

Notice of Meeting and Agenda Council

Date	Time	Venue
Thursday, 25 February 2016	09:30	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM
Head of Corporate Governance

Membership

Councillor Derek Bibby: Councillor Maria Brown: Councillor Bill Brown: Councillor Lorraine Cameron: Councillor Stuart Clark: Councillor Eddie Devine: Councillor Margaret Devine: Councillor Andy Doig: Councillor Audrey Doig: Councillor Christopher Gilmour: Councillor Roy Glen: Councillor Eddie Grady: Councillor Jim Harte: Councillor Jacqueline Henry: Councillor Michael Holmes: Councillor John Hood: Councillor Terry Kelly: Councillor Brian Lawson: Councillor Paul Mack: Councillor James MacLaren: Councillor Kenny MacLaren: Councillor Mags MacLaren: Councillor Mark Macmillan: Councillor Eileen McCartin: Councillor Cathy McEwan: Councillor Stephen McGee: Councillor Marie McGurk: Councillor Iain McMillan: Councillor James McQuade: Councillor Sam Mullin: Councillor Alexander Murrin: Councillor Will Mylet: Councillor Iain Nicolson: Councillor Allan Noon: Councillor Bill Perrie: Councillor Jim Sharkey: Councillor Maureen Sharkey: Councillor Tommy Williams:

Provost Anne Hall (Convener): Councillor John Caldwell (Depute Convener)

Further Information

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Items of business

Apologies

Apologies from members.

Declarations of Interest

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

1 Minutes of Council, Boards and Panels

Minutes of Meetings of Council, Boards and Panels (attached separately)

Council, 17 December 2015, pages 314-331
Social Work, Health & Well-being Policy Board, 19 January 2016, pages 332-336
Regulatory Functions Board, 20 January 2016, pages 337-342
Education & Children Policy Board, 21 January 2016, pages 343-352
Audit, Scrutiny & Petitions Board, 25 January 2016, pages 353-358
Housing & Community Safety Policy Board, 26 January 2016, pages 359-363
Planning & Property Policy Board, 26 January 2016, pages 364-372
Environment Policy Board, 27 January 2016, pages 373-377
Finance & Resources Policy Board, 27 January 2016, pages 378-405
Economy & Jobs Policy Board, 3 February 2016, pages 406-411
Regulatory Functions Board, 4 February 2016, pages 412-416
Renfrew & Gallowhill Local Area Committee, 9 February 2016, pages 417-420
Personnel Appeals and Applied Conditions of Service Appeals Panel, 11 February 2016, pages 421-422
Paisley North Local Area Committee, 11 February 2016, pages 423-426
Audit, Scrutiny & Petitions Board, 15 February 2016 (To Follow)
Paisley South Local Area Committee, 16 February 2016 (To Follow)
Leadership Board, 17 February 2016 (To Follow)
Regulatory Functions Board, 18 February 2016 (To Follow)
Johnstone & the Villages Local Area Committee, 18 February 2016 (To Follow)

2 Housing Revenue Account Budget and Rent Levels 2016/17 and Housing Capital Investment Plan 2016/17 to 2018/19

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Joint report by the Directors of Development & Housing Services and Finance & Resources

- 3 The Procurement Reform (Scotland) Act 2014 and the Review of Standing Orders Relating to Contracts 25 - 30**
- Report by the Director of Finance & Resources
- 4 Living Wage Accreditation 31 - 38**
- Report by the Chief Executive
- 5 Records Management Plan 39 - 98**
- Report by the Director of Finance & Resources
- 6 Notice of Motion (1)**
- Notice of Motion by Councillors Lawson and Mylet in the undernoted terms:-
- "Renfrewshire Council opposes the franchising of Paisley Crown Post Office. We believe this proposal will severely damage the provision of services and we call upon the Post Office to withdraw their plans and retain the Crown Post Office in Paisley."
- 7 Notice of Motion (2)**
- Notice of Motion by Councillors M MacLaren and K MacLaren in the undernoted terms:-
- "Council will immediately convene a task force which involves all ward councillors, senior council officers, Police Scotland and representatives from Paisley North Community Council to assess the causes of the recent Road Traffic Accidents in Love Street and to bring forward at the earliest opportunity an action plan which aims to reduce road traffic accidents in this area and provide re-assurance to the public."
- 8 Notice of Motion (3)**
- Notice of Motion by Provost Hall and Councillor Lawson in the undernoted terms:-
- "Council notes the outstanding contribution which Corinne Hutton, a resident of Renfrewshire, has made in respect of her involvement in charity work for the benefit of the people of Renfrewshire and beyond. In recognition of that contribution, Renfrewshire Council formally resolves that Corinne Hutton be admitted as an honorary freewoman of Renfrewshire.
- The Director of Finance & Resources, in consultation with the Provost, is authorised to make the necessary arrangements to bestow this honour on and to include her on the roll of names of persons who are admitted as Freemen and Freewomen of Renfrewshire."

9 Notice of Motion (4)

Notice of Motion by Councillors Lawson and McEwan in the undernoted terms:-

"Street Lighting in Renfrewshire

Council instructs the Director of Community Resources to report to the Environment Policy Board on 16 March 2016 on the progress achieved in addressing the large backlog of street lamp repairs. The report to include the financial implications resulting from the Council's use of alternative contractors."

10 Notice of Motion (5)

Notice of Motion by Councillors K MacLaren and Mylet in the undernoted terms:-

"Greater Glasgow and Clyde Health Board

Council nominates a member from the main opposition group as the Council's representative on Greater Glasgow and Clyde Health Board. Council notes that the current representative has failed in his duty to support health services within Paisley and Renfrewshire and even participated in a protest against the health board."

11 Notice of Motion (6)

Notice of Motion by Councillors Lawson and K MacLaren in the undernoted terms:-

"Financial Implications for Renfrewshire Council

Council instructs the Chief Executive to prepare a report for the Council meeting on 28 April 2016 on the financial implications for Renfrewshire Council and, where possible, the wider Renfrewshire economy on a UK exit from the European Union."

12 Notice of Motion (7)

Notice of Motion by Councillors J MacLaren and M Brown in the undernoted terms:-

"Council notes that The Scottish Government has announced that 5 million pounds will be made available to council for flood prevention. Council recognises the need to apply for funding to solve the repeated issue of flooding in Langbank. Council also calls on the Director of Community Resources to improve the maintenance of gullies, culverts and other field drains in the village."

13 Notice of Motion (8)

Notice of Motion by Councillors Lawson and K MacLaren in the undernoted terms:-

"Resignation of Chairman of Paisley First

Council notes with concern the recent resignations of both the Manager and the Chairman of Paisley First. Council recognises the importance of a thriving Paisley town centre to the wider Renfrewshire economy and calls for a full report on the actions of Paisley First to the next full Council meeting."

14 Notice of Motion (9)

Notice of Motion by Councillors McCartin and Mack in the undernoted terms:-

"This Council agrees to press the Scottish Government to raise Income Tax by 1p to provide an additional £475 M for Education services. This money would be used to pay for:

- A Scottish Pupil Premium
- Expanded Nursery Provision
- Support for our colleges
- To reverse Education cuts

The Council recognises that this is a progressive means of increasing contributions from the highest earners without placing any further burden on the lowest earners in our community.

The Council recognises that the Scottish Government's unwillingness to provide additional funding to education will result in declining standards and attainment."



To: Council

On: 25 February 2016

Report by: Director of Development & Housing Services and Director of Finance & Resources

Heading: Housing Revenue Account Budget & Rent Levels 2016/17 and Housing Capital Investment Plan 2016/17 to 2018/19

1. Summary

- 1.1 This report details the proposed Housing Revenue Account (HRA) budget for financial year 2016/17 and sets out the information which allows consideration of the planned rent increase for 2016/17.
 - 1.2 The report also details the Housing Capital Investment Plan for the three year period 2016/17 to 2018/19.
 - 1.3 In setting the 2016/17 HRA budget, members will wish to consider the medium and longer term context for the HRA in light of the ongoing risks and challenges facing the HRA as a result of Welfare Reform policy changes and the rollout of Universal Credit.
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2. Recommendations

- 2.1 It is recommended that the Council:
 - a) Considers the contents of this report and approves an average weekly rent increase of 2.0% for 2016/17,
 - b) Notes the findings of the recent Tenant Consultation exercise,
 - c) Approves the Housing Revenue Account Budget for financial year 2016/17 as detailed in Appendix 2,
 - d) Notes the Council's continued commitment to mitigate the impacts of welfare reform on Council tenants through the earmarked HRA resources over the

- period to 2017/18 to deliver a programme of measures intended to support tenants to manage the negative impacts of welfare reform,
- e) Approves the Housing Capital Investment Plan 2016/17 to 2018/19 as detailed in Appendix 3 of the report,
 - f) Notes the continuing requirement to achieve best value and an optimum workflow over the 3 years of the investment plan and authorises the Director of Development and Housing Services to work in conjunction with the Director of Finance and Resources to re-profile the capital programme and available resources, as necessary, in line with the appropriate limits established under the Council's capital prudential framework arrangements, and
 - g) Notes the continuing risks to the Housing Revenue Account including the uncertainty associated with the impact of the rollout of welfare reform changes, particularly in relation to Universal Credit and direct payments.
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3. Medium Term Financial Climate

- 3.1. The HRA continues to operate in a period of uncertainty as a result of the UK Government's Welfare Reform policy changes, which have placed additional financial stress on families, pressure on Council services and present a significant financial risk to the HRA which includes the roll out of Universal Credit.
- 3.2. The Council set aside HRA balances of £5m for measures to mitigate the impact of welfare reform over the period from 2013/14 to 2017/18. This included additional staffing to deal with the increased contact needed with tenants, support for the development of initiatives for unemployed Council tenants and the establishment of a Council Tenant Assistance Fund (CTAF). During 2014/15 the requirement for the CTAF was removed as a result of additional DHP funding received from the Scottish Government.
- 3.3. It is expected that £1.8m of the Welfare Reform reserve will have been used by the end of financial year 2015/16 with £3.2m remaining to mitigate the impact of welfare reform.
- 3.4. The single biggest risk factor facing the HRA remains the uncertainty aligned to the roll out of Universal Credit and the potential impact of direct payment of housing benefit to tenants. At present £29m of housing benefit is paid direct to the Council from Housing Benefit, representing 66% of total rental income and around 7,900 tenants.
- 3.5. The roll out of Universal Credit in Renfrewshire began in June 2015 and at this stage is limited to single new claimants in receipt of Job Seekers Allowance. Whilst the numbers affected so far are small (169 at 1 February 2015), it should be noted that of this group under 10% had a clear rent account. Currently c. 70% of tenants not in receipt of Universal Credit have a clear account, so this provides an early indication of the potential requirement for managed payments and the additional resources which may be required to support tenants on benefit during the roll out of Universal Credit.
- 3.6. At present there is no detail available on the use of the Scottish Government's devolved powers in relation to Welfare Reform and direct payments. In order to reflect the expected pace of the roll out of Universal Credit, the current planning

assumption for financial year 2016/17 assumes that the provision for bad debt remains at the 2.5% level established in 2015/16. However, there is an expectation that the level of 2.5% may require to increase by c. 1% per annum over the medium term to 2020.

- 3.7. The HRA is a ring-fenced account and any financial strategy must ensure that service delivery can be maintained within the available resources on the account. It is therefore essential to maintain a level of general reserves which provides adequate protection to the HRA against the short term impact of the materialisation of any risks, including the uncertainty over the impact of welfare reform on arrears and rental collection. It is therefore considered prudent to maintain the level of unallocated balances on the HRA at £6.8m.

4. **HRA Budget Planning Assumptions**

- 4.1. The rental income generated by the HRA must support service delivery, the costs of maintaining the housing stock and the financing costs to service the investment required in HRA assets.
- 4.2. The estimated housing stock for 2016 is 11,954 and the level of void properties is expected to be maintained at 3%. The £500,000 budget allowed in financial year 2015/16 to improve decoration for some lower demand empty homes will continue into 2016/17.
- 4.3. Savings of £1.145m will be achieved across several workstreams by realigning budgets to meet current service requirements as detailed in Appendices 1 and 2.
- 4.4. Pay inflation is assumed at 1% across all pay groups as detailed in Appendices 1 and 2.
- 4.5. There is no provision for non pay inflation in the 2016/17 budget given the stabilisation in underlying inflation levels moving into next year and the medium term.
- 4.6. Implementation of the 2016/17 rent increase will be aligned to the rent charging structure previously agreed by the Council and introduced from April 2011. The revised rent structure is being implemented in phases with a transitional premium cap of £1.50 per week for any rent which requires to be increased. Consequently, the increase will exceed the rent increase agreed for 2016/17 for some tenants and for others will be less as rents move towards the target level. By the end of financial year 2016/17 it is anticipated that approximately 96% of tenants will have reached the target rent for their property.
- 4.7. The approved rent restructure also revised the methodology for charging District Heating and Launderette Services. The actual costs of the service are charged to users and the charge is reviewed annually considering both prior years actual costs and future year cost projections. Following the implementation of the Calside and George Street Heating Schemes in 2015/16 only a few users will be charged directly by the Council for District Heating.

5 Financing Costs

- 5.1. The rental income generated by the HRA must support the financing costs to service the investment required in council stock to ensure that the Scottish Housing Quality Standard, achieved with the completion of SHQS, is maintained on an ongoing basis. The strategy of using HRA surpluses and Capital Financed from Current Revenue (CFCR) to reduce new debt and smooth debt repayments will continue to be applied to ensure the medium to long term sustainability of the HRA.
 - 5.2. Details of the HRA Capital Investment Plan 2016/17 to 2018/19 can be found in sections 7 and 8.
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6 Tenant Consultation

- 6.1 The Scottish Housing Charter established the need to consult with tenants on key aspects of service, including rent charges. A consultation with tenants on proposed changes to rents for 2016/17 was conducted through the Peoples News. The consultation ran from 28 December 2015 to 23 January 2016 and sought tenants' views on two options, a rent increase of 2% or 3%. 118 responses were received (the Council has c. 11,700 tenants), the majority of which (81.4%) supported the proposed 2% rent increase.
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7 Housing Capital Investment Plan – 2016/17 to 2018/19

7.1. Overview

- 7.1.1. The proposed Housing Capital investment Plan for the 3 year period from 2016/17 to 2018/19 is attached at Appendix 3. The total value of the plan is £52.1m and includes allowances for new build homes, regeneration and the lifecycle replacement programmes which will be required to ensure council house stock is maintained at the Scottish Housing Quality Standard (SHQS) now all operational construction work on the SHQS programme has now been completed.
- 7.1.2. The planned capital investment in 2016/17 will be £14.2m, followed by £21.1m in 2017/18 and £16.8m in 2018/19. The plan will be reviewed on an annual basis incorporating an ongoing assessment of risk.
- 7.1.3. Authority is granted to the Director of Development & Housing Services to flexibly manage the capital investment programme as necessary to ensure optimum use of resources within the corporate limits of prudential borrowing. It is proposed that this facility remains in place over the life of the new three year plan detailed in Appendix 3.

