

Notice of Meeting and Agenda

Finance, Resources and Customer Services Policy Board

Date	Time	Venue
Wednesday, 30 January 2019	14:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM
Head of Corporate Governance

Membership

Councillor Tom Begg: Councillor Bill Brown: Provost Lorraine Cameron: Councillor Audrey Doig: Councillor Jim Harte: Councillor John Hood: Councillor Kenny MacLaren: Councillor Iain Nicolson: Councillor Jim Paterson: Councillor Jim Sharkey: Councillor Andy Steel: Councillor Jane Strang: Councillor John Shaw (Convener): Councillor John McNaughtan (Depute Convener):

Further Information

This is a meeting which is open to members of the public.

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online at <http://renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx>

For further information, please either email democratic-services@renfrewshire.gov.uk or telephone 0141 618 7112.

Members of the Press and Public

Members of the press and public wishing to attend the meeting should report to the customer service centre where they will be met and directed to the meeting.

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.

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MINUTES

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Minute of Meeting

Joint Consultative Board (Non-Teaching)

Date	Time	Venue
Wednesday, 14 November 2018	15:00	Corporate Meeting Room 2, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

Present

Representing Renfrewshire Council Management - Councillors T Begg, J Harte, J McNaughtan and A Steel.

Representing Trade Unions – M Ferguson, J Boylan and S Hicks (UNISON); and J McMenemy (GMB).

Apology

Councillor J Paterson.

In Attendance

G McKinlay, Head of Schools (Children Services); D Gillies, Head of Facilities Management (Environment & Infrastructure); R Laouadi, HR Manager, R Cree, OD & Workforce Planning Manager, S Fanning, Principal HR Adviser (Health Safety and Absence) and R Devine, Senior Committee Services Officer (all Finance & Resources); and P McCulloch, Adult Services Manager, Renfrewshire Health and Social Care Partnership.

Declarations of Interest

There were no declarations of interest intimated prior to the commencement of the meeting.

1 Appointment of Chairperson

It was proposed and agreed that Councillor Steel chair the meeting.

DECIDED: That Councillor Steel chair the meeting.

2 Developments in Health, Safety and Wellbeing

There was submitted a report by the Director of Finance & Resources relative to developments in relation to health, safety and wellbeing issues.

The report detailed training undertaken, policies and guidance currently under review and outlined support provided to Services to assist with (i) the retention of accreditation to BS OHSAS 18001-2007; (ii) the review of fire arrangements for Renfrewshire House and (iii) the evaluation of contractors' health and safety documentation submitted as part of the procurement process. It was highlighted that the Asbestos at Work guidance had been approved at the meeting of the Finance, Resources & Customer Services Policy Board held on 14 November 2018. Updates were provided in respect of the Healthy Working Lives initiative, Freedom of Information enquiry information, the Corporate Health and Safety Committee and recent specific incidents where the section had supported services to ensure learning from the incidents was shared. It was noted that the Fireworks event had been cancelled.

Following discussion regarding the evaluations undertaken in relation to the procurement process it was confirmed that advice and guidance was provided by the Council to contractors who required to improve their health and safety documentation and practices, after which they could resubmit their tenders.

DECIDED: That the report be noted.

3 Absence Statistics

There was submitted a report by the Director of Finance & Resources relative to the Council's absence statistics for the period 1 July to 30 September 2018. The report provided information in relation to absence targets and how services and categories of staff had performed against them. An analysis of the reasons for absence for the period was included in the report. Information was also provided on supporting attendance activity levels by service and costs of sick pay and the overall number of days lost during Quarter 2, ending 30 September 2018 and for the equivalent quarters in previous years.

A summary of recent and planned actions implemented to improve absence performance was provided. There followed discussion in connection with the HEADTORCH intervention programme, the desirability of refocussing management of 'longer-term' absences, recognition of work-related stress and measures to support staff and addressing perceived barriers to staff returning to work as soon as possible, such as detriment to employees resulting from a phased return to work. It was agreed that consideration be given to making a presentation to a future meeting of the JCB Non-Teaching regarding the HEADTORCH programme and that the other issues raised be progressed via the trade union liaison meetings.

DECIDED: That it be noted that the report reflected the absence statistics for the

period 1 July to 30 September 2018.

4 Details of Grievances

There was submitted a report by the Director of Finance & Resources relative to the number of grievances received.

The report provided information on grievances at both the informal and formal stages. The report indicated that there was a total of 10 grievances as at November 2018, which was a decrease of two from the previous report considered by the Board.

DECIDED: That the report be noted.

5 Apprenticeships - Number and Type

Under reference to item 5 of the meeting of the Board held on 5 September, 2018 there was submitted a report by the Director of Finance & Resources relative to the number and type of apprentices employed by the Council. The report indicated that as at the end of September 2018, 23 apprentices were employed by the Council. There followed discussion regarding the current gender imbalance in relation to apprentices employed by the Council and initiatives previously employed to address the situation.

DECIDED: That the report be noted.

6 Agency Workers

There was submitted a report by the Director of Finance & Resources relative to the number of agency staff employed within the Council as at September 2018 and detailing the capacity and service in which they were engaged. The report advised that as at the end of September 2018, 60 agency workers were employed across all services.

DECIDED: That the report be noted.

7 Managing Violence and Aggression in Educational Establishments

The UNISON representatives expressed concern in relation to the consultation process adopted prior to approval of the Managing Violence and Aggression in Educational Establishments.

It was highlighted that it was unacceptable that although UNISON represented a range of staff employed in various educational establishments the trade union had not been involved in the consultation process. The Head of Schools (Children's Services) apologised for the oversight in not involving UNISON in the process and provided a commitment that all trade unions would be invited to participate in the consultation process when future new/revised policies were developed.

Specific concerns were outlined regarding the application and awareness of the Managing Violence and Aggression in Educational Establishments policy and it was agreed that these be noted and that 'off-table' discussions be entered into to allay concerns raised regarding the alleged discouragement by management of the

reporting/logging of violent and aggressive incidents.

DECIDED: That the concerns outlined regarding the Managing Violence and Aggression in Educational Establishments policy be noted and that 'off-table' discussions be entered into to allay concerns raised regarding the alleged discouragement by management of the reporting/logging of violent and aggressive incidents.

