Plymouth</p> <ul style="list-style-type: none">• 16.4 per cent of people in Plymouth are children aged under 15.• 65.1 per cent are adults aged 15 to 64.• 18.5 percent are adults aged 65 and over.• 2.4 percent of the resident population are 85 and over. <p>South West</p> <ul style="list-style-type: none">• 15.9 per cent of people are aged 0 to 14, 61.8 per cent are aged 15 to 64.• 22.3 per cent are aged 65 and over. <p>England</p> <ul style="list-style-type: none">• 17.4 per cent of people are aged 0 to 14.• 64.2 per cent of people are aged 15 to 64.• 18.4 per cent of people are aged 65 and over. <p>(2021 Census)</p>	<p>No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers with particular benefits for young passengers, who may not be comfortable / familiar with reading printed timetable information</p>	None	N/A
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<p>Care experienced individuals</p> <p>(Note that as per the Independent Review of Children’s Social Care recommendations, Plymouth City Council is treating care experience as though it is a protected characteristic).</p>	<p>It is estimated that 26 per cent of the homeless population in the UK have care experience. In Plymouth there are currently 7 per cent of care leavers open to the service (6 per cent aged 18-20 and 12 per cent of those aged 21+) who are in unsuitable accommodation.</p> <p>The Care Review reported that 41 per cent of 19-21 year old care leavers are not in education, employment or training (NEET) compared to 12 per cent of all other young people in the same age group.</p> <p>In Plymouth there are currently 50 per cent of care leavers aged 18-21 Not in Education Training or Employment (54 per cent of all those care leavers aged 18-24 who are open to the service).</p> <p>There are currently 195 care leavers aged 18 to 20 (statutory service) and 58 aged 21 to 24 (extended offer). There are more care leavers aged 21 to 24 who could return for support from services if they wished to.</p>	<p>No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers</p>	<p>None</p>	<p>N/A</p>
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Disability	<p>9.4 per cent of residents in Plymouth have their activities limited 'a lot' because of a physical or mental health problem.</p> <p>12.2 per cent of residents in Plymouth have their activities limited 'a little' because of a physical or mental health problem (2021 Census)</p>	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers and particularly blind and partially sighted passengers through the inclusion of enhanced audio announcements in bus shelters where RTPI is installed, increasing the accessibility of public transport information.	None	N/A
Gender reassignment	<p>0.5 per cent of residents in Plymouth have a gender identity that is different from their sex registered at birth. 0.1 per cent of residents identify as a trans man, 0.1 per cent identify as non-binary and, 0.1 per cent identify as a trans women (2021 Census).</p>	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers.	None	N/A
Marriage and civil partnership	<p>40.1 per cent of residents have never married and never registered a civil partnership. 10 per cent are divorced, 6 percent are widowed, with 2.5 per cent are separated but still married.</p> <p>0.49 per cent of residents are, or were, married or in a civil partnerships of the same sex. 0.06 per cent of residents are in a civil partnerships with the opposite sex (2021 Census).</p>	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers, regardless of marital status	None	N/A

Pregnancy and maternity	The total fertility rate (TFR) for England was 1.62 children per woman in 2021. The total fertility rate (TFR) for Plymouth in 2021 was 1.5.	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers	None	N/A
Race	<p>In 2021, 94.9 per cent of Plymouth's population identified their ethnicity as White, 2.3 per cent as Asian and 1.1 per cent as Black (2021 Census)</p> <p>People with a mixed ethnic background comprised 1.8 per cent of the population. 1 per cent of the population use a different term to describe their ethnicity (2021 Census)</p> <p>92.7 per cent of residents speak English as their main language. 2021 Census data shows that after English, Polish, Romanian, Chinese, Portuguese, and Arabic are the most spoken languages in Plymouth (2021 Census).</p>	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers, regardless of race	None	N/A
Religion or belief	<p>48.9 per cent of the Plymouth population stated they had no religion. 42.5 per cent of the population identified as Christian (2021 Census).</p> <p>Those who identified as Muslim account for 1.3 per cent of Plymouth's population while Hindu, Buddhist, Jewish or Sikh combined totalled less than 1 per cent (2021 Census).</p>	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers, regardless of a person's religion or belief.	None	N/A

Sex	51 per cent of our population are women and 49 per cent are men (2021 Census).	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers, regardless of gender	None	N/A
Sexual orientation	88.95 per cent of residents aged 16 years and over in Plymouth describe their sexual orientation as straight or heterosexual. 2.06 per cent describe their sexuality as bisexual, 1.97 per cent of people describe their sexual orientation as gay or lesbian. 0.42 per cent of residents describe their sexual orientation using a different term (2021 Census).	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers, regardless of sexual orientation	None	N/A

SECTION FOUR: HUMAN RIGHTS IMPLICATIONS

Human Rights	Implications	Mitigation Actions	Timescale and responsible department
	This decision is consistent with the Human Rights Act	N/A	N/A

