

Minute of Meeting

Finance, Resources and Customer Services Policy Board

Date	Time	Venue
Wednesday, 14 November 2018	14:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

Present

Councillor Tom Begg, Councillor Bill Brown, Provost Lorraine Cameron, Councillor Audrey Doig, Councillor Jim Harte, Councillor John Hood, Councillor John McNaughtan, Councillor Iain Nicolson, Councillor Jim Paterson, Councillor Jim Sharkey, Councillor John Shaw, Councillor Andy Steel, Councillor Jane Strang

Chair

Councillor Shaw, Convener, presided.

In Attendance

A Russell, Director of Finance & Resources; L McIntyre, Head of Policy & Commissioning and B Lambert, Strategic Procurement Manager (both Chief Executive's); D Gillies, Head of Facilities Management (Environment & Infrastructure Services); and K Graham, Head of Corporate Governance, J Lynch, Head of Property Services, A MacArthur, Head of Finance, R McGrath, Head of Business & Customer Services, R Cree, OD and Workforce Planning Manager, S Fanning, Principal HR & OD Manager, A McNaughton, Senior Committee Services Officer and N O'Brien, Assistant Committee Services Officer (all Finance & Resources).

Apologies

Councillors Dowling and K MacLaren.

Declarations of Interest

Councillor Shaw declare a non-financial interest in item 17 of the agenda, Consultation Response: Review of the Structure of the Scottish Local Government Pension Scheme, as he was a member of the Board of Strathclyde Pension Scheme and intimated that he would remain in the meeting and take part in the discussion and voting thereon.

Councillor Brown declared a financial interest in item 25 of the agenda, Contract Authorisation: Supply, Support and Maintenance of a Social Work Information Management System (SWIMS) as his daughter was employed by OLM Systems and intimated that he would leave the meeting and not take part in the discussion or voting thereon.

Councillor Audrey Doig declared a financial interest in item 21 of the agenda, Civic Hospitality as her husband was employed by RCA Trust and in item 31 of the agenda, Contract Authorisation: Paisley Museum Re-imagined – Enabling and Strip Out Works, as she was employed by Renfrewshire Leisure Limited and intimated that, for both items, she would leave the meeting and not take part in the discussion or voting thereon.

1 Joint Consultative Board (Non-teaching)

There was submitted the Minute of the meeting of the Joint Consultative Board (Non-teaching) held on 5 September 2018 which forms the Appendix hereto.

DECIDED: That the Minute be noted.

2 Revenue Budget Monitoring to 14 September 2018

There was submitted a revenue budget monitoring report by the Director of Finance & Resources in respect of Finance & Resources, Environment & Infrastructure Services and Miscellaneous expenditure for the period 1 April to 14 September 2018.

DECIDED: That the report be noted.

3 Revenue Budget Monitoring - Council Overview to 14 September 2018

There was submitted a revenue budget monitoring report by the Director of Finance & Resources relative to an overview of expenditure on general fund services and the Housing Revenue Account for the period 1 April to 14 September 2018.

DECIDED: That the report be noted.

4 Capital Budget Monitoring Report

There was submitted a capital budget monitoring report by the Director of Finance & Resources relative to capital expenditure on corporate issues for the period 1 April to 14 September 2018.

DECIDED: That the report be noted.

5 Capital Budget Monitoring Report - Overview

There was submitted a capital budget monitoring report by the Director of Finance & Resources relative to an overview of expenditure on the Housing and Non-housing Capital Programmes for the period 1 April to 14 September 2018.

DECIDED: That the report be noted.

6 Treasury Management Mid-year Review 2018/19

There was submitted a report by the Director of Finance & Resources relative to treasury management activity over the first six months of 2018/19. The report provided an economic update together with reviews of the Treasury Management Strategy Statement 2018/19 incorporating the annual investment strategy; the investment portfolio for 2018/19; the borrowing strategy for 2018/19; and compliance with treasury management indicators for 2018/19. Appendices to the report outlined the borrowing and investment position and Treasury Management performance indicators as at 19 October 2018.

DECIDED: That treasury management activity for the period 1 April to 19 October 2018 be noted.