7.1.4. The table below sets out the proposed composition of the plan for 2016/17 and how it will be funded.

2016/17 Programme		Funding	
Lifecycle Replacement	£9.3m	Prudential Borrowing	£11.9m
Regeneration	£2.9m	Receipts from House Sales	£0.9m
New Build	£2.0m	Capital from Current Revenue	£1.4m
Total	£14.2m	Total	£14.2m

7.1.5. The end of the Right to Buy Scheme in August 2016 will result in a lower level of receipts from Council House Sales in 2016/17. The number of sales for 2016/17 is forecast to reach 30 by the end of the scheme.

7.2 Lifecycle Replacement

7.2.1. The SHQS programme achieved a key milestone in April 2015 with the completion of the £138m investment programme. At April 2015 84.5% of homes fully met the SHQS (100% with allowed abeyances). There is now a requirement to maintain homes at this standard, to deliver a catch up programme for those properties in the abeyance category and to invest in those properties which had been assessed as complying prior to 2015 but subsequently drop below the standard. The capital programme for 2016/17 to 2018/19 will deliver a total investment of £28.3m in lifecycle replacement.

7.2.2. The Council is required to ensure that all stock achieves the minimum energy rating under the Energy Efficiency Standard for Social Housing (EESSH) by the first milestone of 31 December 2020. It was assessed at April 2015 that around 62% of the Council's housing stock met the 2020 standard as a result of the measures introduced to achieve SHQS. The Council's position is that EESSH will be achieved through capital funding plans for lifecycle replacement, together with Government sourced supplementary funding (e.g. HEEPS:ABS) and other external sources such as ECO.

7.2.3. The main categories of programme expenditure are:

- Kitchens, bathrooms and rewiring
- Heating
- External improvements
- Energy Efficiency and Carbon Reduction Programmes
- Other priorities such as Disabled Adaptations

7.2.4. The internal investment programme for 2016/17 will focus on dwellings where tenants had not previously given access during the SHQS programme. Work to upgrade a property to SHQS standard can be carried out where tenants now provide access or a property becomes void. As a result of the SHQS programme, kitchens, bathrooms and rewiring combinations will only be carried out in properties which are void or were otherwise in abeyance at the end of the SHQS programme until 2020 at the earliest. There will, however, continue to be a heating upgrade programme in 2016/17, made up of a combination of tenanted and void properties. The plan for next year will include the following:

2016/17 Planned Improvements	
Abeyances and void kitchens, bathrooms and rewiring	300
Heating Upgrades	250
External Fabric Upgrading	200

7.2.5. Further detail on the Lifecycle Replacement programme elements can be found at section 8 below.

7.3 Regeneration

7.3.1. The capital investment plan also includes an allowance of £9.9m for the Council's contribution to regeneration programmes in the West End of Paisley and the Tannahill area of Ferguslie Park. Allowance has also been made for the acquisition of privately owned houses and the demolition of vacant blocks associated with the regeneration of Johnstone Castle, which will be progressed over the course of the next few years.

7.4. New Build

7.4.1. The Capital Investment Plan also continues to include provision for investment in affordable social housing in Renfrewshire. The plan includes provision for 224 new build properties – 24 at Seedhill Road in Paisley, 100 at Dargavel Village, Bishopton and 100 in the Johnstone area as part of the regeneration initiative.

7.4.2. These three projects are included in the Strategic Housing Investment Plan (SHIP) 2015/16 to 2019/20 and it is intended to secure Scottish Government grant funding from the Affordable Housing Programme to help deliver these new homes. The new build programme assumed a grant benchmark for Council new build of £46,000 per unit with the remainder of the development cost being funded through the HRA. However the Scottish Government announced in January 2016 that the benchmark subsidy level for Council programmes would increase to £57,000 and would apply to those schemes in the current Strategic Local Programme Agreement yet to be given final approval. It is therefore expected that the three council new build projects currently in the SHIP will be awarded grant at the higher subsidy level of £57,000.

7.4.3. The Council's planned new build along with the other RSL new affordable housing included in the SHIP, will see a substantial number of new high quality affordable homes being built in the next 5 years. The Council will continue to work in partnership with RSLs to take forward other projects to deliver affordable housing in Renfrewshire as set out in the SHIP and will consider the impact on future programmes of the increased level of benchmark subsidy.

7.4.4. Design teams have been appointed for the new build council house developments at Johnstone Castle within Johnstone and Dargavel Village in Bishopton, where construction is expected to start in autumn 2016, with the first phase of completions due early 2017. A mix of flats and houses will be delivered with the new homes being a variety of sizes and layouts from one bedroom flats to three bedroom family sized homes.

8 Capital Programme Elements

The following paragraphs describe the main categories of work which are included in the proposed capital plan programme set out within appendix 3:

8.1. Kitchens, Bathrooms, Rewiring

There is no planned tenanted programme for upgrading kitchens, bathrooms and rewiring in 2016/17. There continues, however, to be a need to upgrade properties where the pre 2015 work has been refused and the tenant is now allowing access or where the property is void, and the SHQS upgrading can be accommodated with any general repairs prior to relet.

8.2. Heating

Heating will be treated in the same manner as described in paragraph 8.1 above. Allowances have been included for planned replacements for full systems or boiler only upgrades, as well as similar specifications for void houses. Again the budget for these targets will be kept under review to account for actual levels of access achieved, and the phasing of work adjusted accordingly.

In relation to the George Street district heating replacement, the work on upgrading the heating system in the 137 council houses and 181 owned properties at the complex is continuing as planned, and it is anticipated that there will only be a small number of properties left to upgrade in 2016/17.

8.3. External improvements

The externals budget comprises two key elements in 2016/17 – external envelope upgrading and windows and doors improvements. While the externals programme in SHQS addressed many properties assessed at the time as needing external works, in the intervening time the external fabric of thousands of other properties have been reassessed and need upgraded over the next 5-10 years. This new programme will address many of these fabric issues and improve the long term sustainability of the stock.

8.4. Energy Programme

A small allowance is included to cover ad hoc costs associated with the delivery of energy efficiency programmes addressing fuel poverty and carbon reduction.

Following on from the success of the external wall insulation project at Gallowhill, which has seen 332 tenanted properties and 373 private properties having their wall insulation improved at no cost to either themselves or the Council, further investment opportunities are being explored to improve the external wall insulation in Gallowhill and elsewhere. Any further investment would be fully funded by energy grants.

8.5. Multi Storey Flats

As a number of the multi storey blocks have been significantly upgraded in recent years, the planned investment programme in these blocks has reduced significantly. A new heating system in Provost Close is currently being investigated to establish the most suitable type and to ensure all external funding streams are explored fully. Should this proceed, it is anticipated that it will be carried out within the Building Services heating contract.

8.6. Common and Environmental Works

The main door entry installation contracts were completed in 2015/16, however there is a small allowance contained in the budget for the remaining systems where permission had not been previously granted to install them.

An allowance of £200,000 per annum has been included to upgrade the roads and footpaths which are within the HRA's responsibilities.

8.7. Other Council Priorities

As in previous years the programme includes provisional recurring allowances for disabled adaptations, the treatment of asbestos and wood rot, and for unforeseen essential property improvements.

8.8. Other Assets

Provisional Allowances are included for necessary improvements to garages and shops, as well as the replacement of equipment in common launderettes.

8.9. Initiatives

An annual allowance is included for properties acquired under the 'Mortgage to Rent' initiative. This allowance is kept under review and may require revision based on the actual qualifying demand which is primarily owner driven.

An allowance is included for surveys, advertising and sales fees under the strategy approved by the HACS Board on 13 May 2014 to dispose of single remaining Council houses in larger common blocks. Following the abolition of the 'right to buy', receipts generated will be used to acquire properties which will bring majority ownership to the Council.

Investigations are ongoing to establish the best method to upgrade boilers at sheltered housing complexes taking cognisance of external funding options available to the Council. At this stage there is an indicative allowance of £200,000 per annum for the next three years allocated to this improvement, however this will be reviewed in the context of the outcome of the feasibility study and other assessments.

8.10. Non Property Expenditure

The provision for fees associated with the sale of Council houses is included for 2016/17 only, based on the abolition of the 'right to buy' scheme in August 2016.

8.11. Non Physical Investment

A small annual allowance is included for ad hoc scoping surveys associated with management and investment of housing assets.

Implications of the Report

1. **Financial** – The report and appendices detail the proposed HRA budget and average weekly rent increase for 2016/17 and the Housing Capital Investment Plan for 2016/17 to 2018/19.
2. **HR & Organisational Development** – None

3. **Community Planning**
Community Care, Health & Well-being - Improving and maintaining housing conditions for the benefit of tenants.
Empowering our Communities – Tenants were consulted on the proposed changes to rents for 2016/17 and tenant representatives are involved in the specification and monitoring of the investment programme.
Greener – Protecting, caring for and enhancing the natural and built environment.
Jobs and the Economy – Construction firms employ local staff.
Safer and Stronger – Ensuring the long term stability of the housing stock.
4. **Legal** – The council is required to set an HRA budget for 2016/17 and agree rent changes for notification to tenants.
5. **Property/Assets** – The report proposes the Housing Capital Investment Plan for 2016/17 to 2018/19.
6. **Information Technology** – None.
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.
9. **Procurement** – The proposed Capital Investment Plan for 2016/17 to 2018/19 will include procurement of contracts.
10. **Risk** – The HRA Business Plan remains subject to a number of risks including the impact of welfare reform and cost pressures such as wage and general inflation.
11. **Privacy Impact** – None.

List of Background Papers

None.

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Housing Revenue Account – Budget Changes for 2016/17

Expenditure					
Subjective Heading	2015/16 Budget	Change	2016/17 Budget	Major Changes	Change
	£000	£000	£000		£000
Employee Costs	7,551	(281)	7,270	Impact of temporary staff contracts ending in the SHQS Delivery Team, offset by reduced fees	(190)
				Full year impact of 2015/16 restructure to reflect current service requirements	(195)
				1% pay award for APT&C and manual staff.	104
				Total Movement in Employee Costs	(281)
Property Costs	16,004	(1,665)	14,339	Reduction in gas and repairs budget to reflect the installation of new biomass District Heating systems	(610)
				Reduction in repairs and maintenance costs as a result of Building Services Service reviews.	(320)
				Efficiencies made against electricity budgets	(250)
				Reduction in garden assistance scheme budget	(100)
				Increase in repairs budget to reflect additional rechargeable repairs undertaken	100
				Net movement in CFCR	(485)
				Total Movement in Property Costs	(1,665)
Supplies & Services	344	(14)	330	Realignment in supplies costs to reflect prior years levels	(14)
Contractors	23	0	23		
Transport	17	0	17		
Administration Costs	3,079	(155)	2,924	Realignment in administration costs to reflect prior years levels	45
				HRA share of corporate efficiencies recharged through the Central Admin Allocation	(200)
				Total Movement in Admin Costs	(155)
Payments to Other Bodies	4,108	(125)	3,983	Reduction in the allocation to Neighbourhood Forums	(50)
				Reduction in commissioned costs budget to reflect changes made to support contracts	(50)
				Reduction in irrecoverable rent to reflect the slower roll out of Universal Credit	(38)
				Reduction in voids to reflect use and number of properties	(34)
				Increase in voids and irrecoverable debt relating to the rent increase.	47
				Total Movement in Payments to Other Bodies	(125)
Loan Charges	20,956	1,853	22,809	Increased repayment of principal debt	2,398
				Reduction in interest and expenses payable on outstanding capital debt	(545)
				Total Movement in Loan Charges	1,853
Total Expenditure	52,082	(387)	51,695		

Housing Revenue Account – Budget Changes for 2016/17 (cont'd)

Income					
Subjective Heading	2015/16 Budget	Change	2016/17 Budget	Major Changes	Change
	£000	£000	£000		£000
House Rents	46,391	319	46,710	Rent increase @ 2%	916
				Reduction in income to reflect RTBs and other stock movements.	(597)
Transfer from balances to fund Welfare Reform activity	581	0	581		
Supporting People Income	947	(50)	897	Reduction in grant income for customer support to reflect current activity levels	(50)
Commercial Rents	1,131	0	1,131		
SHQS Professional Fees	990	(190)	800	Reduction to reflect the temporary staff leaving now that the main Programme has been completed	(190)
Service Charges	927	(610)	317	Budget reductions to reflect the installation of new District Heating systems where tenants pay for their heating directly to the provider	(610)
Building Services Rebate	396	48	444	To reflect the percentage of surplus returned to the HRA based on programme ratios	48
Temporary Interest	131	0	131		
Lock Up Rents	294	(4)	290	Reduced lockup income, after updating stock numbers.	(4)
Other Income	294	100	394	Increased income to reflect additional rechargeable repairs being carried out	100
				Total Movement in Income	(387)
Total Income	52,082	(387)	51,695		
HRA surplus transferred to balances	0	0	0		

