

SMARTCARD NETWORKING FORUM

19 SEPTEMBER 2007

IMPACT OF THE ENGLISH NATIONAL CONCESSION ON A PARTNERSHIP



... leading the way

THE NORFOLK CONCESSIONARY FARES PARTNERSHIP

- Formed in the 1980's
- Seven District Councils
- Approx £7m p.a. operator reimbursement in 07/08
- Commitment to continuing partnership
 - administrative efficiency
 - shared resource and expertise
 - procurement advantages
- L.G.R. tensions at present



IMPACT OF NATIONAL CHANGES (1) (PARTNERSHIP DYNAMICS)

- Cashiers
- Accountants
- Chief Execs and Leaders
- I.T. experts
- Procurement specialists



... leading the way

IMPACT OF NATIONAL CHANGES (2) (PROCUREMENT)

- ❑ Most challenging aspect of project to date
- ❑ Aiming for;
 - collaborative procurement
 - single supplier (end to end)
 - tight/loose approach
 - long term partnership arrangements with supplier(s)



IMPACT OF NATIONAL CHANGES (3) (PROCUREMENT)

- Framework agreements;
 - pricing template very useful
 - technological specification – of value

BUT;

Seems structured primarily to central requirements not those of individual authorities

THEREFORE;

Hasn't provided the hoped for;

- choices
- convenience
- prices



CURRENT ISSUES

- Data Cleansing
- Validation & Fraud
- Lack of smart applications
- Communication
- Branding
 - Travel Card/Citizen Card
 - Norfolk/District
- Ongoing Risk Management
- Wider reimbursement issues with the scheme