7 Council Tax: Accounts for Write Off

There was submitted a report by the Director of Finance & Resources relative to a proposal to write off Council Tax accounts for sums over £10,000 where recovery was no longer viable. The value of the debt to be written off was £344,389.67.

DECIDED: That the sum of £344,389.67, as detailed in the report, be written off.

8 Housing Benefit Overpayments: Accounts for Write Off

There was submitted a report by the Director of Finance & Resources relative to a proposal to write off Housing Benefit overpayments for sums over £10,000 where recovery was no longer viable. The value of the debt to be written off was £50,213.99.

DECIDED: That the sum of £50,213.99, as detailed in the report, be written off.

9 Non-Domestic Rate: Accounts for Write Off

There was submitted a report by the Director of Finance & Resources relative to a proposal to write off Non-domestic Rates accounts for sums over £10,000 where recovery was no longer viable. The value of the debt to be written off was £219,538.44.

DECIDED: That the sum of £219,538.44, as detailed in the report, be written off.

10 Sundry Debtors: Accounts for Write Off

There was submitted a report by the Director of Finance & Resources relative to a proposal to write off Sundry Debtor accounts where recovery was no longer viable. The value of the debt to be written off was £9,791.00.

DECIDED: That the sum of £9,791.00, as detailed in the report, be written off.

11 Customer & Business Services Performance Report

There was submitted an update report by the Director of Finance & Resources relative to performance across key Customer & Business Service functions over the period 1 April to 30 September 2018.

The report included performance information about revenue collection, benefit administration, Discretionary Housing Payments, the Scottish Welfare Fund and detailed contact centre performance in respect of telephone call handling and face-to-face customer service. Appendices to the report set out the Revenues Collection Statement and Supplementary Key Performance Indicators for the period.

DECIDED: That the report be noted.

12 Chief Executive's Services Improvement Plan 2018/21 Mid-Year Monitoring Report

Under reference to paragraph 9 of the Minute of the meeting of this Board held on 28 March 2018, there was submitted a report by the Chief Executive relative to mid-year monitoring of the Chief Executive's Service Improvement Plan 2018/21.

The report explained that changes to service arrangements had been made in April 2018 and responsibilities for regeneration, economic development and City Deal had been transferred from Development & Housing Services to the Chief Executive's Service. Corresponding changes would be incorporated into future service plans.

Performance information reflected the new service structure and included: details of the key achievements of the service over the period 1 April to 30 September 2018; an update on progress to deliver the action plan for 2018/21; details of how the work of the service contributed to the service scorecard of core performance indicators; and an overview of priorities for the service over the next six months. The attached scorecard provided an update of performance to date.

DECIDED:

(a) That progress made on service performance from April to September 2018 be noted;

(b) That progress made on actions and performance in the action plan be noted; and

(c) That it be noted that an outturn report would be provided on full year performance to this board in June 2019.

13 Finance and Resources Service Improvement Plan 2018/21: Mid-Year Monitoring Report

Under reference to paragraph 10 of the Minute of the meeting of this Board held on 28 March 2018, there was submitted a report by the Director of Finance & Resources relative to mid-year monitoring of the Finance & Resources Service Improvement Plan 2018/21.

Performance information in the report included: details of the key achievements of the service over the period 1 April to 30 September 2018; an update on progress to deliver the action plan for 2018/21; details of how the work of the service contributed to the service scorecard of core performance indicators; and an overview of priorities for the service over the next six months. The attached scorecard provided an update of performance to date.

DECIDED:

(a) That progress made on service performance from April to September 2018 be noted;

(b) That progress made on actions and performance in the action plan be noted; and

(c) That it be noted that an outturn report on full year performance would be submitted to this board in June 2019.

14 Environment & Infrastructure Service Improvement Plan 2018/19: Mid-Year Monitoring Report

Under reference to paragraph 11 of the Minute of the meeting of this Board held on 28 March 2018, there was submitted a report by the Director of Environment & Infrastructure relative to mid-year monitoring of the Environment & Infrastructure Service Improvement Plan 2018/21.

