



Chief Officer Decision Notice

For non-key decisions

Notice is hereby given that the following Chief Officer Decision has been made, as delegated by the Cabinet/Cabinet Member or under their delegated authority in the Council's Constitution.

1. NOTICE FOR PUBLICATION

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| Title of decision | Alloy Waste Management System |
| Name and Title of Chief Officer(s) making the decision | Matthew Wallbridge, Chief Operating Officer |
| Directorate | Corporate Services |
| Reference No. | 2026/1669 |
| Date of decision | 24 March 2026 |
| Relevant Ward | N/A |

Details of Decision Taken

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| Decision | <p>The Chief Officer agrees to:</p> <p>1. Accept the single tender action, through the G-Cloud 14 framework, from Causeway Technologies Ltd for the provision of the Alloy Waste Management system to the London Borough of Hillingdon for a 2+1-year period from 1 April 2026 and at the estimated total value of £227,839</p> |
| Reason for decision | <p>The Alloy Waste Management System is essential to the delivery of the Council's statutory waste services and underpins the end-to-end operation of domestic, bulky, commercial and food waste collections, street cleansing, scheduling, mobile workforce management and statutory reporting. Without continued access to Alloy, these services cannot operate.</p> <p>The current contract expires on 31 March 2026 with no option to extend. A new contract is therefore required to maintain service continuity and avoid critical operational failure.</p> <p>Alloy is fully embedded across waste operations and acts as the Council's single operational system and data repository for waste services. It is tightly integrated with the Council's digital platforms (GOSS / Jadu / Love Clean Streets) through live APIs that support resident self-service, automated job creation and real-time service updates.</p> |

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| | <p>Undertaking a competitive procurement at this stage would present unacceptable operational risk, given the estimated 12–18 month lead-in to procure and implement a replacement system, the scale of process remapping and staff retraining required, and the need to rebuild multiple digital integrations.</p> <p>The proposed 2+1 year contract represents best value, providing cost certainty, maintaining flexibility for future options, and avoiding significant unplanned capital and revenue costs that would arise from premature system replacement.</p> <p>Contract renewal supports service stability, ongoing transformation and efficiency improvements, including automation of workflows, improved routing and scheduling, mobile workforce optimisation and delivery of planned enhancements such as direct debit garden waste subscriptions.</p> <p>Retaining Alloy aligns with the Council’s Digital Strategy, enabling online-by-default services, integrated self-service, data-driven decision-making and a stable digital architecture during the ongoing migration to Jadu / Love Clean Streets.</p> <p>The contract period will be used to review system functionality and future requirements as part of a wider waste service redesign, enabling an informed decision on future procurement or longer-term arrangements.</p> |
| <p>Alternative options considered and rejected</p> | <p>Option 1: Do nothing. Not recommended as the current contract with Causeway expires 31 March 2026. Without renewing, the Council would be left without a waste management solution for residents. This option would save money per annum but as waste services is a statutory service, officers do not recommend this.</p> <p>Option 2: Contract for 1+1-year term with uplift in year 2. Not recommended because it offers no pricing advantage or savings, applies higher annual uplifts and provides less cost certainty and stability than the proposed 2+1 option, while still exposing the service to renewal risk during ongoing waste service transformation and digital integration work.</p> <p>Option 3: Procure a new system. Whilst there are other suppliers of waste management systems, the current contract with Causeway expires 31 March 2026 and a full tender exercise would take 9-12 months to complete. Furthermore, the costs associated with a whole system change would be significant, from reviewing current processes and integrations, writing requirements, running the procurement process to final implementation impacting the waste services so this option is not recommended.</p> |
| <p>Factors considered</p> | <p>No Equalities Impact Assessment (EIA) is required at this point.</p> |