SECTION FIVE: OUR EQUALITY OBJECTIVES

Equality objectives	Implications	Mitigation Actions	Timescale and responsible department
Work together in partnership to: <ul style="list-style-type: none"> promote equality, diversity and inclusion facilitate community cohesion support people with different backgrounds and lived experiences to get on well together 	The provision of the RTPI system will enable all residents and visitors to have improved access to public transport journey information thereby lowering the barriers to access services.	N/A	N/A

Give specific consideration to care experienced people to improve their life outcomes, including access to training, employment and housing.	None	N/A	N/A
Build and develop a diverse workforce that represents the community and citizens it serves.	The provision of the RTPi system will offer increased accessibility, allowing a diverse workforce to easily interpret information, and give increased confidence, when travelling by public transport	N/A	N/A
Support diverse communities to feel confident to report crime and anti-social behaviour, including hate crime and hate incidents, and work with partners to ensure Plymouth is a city where everybody feels safe and welcome.	None	N/A	N/A

Real Time Passenger Information System Upgrade and Ongoing Support

Project details

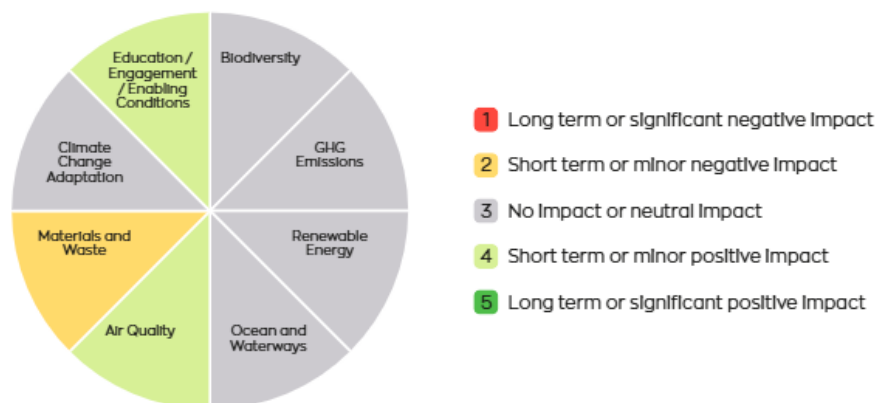
Assessment author

Laurence Mayhew

Project summary

Procurement for a new Real Time Passenger Information system to be installed across 122 sites within Plymouth

Summary of assessment



Overall the delivery of the upgraded Real Time Passenger Information system has been assessed to have a slightly positive climate impact over the life of the project.

Whilst there will be some slight negative impact in the decommissioning of the previous system, and manufacture of installation of the new system, the tender has made considerable reference to the mitigation of the climate impact associated with this.

Additionally, in the long term, the utilisation of the system should bring about an increase in the change of travel habits to active modes of travel, which should comfortably offset any externalities associated with its manufacture and ongoing support

Assessment scores

Biodiversity

Score

(3) No impact or neutral impact

Score justification

No impacts to biodiversity in terms of conservation or disruption to habitat during the installation nor operation of the RTPI system

GHG Emissions

Score

(3) No impact or neutral impact

Score justification

There will be a minor impact to GHG during the production and installation of the RTPI system. This will be through manufacture, delivery and on site maintenance.

The upgrade to the system should encourage the use of public transport during the life of the contract which should bring down overall GHG contribution through more people using buses rather than travelling by car

Renewable Energy

Score

(3) No impact or neutral impact

Score justification

No change to use of energy from previous system other than a small reduction in overall electricity consumption through more efficient hardware

Ocean and Waterways

Score

(3) No impact or neutral impact

Score justification

No impact on oceans or waterways as a result of the installation nor operation of the RTPI system

Air Quality

Score

(4) Short term or limited positive impact

Score justification

The upgrade of the RTPI system should encourage furthering and wider use of the bus network within Plymouth. The system includes a number of accessibility features and capabilities, reducing the barriers to people using public transport. The provision of good quality information should increase confidence and ease of travel, encouraging use in the longer term.

Materials and Waste

Score

(2) Short term or limited negative impact

Score justification

As part of the upgrade of the RTPi system, the old hardware will need to be disposed of. There has been specific reference made within the tender requirements to dispose of these responsibly, recovering components where possible, and recycling as much of the units as is possible. There is also scope to re-use some of the existing units as part of the new contract, so that not all will need to be replaced.

Climate Change Adaptation

Score

(3) No impact or neutral impact

Score justification

This project will have no impact to climate change adaption compared to the current position

Education / Engagement / Enabling Conditions

Score

(4) Short term or limited positive impact

Score justification

This project will increase accessibility to the public transport network, lessening the number of car journeys, and enabling more active travel to take place

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