The report explained that changes to service arrangements made in April 2018 had created Environment & Infrastructure Services with responsibility for Roads & Transportation, Fleet, StreetScene & Land Services, Waste, Hard & Soft Facilities Management, Building Services and strategic management of PPP contracts. Responsibility for communities and public protection had been transferred to the newly-formed Communities, Housing & Planning Services and corresponding actions and indicators would now be reported by that service. Changes to service arrangements would be incorporated into service plans next year

Performance information in the report included: details of the key achievements of the service over the period 1 April to 30 September 2018; an update on progress to deliver the action plan for 2018/21; details of how the work of the service contributed to the priorities in the Council Plan; and an overview of priorities for the service over the next six months. The attached scorecard provided an update of performance to date.

DECIDED:

- (a) That it be noted that the report reflected the new service structure for Environment & Infrastructure;
- (b) That progress made on service performance from April to September 2018 be noted;
- (b) That progress made on actions and performance in the action plan be noted; and
- (c) That it be agreed that an outturn report in respect of areas of activity delegated to this Policy Board be submitted to the Board in Spring 2019.

15 Better Council Change Programme Update

There was submitted an update report by the Director of Finance & Resources relative to progress to deliver the Better Council Change Programme (the programme), specifically four of its key projects: Organisational Development Strategy; Customer Experience and Digital Projects; Business World (Enterprise Resource Planning); and Energy Efficiency.

The programme was an essential element of the Council's transformation approach and was key to ongoing and future financial stability. Since 2015, the programme had supported the delivery of over £24 million of savings.

The report detailed progress to deliver key priorities of the Organisational Development Strategy – workforce planning, people development and performance appraisal and Appendices 1 and 2 to the report summarised activities and progress to date.

In terms of Customer Experience and Digital Projects, the report highlighted progress to deliver online school payments and cashless catering and Appendix 3 to the report set out the timetable for phased introduction to various schools/establishments in Renfrewshire.

The report also advised that Business World had gone live on 1 October 2018. The phased roll-out of self-service to staff had started on 18 October 2018 and would be completed by early in 2019.

The report listed projects that had been delivered to improve energy efficiency and realise savings totalling £201,113.

DECIDED: That the report be noted.

16 Operational Performance Report: Integrated Facilities Management (Hard & Soft Services)

There was submitted an update report by the Director of Environment & Infrastructure relative to the performance of services delivered by Integrated Facilities Management (Hard & Soft Services) since September 2018.

The report provided performance information on re-letting void properties; general responsive repairs; compliance testing, street lighting maintenance; school catering service; school food regulations; period poverty; plastic straws campaign; general capital programme; partnership working; workforce development; attendance analysis; free school meals; enquiry handling; overtime and customer satisfaction.

DECIDED: That the report be noted.

DECLARATION OF INTEREST

Councillor Shaw, having declared an interest in the undernoted item, remained in the meeting and took part in the discussion thereon.

17 Consultation Response: Review of the Structure of the Scottish Local Government Pension Scheme

There was submitted a report by the Director of Finance & Resources relative to a consultation on the review of the Scottish Local Government Pension Scheme (SLGPS) being undertaken by the Pensions Institute on behalf of the Scheme Advisory Board.

The consultation sought the views of employers and employee representative groups on whether outcomes for members and sponsors of the SLGPS could be improved by altering the structure of the scheme, by differing degrees, by consolidating the functions of the scheme's 11 constituent funds by collaboration, pooling and merger. Responses were invited by 7 December 2018. The appendix to the report detailed the Council's proposed response.

DECIDED: That the consultation response set out in the appendix to the report be approved for submission by 7 December 2018.

18 Health, Safety and Wellbeing Strategy 2019/22

There was submitted a report by the Director of Finance & Resources relative to the introduction of a Health, Safety and Wellbeing Strategy for 2019/22 to promote a positive health and safety culture that included awareness and understanding; effective processes; and positive behaviour by staff, management, contractors and visitors. Full details of strategy were set out in the appendix to the report.

DECIDED: That the Health, Safety and Wellbeing Strategy 2019/22 be approved.