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Renfrewshire Council
Estimates of Expenditure and Income for the Year Ending 31st March 2017
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Line No	Expenditure	2015/16 Estimate £	Tsfrs, Savings & Unavoidables £	2016/17 Estimate £	Rent Increase/ Inflation, etc £	2016/17 Estimate £
1	Employee Costs	7,551,220	(385,000)	7,166,220	103,900	7,270,120
2	Salaries - APT&C	5,108,660	(243,820)	4,864,840	73,000	4,937,840
3	Superannuation - APT&C	1,014,150	(124,700)	889,450	13,300	902,750
4	National Insurance - APT&C	444,420	(17,180)	427,240	6,400	433,640
5	Overtime - APT&C	1,000	0	1,000	0	1,000
6	Salaries - manual workers	425,740	0	425,740	6,400	432,140
7	Superannuation - manual workers	73,380	0	73,380	1,100	74,480
8	National Insurance - manual workers	50,960	0	50,960	800	51,760
9	Overtime - manual workers	195,710	0	195,710	2,900	198,610
10	Travel and Subsistence	86,700	700	87,400	0	87,400
11	Pension Increases	103,000	0	103,000	0	103,000
12	Training Costs	47,500	0	47,500	0	47,500
13	Property Costs	16,003,530	(1,216,000)	14,787,530	(448,660)	14,338,870
14	Community alarm maintenance	55,000	0	55,000	0	55,000
15	Contract trading service - cleaning	133,400	0	133,400	0	133,400
16	Electricity	523,380	(250,000)	273,380	0	273,380
17	Factoring & common charges	39,000	0	39,000	0	39,000
18	Furniture & fittings	0	0	0	0	0
19	Garden assistance scheme	396,200	(100,000)	296,200	0	296,200
20	Gas	759,560	(550,000)	209,560	0	209,560
21	Improve garden / close cleaning	494,400	0	494,400	0	494,400
22	Maintenance of Gardens and Open Spaces	203,800	30,000	233,800	0	233,800
23	Maintenance of houses	10,767,600	(310,000)	10,457,600	0	10,457,600
24	CFCR Contribution to SHQS Investment Programme	1,871,660	(36,000)	1,835,660	(448,660)	1,387,000
25	Property insurance	334,200	0	334,200	0	334,200
26	Rates	104,700	0	104,700	0	104,700
27	Water metered charges	16,000	0	16,000	0	16,000
28	Repairs direct	47,830	0	47,830	0	47,830
29	Special uplift service	198,900	0	198,900	0	198,900
30	Commercial Refuse	3,200	0	3,200	0	3,200
31	Supply of bins	11,700	0	11,700	0	11,700
32	Running costs of Home Exchange shop	35,000	0	35,000	0	35,000
33	Other Property Costs	8,000	0	8,000	0	8,000
34	Supplies and Services	343,700	(14,000)	329,700	0	329,700
35	Clothing/Uniforms	25,700	0	25,700	0	25,700
36	Computer software & licenses	146,600	0	146,600	0	146,600
37	Equipment maintenance & replacement	43,400	0	43,400	0	43,400
38	Publicity	26,000	0	26,000	0	26,000
39	Removal costs	39,300	(14,000)	25,300	0	25,300
40	Temporary Accommodation	11,500	0	11,500	0	11,500
41	Other supplies & services	51,200	0	51,200	0	51,200
42	Contractors	23,300	0	23,300	0	23,300
43	Customer research	23,300	0	23,300	0	23,300
44	Transport	16,950	0	16,950	0	16,950
45	Internal Transport - Hire	9,850	0	9,850	0	9,850
46	Internal Transport - Maintenance	2,500	0	2,500	0	2,500
47	Internal Transport - Garaging	2,000	0	2,000	0	2,000
48	Vehicle Licenses	100	0	100	0	100
49	Internal transport - Fuel	2,500	0	2,500	0	2,500
50	Carried Forward	23,938,700	(1,615,000)	22,323,700	(344,760)	21,978,940

Renfrewshire Council
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Line No	Income	15/16 Board Estimates £	Tsfrs, Savings & Unavoidables £	2016/17 Estimates £	Rent Increase/ Inflation, etc £	2016/17 Estimate £
1	Other Income	52,082,440	(1,309,290)	50,773,150	921,600	51,694,750
2	District heating income - Tenants	359,700	(330,000)	29,700	0	29,700
3	District heating income - Owner Occupiers	340,100	(280,000)	60,100	0	60,100
4	Launderette income - Tenants	65,000	0	65,000	0	65,000
5	Launderette income - Owner Occupiers	161,900	0	161,900	0	161,900
6	Other charges to Owners	20,000	0	20,000	0	20,000
7	Supporting People - Sheltered	150,000	0	150,000	0	150,000
8	Supporting People - Customer Support Team	796,990	(50,000)	746,990	0	746,990
9	Rental income - commercial properties	1,131,000	0	1,131,000	0	1,131,000
10	Rental income - houses	46,391,290	(597,620)	45,793,670	915,900	46,709,570
11	Rental income - lock ups	293,990	(9,900)	284,090	5,700	289,790
12	Rechargeable Repairs Income (net of write offs)	50,000	100,000	150,000	0	150,000
13	Temporary interest	131,500	0	131,500	0	131,500
14	SHQS Professional Fees	990,000	(190,000)	800,000	0	800,000
15	Admin Recoveries	30,000	0	30,000	0	30,000
16	Building Services Rebate	396,370	48,230	444,600	0	444,600
17	Commission on Insurance	8,000	0	8,000	0	8,000
18	Recharge of Capital costs to Building Services	145,000	0	145,000	0	145,000
19	Other income	40,600	0	40,600	0	40,600
20	Transfer from balances to fund Welfare Reform Activity	581,000	0	581,000	0	581,000
21	Carried Forward	52,082,440	(1,309,290)	50,773,150	921,600	51,694,750

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Renfrewshire Council
Estimates of Expenditure and Income for the Year Ending 31st March 2017
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Subjective Summary

Line No	Expenditure	15/16 Board Estimates £	Tsfrs, Savings & Unavoidables £	2016/17 Estimates £	Rent Increase/ Inflation, etc £	2016/17 Estimate £
51	Expenditure Brought Forward	23,938,700	(1,615,000)	22,323,700	(344,760)	21,978,940
52	Administration Costs	3,078,910	(155,000)	2,923,910	0	2,923,910
53	Advertising	21,600	0	21,600	0	21,600
54	Apportionment of Central Administration	1,356,700	(200,000)	1,156,700	0	1,156,700
55	Apportionment of Central Administration Business Support	394,110	0	394,110	0	394,110
56	Apportionment of mgt support costs - property services	507,300	0	507,300	0	507,300
57	ASIST & Mediation recharge from Environmental Services	245,250	0	245,250	0	245,250
58	Bank Charges - Costs of Giro Collection	7,000	0	7,000	0	7,000
59	Conference/Course Expenses	5,500	0	5,500	0	5,500
60	Insurance	123,000	0	123,000	0	123,000
61	Legal expenses	83,600	0	83,600	0	83,600
62	Membership fees & subscriptions	33,750	0	33,750	0	33,750
63	Tenant Consultation	15,000	0	15,000	0	15,000
64	Postage	68,600	25,000	93,600	0	93,600
65	Printing and stationery	55,050	0	55,050	0	55,050
66	MSS Recharge - Centralised Printing	38,850	0	38,850	0	38,850
67	Telephones	85,000	20,000	105,000	0	105,000
68	Other Administration Costs	30,800	0	30,800	0	30,800
69	path/hnda	7,800	0	7,800	0	7,800
70	Payments to Other Bodies	4,107,960	(171,910)	3,936,050	46,600	3,982,650
71	Council tax re empty properties	238,500	0	238,500	0	238,500
72	Garden competition prizes	9,700	0	9,700	0	9,700
73	Grants to tenants / housing associations	12,000	0	12,000	0	12,000
74	Irrecoverable rent - commercial properties	23,100	(23,100)	0	0	0
75	Irrecoverable rent - housing	1,130,200	(14,600)	1,115,600	22,300	1,137,900
76	Employment Initiatives	250,000	0	250,000	0	250,000
77	Neighbourhood housing forums	319,500	(50,000)	269,500	0	269,500
78	Voids - commercial	225,000	(25,000)	200,000	0	200,000
79	Voids - operational	1,182,970	(15,230)	1,167,740	23,400	1,191,140
80	Voids - lock ups	40,790	6,020	46,810	900	47,710
81	Strategy & Quality Initiatives	67,690	0	67,690	0	67,690
82	Commissioned Costs - Customer Support	608,510	(50,000)	558,510	0	558,510
83	Loan Charges	20,956,870	1,852,380	22,809,250	0	22,809,250
84	Leasing charges - central heating	14,870	(14,870)	0	0	0
85	Loan charges - expenses	99,000	3,710	102,710	0	102,710
86	Loan charges - interest	7,451,000	(548,950)	6,902,050	0	6,902,050
87	Loan charges - principal	13,392,000	2,412,490	15,804,490	0	15,804,490
88	Total Expenditure	52,082,440	(89,530)	51,992,910	(298,160)	51,694,750

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Renfrewshire Council
Estimates of Expenditure and Income for the Year Ending 31st March 2017
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Subjective Summary

Line No	Income	15/16 Board Estimates £	Tsfrs, Savings & Unavoidables £	2016/17 Estimates £	Rent Increase/ Inflation, etc £	2016/17 Estimate £
89	Income Brought Forward	52,082,440	(1,309,290)	50,773,150	921,600	51,694,750
90	Total Income	52,082,440	(1,309,290)	50,773,150	921,600	51,694,750
91	Total Expenditure	52,082,440	(89,530)	51,992,910	(298,160)	51,694,750
92	Net Expenditure	0	1,219,760	1,219,760	(1,219,760)	0

Appendix 3

Proposed Housing Capital Investment Plan 2016/17 to 2018/19

		2016/17 Proposed Programme £000s	2017/18 Proposed Programme £000s	2018/19 Proposed Programme £000s
Programme Head	Sub Element			
Kitchens, Bathrooms, Rewiring	Planned Phases	-	-	-
	Void and Abeyances Programme	1,000	1,000	1,000
	Misc Wiring/Isolators/Earthing	50	50	50
		1,050	1,050	1,050
Heating	Heating Full System Upgrades	850	850	850
	Void/Catch up Programme	100	-	-
	Gas Infrastructure	50	50	50
	Calside Old District Heating Removal	175	-	-
	George Street District Heating Replacement	40	-	-
		1,215	900	900
External Improvements	External Envelope Upgrading	2,000	2,500	2,500
	Windows and Doors	900	1,000	1,000
		2,900	3,500	3,500
Energy Programme	Miscellaneous grant support works	10	10	10
		10	10	10
Multi Storey Flats	M&E Requirements	75	75	75
	Health and Safety issues	350	350	350
	Foyer Improvements	125	125	-
		550	550	425
Common and Environmental Works	Door Entry Systems	50	50	50
	Common Lighting	25	25	25
	Roads and Footpaths	200	200	200
	Environmental improvements General	-	25	25
		275	300	300
Other Council Priorities	Disabled Adaptations	400	400	400
	Asbestos	80	80	80
	Rotworks	400	400	400
	Essential Property Improvements	100	100	100
		980	980	980
Other Assets	Garages	50	50	50
	Shops	60	50	50
	Launderettes	150	100	100
		260	200	200
Initiatives	Mortgage To Rent	100	100	100
	House Purchase Minority Stock - Misc fees	50	-	-
	Sheltered Housing Common Boiler Replacement	200	200	200
	Sheltered Housing Lift Refurbishment	105	38	200
	Sheltered Housing Lifecycle Investment	-	32	-
		455	370	500
Non Property Expenditure	House Sales Fees	20	-	-
	IT Equipment	50	50	50
		70	50	50
Non Physical investment	Scoping Surveys	10	10	10
		10	10	10
Regeneration	Demolition and Landscaping - General	240	-	-
	Home Loss and Disturbance	50	50	50
	Johnstone Castle (see note 1)	1,370	800	750
	Paisley West End (see note 1)	750	750	2,000
	Tannahill	520	525	2,000
		2,930	2,125	4,800
New Build	Seedhill Road (net of subsidies)	-	600	1,200
	Bishopton (net of subsidies)	2,000	5,400	-
	Johnstone Castle Initial Phases (net of subsidies)	-	3,500	1,300
		2,000	9,500	2,500
	Total Expenditure	12,705	19,545	15,225
	Professional Fees	1,525	1,545	1,545
	Total Capital Programme	14,230	21,090	16,770

Note 1: includes allowances for property acquisitions and demolitions. Subsequent years allowances will be included in future programme reviews



To: Council

On: 25 February 2016

Report by: Director of Finance and Resources

Heading: The Procurement Reform (Scotland) Act 2014 and the Review of Standing Orders Relating to Contracts

1. Summary

1.1 The purpose of this report is to inform Council there will be a need to review the Standing Orders Relating to Contracts in light of the Public Contracts (Scotland) Regulations 2015, the Procurement (Scotland) Regulations 2016, the Concession Contracts (Scotland) Regulations 2016 and statutory guidance made under and in terms of the Procurement Reform (Scotland) Act 2014.

1.2 Although the requirements under the regulations and guidance will largely come into effect on 18 April 2016, some of these have not yet been published. Consequently, this report recommends that authority be delegated to the Procurement Sub-Committee to approve the changes required to the Standing Orders Relating to Contracts as a result of the review.

2. Recommendations

2.1 Council is recommended to:

a) Note the need to review the Standing Orders Relating to Contracts in light of the Public Contracts (Scotland) Regulations 2015, the Procurement (Scotland) Regulations 2016, the Concession Contracts

(Scotland) Regulations 2016 and statutory guidance made under and in terms of the Procurement Reform (Scotland) Act 2014; and

- b) Delegate authority to the Procurement Sub-Committee to approve the changes required to the Standing Orders Relating to Contracts as a result of the review.

3. **Background**

3.1 The Council is required to have Standing Orders Relating to Contracts in terms of section 81 of the Local Government (Scotland) Act 1973.

3.2 The Standing Orders were last reviewed in 2013 with the current version being approved by Council at its meeting on 28 February 2013. Since then, amendments have been made to reflect changes in job titles and the Council's structure, and to update the EU procurement thresholds which change on 1 January of every second year.

3.3 The Public Contracts (Scotland) Regulations 2015, which implement the new EU public procurement directive (EU Directive 2014/24/EU), were laid before the Scottish Parliament on 18 December and come into force on 18 April 2016. Some of the key changes introduced by these Regulations are:-

- Reduced minimum time limits for procurement exercises, meaning that contracts can be put in place more quickly;
- The new Innovation Partnership procedure for the development and purchase of new and innovative goods, services or works;
- Greater clarity on the scope to use pre-market consultation to inform the approach to a procurement exercise;
- New "light touch" rules for contracts for care and support, and some other services, where the value of these contracts exceeds 750,000 Euro;
- Additional grounds for exclusion of tenderers, including businesses who have admitted, or who have been found to have committed, an act prohibited under the Employment Relations Act 1999 (Blacklists) Regulations 2010.

3.4 The draft Procurement (Scotland) Regulations 2016 have been laid before the Scottish Parliament and, subject to approval, will come into force on 18 April 2016. These will ensure that the rules applying to lower value contracts regulated by the Procurement Reform (Scotland) Act 2014 are comparable with the equivalent rules for higher value contracts regulated by the Public Contracts (Scotland) Regulations 2015. This is intended to ensure consistency and clarity. The regulations will also include provisions on:

- how the estimated value of a contract is to be determined;
- what is a health or social care service for the purposes of the Act;
- the circumstances in which a contract may be awarded under the Act without competition;
- publication of contract opportunity notices, prior information notices and contract award notices on the Public Contracts Scotland website;
- exclusion of tenderers; and
- the rules for drafting technical specifications for contract documents.