8 Review of Hard and Soft Facilities Management

The UNISON representatives expressed concern in relation to the lack of consultation with and information provided in terms of the ongoing review of Hard and Soft Facilities Management.

It was acknowledged by management that there had been issues in relation to the scheduling of meetings with the trade unions. Following a general discussion regarding the nature of information sought by UNISON it was agreed that a meeting be arranged and UNISON and the other trade unions with an interest be invited to attend.

DECIDED: That the concerns outlined be noted and arrangements made to convene a meeting with the trade unions in relation to the review of Hard and Soft Facilities Management.

9 Date of Next Meeting

DECIDED: It was noted that the next meeting of the Joint Consultative Board Non-Teaching was scheduled to be held at 3 pm on Wednesday, 12 December 2018.

Minute of Meeting

Joint Consultative Board (Non-Teaching)

Date	Time	Venue
Wednesday, 12 December 2018	15:00	Corporate Meeting Room 2, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

Present

Representing Renfrewshire Council Management - Councillors T Begg, J Paterson and A Steel.

Representing Trade Unions – J Boylan and M McIntyre (both UNISON); and R Stewart (GMB).

In Attendance

G McKinlay, Head of Schools (Children's Services); D Gillies, Head of Facilities Management (Environment & Infrastructure); R Laouadi, HR Manager, R Cree, OD & Workforce Planning Manager, S Fanning, Principal HR Adviser (Health Safety and Absence) and D Low, Senior Committee Services Officer (all Finance & Resources); and P McCulloch, Head of Health and Social Care (Paisley), Health and Social Care Partnership.

Apologies

Councillor McNaughtan; M Ferguson, S Hicks and L Glover (all UNISON) and S McAllister (GMB).

Declarations of Interest

There were no declarations of interest intimated prior to the commencement of the meeting.

Appointment of Chairperson

It was proposed and agreed that John Boylan (UNISON) chair the meeting.

DECIDED: That John Boylan chair the meeting.

1 Minute of Meeting

There was submitted the Minute of the meeting of the Joint Consultative Board: Non-teaching held on 5 September 2018.

DECIDED: That that Minute be noted.

2 Developments in Health, Safety and Wellbeing

There was submitted a report by the Director of Finance & Resources relative to developments in relation to health, safety and wellbeing issues.

The report detailed training undertaken, policies and guidance currently under review and outlined support provided to Services to assist with (i) the Healthy Working Lives Gold award training on Mental Health First Aid; (ii) the review of fire arrangements for Renfrewshire House and (iii) the evaluation of contractors health and safety documentation submitted as part of the procurement process. Updates were provided in respect of Freedom of Information enquiry information, the Corporate Health and Safety Committee and partnership working.

DECIDED: That the report be noted.

3 Details of Grievances

There was submitted a report by the Director of Finance & Resources relative to the number of grievances received.

The report provided information on grievances at both the informal and formal stages. The report indicated that there was a total of 10 grievances as at December 2018, which was no change from the previous report considered by the Board.

DECIDED: That the report be noted.

Sederunt

Councillor Begg entered the meeting during the following item of business.

4 Agency Workers

There was submitted a report by the Director of Finance & Resources relative to the number of agency staff employed within the Council as at December 2018 and detailing the capacity and service in which they were engaged. The report advised that as at the end of December 2018, 67 agency workers were employed across all services.

DECIDED: That the report be noted.

5 Date of Next Meeting

DECIDED: It was noted that the next meeting of the Joint Consultative Board Non-Teaching was scheduled to be held at 3.30 pm on Wednesday, 30 January 2019.

Note of Inquorate Meeting Investment Review Board

Date	Time	Venue
Wednesday, 21 November 2018	11:00	Corporate Meeting Room 1, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

Present

Councillor John McIntyre, Councillor John Shaw

Chair

Councillor Shaw, Convener, presided.

Also Present

D Millar, Associate Consultant, Hymans Robertson LLP.

In Attendance

A MacArthur, Head of Finance, R Conway, Finance Manager and P Shiach, Committee Services Officer (all Finance and Resources).

Apologies

Councillors Nicolson and Paterson.

Quorum

Ten minutes after the appointed time for the meeting a quorum was not present and in terms of Standing Order 52 the meeting stood adjourned.

Minute of Reconvened Meeting Investment Review Board

Date	Time	Venue
Wednesday, 05 December 2018	09:15	Corporate Meeting Room 2, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

Present: Councillor John McIntyre, Councillor Iain Nicolson, Councillor Jim Paterson, Councillor John Shaw

Chair

Councillor Shaw, Convener, presided.

In Attendance

A MacArthur, Head of Finance, R Conway, Finance Manager and R Devine, Senior Committee Services Officer (all Finance & Resources).

Also in Attendance

D Millar, Associate Consultant Hymans Robertson LLP.

Declarations of Interest

There were no declarations of interest intimated prior to the commencement of the meeting.

1 Minute of Previous Meeting

There was submitted the Minute of the meeting of the Investment Review Board held on 13 June 2018.

DECIDED: That the Minute be approved.

2 Investment Manager Tender Exercise

There was submitted a report by the Director of Finance & Resources relative to the contract for investment manager services in respect of the Paisley and Renfrew Common Good Funds.

The report stated that the Council currently had in place a contract for management of the investments of the Paisley and Renfrew Common Good Funds. The three-year contract with Standard Life Wealth Limited, which had commenced on 1 July 2014, included an option to extend for a further two years. The option to extend had been exercised and the current arrangement was due to end on 30 June 2019.

A tender exercise, that followed the Council's normal procurement procedures and took a similar form to the 2013/14 tender exercise, was currently being undertaken. Hymans Robertson LLP had been engaged to assist the Council with the contract specification and bid evaluation process.

It was noted that a report on the outcome of the tender exercise award would be submitted to the meeting of the Council's Finance, Resources and Customer Services Policy Board, to be held on 27 March 2019, to enable the contract to be in place for commencement on 1 July 2019. The Investment Review Board would be informed of the outcome of the tender exercise at the next meeting.