19 Revised Asbestos Policy

There was submitted a report by the Director of Finance & Resources relative to the review and revision of the procedures for managing and controlling asbestos, in accordance with the provisions of the Health & Safety at Work etc Act 1974 and the Control of Asbestos at Work Regulations 2012 (as amended). A copy of the revised Asbestos Policy was appended to the report.

DECIDED: That the revised Asbestos Policy be approved.

20 2018/19 Mid-Year Report on the Health and Safety activities within Renfrewshire Council

There was submitted a report by the Director of Finance & Resources relative to an update on performance of Health & Safety activities throughout the Council.

The report detailed performance over a wide range of activities that supported the health, safety and wellbeing of employees and others including eliminating accidents as far as practicable; delivering training; reviewing and establishing policies and guidance; delivering accreditation standards; partnership working; participation at events, and risk management.

DECIDED: That the report be noted.

DECLARATION OF INTEREST

Councillor Audrey Doig, having declared an interest in the undernoted item, left the meeting and took no part in the discussion or voting thereon.

21 Civic Hospitality

There was submitted a report by the Director of Finance & Resources relative to requests received by the Provost for civic hospitality from individuals and organisations for specific events as detailed within the report.

The report proposed the type and cost of civic hospitality to be provided in respect of each event and sought authorisation for the Director of Finance & Resources, in consultation with the Provost, to make the necessary arrangements.

DECIDED: That the Director of Finance & Resources, in consultation with the Provost, be authorised to make the necessary arrangements for civic hospitality at the approximate cost indicated, as follows:

Holocaust Memorial Service – £1,500

RCA Trust - £1,500

Paisley Indoor Bowling Club - £700

Scottish Provosts' Association - £200

SEDERUNT

Councillor Audrey Doig returned to the meeting.

Contract Authorisation Reports

As below.

22 Provision of a Day Care Service for Older People

There was submitted a joint report by the Chief Executive and the Chief Officer, Renfrewshire Health & Social Care Partnership relative to the award of a contract (RC-CPU-17-301) for the provision of a day care service for older people living within Erskine, Bishopton, Inchinnan, Langbank and surrounding areas.

The report explained that the current service at Erskine represented the best and only option to deliver the specific requirements of this contract and therefore, in accordance with appropriate legislation and Council procedures, a negotiated tender was issued to the current service providers, Littleinch Limited.

DECIDED: That the Head of Corporate Governance be authorised to award a contract to Littleinch Limited for the provision of a day care service for older people, for one year from 26 November 2018 to 25 November 2019 with the option, at the discretion of the Council, to extend the contract for one additional year until no later than 26 November 2020, at a total cost excluding VAT of £349,329 being £171,121 for the first year and £177,208 for the second year.

23 Provision of a Specialist Dementia Day Care Service

There was submitted a joint report by the Chief Executive and the Chief Officer, Renfrewshire Health & Social Care Partnership relative to the award of a contract (RC-CPU-17-299) for the provision of a specialist dementia day care service throughout Renfrewshire.

In accordance with appropriate legislation and Council procedures, a negotiated tender was issued to Alzheimers Scotland – Action on Dementia.

DECIDED: That the Head of Corporate Governance be authorised to award a contract to Alzheimers Scotland – Action on Dementia for the provision of a specialist dementia day care service for one year from 26 November 2018 to 25 November 2019 with the option, at the discretion of the Council, to extend the contract for one additional year until no later than 26 November 2020, at a total cost excluding VAT of £484,118 being £237,091 for the first year and £247,027 for the second year.

24 Provision of a Care at Home and/or Housing Support Service

There was submitted a joint report by the Chief Executive and the Chief Officer, Renfrewshire Health & Social Care Partnership relative to the award of a framework agreement for the provision of a care at home and/or housing support service (RC-CPU-18-144).

Following a procurement exercise carried out in accordance with the Council's procedures, seven tenders were submitted that complied with the minimum selection criteria and for inclusion on the framework agreement. To also be included on the

framework agreement, one other tenderer required to provide sufficient evidence of financial stability within three months.