3.5 The Concession Contracts (Scotland) Regulations 2016 will implement the EU directive on concession contracts (EU Directive 2014/23/EU) and will apply to services and works concession contracts valued at 5.186 million Euros and more.

3.6 The Procurement Reform (Scotland) Act 2014 provides for the Scottish Ministers to publish statutory guidance on:

- the selection of tenderers and award of contracts;
- the sustainable procurement duty;
- the carrying out of regulated procurements relating to contracts for health and social care services;
- the preparation and publication of procurement strategies and annual procurement reports; and
- the use of community benefit requirements.

3.7 A report on the implications of the statutory guidance on the selection of tenderers and award of contracts – Addressing Fair Working Practices, including the Living Wage, in Procurement which was published in October 2015 and applies to regulated procurements commenced on or after 1 November 2015, was considered by the Procurement Sub-Committee at its meeting on 27 January 2016.

3.8 The Scottish Government has indicated that the remainder of the statutory guidance will be published in early 2016.

Implications of the Report

1. **Financial – None**
2. **HR & Organisational Development – None**
3. **Community Planning - None**
4. **Legal –** The Standing Orders Relating to Contracts will need to be reviewed in light of the Public Contracts (Scotland) Regulations 2015, the Procurement (Scotland) Regulations 2016, the Concession Contracts (Scotland) Regulations 2016 and statutory guidance made under and in terms of the Procurement Reform (Scotland) Act 2014.
5. **Property/Assets – None**
6. **Information Technology - None**
7. **Equality & Human Rights -** The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety – None**
9. **Procurement –** The review of the Standing Orders Relating to Contracts will ensure they reflect current best procurement practice as well as meeting the requirements of the legislation and guidance.
10. **Risk – None**
11. **Privacy Impact - None.**

List of Background Papers

- (a) Report to Council on 28 February 2013 on Review of Standing Orders Relating to Contracts

- (b) Report to the Procurement Sub-Committee on 27 January 2016 on Statutory Guidance on the Selection of Tenderers and Award of Contracts – Addressing Fair Working Practices, including the Living Wage, in Procurement

The background papers will be retained within Finance and Resources for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is: Lynn Mitchell, Managing Solicitor Tel: 0141618 7163; lynn.mitchell@renfrewshire.gcsx.gov.uk

Author: Lynn Mitchell, Managing Solicitor Tel: 0141 618 7163



To: Council

On: 25th February 2016

Report by: Chief Executive

Heading: Living Wage Accreditation

1. Summary

- 1.1 The report seeks approval for the Council to apply for Scottish Living Wage Accreditation under the scheme organised by the Poverty Alliance in partnership with the Living Wage Foundation
 - 1.2 The report provides an update on activities across the Council that support the payment of the Living Wage across Renfrewshire.
-

2. Recommendations

- 2.1 It is recommended that Council:
- 2.2 Authorises the Chief Executive to submit an application on the Council's behalf for accreditation as a Living Wage employer in terms of the Scottish Living Wage Accreditation Scheme.
- 2.3 Note the progress of a range of activities to support the payment of Living Wage across Renfrewshire.
- 2.4 Note the conditions relating to the payment of the Living Wage to the Social Care sector arising from the Local Government Finance Settlement 2016/17

3. Background

- 3.1 The Living Wage is an hourly rate set independently and updated annually, and is calculated according to the basic cost of living in the UK.
- 3.2 The Living Wage used for the purposes of this report is the one set by the Centre of Research in Social Policy at Loughborough University which for 2014/15 was set at £7.85. Renfrewshire Council already pays this Living Wage rate plus 1.5%, equating to £7.97, as part of the nationally negotiated pay settlement.
- 3.3 During Living Wage Week in November 2015, the Living Wage for 2015/16 was announced as £8.25. As part of the nationally negotiated pay settlement, the Council is committed to paying the new Living Wage + 1% from 1 April 2016, which will be £8.33.
- 3.4 There are approximately 16,000 jobs across the Renfrewshire area that are paid below the Living Wage, which equates to 21% of the jobs in the area.
- 3.5 The importance of the Living Wage was emphasised within the report of Renfrewshire's Tackling Poverty Commission, stating "It is estimated that around a fifth of Scotland's workforce earn less than the Living Wage. The Living Wage would make a significantly positive impact in sectors with low pay such as cleaning, catering, caring and retail".
- 3.6 Renfrewshire's Tackling Poverty Commission made a recommendation to "Halve the number of workers in Renfrewshire being paid below the Living Wage". One of the key priorities within the Tackling Poverty Strategy is to 'Increase the number of households who can access employment that provides an acceptable standard of living'.
- 3.7 It is recognised that there has been significant progress made by Invest in Renfrewshire to tackle youth unemployment through job creation and employability support which has made a significant contribution to tackling poverty, reducing the youth unemployment rate from 10.5 per cent to 1.9 per cent, and Renfrewshire's overall unemployment rate from 4.9 per cent down to 1.9 per cent.
- 3.8 However, work is no longer a guaranteed route out of poverty, and more people living in poverty are working, than not. Therefore, good quality, stable employment which provides an acceptable standard of living has been an increasingly critical element of tackling poverty.

4. Living Wage Campaign

- 4.1 As part of the Tackling Poverty Action Plan in Renfrewshire, it was agreed that a Living Wage Campaign would be undertaken to promote the benefits of the Living Wage to employers in Renfrewshire.
- 4.2 In addition to the primary objective of raising the number of citizens in Renfrewshire paid a Living Wage, the campaign's key objectives are to increase the number of accredited Living Wage employers in Renfrewshire and increase residents' and employers' awareness of the Living Wage, and the Council's commitment to it.
- 4.3 As part of the campaign an event was held by Invest in Renfrewshire on the 17th February 2016 for employers to promote the benefits of paying the Living Wage.

5. Living Wage and Procurement

- 5.1 Since January 2013, Renfrewshire Council have actively encouraged tenderers to pay the living wage. Within the current procurement process tenderers are requested to confirm if they have a living wage policy, if they pay the living wage, use zero hour contracts and sessional staff as well as if they participate in workfare schemes. The responses are for information only and do not form part of the tender award criteria.
- 5.2 The Council has also included a question on fair working practices within its Invitation to Tender process, which asks 'Please describe how you will commit to fair work practices for workers (including any agency or sub-contractor workers) engaged in the delivery of this contract'. This question will have a 5% evaluation weighting of tender award criteria where appropriate to do so.
- 5.3 It is noted that Renfrewshire Council has also been successful in ensuring that 287 external care workers are paid the Living Wage as part of Care at Home contract framework. In particular, the Corporate Procurement Unit have developed a successful approach to working closely with supplier to contain the costs to the Council, and this approach will be continued and expand to meet the requirements of accreditation.

6. Living Wage Accreditation

- 6.1 The Scottish Living Wage Accreditation Initiative was established in 2014 with the aim of increasing the number of employers in Scotland who are recognised for paying their staff the Living Wage. The Initiative

is hosted by the Poverty Alliance working in partnership with the Living Wage Foundation.

- 6.2 The purpose of applying for accreditation is to demonstrate the council's commitment to the Living Wage and to the differences payment of the Living Wage can make to the lives of its employees and in tackling low pay by contractors who provide services funded by the council
- 6.3 The benefits of paying the Living Wage have been verified by independent research and include a fall in absenteeism, enhanced quality of staff engagement and productivity. In relation to public policy, an increase in coverage of the Living wage would increase tax revenues for the UK Treasury and reduce expenditure on tax credits. Additionally, the Living wage together with improved skills and training could narrow or even plug the gap in levels of productivity between the UK and the other G7 countries.
- 6.4 To achieve accreditation, the Council must confirm that all directly employed staff are paid the Living Wage and that there is a plan in place to secure the Living Wage for contractors' staff who regularly provide services on council premises.
- 6.5 Renfrewshire Council employees are currently paid at least the previous living wage rate of £7.85 + 1.5%, which is £7.97. This is currently achieved by paying approximately 750 staff a Living Wage supplement. As part of the nationally negotiated pay settlement, the Council is committed to paying the new Living Wage + 1% from 1 April 2016, which will be £8.33.
- 6.6 The Living Wage applies to all staff over the age of 18 that work regularly on the council's premises. This includes directly employed staff, contracted staff and sub contracted staff. Regularly is defined for these purposes as two or more hours in any given day for eight or more consecutive weeks of the year.
- 6.7 The accreditation scheme also does not require payment of the Living Wage to apprentices and interns.
- 6.8 Renfrewshire Council pays the living wage to all Modern Apprentices, but does not currently pay the Living Wage for Craft Apprentices, where pay rates are set according to a national framework. There are currently seven Craft Apprentices who do not receive the Living Wage. Craft Apprenticeship rates are set as a percentage of the pay of a full time equivalent craft post.

- 6.9 Renfrewshire Council interns are all also paid above the Living Wage, as are all Seasonal, Casual, Sessional, Agency and Bank staff.
- 6.10 The Initiative does not require applicants to insist on payment of the Living Wage by all of the Council's contractors although the Council already takes steps to encourage contractors to pay the Living Wage.
- 6.11 The Scottish Living Wage Accreditation Scheme has however introduced new requirements in relation to care contracts. These are:
- a) all staff providing care at home services (i.e. not on council premises) must be paid the Living Wage or there must be a plan in place with clear milestones for them to be paid the Living wage.
 - b) in relation to staff working in private care homes and private nurseries in receipt of council funding, the Council requires to give a firm commitment to a programme that the Living Wage is kept on the agenda and progress is made towards its introduction.
 - c) the commitment in point b) above would be met by a commitment to sign up to the Unison Ethical Care Charter.
 - d) the Council must take part in regular monitoring checks by the Poverty Alliance to confirm progress is being made where dated milestones have been set and agreed.
 - e) the Council will seek to influence the national discussion on payment of the Living Wage in service sectors which receive funding from local government.
- 6.12 We will add Living Wage to the agenda of all contract management meetings going forward, and feature Living Wage in the commissioning strategy for next arrangement to National Care Home Contract.
- 6.13 The Council at its meeting on 26 June 2014 agreed to work with Unison to deliver the principles of the Ethical Care Charter and the Leader of the Council has already signed the Charter on the Council's behalf.
- 6.14 The Council will produce a Living Wage Action Plan which responds to any areas of development to achieve and maintain accreditation, along with any wider actions that the Council can undertake to demonstrate commitment and leadership around the benefits of the Living Wage.

- 6.15 The accreditation is confirmed by a signed licence agreement between the council and the Living Wage Foundation. There is an annual fee of up to £400 for accredited employers.

7. Local Government Financial Settlement 2016/17

- 7.1 The Local Government Financial Settlement for 2016/17 includes reference to £250 million of funding which resides within the Health portfolio of the Scottish Government budget and which is intended to support adult social care to be provided through the new Health and Social Care partnership arrangements. The financial settlement offer from the Government includes a commitment to a shared endeavour with the Scottish Government and Providers to achieve the payment of the living wage of £8.25 per hour to all adult social care workers, working both directly for the Council and those employed by 3rd and independent sector providers that are commissioned for such services by the Council.

- 7.2 As detailed in a report to the Leadership Board on the 17th February, council leaders who intend to take up the offer and agree to the full package of measures were asked to respond to the Deputy First Minister by Tuesday 9th February setting out their position. The Council Leader wrote to the Deputy First Minister by this deadline date indicating an in principle agreement to the offer presented as part of the local government finance settlement, subject to formal approval by full Council and asking the Deputy First Minister to note the following factors relating to the delivery of the commitment associated with the Living Wage in the adult social care sector.

- That the appropriate engagement by the providers of adult social care as envisaged by the Scottish Government, is based on the assumption made by the Scottish Government of the providers contributing financially to partly fund 25% of the cost to deliver the living wage commitment as part of the shared endeavour.
- That Renfrewshire's share of the national cost, estimated by the Scottish Government to deliver the living wage commitment is sufficient to meet the commitment the Council is being required to make in relation to both the cost in 2016/17 and the full year recurring cost of meeting this commitment in 2017/18.
- The Renfrewshire Council is, in common with all other councils, subject to both UK and EU law regarding State Aids and the award of public contracts

- 7.4 It should be noted that these factors outlined to the Scottish Government do not affect the criteria for Living Wage Accreditation, outlined at section 6.
-

Implications of the Report

1. **Financial** – The costs of becoming Living Wage accredited are already accounted for within the pay award for April 2016 and any costs associated with negotiating and monitoring requirements associated with the accreditation will be managed within existing resources..
 2. **HR & Organisational Development** – It is anticipated that Living Wage accreditation will have a positive impact on Renfrewshire Council staff, considering the associated benefits relating to employee engagement and productivity.
 3. **Community Planning –**
Jobs and the Economy – The Jobs and Economy Board have recently added a target to the Single Outcome Agreement to increase the number of accredited Living Wage employers in Renfrewshire. The work surrounding Living Wage will support the CPP to achieve these targets
 4. **Legal** – The accreditation is confirmed by a signed licence agreement between the council and the Living Wage Foundation.
 5. **Property/Assets** – Not Applicable
 6. **Information Technology** – Not Applicable
 7. **Equality & Human Rights** – It is anticipated that the increase in Living Wage payment across Renfrewshire will have significant positive impacts on equality and human rights, considering the overrepresentation of many equality groups within low pay sectors.
 8. **Health & Safety** – Not Applicable
 9. **Procurement** – Living Wage Accreditation will add additional requirements to the Council's procurement unit, and as a result additional resource will be required but contained within existing budget provision.
 10. **Risk** – Not Applicable
 11. **Privacy Impact** – Not Applicable
-

Author: Annabelle Armstrong-Walter (Strategic Lead Officer: Tackling Poverty and Welfare Reform) X5968



To: Council

On: 25 February 2016

Report by: Director of Finance & Resources

Heading: Records Management Plan

1. Summary

- 1.1 The Public Records (Scotland) Act 2011 requires public authorities to create and implement Records Management Plans that outline how the authority currently manages its records and the actions it is taking to further improve the management of its records.
- 1.2 The Council is required to submit its Records Management Plan to the Keeper of the Records of Scotland for assessment by 31 March 2016 deadline.
- 1.3 As Renfrewshire Licensing Board is also required to submit a Records Management Plan, the Council and Renfrewshire Licensing Board are submitting a joint plan to the Keeper.

2. Recommendations

- 2.1. The Records Management Plan set out in Appendix 1 be approved.
- 2.2. The Business Classification Scheme set out in Appendix 2 be approved.
- 2.3. That the authority to approve Retention Schedules referred to in the Records Management Plan is delegated to the relevant director or head of service for the service to which each of the schedules relates.
- 2.4. That further amendments to the Records Management Plan are approved by Alan Russell as Director of Finance & Resources and Senior Information Risk Owner for the Council in order that it may be kept relevant and up to date.