DECIDED:

(a) That it be noted that the current contract for investment manager services would come to an end on 30 June 2019, and that a tender exercise was currently being undertaken for the provision of investment manager services, to commence on 1 July 2019; and

(b) That it be noted that that Hymans Robertson LLP had been engaged to assist the Council with the contract specification and bid evaluation process.

3 Review of Statement of Investment Principles

There was submitted a report by the Director of Finance & Resources relative to the Statement of Investment Principles in relation to the Paisley and Renfrew Common Good Funds.

The report indicated that the Council had arranged for the investments of the Paisley and Renfrew Common Good Funds to be managed by Standard Life Wealth Limited, and had agreed with the manager principles which governed decisions regarding these investments. These principles covered a range of issues such as which benchmark should be employed against which to assess the

manager's performance, and restrictions which the manager required to observe when choosing sectors or classes of asset in which to invest. The Statement of Investment Principles had last been reviewed during November 2017 and was due for review.

The report advised that there were no changes proposed to the existing Statement, other than minor presentational amendments. It was however highlighted that it was proposed that the existing income requirements for each Fund, as detailed in paragraph 7 of the Statement of Investment Principles, be increased, with effect from 1 January 2019 to £380,000 per annum for the Renfrew Common Good Fund and £102,700 for the Paisley Common Good Fund. A draft note on income targets, prepared by Hymans Robertson LLP, was circulated. It was noted that if agreed this revision would be incorporated into the tender specification for the contract for investment manager services in respect of the Paisley and Renfrew Common Good Funds.

DECIDED:

(a) That the Statement of Investment Principles appended to the report be approved; and

(b) That the undernoted sums be approved as the amended levels of annual income required for each fund, effective from 1 January 2019, in terms of paragraph 7 of the Statement of Investment Principles: Renfrew Common Good Fund: £380,000 (9.83% increase) Paisley Common Good Fund: £113,000 (10.03% increase).

4 Information Session

D Miller, Hymans Robertson LLP, provided a briefing on market and economic news since the last meeting.

Reference was made to returns from the markets during 2018, trends encountered by investors in the equity markets since 2017; and a summary provided of the influencing factors which had impacted on the performance of the currency and equities market and were likely to result in more volatility during 2018. It was highlighted that equity investments were viewed as a long-term activity. It was also noted that the portfolios were well diversified and gained exposure to a wide range of countries/regions, sectors and assets.

DECIDED: That the briefing be noted.

5 Paisley and Renfrew Common Good Funds six-month report to 30 September 2018

There was submitted a report by the Director of Finance & Resources relative to the performance of the Paisley and Renfrew Common Good Funds during the six-month period ending 30 September 2018. A performance review by Hymans Robertson LLP was attached as an appendix to the report.

A presentation, prepared by Standard Life Wealth, had been circulated to members of the Board, which advised of the performance of world markets during the final quarter of 2017 and the current year; outlined the global macroeconomic environment, referred to trade tariffs and the outlook for the global economy and summarised the investment guidelines associated with the Funds. The report provided commentary

on and analysis of the performance of the Common Good Funds as at 30 September 2018 and, in particular, the asset contribution by asset class. Mention was made of the best and worst performing stocks and equity holdings within the portfolios. The rationale for remaining invested in risk assets was outlined.

DECIDED: That the report and presentation be noted.

6 Date of Next Meeting

It was noted that the next meeting of the Investment Review Board would be held in Renfrewshire House on Wednesday 12 June 2019 at 11am.

DECIDED: That the information be noted.



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2019

Report by: Director of Finance and Resources

Heading: Revenue Budget Monitoring to 9 November 2018

1. Summary

1.1 The financial position for services reporting to this Board is summarised in the table below:

Division / Department	Current Reported Position	% variance	Previously Reported Position	% variance
Finance & Resources	Break even	-	Break even	-
Corporate Landlord	Break even	-	Break even	-
Miscellaneous	Break even	-	Break even	-

2. Recommendations

2.1 Members are requested to note the budget position.

3. **Budget Adjustments**

- 3.1 Members are requested to note the following budget adjustments to the baseline budget:

There has been a net budget decrease of £1.456m in Miscellaneous Services predominantly related to the management of 2018/19 funding for the Renfrewshire HSCP (£1.656m). This is offset by a grant redetermination relating to Early Learning and Childcare Graduates of £0.200m.

Finance and Resources have had a net budget reduction of £70,000 in the relation to the transfer of budget to Adult Services for the transfer of finance staff to the Renfrewshire HSCP.

4. **Finance and Resources**

Current Position:	break even
<i>Previously Reported:</i>	<i>break even</i>

At this stage in the financial year Finance and Resources reflects a breakeven position with no significant variances to report.

4.1 **Projected Year-end Position**

It is anticipated that Finance and Resources will breakeven at year end.

5. **Environment & Infrastructure (Facilities Management)**

Current Position:	break even
<i>Previously Reported:</i>	<i>break even</i>

At this stage in the financial year Facilities Management reflect a breakeven position. The overspend on employee costs is mainly due to an increased level of recoverable work. There are also underspends on supplies and services and transport costs which relate to reduced material and food costs, and a reduction in external vehicle hires.

5.1 **Projected Year End Position**

It is anticipated that FM services will breakeven at year end.

6. **Miscellaneous Services**

Current Position:	break even
<i>Previously Reported:</i>	<i>break even</i>

At this stage in the financial year Miscellaneous Services reflects a break-even position with no significant variances to report.

6.1 **Projected Year-end Position**

It is anticipated that Miscellaneous Services will break even at year end.

Implications of the Report

1. **Financial** – Net revenue expenditure will be contained within available resources.
2. **HR & Organisational Development** – none.
3. **Community Planning** – none.
4. **Legal** – none.
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 because it is for noting only. 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** – none.

11. **Privacy Impact** – none.
12. **Cosla Policy Position** – none.