DECIDED: That the Head of Corporate Governance be authorised to:

(a) award places on the framework agreement for the provision of a care at home and/or housing support service to the undernoted organisations, subject to provision of insurance documents that met the tender requirements:

Ailsa Care Services Limited - trading as Ailsa Care Services West;

Carewatch Care Services Limited;

Clyde Healthcare Limited;

Constance Care Limited;

HRM Homecare Services Limited;

Invercare Services Limited;

SRS Care Solutions Limited;

(b) approve the award of a conditional place on the framework agreement to Nestor Primecare Services Limited – trading as Allied Healthcare, subject to prior disclosure to the Council of relevant insurance information requested under the tender procedure and provision of sufficient evidence of financial stability within three months of the date of award; and

(c) award the framework agreement for three years from 25 February 2019 to 24 February 2022 with the option at the discretion of the Council to extend the agreement for up to two further years until no later than 24 February 2024 at an annual cost excluding VAT of £5.1 million and at a total cost excluding VAT of up to £25.5 million where the option to extend for both additional years was exercised.

DECLARATION OF INTEREST

Councillor Brown, having declared an interest in the undernoted item, left the meeting and took no part in the discussion or voting thereon.

25 Supply, Support and Maintenance of a Social Work Information Management System (SWIMS)

There was submitted a joint report by the Chief Executive, the Director of Children's Services and the Chief Officer, Renfrewshire Health & Social Care Partnership relative to the award of a contract for the supply, support and maintenance of a social work information management system (SWIMS) (RC-CPU-18-130).

The report explained that using the search and selection process to purchase services via the Crown Commercial Services G-Cloud 10 Framework Agreement offered the best route to the digital marketplace. Of the 188 suppliers identified under this framework, only one supplier, OLM Systems Limited, met the Council's requirements.

DECIDED: That a contract for the supply, support and maintenance of a social work information management system (SWIMS) be awarded via a call off contract under the Crown Commercial Services G-Cloud 10 Framework Agreement to OLM Systems Limited, for an initial period of two years from 1 April 2019 to 31 March 2021 or as stated in the letter of award and order form, with the option to extend for up to one year on two separate occasions from 1 April 2021 to 31 March 2022 and 1 April 2022 to 31 March 2023, at a cost excluding VAT of no more than £431,353.30 for the initial two-year period and £752,706.60 for the full period including extensions.

SEDERUNT

Councillor Brown returned to the meeting.

26 Supply and Delivery of Fresh Fruit and Vegetables

There was submitted a joint report by the Chief Executive and the Director of Environment & Infrastructure relative to a multi-supplier ranked framework agreement for the supply and delivery of fresh fruit and vegetables (RC-CPU-17-140).

Under the framework, call off contracts for goods would be awarded to the supplier ranked first and if unable to deliver, to the supplier ranked second, and so on. Following a procurement exercise carried out in accordance with the Council's procedures, three tenders were received and McLays Limited was ranked first, Failte Food Service Limited was ranked second and George Carruthers & Sons Limited was ranked third.

DECIDED: That the Head of Corporate Governance be authorised to establish a framework agreement on behalf of the Council and Renfrewshire Leisure Limited for the supply and delivery of fresh fruit and vegetables with firstly McLays Limited, secondly Failte Food Service Limited and lastly George Carruthers & Sons Limited, to commence on 7 January 2019 until 6 January 2021 with the option at the Council's discretion to extend on two separate occasions for 12 months until no later than 6 January 2023, at a cost excluding VAT of up to £500,000 for the initial two year term with an additional maximum annual value of £250,000 excluding VAT for each of the optional extensions.

27 Flexible Floor Finishings

There was submitted a joint report by the Chief Executive and the Director of Environment & Infrastructure relative to the award of a measured term contract for flexible floor finishes (RC-CPU-18-102).

Following a procurement exercise carried out in accordance with the Council's procedures, six tenders were received and after evaluation the tender submitted by Lawrie (furnishings) Limited was found to be the most economically advantageous.

DECIDED: That the Head of Corporate Governance be authorised to award a measured term contract for flexible floor finishes to Lawrie (furnishings) Limited for an initial period of three years commencing on 10 December 2018 or as confirmed in the letter of acceptance, with an option at the Council's discretion to extend the term for up

to one additional year, at a cost excluding VAT of £450,000 for the initial three years and a further £150,000 excluding VAT for the optional year.