- 2.5. That further amendments to both the Business Classification Scheme and Records Retention Schedules are approved by the Records Management Working Group chaired by the Council's Records Manager in order that they may be kept relevant and up to date.
-

3. Background

- 3.1. The Public Records (Scotland) Act 2011 ("PRSA") came into force on 1 January 2013. Under the PRSA, named Scottish public authorities are required to manage their corporate records efficiently and effectively. To this end, each of these authorities must submit a formal Records Management Plan ("RMP") to the Keeper of the Records of Scotland ("the Keeper") for his approval. The Keeper has published a 'model RMP' that explains the various elements he would expect to see in a public authority RMP. Both the Council and Renfrewshire Licensing Board are public authorities under the PRSA and due to the close working nature of the two a joint plan has been created based on the Keeper's model plan.
- 3.2. The Keeper's model plan has 14 elements that the Keeper considers important to the successful management of public records within an organisation. They are:
1. Senior management responsibility
 2. Records manager responsibility
 3. Records management policy statement
 4. Business classification
 5. Retention schedules
 6. Destruction arrangements
 7. Archiving and transfer arrangements
 8. Information security
 9. Data protection
 10. Business continuity and vital records
 11. Audit trail
 12. Competency framework for records management staff
 13. Assessment and review
 14. Shared information
- 3.3. In addition to the elements above, two additional elements have been added by the Records Manager. They are:
1. Freedom of Information – Due to its importance within Scotland as a pillar of Information Governance.
 2. Contracts – In order to plan accordingly for when functions are carried out on behalf of an authority.
- 3.4. Evidence must be submitted to the Keeper along with the RMP itself that demonstrates how an organisation meets each requirement or details on how it plans to comply. Under each element within the RMP is a table listing the

evidence that will be submitted to the Keeper once the RMP has been approved by the Council. Given the volume of documents, only the RMP and evidence that requires the Council's approval has been appended to this report. The Records Manager would be happy to provide copies to members of any evidence that they wish to see that has not been appended.

- 3.5. The Keeper recognises that organisations will not all be at the same level with regards to their record keeping. This is why certain elements (4, 5, 9, 10, 11, 12, 13, & 14) do not have to be fully in place when submitting the RMP. Any RMP that has outstanding elements will be placed on an 'Improvement Plan Route.' This route requires the Records Manager to provide regular updates to the Keeper on how the work is progressing. To date, only two RMPs have been approved that are not on the 'Improvement Plan Route,' with one of those being the National Records of Scotland own RMP. Renfrewshire Council is expected to be on the 'Improvement Plan Route.' The planned work is detailed in action tables at the end of each element's section within the RMP. Much of this work can be dealt with at the same time as this is very much related.
- 3.6. The Records Management Working Group will also be an integral part of ensuring compliance with the PRSA. The group reports to the Information Management and Governance Group and is chaired by the Records Manager. It is made up of a nominated officer and depute from each Service. The main focus of the group will be implementation of the RMP and the members will be key records management contacts for services. Given the size of the task to implement the RMP this membership will be kept under review and services may be asked to nominate additional representatives as required.
- 3.7. In addition to the RMP itself, there is one other document before the Council that is required as evidence for 'Element 4 – Business Classification.' A robust Business Classification Scheme ("BCS") will identify every type of record that is created or captured by Renfrewshire Council and detail where / how they are held. Having a detailed BCS demonstrates to the Keeper that an organisation knows what records it creates and how they are managed. The BCS at Appendix 2 is based on the Local Government Classification Scheme ("LGCS"), which has been created by the Information & Records Management Society and is seen as records management best practice within local authorities. This is due to records being classified by the function that is creating the records as opposed to what service area. As an organisation undergoes period restructure, any BCS based on structure would need to be altered as well. However, a BCS based on the primary functions an organisation performs would require no alteration due to restructure. The Council is asked to approve the current BCS set out in Appendix 2 so that the Keeper is assured of the Council's commitment to this element.
- 3.8. 'Element 5 – Retention Schedules' requires the Council to have a document that controls the periods for the retention of records captured and created by the Council. The Council's Record Retention Schedules have been based on the Scottish Council on Archives guidelines for the retention of records and extensive

discussions have also taken place with Services regarding retentions schedules under both the previous and current Records Managers. The current Records Manager has also met with the SMTs of all Directors to discuss the RMP with particular focus paid to classification schemes and retention schedules. On the basis of those discussions and the earlier input from Services, the Records Manager has created a single document that follows the BCS in design (i.e. functional not structural). As operational documents it is important that the senior managers for each service have oversight of the retention schedules for their service

- 3.9. It is important that both the BCS and Retention Schedules are kept relevant and up to date. Therefore, it is recommended that the Council approves that all future amendments to both the Business Classification Scheme and Corporate Retention Schedules will be approved by the Records Management Working Group working in conjunction with the appropriate officers from the relevant services. This is intended as a way to prevent any similar record types from having dissimilar retention periods. It will also allow the documents to be reviewed and updated on a rolling basis so as to keep them as up to date as possible due to changes in legislation or business requirements.
- 3.10. Two elements that the Council must have in place prior submitting the RMP to the Keeper of the Records are; 'Element 1 – Senior Management Responsibility' and 'Element 2 – Records Manager Responsibility'. Unlike other legislation that simply requires specific roles be listed, the PRSA requires named individuals to be the senior manager responsible for implementation of the RMP and likewise a named person to be answerable to senior management who has operational responsibility for records management within the authority. Those two individuals are Alan Russell as SIRO and Director of Finance and Resources and Joseph Bartoletti as Records Manager for the Council.
- 3.11. As the named individual under Element 1, it would be helpful if Alan Russell, Director of Finance and Resources, is given delegated authority to approve future amendments to the RMP as stated within the RMP under 'Element 13 – Assessment and Review.' The RMP should be viewed as a living document that is subject to change as the actions are completed or situations change. This approval process will allow the RMP itself to stay up to date and relevant, but will not alter the approval mechanisms for any document used as evidence within the RMP. The Council will be kept informed of progress of the RMP through the annual report to the Audit, Scrutiny and Petitions Board that is listed under Element 13 of the RMP.
- 3.12. Approval of the Council's Records Management Plan and agreement of that plan with the Keeper are just the first steps to improving record keeping within Renfrewshire Council. The additional work required for implementation of the Plan will not only benefit the organisation itself, but it will also benefit the public it serves, which is the primary focus of the Public Records (Scotland) Act 2011.

Implications of the Report

1. **Financial** – Effective records management can only have a positive impact on an organisation's finances due to the efficiencies gained.
2. **HR & Organisational Development** - None
3. **Community Planning** – None
4. **Legal** – Approval of the Council's Records Management Plan is a key step to complying with the Public Records (Scotland) Act 2011. Good record keeping is also vital to ensuring compliance with many different pieces of legislation.
5. **Property/Assets** – None
6. **Information Technology** – The RMP details how records can be better managed at the present time by using the current technologies and resources available. Future ICT investment may be considered, but is not required at this time.
7. **Equality & Human Rights** – The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – There is an overall risk to the Council if its records are not properly managed. The RMP itself aims to mitigate that risk by providing a plan for the organisation to continually improve its record keeping.
11. **Privacy Impact** - Effective records management can only have a positive impact on people's privacy whereby records are only retained for as long as necessary and are kept securely.

List of Background Papers

- (a) None

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**Renfrewshire Council and
Renfrewshire Licensing Board**

Records Management Plan

January 2016

v 1.0

Document Details

Title	Records Management Plan
Author	Joseph Bartoletti, Records Manager
Issue Date	January 2016
Subject	Records Management
Description	The Records Management Plan for Renfrewshire Council and Renfrewshire Licensing Board in compliance with the Public Records Scotland Act.
Version	1.0
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Document Control

Change Record

Version	Date	Author	Reason for Issue/ Change
1	11/12/2015	Joseph Bartoletti, Records Manager	New document

Document Review and Approval

Name	Action	Date	Communication

Related Documents

Ref	Document Name/ Version	Document Location
	Records Management Policy	Renfo
	Data Protection Policy	Renfo
	Information Security Policy	Renfo
	Freedom of Information Policy	Renfo

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Background

The Public Records (Scotland) Act 2011 (hereafter referred to as 'PRSA') came fully into force in January 2013. The Act obliges public organisations in Scotland to prepare and implement a records management plan (RMP). The RMP sets out the arrangements for the proper management of records within those organisations.

Renfrewshire Council and Renfrewshire Licensing Board are submitting a joint RMP in recognition of the integrated nature of the work and shared staffing between the two authorities. Administration of the Board and the management of its records conforms to the records management principles of the Council.

The plan excludes Joint Boards who, as separate legal entities, are required, under the Act, to submit individual RMPs.

The following RMP is based on the Keeper's published Model RMP with extra elements added for Freedom of Information as a pillar of Information Governance within Scotland and for Contracts to recognise instances when functions are carried out on behalf of an authority. The Model Plan has 14 Elements, which are listed below, with the two additional elements listed at 15 and 16.

- | | |
|--|---|
| 1. Senior management responsibility | 10. Business continuity and vital records |
| 2. Records manager responsibility | 11. Audit trail |
| 3. Records management policy statement | 12. Competency framework for records management staff |
| 4. Business classification | 13. Assessment and review |
| 5. Retention schedules | 14. Shared information |
| 6. Destruction arrangements | Additional Elements |
| 7. Archiving and transfer arrangements | 15. Freedom of Information |
| 8. Information security | 16. Contracts |
| 9. Data protection | |

The following plan demonstrates the intent of Renfrewshire Council and Renfrewshire Licensing Board to be committed to continuous improvement in the way in which both manage and use their records. Therefore, this plan is designed to be dynamic, rather than static, in order to meet challenges as they rise.

For more information about the PRSA, visit the website of the National Records of Scotland:

<http://www.nationalrecordsofscotland.gov.uk/record-keeping/public-records-scotland-act-2011>

A copy of the Act can be viewed online via the National Archives website:

<http://www.legislation.gov.uk/asp/2011/12/contents>

Records Management Plan Elements

Element 1: Senior Management Responsibility

Senior Management responsibility for Renfrewshire Council's RMP lies with:

Alan Russell

Senior Information Risk Owner ("SIRO") and Director of Finance and Resources

Renfrewshire House

Renfrewshire Council

Cotton Street

Paisley PA1 1JB

Tel: 0300 300 0300

Email: finit@renfrewshire.gov.uk

Senior Management responsibility for Renfrewshire Licensing Board RMP lies with:

Kenneth Graham

Clerk to the Board

Renfrewshire House

Renfrewshire Council

Cotton Street

Paisley PA1 1JB

Tel: 0300 300 0300

Email: licensing.cs@renfrewshire.gov.uk

Evidence:		
1	Letter from Sandra Black, Chief Executive confirming roles.	Appendix 1
2	Letter from Clerk of Licensing Board confirming roles.	Appendix 2

Element 2: Records Manager Responsibility

The individual answerable to Senior Management within Renfrewshire Council and Renfrewshire Licensing Board and who has operational responsibility for records management within those authorities is:

Joseph Bartoletti

Records Manager

Renfrewshire Council

Cotton Street

Paisley

Renfrewshire PA1 1TR

Tel: 0141 618 5149

Email: joseph.bartoletti@renfrewshire.gcsx.gov.uk

The Records Manager chairs the Data Protection, Freedom of Information, and Records Management Working Groups and is a member of the Information Management and Governance Group. The Records Manager holds a relevant records management qualification.

Evidence:		
1	Letter from Sandra Black, Chief Executive confirming roles.	Appendix 1
2	Letter from Clerk of Licensing Board confirming roles.	Appendix 2
3	Job Outline for Records Manager Post	Appendix 3

Element 3: Records Management Policy Statement

The Council and Licensing Board have a statutory requirement to “make proper provision for the preservation and management” of their records; to be publicly accountable for and able to justify their decisions and actions; and to enable compliance with the requirements of the PRSA, the Data Protection Act 1998, the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004.

The PRSA places an obligation on the Council and Licensing Board to prepare and implement a RMP which sets out efficient arrangements for the management of the Council and Licensing Board’s records.

An effective records management system is essential to ensuring records are captured, managed and preserved or destroyed in an organised manner, maintaining their integrity and authenticity.

The Council's Records Management Policy applies to all staff and the records they create over the course of their duties. As Renfrewshire Licensing Board is administered by Council staff, this document applies to its records as well. The Records Management Policy is available to all staff on the Council's intranet, [Renfo](#).

Action Plan:			
	Action	Date	Action by
1	Review Records Management Policy	November 2018	Records Manager

Evidence:		
1	Records Management Policy	Appendix 4

Element 4: Business Classification

As noted within the aforementioned Records Management Policy, Renfrewshire Council has adopted the Local Government Classification Scheme (LGCS) as the basis for its Business Classification Scheme (BCS). The LGCS is developed from a concept of functional classification as opposed to a model based on the structure of the organisation itself. Classification of records in this manner allows for the organisation itself to undergo periodic restructure, while the management of its records remains relatively unchanged. It also allows for better sharing of information between departments when implemented electronically as a file plan.

The Council acknowledges that while the LGCS has been adopted, it still requires further adaptation and implementation. The following steps are being taken to establish the framework in which full integration of the scheme will take place throughout the Council.

This also applies to Renfrewshire Licensing Board as it is administered by Council staff and uses the same locations and systems to store and manage its records.

The Council currently stores its information and records across an array of physical storage locations (office shelving, store rooms, and the Corporate Records Store etc.), shared drives, line of business applications, and a corporate Electronic Document Management System (EDMS). Records contained within physical systems, line of business applications, and the EDMS will be mapped to the relevant section of the BCS and noted at the relevant tier of the BCS. Moving forward the BCS will also be implemented as a file plan across shared drives.

At this time the Council does not have an Electronic Document and Records Management System (EDRMS) to impose governance on unstructured data. Currently EDRMS is being investigated by Renfrewshire Council's ICT service area, but there are no definitive plans as of yet. Even though this is the current position within the organisation, work can and will commence on restructuring the shared drives according to the BCS and this work will compliment any potential future implementation of an EDRMS.

Work has already commenced on improving the current shared drives through the Council's Information Management and Governance Group ("IMGG"). The Records Management Working Group ("RMWG") will feed into this process and building off the work done under Element 5 will map the systems currently used to store their records to the BCS. This process will also show where the BCS needs to be adapted or expanded further.

Once the process is complete, the Corporate Retention Schedule (Element 5) and the BCS will be merged to form a single document. Further developments to both documents will include the following information:

- Function;
- Activity;
- Transaction (type of record / information);
- Sub-folders
- Vital records / location of original and working copy;

- Access rights; and
- Responsible service(s).