Author: Lisa Dickie, Extension 7384

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2018/2019
1st April 2018 to 9th November 2018

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES

Description	Revised Annual Budget	Revised Period Budget	Revised Actual	Budget Variance		
				£000's	%	
Finance and Resources	6,570	19,097	19,097	(0)	0.0%	breakeven
Environment and Infrastructure	16,677	7,660	7,660	(0)	0.0%	breakeven
Miscellaneous	32,777	(8,580)	(8,580)	(0)	0.0%	breakeven
NET EXPENDITURE	56,024	18,178	18,178	(0)	0.0%	breakeven

Bottom Line Position to 9 November 2018 is breakeven	£000's (0)	0.0%
Anticipated Year End Budget Position is breakeven	0	0.0%

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2018/2019
1st April 2018 to 9th November 2018

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES

Description	Revised Annual Budget	Revised Period Budget	Revised Actual	Budget Variance		
	£000's	£000's	£000's	£000's	%	
Employees	95,430	30,890	31,069	(179)	-0.6%	overspend
Premises Related	9,373	4,190	4,133	58	1.4%	underspend
Transport Related	1,223	700	543	157	22.5%	underspend
Supplies and Services	21,675	11,458	11,193	265	2.3%	underspend
Third Party Payments	2,990	(544)	(544)	0	0.0%	breakeven
Transfer Payments	2,771	1,279	1,206	73	5.7%	underspend
Support Services	30,420	946	946	(0)	0.0%	breakeven
Depreciation and Impairment Losses	(18,472)	0	0	(0)	0.0%	breakeven
GROSS EXPENDITURE	145,411	48,919	48,546	374	-0.1%	overspend
Income	(89,387)	(30,741)	(30,368)	(374)	0.1%	over-recovery
NET EXPENDITURE	56,024	18,178	18,178	0	0.0%	breakeven

	£000's	
Bottom Line Position to 9 November 2018 is breakeven	<u>0</u>	<u>0.0%</u>
Anticipated Year End Budget Position is breakeven	<u>0</u>	<u>0.0%</u>

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2018/2019
1st April 2018 to 9th November 2018

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES : FINANCE AND RESOURCES

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Revised Actual (4)	Budget Variance (5)		
£000's	£000's	£000's	£000's	£000's	%	
Employees	31,089	17,067	17,066	0	0.0%	breakeven
Premises Related	3,442	1,896	1,896	0	0.0%	breakeven
Transport Related	82	51	51	(0)	-0.7%	breakeven
Supplies and Services	6,490	3,280	3,280	0	0.0%	breakeven
Third Party Payments	1,334	0	0	(0)	0.0%	breakeven
Transfer Payments	646	393	393	(0)	-0.1%	breakeven
Support Services	13,750	623	623	0	0.0%	breakeven
Depreciation and Impairment Losses	2,441	0	0	0	0.0%	breakeven
GROSS EXPENDITURE	59,272	23,309	23,309	(0)	0.0%	breakeven
Income	(52,702)	(4,212)	(4,212)	(0)	0.0%	breakeven
NET EXPENDITURE	6,570	19,097	19,097	(0)	0.0%	breakeven

	£000's	
Bottom Line Position to 9 November 2018 is breakeven	(0)	0.0%
Anticipated Year End Budget Position is breakeven	0	0.0%

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2018/2019
1st April 2018 to 9th November 2018

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES : FINANCE AND RESOURCES

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Revised Actual (4)	Budget Variance (5)		
				£000's	%	
Cost of Collection of Council Tax	1,032	224	224	0	0.0%	breakeven
Cost of Collection of Rates	100	55	55	(0)	0.0%	breakeven
Development	1,483	11,523	11,523	(0)	0.0%	breakeven
Finance	(715)	2,732	2,732	(0)	0.0%	breakeven
Finance & Support Services	(385)	83	83	0	0.0%	breakeven
Investment & Technical Services	518	480	480	(0)	0.0%	breakeven
Office Accomodation	454	337	338	(0)	0.0%	breakeven
Legal and Democratic	177	1,751	1,751	(0)	0.0%	breakeven
Personnel Services	(10)	1,171	1,171	(0)	0.0%	breakeven
Private Sector Housing Benefit	1,856	376	376	(0)	0.0%	breakeven
Finance Miscellaneous	806	364	365	(0)	0.0%	breakeven
Total	5,316	19,097	19,097	0	0.0%	breakeven
Renfrewshire Valuation Joint Board	1,254	0	0	0	0.0%	breakeven
NET EXPENDITURE	6,570	19,097	19,097	0	0.0%	breakeven

	£000's	
Bottom Line Position to 9 November 2018 is breakeven	(0)	0.0%
Anticipated Year End Budget Position is breakeven	0	0.0%

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2018/19
1st April 2018 to 9th November 2018

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES - ENVIRONMENT & INFRASTRUCTURE

Description (1)	Revised Annual Budget (2) £000's	Revised Period Budget (3) £000's	Revised Actual (4) £000's	Budget Variance		
				(5)		
				£000's	%	
Employee Costs	19,608	10,970	11,150	(181)	-1.6%	overspend
Premises Related	3,571	2,223	2,165	57	2.6%	underspend
Transport Related	1,141	649	491	158	24.3%	underspend
Supplies and Services	12,585	7,735	7,471	264	3.4%	underspend
Transfer Payments	0	82	9	73	89.4%	underspend
Support Services	2,027	207	208	(0)	-0.1%	breakeven
Depreciation and Impairment Losses	1,060	0	0	(0)	0.0%	breakeven
GROSS EXPENDITURE	39,993	21,866	21,493	372	1.7%	underspend
Income	(23,316)	(14,206)	(13,833)	(372)	-2.6%	under-recovery
NET EXPENDITURE	16,677	7,660	7,660	(0)	0.0%	breakeven

£000's

Bottom Line Position to 9th November is breakeven

(0)

Anticipated Year End Budget Position is breakeven

(0)

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2018/19
1st April 2018 to 9th November 2018

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES - ENVIRONMENT & INFRASTRUCTURE

Description (1) £000's	Revised Annual Budget (2) £000's	Revised Period Budget (3) £000's	Revised Actual (4) £000's	Budget Variance (5) £000's %		
Catering	3,806	1,477	1,477	0	0.0%	breakeven
Cleaning and Janitorial	8,105	3,822	3,822	0	0.0%	breakeven
School Crossing Patrol	710	339	339	0	0.1%	breakeven
Public Building Repairs	4,056	2,379	2,379	(0)	0.0%	breakeven
Building Services	(0)	(357)	(357)	0	0.0%	breakeven
NET EXPENDITURE	16,677	7,660	7,660	(0)	0.0%	breakeven