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| | <p>This new contract supports the Digital Strategy approved by Cabinet (October 2024), which sets out a vision 'closely aligned to service transformation and focused on leveraging technology to further enhance and streamline the Council's business operations, alongside promoting self-service models internally and externally'. £5,270k is earmarked in the Council's savings programme in relation to the overall investment of the Digital Strategy, rising to £5,670k by 2028/29.</p> <p>The vision for our Digital Strategy is 'We will improve the way the council delivers services to residents by utilising technology. We will put residents first by enabling them to access the services they need quickly and at their own convenience, whilst also delivering more efficient and effective processes for council staff'.</p> |
| Report Author & Directorate | Helen Vincent, Corporate Services |

Legal and Finance Comments

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| Finance comments | This new 2+1-year contract costs are £224,599 including 4% contractual inflation. One off consultancy costs of £3,240 will be incurred in year one making the total contract costs £227,839. This will be covered by the existing contracts budget for Causeway Technologies. |
| Finance Officer name and Title | Hazel Greenstreet Head of Finance – Corporate Services and Finance |
| Legal Comments | <p>The Council's Procurement and Contract Standing Orders ordinarily require competitive tenders to be sought before a contract is awarded. However, Standing Order 4.1(c) confirms that the use of established compliant frameworks is authorised and the requirement for obtaining best value and adequate competition, competitive tenders or quotations shall therefore not be required.</p> <p>The Crown Commercial Service Frameworks comprise a list of suppliers and standardised contract terms which are fully compliant with public sector procurement legislation</p> <p>Legal Services confirms that there are no legal impediments to the Council awarding the contract directly to Causeway Technologies Ltd for the provision of the Alloy Waste Management system via the Crown Commercial Service (CCS) GCloud 14 Framework Agreement and agreeing to the recommendation. Approval of the recommendation ensures continuity of statutory services using a complaint direct award mechanism that supports best value for the Council as set out in the body of the report.</p> |
| Legal Officer Name and Title | Neena Sharma, Deputy Principal Lawyer, Contract Lawyer 23.03.2026 |

Appendices / report attached

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| <p>List here any report / appendices / e.g. tender evaluations or other documentation to be included in support of this decision</p> | <p>Appendix - Exempt</p> |
| <p>Exempt Classification</p> | <p>That the appendices be declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and that the public interest in withholding the information outweighs the public interest in disclosing it.</p> |

Cabinet Member & other Chief Officer consultation

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| <p>Name and Title of any other Chief Officer(s) you have consulted with and as per any delegation.</p> | <p>Steve Muldoon, Corporate Director of Finance -</p> <p><i>S. Muldoon</i></p> <p>23/3/26</p> |
| <p>Name and Title of the Cabinet Member you have consulted, and as per any delegation</p> | <p>Cllr Lavery, Cabinet Member for Finance & Transformation –</p> <p>23/03/2026</p> |
| <p>Any conflicts of interest declared by the Chief Officer making this decision and/or Cabinet Member who is consulted by the officer which relates to the decision - or if dispensation by the CEO was granted to them.</p> | <p>N/A</p> |

Authority for this decision

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| Detail authority from Cabinet or under delegated authority in the Constitution / Officer Scheme of Delegations | Cabinet 23 December 2025: <u>Hillingdon Digital Strategy: Annual Report - Cabinet 23 December 2025</u> Cabinet noted the annual update on the Digital Strategy and agreed to continue delivery of the Digital Strategy 2024–27, endorsing the next steps set out in the approved report. Cabinet further agreed to extend the existing delegated authority approved on 10 October 2024 into 2026/27, enabling the Chief Operating Officer to implement the Digital Strategy, agree project variations, incur capital expenditure within approved budgets and make all necessary procurement decisions, in consultation with the Corporate Director of Finance and the Cabinet Member for Finance and Transformation. Cabinet also agreed that a further annual report be presented in twelve months' time, setting out progress against the Strategy and delivery of savings targets, seeking approval for the programmes and projects for the forthcoming financial year and requesting further delegated authority where required. |
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2. APPROVAL (published on website)

Formal approval by Chief Officer making the decision



Signed
Date 24/03/26

Chief Operating Officer