The RMWG will consult with service areas through their representative to the group regarding bringing their sections of the BCS in line with the list above. Record locations (across formats) will be identified along with physical volume currently retained and approximations of future storage needs for forward planning.

Where the Council has contracted out a function to a third party, the function will not be removed, but rather this will be noted in order to better help maintain management of those records. If such a third party would like to use the Scheme then this can be facilitated through the Council's Records Manager.

Action Plan:			
	Action	Date	Action by
1	RMWG consultation with service areas to identify record locations against BCS	January – June 2016	Records Manager / RMWG
2	Develop targeted plan based on consultation	July 2016	Records Manager / RMWG
3	Implementation Phase	August 2016 – July 2019	RMWG / Service Areas
4	Soft market testing for EDRMS, minimum EDRMS requirements building, and review of current EDMS against those requirements	February – August 2016	ICT / Records Manager

Evidence:		
1	Business Classification Scheme	Appendix 5
2	Terms of Reference for IMGG	Appendix 6
3	IMGG Minutes for 3 September 2015 Meeting	Appendix 7
4	Terms of Reference for RMWG	Appendix 8
5	RMWG Minutes for 1 December 2015 Meeting	Appendix 9

Element 5: Retention Schedules

Renfrewshire Council and Renfrewshire Licensing Board have both adopted a modified version of the Scottish Council for Archives Records Retention Schedule (SCARRS) as the basis for the Council's approved retention schedules. The retention schedules use the functional approach to classification as opposed to an organisational design in order that they may be more resilient to changes to the structure of the organisation and ensure consistency for classes of records that are held throughout the organisation.

As noted above, the retention schedules are structured by function due to the benefits that brings. However, through the addition of a column (SA), a service area code is listed to tie the

functions back to the organisation. Each two letter code correlates to a service area of the Council. The service areas are as follows

CE – Chief Executive
CR – Community Resources
CS – Children’s Services
DH – Development & Housing Services
FR – Finance & Resources

Further modifications to the retention schedules will occur through the Council’s RMWG in cooperation with service areas. Due to the functional approach taken, this will ensure consistent retention periods for records series created / captured across service areas. Review is on a rolling basis to ensure there are no gaps caused by lengthy review periods.

The corporate retention schedule is made available to all staff through the intranet and to the general public through the Council’s website.

Due to the shared resources between the Council and Renfrewshire Licensing Board, the retentions for the Board are included among those for Finance & Resources.

Action Plan:			
	Action	Date	Action by
1	RMWG consultation with service areas to identify record locations against BCS	January – June 2016	Records Manager / RMWG

Evidence:		
1	Renfrewshire Council Retention Schedule	Appendix 10
2	Council Minutes for 25 February 2016	Appendix 11

Element 6: Destructions Arrangements

Renfrewshire Council and Renfrewshire Licensing Board both have access to an external confidential waste company for the secure disposal of paper records. There are also in-house shredders placed throughout Council buildings. Guidance on the destruction and disposal of records is available to all staff on the Council’s intranet, [Renfo](#).

The contract in place for the bulk destruction of paper records is with Paper Shredding Services Ltd (<http://www.onsiteshredding.info/>). Paper files are held securely onsite until they are uplifted by the company.

The Council also uses Restructa (<http://www.restructa.co.uk>) for the secure disposal of IT equipment and any information still contained on it. As in the case with paper records, equipment is held securely in Council buildings until the company collects it for disposal.

Members of the Council's RMWG have a responsibility to ensure appropriate methods are in place for the secure disposal of records, highlighting any areas of concern within their area to the group.

Council employees are required to use Destruction Certificates to record what records have been disposed, when they have been disposed and the method. A copy of the Disposal Certificate must be returned to the Records Manager. That message will be continually communicated to staff through the RMWG membership.

The Records Manager is currently working with individual services and ICT to develop processes and procedures for the disposal of electronic records contained within line of business applications. Not all systems have an automated delete function or retention module. Therefore, work is being undertaken to develop disposal procedures for each system.

Renfrewshire Licensing Board also follows the same procedures. Its equipment is managed by the Council's ICT service and therefore all disposals are in line with the Council's as outlined above.

Action Plan:			
	Action	Date	Action by
1	Development of disposal procedures for line of business applications.	January – December 2016	Records Manager / ICT
2	Review of Disposal Guidelines	January 2018	Records Manager

Evidence:		
1	Disposal Guidelines	Appendix 12
2	Sample Destruction Certificate	Appendix 13
3	Contract Award Letter to Paper Shredding Services Ltd.	Appendix 14
4	Sample Disposal Certificate ICT Equipment	Appendix 15

Element 7: Archiving and Transfer Arrangements

Renfrewshire Council has a historic archives collection at the Heritage Centre within Paisley Central Library. Paisley Central Library is operated by Renfrewshire Leisure, which is a charitable trust set up by the Council to provide sport, leisure and cultural opportunities on behalf of Renfrewshire Council for its community. This includes the management of assets such as Town Halls, Libraries, Museums and Paisley Arts Centre along with Sports Development, Active Schools functions and playing fields.

At the Heritage Centre there are facilities for the preservation of physical historical records and for public access to these special collections. Selection of records for transfer to the archives is detailed within the Council's Records Management Policy and specific series are noted within the records retention schedules. The Council's RMWG, which is chaired by the Records Manager, will decide what records should be retained permanently. The Heritage Officer at

Paisley Central Library, who oversees the Heritage Centre, is also a member of the working group.

Transfer of records from Renfrewshire Council is done using Council staff and vehicles.

Due to the close working relationship between the Council and Renfrewshire Licensing Board, the Board will also be able to utilise the Heritage Centre for the permanent preservation of the records it selects.

Action Plan:			
	Action	Date	Action by
1	Develop more detailed guidance on selection and transfer of records to archives.	March – June 2016	Records Manager / RMWG

Evidence:		
1	Renfrewshire Council and Renfrewshire Leisure Limited Collections Agreement	Appendix 16
2	RMWG Terms of Reference	Appendix 8

Element 8: Information Security

Information Security is an integral part of the Council's Information Governance Strategy and Framework. Policies, procedures and guidance are designed to ensure that all Council staff are aware of their own personal responsibility to handle data securely.

There are procedures in place to ensure that every individual within the Council understands their responsibilities in ensuring the security of information. For example, it is mandatory for all Council employees to complete a mandatory iLearn module on Information Security and all users must read the ICT Acceptable Use Policy before gaining access to systems. The Council's Information Governance Development Officer delivers a specific Information Security training programme Council-wide, on a monthly basis and the Information Governance team issues regular updates on the dedicated Information Governance section of the Council intranet, whilst the SIRO issues regular all user emails, containing key information security messages.

The Council has a dedicated Information Security group, chaired by the Council's Chief Auditor. The remit of the Information Security Group is to ensure that information security is appropriate, proportionate, measured and embedded into business as usual. Membership of this group includes appropriate representation from ICT, the Information Governance Team and Internal Audit.

The Council's Information Governance team have also run a 'Think Twice' campaign since May 2014 specifically to target information security issues. Given that the most catastrophic data breaches can occur due to basic human error, the 'Think Twice' campaign focuses on the individual employee's responsibility to take appropriate action when handling personal data. The principle is that if employees have the mentality to 'stop and think' before, for example,

pressing send on an email, there is less risk of a lapse in concentration or an unintentional data incident occurring. This is aimed to be a simple, easy to understand programme to enforce the required personal responsibility and frame of mind before action.

As part of the wider Information Governance Action Plan, the Information Governance team work closely with the Council's Communications team to maintain a high-profile for information security matters throughout the Council and run an annual Information Governance Awareness Week each autumn.

The Council also has Public Service Network Accreditation and is PCI Compliant. Both demonstrate that robust measures are in place to secure our network infrastructure.

Renfrewshire Licensing Board benefits from its close association with Renfrewshire Council on matters of shared resources, availability of training and issue awareness. It therefore inherits the same standards of information security as the Council

Action Plan:			
	Action	Date	Action by
1	Review ICT Acceptable Use Policy	August 2016	IG Team
2	Review Information Security Policy	November 2016	IG Team
3	Review Clear Desk Guidelines	June 2017	IG Team

Evidence:		
1	Information Security Policy	Appendix 17
2	Information Security Group TOR	Appendix 18
3	Clear Desk Guidelines	Appendix 19
4	PSN Compliance Certificate	Appendix 20
5	PCI Compliance Certificate	Appendix 21
6	Information Security Mandatory iLearn Module Screen Shot	Appendix 22
7	Information Governance Awareness Week - timetable	Appendix 23
8	ICT Acceptable Use Policy	Appendix 24

Element 9: Data Protection

The Council takes its data protection responsibilities very seriously and has various safeguards in place to help ensure that personal data is handled properly, including clear guidance and training for staff. The Council has a clear information governance framework, policies, procedures, guidance and data protection training and continuous awareness raising throughout the Council. The Council has robust policies and procedures in place to ensure compliance with its requirements under the Data Protection Act 1998, and works hard to effectively identify and control risks to prevent data incidents or breaches of the Act.

In 2012/2013 the Council underwent a consensual audit by the ICO and achieved a 'reasonable' assurance, followed by a 'high' level of assurance at follow-up audit, having

implemented the ICO's recommendations. The Council has since been working to ensure continued data protection compliance and has strengthened its current practices by expanding the Information Governance team responsible for driving the Council's Information Governance agenda.

Roles and responsibilities are clearly articulated in the Council's Information Governance Strategy and Framework and its Data Protection Policy. Each Service within the Council has a data protection officer, who is responsible for data protection compliance within that Service, which includes application of policies and procedures and raising awareness. The role of the departmental officer is to monitor compliance within their department, by passing on advice on training, maintaining the accuracy of their departmental input into the Council's notification and in processing Subject Access Requests which relate to records from their Services.

It is mandatory for all Council employees to complete training modules on Data Protection and Information Security. Records are maintained on employees who have completed the mandatory training and who are, in terms of the Council's Information Governance/Data Protection Learning and Development Strategy, obliged to complete annual refresher training.

The Learning and Development Strategy provides for bespoke, in-depth training and refresher training for departmental data protection officers and their deputies on a two yearly basis. The purpose of this Strategy is to ensure that the learning and development needs of individual groups in relation to data protection and wider information governance are adequately addressed. The Strategy identifies the training needs of Elected Members, Directors and Heads of Service, 3rd and 4th tier managers, employees who have specific requirements and those who require only a general awareness.

Formal training is supplemented by data protection awareness raising via a variety of methods, such as regular communications from the Senior Information Risk Owner (SIRO) to staff, a dedicated Information Governance section on the Council's intranet, which is regularly updated and an annual Information Governance Awareness Week, which runs each autumn.

Renfrewshire Licensing Board again benefits from its close association with Renfrewshire Council on matters of shared resources. It therefore inherits the same standards for data protection matters as the Council. As the Board is a data controller in its own right, it is registered with the ICO. The registration number is given below in the evidence table.

Action Plan:			
	Action	Date	Action by
1	Review Data Protection Policy	August 2016	IG Team
2	Renew Council registration with ICO	November 2015	Records Manager
3	Renew Licensing Board registration with ICO	November 2016	Records Manager

Evidence:		
1	Information Commissioner Registration Number, Renfrewshire Council	Z7198739 – Renfrewshire Council
2	Information Commissioner Registration Number, Renfrewshire Licensing Board	Z7256791 – Renfrewshire Licensing Board
3	ICO Audit – Follow Up Audit Report Executive	Appendix 25

	Summary	
4	Data Protection Policy	Appendix 26
5	Data Protection Guidelines	Appendix 27
6	Sample privacy statement	Appendix 28
7	Data Protection page on website	Data Protection page on website
8	Subject Access Request Application Form	Appendix 29
9	Subject Access Request Guidelines	Appendix 30
10	Social Work Subject Access Request Guidelines	Appendix 31
11	Information Promise	Information Promise on website
12	Style Data Processing Agreement	Appendix 32
13	Information Governance Strategy and Framework	Appendix 33
14	IG Learning and Development Strategy	Appendix 34
15	Data Protection Mandatory iLearn Module Screenshot	Appendix 35

Element 10: Business Continuity & Vital Records

Renfrewshire Council recognises the impact that an emergency can have on the provision of services and the critically important role that information and records serve in the efficient and effective operation those services. The Council's Civil Contingency Service has prepared Renfrewshire Council's Corporate Business Continuity Plan.

There are three levels to business continuity planning within the Council. The first level is the overall business continuity plan for the Council. Next, there are service specific plans for each director's service area and finally there are restoration plans that cover each head of service's remit. Prior to drafting a restoration plan service areas complete a Business Impact Analysis (BIA) that forms a core part of the final restoration plan. The BIA template is the method that information on Vital Records and critical information systems is currently collected.

The Council's Corporate Resiliency Group oversees the work of the Civil Contingencies Service and is chaired by the Director of Community Resources with a representative from each service area. There is a standing agenda item ('Spotlight On...') for each meeting that provides the opportunity to highlight specific points of discussion in relation to business continuity. It is through this forum that the Council's Records Manager will be able to focus specific attention and raise awareness on Vital Records.

As stated under Element 4: Business Classification Scheme, 'vital records' will also be captured and updated through the RMWG's further amendments to the BCS of the Council.

Renfrewshire Licensing Board again benefits from its close association with Renfrewshire Council on matters of shared resources. It therefore inherits the same standards of business continuity as the Council.

Action Plan:			
	Action	Date	Action by
1	RMWG consultation with service areas to	January – June	Records Manager /

	identify record locations against BCS	2016	RMWG
2	Records Manager to brief Corporate Resiliency Group on vital records	By June 2016	Records Manager

Evidence:		
1	Renfrewshire Council Corporate Business Continuity Plan	Appendix 36
2	Business Impact Analysis Template	Appendix 37
3	Service Plan – Main Template	Appendix 38
4	Service Plan – Appendices Template	Appendix 39
5	Service Plan – Restoration Document Template	Appendix 40
6	Sample Service Plan – Finance & Resources	Appendix 41
7	Sample Restoration Plan – ICT	Appendix 42

Element 11: Audit Trail

Arrangements for the Audit Trail of records are dependent on the nature of the record being discussed. In terms of those types there are three high level classifications for records:

- Physical – Any record in paper format or even electronic data held off the network (i.e. pen drive, optical disks etc.)
- Structured data – Line of business application data / records held within databases.
- Unstructured data – Files held on network drives (i.e. PDFs, spreadsheets, etc.)