£000's

Bottom Line Position to 9th November is breakeven

(0)

Anticipated Year End Budget Position is breakeven

(0)

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2018/2019
1st April 2018 to 9th November 2018

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES : MISCELLANEOUS

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Revised Actual (4)	Budget Variance (5)		
				£000's	%	
Employees	44,733	2,853	2,853	(0)	0.0%	breakeven
Premises Related	2,360	72	72	0	0.2%	breakeven
Supplies and Services	2,600	443	442	0	0.1%	breakeven
Support Services	14,644	115	116	(0)	-0.4%	breakeven
Third Party Payments	1,656	(544)	(544)	0	0.1%	breakeven
Transfer Payments	2,125	805	805	(0)	0.0%	breakeven
Depreciation and Impairment Losses	(21,972)	0	(0)	0	0.0%	breakeven
GROSS EXPENDITURE	46,146	3,744	3,743	0	0.0%	breakeven
Income	(13,369)	(12,323)	(12,323)	0	0.0%	breakeven
NET EXPENDITURE	32,777	(8,580)	(8,580)	(0)	0.0%	breakeven

	£000's	
Bottom Line Position to 9 November 2018 is breakeven	<u>(0)</u>	<u>0.0%</u>
Anticipated Year End Budget Position is breakeven	<u>0</u>	<u>0.0%</u>



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2019

Report by: Director of Finance and Resources

Heading: Revenue Budget Monitoring – Council Overview to 9 November 2018

1. Summary

1.1 This report provides an overview of the budget performance for all Services for the period to 9 November 2018. The report confirms a net overspend of £160,000 (0.1%). The summary position for General Fund Services and the Housing Revenue Account is outlined in the table below:

Division / Department	Current Reported Position	% variance	Previously Reported Position	% variance
General Fund Services	Net overspend £160,000	(0.1%)	Net overspend £113,000	(0.2%)
HRA	Break even	-	Net overspend £437,000	(3.5%)

1.2 The budget performance to date suggests a projected breakeven position at the year end

2. **Recommendations**

- 2.1 Members are requested to note the budget position.
-

3. **Service Commentaries**

- 3.1 Budget Monitoring reports will be considered by each Policy Board for services reporting directly to those Boards.

- 3.2 In terms of the Financial Regulations budgets have been approved on a service basis and Directors are expected to manage their spending needs within the bottom line of the budget approved. A brief commentary on budget variances by service is provided below and a Service overview is attached for information.

- 3.3 **Children's Services** (*Education and Children's Services Policy Board*)

Current position: **Breakeven**

Previously reported: ***Breakeven***

The breakeven position reflects overspends in Additional Support for Learning and central administration, offset by underspends in primary and secondary schools.

Projected Year End Position

It is anticipated that Childrens' Services will achieve a break-even year-end position.

- 3.4 **Leisure Services** (*Leadership Board*)

Current position: **Breakeven**

Previously reported: ***Breakeven***

At this stage in the financial year Leisure Services reflects a breakeven position with no significant variances to report.

3.5 **Projected Year End Position**

It is anticipated that Leisure Services will achieve a break-even year-end position.

3.6 **Chief Executive's Service** (*Leadership Board*)

Current Position:	Breakeven
<i>Previously Reported:</i>	<i>Breakeven</i>

At this stage in the financial year Chief Executives reflects a breakeven position with no significant variances to report.

3.7 **Projected Year End Position**

It is anticipated that Chief Executives will achieve a break-even year-end position.

3.8 **Adult Services** (*Leadership Board*)

Current position:	Breakeven
<i>Previously reported:</i>	<i>Breakeven</i>

At this stage in the financial year Adult Services reflects a breakeven position with no significant variances to report.

3.9 **Projected Year End Position**

It is anticipated that Adult Services will achieve a break-even year-end position.

3.10 **Environment & Infrastructure** (*Infrastructure, Land and Environment Policy Board*)

Current Position:	£160,000 overspend
<i>Previously Reported:</i>	<i>£113,000 overspend</i>

The overspend is mainly due to lower income levels from trade waste, special uplifts, supplies and services and parking income. Agreed service changes will mitigate some spend pressures over the remainder of the financial year.

3.11 **Projected Year End Position**

It is currently forecast that the Environment & Infrastructure services reporting to this Policy Board will break even at year end.

The Department and the leadership team are currently undertaking a range of management actions to address the budget pressures outlined, including strict expenditure controls, and the maximisation of alternative income sources for the remainder of the financial year. The position continues to be closely monitored.

3.12 **Communities, Housing and Planning Services (excl HRA)**

Current Position:	Breakeven
<i>Previously Reported:</i>	<i>Breakeven</i>

At this stage in the financial year, a breakeven position is being reported for those services reporting to the Communities, Housing and Planning Policy Board.

3.13 **Projected Year End Position**

It is also projected that a breakeven position will be achieved at the year end for these services

3.14 **Chief Executives – Economic Development** (*Leadership Board*)

Current position:	Breakeven
<i>Previously reported:</i>	<i>Breakeven</i>

At this stage in the financial year Economic Development reflects a breakeven position with no significant variances to report.

3.15 **Projected Year End Position**

It is projected that the Economic Development service will achieve a breakeven position by the year end.

3.16 **Finance and Resources** (*Finance, Resources and Customer Services Policy Board*)

Current Position:	Breakeven
<i>Previously Reported:</i>	<i>Breakeven</i>

At this stage in the financial year Finance and Resources reflects a breakeven position with no significant variances to report.

3.17 **Projected Year End Position**

It is anticipated that Finance and Resources will breakeven at year end.

3.18 **Miscellaneous Services** (*Finance, Resources and Customer Services Policy Board*)

Current Position:	Breakeven
<i>Previously Reported:</i>	<i>Breakeven</i>

At this stage in the financial year Miscellaneous reflects a breakeven position with no significant variances to report.

3.19 **Projected Year End Position**

It is anticipated that Miscellaneous will breakeven at year end.