28 Provision of a Housing Support Service for Single Homeless People and Childless Couples who may have Complex Needs

There was submitted a joint report by the Chief Executive and the Director of Communities, Housing & Planning Services relative to the award of a contract for the provision of a housing support service for single homeless people and childless couples who may have complex needs (RC-CPU-18-094).

Following a procurement exercise carried out in accordance with the Council's procedures, two tenders were received and after evaluation the tender submitted by The Mungo Foundation was found to be the most economically advantageous.

DECIDED: That the Head of Corporate Governance be authorised to award a contract for the provision of a housing support service for single homeless people and childless couples who may have complex needs to The Mungo Foundation for two years from 1 March 2019 to 28 February 2021 with the option at the Council's discretion to extend the term for up to one year until no later than 28 February 2022 at an annual cost of £175,000 excluding VAT and a total cost of £509,000 excluding VAT.

29 Electric Storage Heating, Smoke and Heat Alarm Installations

There was submitted a joint report by the Chief Executive and the Director of Communities, Housing & Planning Services relative to the award of a works contract for electric storage heating, smoke and heat alarm installations (RC-CPU-18-87).

Following a procurement exercise carried out in accordance with the Council's procedures, seven tenders were received and after evaluation the tender submitted by BRS Electrical Limited was found to be the most economically advantageous.

DECIDED: That the Head of Corporate Governance be authorised to award a works contract for the provision of electric storage heating, smoke and heat alarm installations to BRS Electrical Limited for one year commencing 10 December 2018 or as confirmed in the letter of acceptance at a total cost excluding VAT of £849,835 including contingency of £200,000.

30 Paisley Learning & Cultural Centre - Enabling Works (Hub West Scotland)

There was submitted a report by the Chief Executive relative to the award of a contract for enabling works as part of the Paisley Learning and Cultural Hub project.

The report explained that Hub West Scotland had been appointed lead contractor for the project and CCG (Scotland) Limited had been appointed as their sub-contractor. During the concept design stage an opportunity had arisen to undertake targeted enabling works to facilitate asbestos removal with a subsequent soft strip out element. This work would allow further intrusive surveys to be carried out in an asbestos-free environment.

Subsequently, CCG (Scotland) Limited had used its existing supply chain network to offer two work packages, one for asbestos removal and one for soft strip out, and three tenders had been submitted. Following evaluation, Greenair Environmental Limited was identified as an additional sub-contractor to undertake asbestos removal and Burnfield Builders and Demolishers Limited was identified as an additional sub-contractor to undertake enabling and soft strip out works.

DECIDED:

(a) That the work package for enabling and soft strip out works within Paisley Learning and Cultural Hub project be awarded to Hub West Scotland and sub-contracted to CCG (Scotland) Limited at a total cost of £433,590.00 excluding VAT for a period of 14 weeks commencing 7 January 2019 until 12 April 2019;

(b) That the use of a potential contingency allowance, where required, of an additional £20,000 excluding VAT be authorised; and

(c) That the use of further sub-contractors Greenair Environmental Limited and Burnfield Builders and Demolishers Limited as part of the supply chain for CCG (Scotland) Limited be noted.

DECLARATION OF INTEREST

Councillor Audrey Doig, having declared an interest in the undernoted item, left the meeting and took no part in the discussion or voting thereon.

31 Paisley Museum Re-imagined - Enabling and Strip Out Works

There was submitted a report by the Chief Executive relative to the award of a contract for the Paisley Museum Re-imagined – Enabling & Strip Out Works (RC-CPU-18-004).

Following a procurement exercise carried out in accordance with the Council's procedures, three tenders were submitted and after evaluation the tender from Interserve Construction Limited was found to be the most economically advantageous.

DECIDED: That the Head of Corporate Governance be authorised to award a contract for the Paisley Museum Re-imagined – Enabling & Strip Out Works to Interserve Construction Limited at a cost of £557,341.54 excluding VAT for a period of 20 weeks commencing 4 February 2019 until 28 June 2019, or as confirmed in the letter of acceptance.