Physical records (primarily paper) of an operational nature are maintained on site in offices and within storerooms. Movement of these paper records are controlled through various methods of check-out/in deployed within service areas such as Social Work Services and Legal and Democratic Services. The process highlighted under 'Element 4: BCS' whereby the RMWG will consult service areas on aspects of the BCS will also involve identifying the method of audit trails for physical records employed within each service, amending the method if required and / or implementing one if required.

The Corporate Records Store is managed by the Records Manager who requires staff to fill in the CRS – Transfer Template spreadsheet before transferring boxes of records to the storeroom. The contents of the completed template are then added to the database. Likewise for any boxes of records removed.

There are number of line of business applications within the Council that do provide version control and audit trails for both structured data and unstructured data. Such systems include OHMS (Housing), Information@Work (Corporate EDMS), SWIFT (Social Care), and SEEMIS (Education). With the number of systems used for a wide variety of roles, further work is required to baseline the audit trail functionality of each system. This can be done in conjunction with the planned work to develop disposal procedures for those same systems

Unstructured data currently held on shared drives within the Council are not held in a uniformly structured format, and have neither an audit trail nor a limit on the copies or versions of the

same document. Again the work to commence under 'Element 4: Business Continuity' will aim to cover this gap. Further guidance on file naming conventions, version control, and audit trails will be developed through the RMWG and be communicated to staff through the Council's intranet and planned Records Management iLearn module (see Element 12).

Action Plan:			
	Action	Date	Action by
1	RMWG consultation with service areas to identify record locations against BCS	January – June 2016	Records Manager / RMWG
2	Baseline Audit Trail functionality of line of business applications during development of disposal procedures	January – December 2016	Records Manager / ICT
3	Develop guidance on file naming conventions, version control and audit trails	January – March 2016	Records Manager / RMWG

Evidence:		
1	CRS – Transfer & Removals Template v0.1	Appendix 43
2	CRS Database Extract	Appendix 44
3	Extract from Information@Work Audit Trail	Appendix 45

Element 12: Competency framework for Records Management Staff

Renfrewshire Council recognises that it must possess a competency framework for the knowledge and skills expected not only of its Records Manager, but also any other staff it employs who have specific responsibilities with regards to Information and Records Management. A role description has already been provided for the Records Manager under Element 2 and the Council's Records Management Policy provides further information on responsibilities.

All staff within Renfrewshire Council must complete mandatory online training on Information Security Awareness and Data Protection. In addition to the mandatory online training modules, there is a Freedom of Information training module available to all staff. The Information Governance pages on the Council's Intranet site, 'Renfo' also provide advice and guidance on information and records management, as well as related policies and procedures.

Further to this, a new Records Management training module is being developed to join the other Information Governance related modules already available. It will aid in raising fundamental awareness of what an individual's responsibilities are with regards to Records Management. It will also be used to further communicate to staff what other sources of guidance there are in relation to records management.

Members of the RMWG are also available for the provision of advice and support to their respective service areas.

Successful Records Management within the organisation is truly everyone's responsibility and it is seen as critical that individual's are aware of the role they play. Renfrewshire Licensing Board is administered by Renfrewshire Council employees, who have the same access to support and training initiatives.

Action Plan:			
	Action	Date	Action by
1	Develop and implement Records Management online training module	January – June 2016	Records Manager / RMWG

Evidence:		
1	IG Learning and Development Strategy	Appendix 34
2	Job Outline for Records Manager Post	Appendix 3

Element 13: Assessment and Review

The RMP, like any other Council policy or initiative, is subject to the Council's standard governance, monitoring and review process.

The Chief Auditor is considering the RMP for inclusion in next year's timetable of internal audits and compliance with the PRSA is an item on the Council's Risk Register. The Records Manager will also submit, on behalf of the Director of Finance & Resources, an annual report on implementation of the RMP and general compliance with the PRSA to the Council's Audit, Scrutiny, and Petitions Board. Further to formal audits, the RMWG will regularly review and assess the plan and it's appropriateness for the members' service areas.

Renfrewshire Council and Renfrewshire Licensing Board recognise that their combined RMP must remain a relevant active document that will guide improvement to Records Management over the next five years. Therefore delegated authority to approve amendments to the Record Management Plan will lie with the officers noted under 'Element 1: Senior Management Responsibility' for their respective parts. This only affects the RMP itself and does not change the current approval process for any document used as evidence.

Action Plan:			
	Action	Date	Action by
1	Creation of review and assessment protocol for use by RMWG	June – August 2016	Records Manager / RMWG
2	First Annual Report to Audit, Scrutiny and Petitions Board	March 2017	Records Manager

Evidence:		
1	RMWG Terms of Reference	Appendix 8

2	Letter from Council's Chief Auditor	Appendix 46
3	Council's Risk Register 2015 Mid-Year Progress Report – 11 November 2015	Link to Board Report – Item 12, Pg 30

Element 14: Shared Information

Renfrewshire Council shares information where required or where appropriate to do so. Information is only shared where it is fair and lawful to do so. Individuals are notified on how the Council will use or share their information via Privacy Notices when information is collected, and also via the Council's website.

The Data Protection training materials specifically cover the ICO Guidance on information sharing with third parties and the Council has a Data Sharing Code, modelled on the ICO Code. This covers both one off and systematic data sharing exercises.

When sharing information with relevant partners, the Council puts Data Sharing Agreements in place to ensure the information is shared fairly, legally and securely. The Council also has a standard style of Data Sharing Agreement which is enclosed for reference. A central repository is maintained of Data Sharing Agreements and Data Processing Agreements.

Action Plan:			
	Action	Date	Action by
1	Review Data Sharing Code	May 2018	IG Team

Evidence:		
1	Data Sharing Code	Appendix 47
2	Style Information Sharing Agreement	Appendix 48
3	Privacy Notice on website	Council's Privacy Notice

Element 15: Freedom of Information

Renfrewshire Council acknowledges that along with the PRSA and Data Protection Act 1998, the Freedom of Information (Scotland) Act 2002 (FOISA) forms three pillars of Information Governance legislation. Good Records Management enables compliance and ensures accurate and consistent responses are released to enquiries. Likewise, complying with FOISA continually demonstrates the benefit of good Records Management to a public authority. Therefore, Freedom of Information has been included as 'Element 15'.

In 2015 Renfrewshire Council received 1,192 requests under the Freedom of Information (Scotland) Act 2002.

In addition to requests for information to Renfrewshire Council, the Records Manager also oversees requests received by Renfrewshire Licensing Board.

Action Plan:			
	Action	Date	Action by
1	Renew Renfrewshire Council Publication Scheme	May 2017	Records Manager
2	Renew Renfrewshire Licensing Board Publication Scheme	May 2017	Records Manager
3	Review FOI Policy	May 2017	IG Team
4	Review FOI Manual	October 2017	IG Team

Evidence:		
1	Freedom of Information Policy	Appendix 49
2	Freedom of Information Manual	Appendix 50
3	Renfrewshire Council Freedom of Information web page and Publication Scheme	Renfrewshire Council Publication Scheme
4	Renfrewshire Licensing Board Publication Scheme	Renfrewshire Licensing Board Publication Scheme

Element 16: Contracts

Renfrewshire Council and Renfrewshire Licensing board both acknowledge that “public records” are defined by the PRSA as:

- records created by or on behalf of a public authority in carrying out its functions;
- records created by or on behalf of a contractor in carrying out the authority’s functions; and
- records created by any other person that have come into the possession of the authority or a contractor in carrying out the authority’s functions.

Therefore, both organisations are duty bound to ensure that appropriate records management procedures are in place in those situations.

As previously stated under ‘Element 7: Archiving and transfer arrangements,’ Renfrewshire Leisure is a charitable trust set up by the Council to provide sport, leisure and cultural opportunities on behalf of Renfrewshire Council for its community. Renfrewshire Leisure’s Chief Executive has agreed to assist the Council to comply with the PRSA in relation to the public records created while performing the functions the Council has passed to it.

The Council intends to use, where appropriate, the style wording from the Scottish Council on Archives for inclusion in future PQQs (pre-qualification questionnaires), ITTs (invitations to tender) and contract conditions in instances where functions of the Council have been delegated to a third party. The Information Governance Team is already consulted as part of the Council’s procurement process on matters of information sharing, information security, and data protection. Therefore, inclusion of the style wording can fit in the process that already exists.

Renfrewshire Licensing Board will follow the Council’s example should the situation arise.

Action Plan:			
	Action	Date	Action by
1	Progress inclusion of style wording into the Council's procurement process.	May 2016	IG Team

Evidence:		
1	Letter from Chief Executive of Renfrewshire Leisure	Appendix 51
2	Scottish Council on Archives - ARMS: Records Management Draft Clauses for Contractors	Link to document

Approvals and Submission

Approval	Date
Renfrewshire Council's Corporate Management Team to formally approve the RMP	12 January 2016
RMP to be passed to Full Council for approval	25 February 2016
RMP to be passed to Renfrewshire Licensing Board	March 2016
Submission to the Keeper of the Records of Scotland	31 March 2016

Actions Table

ACTION PLAN (Chronological)			
Element	Action	Date	Action By
6	Development of disposal procedures for line of business applications.	January – December 2016	Records Manager / ICT
11	Baseline Audit Trail functionality of line of business applications during development of disposal procedures	January – December 2016	Records Manager / ICT
11	Develop guidance on file naming conventions and version control	January – March 2016	Records Manager / RMWG
12	Develop and implement Records Management online training module	January – June 2016	Records Manager / RMWG
4, 5, 10, 11	RMWG consultation with service areas to identify record locations against BCS	January – June 2016	Records Manager / RMWG
4	Soft market testing for EDRMS, minimum EDRMS requirements gathering, and review of current EDMS	February – August 2016	ICT / Records Manager
7	Develop more detailed guidance on selection and transfer of records to archives.	March – June 2016	Records Manager / RMWG
16	Progress inclusion of style wording into the Council's procurement process.	May 2016	IG Team
10	Records Manager to brief Corporate Resiliency Group	By June 2016	Records Manager
13	Creation of review and assessment protocol for use by RMWG	June – August 2016	Records Manager / RMWG
4	Develop targeted plan based on consultation	July 2016	Records Manager / RMWG
4	BCS Implementation Phase	August 2016 – July 2019	RMWG / Service Areas
8	Review ICT Acceptable Use Policy	August 2016	IG Team
8	Review Information Security Policy	November 2016	IG Team
9	Renew Council registration with ICO	November 2016	Records Manager
9	Renew Licensing Board registration with ICO	November 2016	Records Manager
13	First Annual Report to Audit, Scrutiny and Petitions Board	May 2017	Records Manager
15	Renew Renfrewshire Council Publication Scheme	May 2017	Records Manager

15	Renew Renfrewshire Licensing Board Publication Scheme	May 2017	Records Manager
15	Review FOI Policy	May 2017	IG Team
8	Review Clear Desk Guidelines	June 2017	IG Team
15	Review FOI Manual	October 2017	IG Team
6	Review of Disposal Guidelines	January 2018	Records Manager
14	Review Data Sharing Code	May 2018	IG Team
3	Review Records Management Policy	November 2018	Records Manager

Table of Evidence

Evidence:		
Appendix	Description of Evidence	Element
1	Letter from Sandra Black, Chief Executive confirming roles.	1, 2
2	Letter from Clerk of Licensing Board confirming roles.	1, 2
3	Job Outline for Records Manager Post	2, 12
4	Records Management Policy	3
5	Business Classification Scheme	4
6	Terms of Reference for IMGG	4
7	IMGG Minutes for 3 September 2015 Meeting	4
8	Terms of Reference for RMWG	4, 7, 13
9	RMWG Minutes for 1 December 2015 Meeting	4
10	Renfrewshire Council Retention Schedule	5
11	Council Minutes for 25 February 2016	5
12	Disposal Guidelines	6
13	Sample Destruction Certificate	6
14	Contract Award Letter to Paper Shredding Services Ltd.	6
15	Sample Disposal Certificate ICT Equipment	6
16	Renfrewshire Council and Renfrewshire Leisure Limited Collections Agreement	7
17	Information Security Policy	8
18	Information Security Group TOR	8
19	Clear Desk Guidelines	8
20	PSN Compliance Certificate	8
21	PCI Compliance Certificate	8
22	Information Security Mandatory iLearn Module Screen Shot	8
23	Information Governance Awareness Week Timetable	8
24	ICT Acceptable Use Policy	8
	Information Commissioner Registration Number, Renfrewshire Council - Z7198739 – Renfrewshire Council	9
	Information Commissioner Registration Number, Renfrewshire Licensing Board - Z7256791 – Renfrewshire Licensing Board	9
25	ICO Audit – Executive Summary	9
26	Data Protection Policy	9
27	Data Protection Guidelines	9
28	Sample privacy statement	9
	Data Protection page on website	9
29	Subject Access Request Application Form	9
30	Subject Access Request Guidelines	9
31	Social Work Subject Access Request Guidelines	9
	Information Promise on website	9
32	Style Data Processing Agreement	9
33	Information Governance Strategy and Framework	9
34	IG Learning and Development Strategy	9, 12
35	Data Protection Mandatory iLearn Module Screenshot	9

36	Renfrewshire Council Corporate Business Continuity Plan	10
37	Business Impact Analysis Template	10
38	Service Plan – Main Template	10
39	Service Plan – Appendices Template	10
40	Service Plan – Restoration Document Template	10
41	Sample Service Plan – Finance & Resources	10
42	Sample Restoration Plan – ICT	10
43	CRS – Transfer & Removals Template v0.1	11
44	CRS Database Extract	11
45	Extract from Information@Work Audit Trail	11
46	Letter from Council's Chief Auditor	13
	Council's Risk Register 2015 Mid-Year Progress Report – 11 November 2015 - Link to Board Report – Item 12, Pg 30	13
47	Data Sharing Code	14
48	Style Information Sharing Agreement	14
	Renfrewshire Council's Privacy Notice	14
49	Freedom of Information Policy	15
50	Freedom of Information Manual	15
	Renfrewshire Council Freedom of Information web page and Publication Scheme - Renfrewshire Council Publication Scheme	15
	Renfrewshire Licensing Board Publication Scheme - Renfrewshire Licensing Board Publication Scheme	15
51	Letter from Chief Executive of Renfrewshire Leisure	16
	ARMS: Records Management Clauses for Contractors	16



Renfrewshire Council

Business Classification Scheme

February 2016

(v 1.0)

Document Details

Title	Business Classification Scheme
Author	Joseph Bartoletti, Records Manager
Issue Date	February 2016
Subject	Records Management
Description	This document contains the business classification scheme for records created or captured by Renfrewshire Council.
Version	1.0
Source	New document
Updating Frequency	Rolling
Category	
Identifier	

Document Control

Change Record

Version	Date	Author	Reason for Issue/ Change
1	08/12/2015	Joseph Bartoletti, Records Manager	Creation of new document

Document Review and Approval

Name	Action	Date	Communication
Ken Graham	Review	11/12/2015	Email
Allison Black	Review	11/12/2015	Email

Related Documents

Ref	Document Name/ Version	Document Location
1	Records Management Policy	Renfo

Contents

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Amending the Scheme.....	4
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Introduction

The following document is Renfrewshire Council's Business Classification Scheme. It has been adapted from the Local Government Classification Scheme v2.03 (LGCS) developed by the Information & Records Management Society. The scheme was done in consultation with a number of local government authorities, their agencies and other experts in the field.