3.20 **Housing Revenue Account** (*Communities, Housing & Planning Policy Board*)

Current Position:	Breakeven
<i>Previously Reported:</i>	<i>£437,000 overspend</i>

3.21 The HRA is now showing a net breakeven position which consists of overspends being offset by compensating underspends, There is an overspend in property maintenance costs reflecting continuing pressures in relations to the maintenance of housing stock, in particular void repairs and new investment that is required including the replacement of smoke and carbon monoxide detectors

3.22 There will be underspends in employee costs due to delays in filling vacancies. In addition, management are also projecting that there will be underspends due to the continuing improvements in rent collection and void rent loss.

3.23 **Projected Year End Position**

At this stage in the financial year, it is projected that the HRA will achieve a breakeven position at the year end.

Implications of the Report

1. **Financial** – Net revenue expenditure will be contained within available resources.
2. **HR & Organisational Development** – none
3. **Community Planning** – none
4. **Legal** – none
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 because it is for noting only. 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** – none
11. **Privacy Impact** - none
12. **Cosla Policy Position** - none

Author: Lisa Dickie, Extension 7384

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2018/2019

POLICY BOARD : FINANCE, RESOURCES AND CUSTOMER SERVICES : OVERVIEW

Description	Revised Annual Budget	Revised Period Budget	Revised Actual	Budget Variance		
£000's	£000's	£000's	£000's	£000's	%	
Employee Costs	286,999	149,956	149,968	(12)	0.0%	overspend
Property Costs	35,610	21,368	21,857	(489)	-2.3%	overspend
Supplies & Services	68,707	37,248	36,734	514	1.4%	underspend
Transport & Plant Costs	13,168	7,713	7,683	30	0.4%	underspend
Support Services	61,848	1,451	1,479	(28)	-1.9%	overspend
Third Party Payments	75,651	43,787	44,687	(900)	-2.1%	overspend
Transfer Payments	79,856	45,046	45,146	(100)	-0.2%	overspend
Capital Charges	28,430	0	0	0	0.0%	breakeven
GROSS EXPENDITURE	650,269	306,578	307,563	(985)	-0.3%	overspend
Income	(257,474)	(125,386)	(126,211)	825	0.7%	over-recovery
NET EXPENDITURE	392,795	181,192	181,352	(160)	-0.1%	overspend

	£000's	
Bottom Line Position to 9 November 2018 is an overspend of	<u>(160)</u>	<u>-0.1%</u>
Anticipated Year End Budget Position is breakeven	<u>0</u>	<u>0.0%</u>

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2018/2019

POLICY BOARD : FINANCE, RESOURCES AND CUSTOMER SERVICES : OVERVIEW

Description	Revised Annual Budget	Revised Period Budget	Revised Actual	Budget Variance		
	£000's	£000's	£000's	£000's	%	
Education and Children	206,022	99,609	99,609	0	0.0%	breakeven
Leisure Services	7,573	7,575	7,575	0	0.0%	breakeven
Environment & Infrastructure	54,565	27,579	27,739	(160)	-0.6%	overspend
Finance & Resources	6,570	19,097	19,097	0	0.0%	breakeven
Community, Housing and Planning Services	15,217	6,417	6,417	0	0.0%	breakeven
Planning & Economic Development	2,131	2,134	2,134	0	0.0%	breakeven
Chief Executives	4,251	4,246	4,246	(0)	0.0%	breakeven
Miscellaneous	32,777	(8,579)	(8,579)	0	0.0%	breakeven
Adult Services	63,689	39,193	39,193	0	0.0%	breakeven
SUB -TOTAL GENERAL SERVICES	392,795	197,271	197,431	(160)	-0.1%	overspend
Housing Revenue Account (HRA)	0	(16,079)	(16,079)	0	0.0%	breakeven
NET EXPENDITURE	392,795	181,192	181,352	(160)	-0.1%	overspend

	£000's	
Bottom Line Position to 9 November 2018 is an overspend of	<u>(160)</u>	<u>-0.1%</u>
Anticipated Year End Budget Position is breakeven	<u>0</u>	<u>0.0%</u>



To: FINANCE, RESOURCES & CUSTOMER SERVICES POLICY BOARD

On: 30 JANUARY 2019

Report by: Director of Finance and Resources

Heading: Capital Budget Monitoring Report

1. Summary

- 1.1 Capital expenditure to 9th November 2018 totals £5.470m compared to anticipated expenditure of £5.475m for this time of year. This results in a £0.005 underspend those services reporting to this board, and is summarised in the table below:

Division	Current Reported Position	% Variance	Previously Reported Position	% Variance
Corporate Issues	£0.005m u/spend	0% u/spend	£0.001m o/spend	0% o/spend
Total	£0.005m u/spend	0% u/spend	£0.001m o/spend	0% o/spend

- 1.2 The expenditure total of £5.470m represents 63% of the resources available to fund the projects being reported to this board. Appendix 1 provides further information on the budget monitoring position of the projects within the remit of this board.
-

2. Recommendations

- 2.1 It is recommended that Members note this report.

3. **Background**

3.1 This report has been prepared by the Director of Finance and Resources in conjunction with the Chief Executive.

3.2 This capital budget monitoring report details the performance of the Capital Programme to 9th November 2018, and is based on the Capital Investment Programme which was approved by members on 2nd March 2018, adjusted for movements since its approval.

4. **Budget Changes**

4.1 Since the last report budget changes totalling £0.570m have arisen which reflects the following:-

Budget reprofiled into 2019/20 due to updated cashflows received for the project (£0.570m);

- Energy Efficiency Programme (£0.570m).

Implications of the Report

1. **Financial** – The programme will be continually monitored, in conjunction with other programmes, to ensure that the available resources are fully utilised and that approved limits are achieved.
2. **HR & Organisational Development** – none.
3. **Community Planning** –

Creating a sustainable Renfrewshire for all to enjoy – Capital investment in new and existing assets will ensure Renfrewshire is more energy efficient.
4. **Legal** – none.
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 because it is for noting only. 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.
8. **Health & Safety** – none.
9. **Procurement** – none.
10. **Risk** – none.
11. **Privacy Impact** – none.
12. **Cosla Policy Position** – none.

List of Background Papers

- (a). Non-Housing Capital Investment Programme 2018/19 to 2020/21 – Council, 2nd March 2018.