Structure

The structure of the scheme is based on classification by function. It is a hierarchy of terms, with primary functions that the organisation performs at the top and the activities performed by those functions below. There are three levels taken from the LGCS, with further levels able to be added by the Records Manager and Records Management Working Group as required by the needs of the organisation. Further expansion of the scheme will be capped at a 6 level maximum. With better naming conventions facilitated by the scheme, the number of levels will be able to be kept to a minimum. In simple terms entries have been classified according to:

1. Function
2. Activity
3. Transaction

The structure works from a general description at the first level reducing to the most specific description at lower levels.

1. First level - identifies key Functions undertaken by the Council.
2. Second level - identifies Activities that performed under each Function.
3. Third level – identifies Transactions which create information and records. These typically occur when information is exchanged with another party as part of a business process.

Benefits

The following benefits accrue from the use of a classification scheme:

- A scheme provides linkages between individual records that accumulate to provide a continuous record of activity;
- A scheme ensures records are named in a consistent manner over time;
- A scheme assists in the retrieval of all records relating to a particular function or activity;
- A scheme can be used when determining security protection and access levels appropriate for sets of records;
- A scheme can be used when determining appropriate retention periods and disposition actions for records.

Amending the Scheme

The scheme will be amended further to suit the needs of Renfrewshire Council by the Records Manager working with service area representatives that sit on the Records Management Working Group.

Business Classification Scheme

1 ADULT SERVICES

Asylum seekers	Advice and support Nationality checking
Carers	Carer Case files
Community support	Day centres Groups
Residential homes	Operation of homes Registration
Social issues	Substance misuse
Supporting adults	Service User Case Files Service Provider Case file
Supporting disabilities	Deaf Employment Equipment advice Independence at home Personal transport

2 CHILDREN & FAMILIES SERVICES

Adoption and fostering	Adoptive parent Assessment Financial support
------------------------	--

		Foster carer Legal Licensing Review
	Child protection	Case assessment Registration Schedule 1 offenders
	Childminding	Registration Support for childminders
	Children looked after in care	Registration
	Communications	Complaints
	Programme management and development	Services for children Supporting adults Supporting children Supporting young persons
	Residential homes	Operation of homes Registration
	Social issues	Substance misuse
	Special education	Learning support
	Supporting children	Child Case files
	Supporting disabilities	Deaf
	Training	

		Support training
	Youth justice	
		Case management
	Youth services	
		Youth service provision
3	COMMUNITY SAFETY & EMERGENCIES	
	Advice	Contingency planning Fire safety planning Home security
	Community safety	CCTV surveillance Community wardens Crime reduction Neighbourhood Watch
	Emergency planning	Emergency agencies Emergency call-outs Emergency calls - 999 Emergency plan Emergency warnings
	Emergency service	Notifications Special service provision
	Enforcement	Fire safety legislation
	Fire prevention	Fire certification Fire hydrants inspections Fire safety Fire safety inspections Incident monitoring

		Inspections Investigations
	Measures against vandalism	
	Flyposting Removal of graffiti	
	Training	
	Training exercises	
4	CONSUMER AFFAIRS	
	Advice	Campaigns
	Enforcement	Prosecution of offences
	Environmental health	Animal control Repatriation of deceased persons
	Investigation, inspections and monitoring	Inspections Investigations Monitoring Case Files
	Registration, certification and licensing	Entertainment and drinks Food premises Licence premises Licensing Sex establishments
5	COUNCIL PROPERTY	
	Common land	Grazing Registration
	Maintenance of council property	Maintenance Planned maintenance

		Refurbishment Responsive maintenance
	Property acquisition and disposal	
		Acquisitions Deeds Disposal
	Property and land management	Accessibility Building surveys Certification Distribution and allocation of properties Energy management Equipment disposal Facilities management Farm management Feasibility Fleet management Health and safety Internal agreements Land and property history Leasing Management Maps and directions Property services Property strategy Replacement programme Scheduling Security Usage statistics Valuations
	Property use and development	Car parking Design and construction

		Traveller sites Warehousing and storage
6	CREMATORIA & CEMETERIES	
	Burial identity and location	Bookings Exhumations Interment Service Licensing Memorial management Registration
	Maintenance of burial grounds	Planned Maintenance Redundant Churchyards Responsive Maintenance
7	CRIMINAL JUSTICE	
	Community Service order	Case Files
	Community Supervision Orders	Case Files
	Court Social Work Service Management	Case Files
	Provision of Support	Case Files
	Social Work provision to Courts	Case Files
8	DEMOCRACY	
	Decision making	Council and committee meetings Delegations Independent Remuneration Panel Meeting - cabinet Member panels

		Referenda Scrutiny Panel
	Executive	Statutory appointments
	Governance	Constitution
	Honours and awards	Honours submissions Lord lieutenancy
	Member support	Gifts and hospitality Register of Interests
	Planning	Cross departmental consideration Forward Plan Strategic Plan
	Representation	Constituencies Elections Emparishment Lists of councillors Lists of meetings Nominations Political parties' papers
9 ECONOMIC DEVELOPMENT		
	Business intelligence	Business listing European development Marketing
	Promotion	Advice to business Business awards

		Business development Film and television development
		International relations List of properties Markets Voluntary sector development
	Regeneration	Community development Regional development Rural development Strategy Town centre management
	Sustainability	Sustainable development
	Tourism	Tourism development
	Training	Workforce support
10 EDUCATION & SKILLS		
	Access and inclusion	Project management Traveller sites
	Admissions and exclusions	Appeals Parental choice
	Advice	Advisory services
	Arts services	Field centres Music services Performances Provision in schools

	Curriculum development	International projects National curriculum Out of schools projects Outdoor education Schools curricula
	Education welfare	Attendance and Truancy Student welfare service
	Employment skills	Careers advice Workplace training
	Lifelong learning	Adult and community services Basic skills development Basic skills development
	Management of schools	Admissions Emergency contacts General information Governing bodies Governor contacts Health and nursing Inspections Performance Plans and policies School catering
	Teaching	Mentoring Teacher development
11	ENVIRONMENTAL PROTECTION	
	Advice	

		Biodiversity Campaigns
	Conservation	Archaeological services Countryside conservation Forest management Heritage conservation Nature conservation Urban conservation Woodland management
	Monitoring	Coastal erosion Environmental impact assessment Environmentally sensitive areas
12	FINANCE	
	Accounts and audit	Internal auditing Reporting
	Asset management	Maintaining assets
	Financial provisions management	Borrowing Budget Credit union management Debt management Donations Funding bids Strategy and planning
	Financial transactions management	Authorisation Expenditure Fraud

		Funding applications
		Income
		Internal recharging
		Investments
		National insurance numbers
		Reconciliation
		Refunds
	Local taxation	Benefits and subsidies
		Business rates
		Council tax
		Property valuation
	National taxation	Tax payments
	Payroll and pensions	Pay
		Pensions
13 HEALTH & SAFETY		
	Community safety	Campaigns
	Compliance	Strategy and planning
		Training
	Monitoring	Accidents and incident reporting
		Asbestos inspections
		Equipment
		Hazardous substances
		Health and safety inspections
		Radiation
	Risk management	Risk assessments

14 HOUSING	
	Advice
	Advice to homeowners and tenants
	Enforcement Assessment- housing standards Safety inspections
	Estate management Business premises Car parking surveys Garage application Garage rental Housing inspections Neighbour disputes
	Housing provision Allocations Assessment - housing needs Homelessness Hostel providers Housing applications Housing exchanges Housing stock requirements Landlord accreditation Sheltered housing
	Housing stock Demolition Emergency maintenance Housing grants Housing grants Leases Planned maintenance Private housing grants Property adaptations

		Repairs and renovation Risk assessment
	Managing tenancies	Unauthorised occupants
		Property file Tenant file Insurance Rent setting
15	HUMAN RESOURCES	
	Administering employees	Personnel Files Disclosure of interest Induction Job evaluation Reporting
	Employee relations	Disciplinary matters reporting Trade union liaison
	Equal opportunities	Equalities and diversity
	Monitoring employees	Performance appraisal Reporting Staff directory
	Occupational health	Absence reporting Major injuries Occupational health Personal risk assessments Sickness monitoring
	Recruitment	Authorisation

		Job descriptions Recruitment
		Recruitment process Secondment Volunteers
	Terms and conditions of employment	Staff benefits Staff facilities Staff recognition Terms and conditions
	Training	Driver training Reporting Support training Training courses Training plan
	Workforce planning	Workforce development planning
16	INFORMATION AND COMMUNICATIONS TECHNOLOGY	
	Infrastructure	Disposal Fault reporting Help Desk Support Information security Licensing Network maintenance Server maintenance Spatial data management Storage Strategy
	Infrastructure	Web development

		System support	Change Control
			Configuration management Data Management Design and Construction Development Implementation Integration and interfaces Maintenance Manuals
17	INFORMATION MANAGEMENT		
		Access to information	Data protection Environmental information Freedom of information
		Archives	Archives management
		Information Governance	IG Strategy
		Knowledge management	Information asset management
		Records management	Compliance Forms development Image capture Retention scheduling Tracking
		Registration	Statutory registers
18	LEGAL SERVICES		
		Advice	Advice to the public

		Provision of legal advice Witness support
	Bylaws	Enactment Enforcement
	Land and highways	Acquisition Disposal
	Land registration	Land charges
	Litigation	Civil Commercial Criminal Debt recovery Precedent cases
	Management of legal activities	Agreements Archive deposits Conveyancing Copyright Drafting Trusts
	Planning controls	Certificate of Lawful Use or Development Certificate of Lawful Use or Development Section 106 agreements
19 LEISURE & CULTURE		
	Allotments	Allotments
	Archives	Archive development

		Cataloguing Deposits Loans Membership Research
	Arts	Arts development Clubs and societies
	Community facilities	Equipment Grants Venues
	Leisure promotion	Countryside events Exhibitions Inclusion Parks and gardens events Play scheme
	Libraries	Book ordering Bookings Catalogue Fines Library development Loans Membership Support for schools
	Museums	Deposit Loans Museum catalogue Museum development

	Parks and open spaces	Maintenance
		Playgrounds
	Sports	Clubs and societies Sports development
	Sports facilities	Bookings Equipment hire Membership
	Tourism	Tourist accommodation Visitor information
20	MANAGEMENT	
	Ceremonial	Civic and royal events Corporate gifts
	Communication support	Interpreting and translation Mail processing Publication Publications received Staff communications
	Corporate communication	Campaigns Corporate branding Corporate publicity Graphic design Marketing Media cuttings Media liaison Media releases

		Public relations
	Enquiries and complaints	<ul style="list-style-type: none"> Appeals Complaints Case Files Complaints to Ombudsman Compliments Customer profiling Customer satisfaction
	External audits	Audits
	Preparing business	<ul style="list-style-type: none"> Meetings Officer representation Partnership and agency working
	Project management	Project Case Files
	Quality and performance	<ul style="list-style-type: none"> Assessments Best value reviews Inspections Process mapping
	Statutory returns	Reports to government
	Strategic planning	<ul style="list-style-type: none"> Business cases Corporate initiatives Organisational structure Policies and procedures Public consultation Service level agreements
	21 PLANNING & BUILDING CONTROL	
	Building control	

		Application Case Files Building regulations
		Registration Unauthorised works
	Covenant control	Covenant controls Policies
	Development control	Application Case Files Conservation areas Enforcement Hedges Planning obligations Registration Tree
	Forward planning	Economic regeneration Heritage listing Housing development Local plan National planning policy Natural environment Planning policy Planning schemes Regional plan Sustainable development Urban centre planning
22	PROCUREMENT	
	Contracting	Approved suppliers Contract awards Contract management

		Requisition
	Market information	
		Product evaluation Product information
	Tendering	Tendering policies Tenders Case Files
23	REGISTRARS	
	Inquiries into deaths	Coroners inquests Investigations Registration
	Marriage services	Conducting a marriage service Registration
	Registration of births, marriages and deaths	Advice and support Certification Marriage notices Marriage register Register of births Register of citizenship Register of deaths
	Treasure trove	Inquests
24	RISK MANAGEMENT & INSURANCE	
	Claims	Claims processing
	Insuring against loss	Insurance policies Renewals Summary arrangements

	Risk management	Business continuity planning
		Education
		Risk assessment
25	TRANSPORT & INFRASTRUCTURE	
	Design and construction	Roads and highways Traffic management schemes
	Harbours and waterways	Boat moorings Port facilities Registration
	Highway development control	Highway adoption Highway extent queries Highway extinguishment Notification Planning control Road classification
	Highway enforcement	Advertising hoarding Highways Parking Parking fines Road reinstatement Scaffolding Speeding fines Weight limits
	Infrastructure management	Cycle routes Geotechnical services Maintenance

		Markings and signage Public conveniences
		Service providers Street furniture Street naming and numbering Surveys Taxi ranks
	Public transport	Community transport Concessions Public transport plan Timetable
	Rights of way	Enquiries Locations Orders Planning applications Ploughing and cropping Searches
	Road maintenance	Bridge inspections Drains and gullies Emergency maintenance Hazard removal Inspections Kerbs Planned maintenance Scheduled maintenance Verge maintenance
	Road safety	Accident investigations MOT testing

		Road safety awareness Safety audits
		School crossing patrols Speed cameras
	School transport	School transport services
	Traffic management	Abnormal loads Gritting and snow clearance Monitoring Parking Parking sites School routes Street lighting Traffic calming Traffic orders Traffic reduction Weather forecasting
	Transport planning	Development control Strategy and planning Transport modelling Travel plans
26	WASTE MANAGEMENT	
	Fly tipping	Fly tipping
	Street cleaning	Pest control Road cleansing
	Waste collection	Abandoned vehicles Bulk

ID	CLASS - FUNCTION	CLASS - ACTIVITY	FOLDER
			Controlled Domestic
			Trade
	Waste disposal		Waste sites
			Waste sites development
	Waste reduction		Composting
			Recycling