The contact officers within the service are:

- Geoff Borland, Extension 4786
- Gillian Dickie, Extension 7790
- Joe Lynch, Extension 6159

Author: *Geoff Borland, Principal Accountant, 0141 618 4786, geoffrey.borland@renfrewshire.gov.uk*

Finance, Resources & Customer Services - Appendix 1

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: FINANCE, RESOURCES & CUSTOMER SERVICES

Project Title	Approved Programme @02/03/18 £000	Current Programme MR 8 £000	Year To Date Budget to 09-Nov-18 £000	Cash Spent to 09-Nov-18 £000	Variance to 09-Nov-18 £000	% Variance	Cash to be Spent by 31-Mar-19 £000	% Cash Spent
CORPORATE PROJECTS								
ICT Infrastructure Maintenance & Renewal Programme	900	1,303	365	365	0	0%	938	28%
Corporate Asset Management Information System	0	38	0	0	0	0%	38	0%
RVJB - Council Requisition (56.2%)	0	5	0	0	0	0%	5	0%
Strategic Asset Management Fund	7,500	0	0	0	0	0%	0	-
Energy Efficiency Programme	0	230	145	144	1	1%	86	63%
Lifecycle Capital Maintenance (LCM) Fund	6,111	5,733	3,915	3,914	1	0%	1,819	68%
Enterprise Resource Planning	0	1,128	1,050	1,047	3	0%	81	93%
Greenspaces and Parks	0	100	0	0	0	0%	100	0%
Community Empowerment Fund	0	100	0	0	0	0%	100	0%
TOTAL FINANCE, RESOURCES & CUSTOMER SERVICES	14,511	8,637	5,475	5,470	5	0%	3,167	63%



To: FINANCE, RESOURCES & CUSTOMER SERVICES POLICY BOARD

On: 30 JANUARY 2019

Report by: Director of Finance and Resources

Heading: Capital Budget Monitoring Report - Overview

1. Summary

- 1.1 This report provides an overview of the performance of the Housing and Non-Housing Capital Programmes for the period to 9th November 2018.
- 1.2 The Council Approved Programme figures reflect the Capital Investment Strategy which was approved by Council on 2nd March 2018 for both Housing Services and Non Housing Services. The Private Sector Housing programme was approved by Council on 2nd March 2018. The Current Programme figures reflect adjustments to the approved Capital Programme since approval.
- 1.3 The Council must determine and keep under review the maximum amount which it can afford to allocate to capital expenditure. In addition, the Council must also keep under review its Capital Financing Requirement (CFR) i.e. the level of resources that are used to fund capital expenditure over the longer term (rather than at point of spend). It is also the duty of the Council to have regard to the Prudential Code in setting its capital expenditure limit and its capital expenditure requirement.
- 1.4 The limit on capital expenditure which the Council has set for 2018-19 is shown in the table overleaf. The limit is based on the resources available to fund the capital programmes, split between Housing and Non Housing Services, but excludes PSHG as this is not considered to be capital spend.

	Approved Plan £m	Forecast Expenditure £m
Non Housing	62.076	57.385
Housing	15.439	14.168
Total	77.515	71.553

- 1.5 The CFR which the Council has set for 2018-19 is shown in the table below, and is split between Housing & Non Housing Services. In addition, the projected out-turn at 31st March 2019 is also shown. Any significant increase in the capital expenditure limit which is not funded at point of spend will result in an increase in the CFR.

	Approved CFR to 31 March 2019 £m	Projected CFR to 31 March 2019 £m
Non Housing	258	253
Housing	112	110
Total	370	363

- 1.6 40% of the available resources for Housing and 38% for Non Housing have been spent to 9th November 2018. Monitoring procedures are in place to ensure the programmes are managed flexibly and spending is contained within the approved limits.

2. **Recommendations**

- 2.1 It is recommended that Members note this report.

3. **Background**

- 3.1 Individual reports have been presented to each Policy Board on the spending performance of the relevant departmental programmes and this information is summarised in Appendix 1.
- 3.2 The capital monitoring information available as at 9th November 2018 is summarised for both the Housing & Non-Housing programmes on Appendix 2.

4. **Housing Services Programme**

4.1 The programme approved by Council on 2nd March 2018 totalled £15.439m. The programme currently stands at **£14.168m**, a decrease of £1.271m, being the net effect of resources brought forward from 2017/18 of £1.057m and projects re-profiled from 2018/19 to 2019/20 of £2.328m.

4.2 Capital expenditure at 9th November 2018 totals **£5.717m** compared to anticipated expenditure of £5.716m.

The table below summarises the position:

Division	Current Reported Position	% Variance	Previously Reported Position	% Variance
Housing Programme	£0.001m u/spend	0% u/spend	£0.007m o/spend	0% o/spend

4.3 The actual capital expenditure of **£5.717m** is 40% of the available resources, and compares with 37% for the equivalent time in 2017/18.

4.4 Capital income of £0.334m has been received in the period to 9th November 2018 representing 7% of the estimated capital income for the year. This compares with 93% in 2017/18, the higher income in 2017/18 is a result of capital receipts for the sale of council houses under the Right to Buy scheme which was concluded in summer 2017. The majority of the income in 2018/19 relates to grant awarded by the Scottish Government for Council House New Build and is not expected to be received until March 2019.

5. **Non Housing Services Programme**

5.1 The programme approved by Council on the 2nd March 2018 totalled £62.076m. The current programme totals **£57.385m**, a decrease of £4.691m, being the net effect of resources brought forward from 2017/18 of £21.178m, projects re-profiled from 2018/19 to 2019/20 of £32.951m and new funding in 2018/19 of £7.082m which primarily relates to grant funding anticipated to be received in 2018/19 for the Early Years 1,140 hours expansion.

5.2 Capital expenditure to 9th November 2018 totals **£21.989m** compared to anticipated expenditure of £22.014m, and therefore shows an under-spend of £0.025m. The table below summarises the position:

Division	Current Reported Position	% Variance	Previously Reported Position	% Variance
Non Housing Programme	£0.025m u/spend	0% u/spend	£0.009m u/spend	0% u/spend

5.3 The actual cash expenditure of **£21.989m** is 38% of the available resources, and compares with a 43% spend for the equivalent time in 2017/18. It is anticipated that the available resources will be fully utilised by the 31 March 2018.

5.4 Capital income totalling £15.230m has been received to 9^h November 2018. This represents 63% to date of the total anticipated income, and compares with 38% for the equivalent period in 2017/18.

6 Private Sector Housing Grant Programme

- 6.1 The overall budget provision for this programme is included within the revenue budget. However, in order to monitor the performance of the individual programmes, it is included within the capital budget monitoring procedures.
- 6.2 The programme approved by Council on 2nd March 2018 was £1.320m. The programme currently stands at **£1.166m**, a decrease of £0.154m, being the effect of resources brought forward from 2017/18 of £0.046m and projects re-profiled into 2019/20 of £0.200m.
- 6.3 Expenditure to 9th November 2018 totals **£0.548m** compared to anticipated expenditure of £0.550m, and therefore shows an under-spend of £0.002m. The remaining programme is expected to spend by 31 March 2018, and expenditure will be contained within the overall resources.

Implications of the Report

1. **Financial** – The programme will be continually monitored, in conjunction with other programmes, to ensure that the available resources are fully utilised and that approved limits are achieved.
2. **HR & Organisational Development** – none.
3. **Community Planning** –
Creating a sustainable Renfrewshire for all to enjoy – Capital investment in new and existing assets will ensure Renfrewshire is more energy efficient.
4. **Legal** – none.
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 because it is for noting only. 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.
8. **Health & Safety** – none.
9. **Procurement** – none.
10. **Risk** – none.
11. **Privacy Impact** – none.
12. **Cosla Policy Position** – none.

List of Background Papers

- (a). Non-Housing Capital Investment Programme 2018/19 to 2020/21 – Council, 2nd March 2018.
- (b). Housing Revenue Account Budget and Rent Levels 2018/19 and Housing Capital Investment Plan 2018/19 to 2020/21 – Council, 2nd March 2018.
- (c). A Prudential Framework for Capital Finance Progress Report – Council, 13th December 2018

Author: *Geoff Borland, Principal Accountant, 0141 618 4786, geoffrey.borland@renfrewshire.gov.uk.*

CAPITAL PROGRAMME 2018/19 - BUDGET MONITORING REPORT TO 09 NOVEMBER 2018 (£000s)

Project Title	Approved Programme @02/03/18	Current Programme MR 8	Year To Date Budget to 09-Nov-18	Cash Spent to 09-Nov-18	Variance to 09-Nov-18	% Variance	Cash to be Spent by 31-Mar-19	% Cash Spent
EDUCATION & CHILDREN'S SERVICES								
Education & Children's Services	10,263	14,542	7,405	7,393	12	0%	7,149	51%
TOTAL	10,263	14,542	7,405	7,393	12	0%	7,149	51%
COMMUNITIES, HOUSING & PLANNING								
Housing(HRA)	15,439	14,168	5,716	5,717	-1	0%	8,451	40%
Housing(PSHG)	1,320	1,166	550	548	2	0%	618	47%
Development & Housing(THI/LGAN)	1,255	422	187	188	-1	-1%	234	45%
TOTAL	18,014	15,756	6,453	6,453	0	0%	9,303	41%
INFRASTRUCTURE, LAND & ENVIRONMENT								
Environment & Communities	5,489	15,766	6,155	6,152	3	0%	9,614	39%
TOTAL	5,489	15,766	6,155	6,152	3	0%	9,614	39%
FINANCE, RESOURCES & CUSTOMER SERVICES								
Corporate Projects	14,511	8,637	5,475	5,470	5	0%	3,167	63%
TOTAL	14,511	8,637	5,475	5,470	5	0%	3,167	63%
LEADERSHIP								
Leisure Services	1,331	1,767	510	508	2	0%	1,259	29%
Development & Housing Services	29,227	16,240	2,280	2,276	4	0%	13,964	14%
Social Work Services(Adult Social Care)	0	11	2	2	0	0%	9	18%
TOTAL	30,558	18,018	2,792	2,786	6	0%	15,232	15%
TOTAL ALL BOARDS	78,835	72,719	28,280	28,254	26	0%	44,465	39%
MADE UP OF :-								
Non-Housing Programme	62,076	57,385	22,014	21,989	25	0%	35,396	38%
Housing Programme(HRA)	15,439	14,168	5,716	5,717	-1	0%	8,451	40%
Housing Programme(PSHG)	1,320	1,166	550	548	2	0%	618	47%
PROGRAMME TOTAL	78,835	72,719	28,280	28,254	26	0%	44,465	39%

RENFREWSHIRE COUNCIL

2018/19 CAPITAL BUDGETS MONITORING SUMMARY REPORT TO 09 NOVEMBER 2018 (61% OF FINANCIAL YEAR 2018/19)

	2018/19			
	Housing Services	Non Housing Services	PSHG Programme	Total
A. RESOURCES AVAILABLE TO FUND CAPITAL PROGRAMME	£'000	£'000	£'000	£'000
1. Prudential Borrowing	9,555	27,069		36,624
2a. General Capital Grant		15,194	900	16,094
2b. Specific Capital Grant	4,613	239		4,852
3. Usable Capital Receipts	0	8,763		8,763
4. Contribution From Current Revenue (CFCR)	0	6,120	266	6,386
5. Total Resource Availability	14,168	57,385	1,166	72,719
B. CAPITAL PROGRAMME				
6. Resources Available	14,168	57,385	1,166	72,719
7. Current Programme	14,168 100%	57,385 100%	1,166 100%	72,719 100%
C. ACTUAL EXPENDITURE VS PROJECTED				
8. Resource Availability	14,168	57,385	1,166	72,719
9. Cash Spent as at 09/11/2018	5,717 40%	21,989 38%	548 47%	28,254 39%
10. Cash to be Spent by 31/03/19	8,451	35,396	618	44,465
D. ACTUAL RECEIPTS VS PROJECTED				
11. Current Programme (total receipts expected)	4,613	24,196	900	29,709
12. Actual Cash Received to 09/11/2018	334	15,230	554	16,118
13. Receipts available to augment capital programme to 09/11/2018	334 7%	15,230 63%	554 62%	16,118 54%
14. Receipts to be received by 31/03/19	4,279	8,966	346	13,591



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2019

Report by: Director of Finance and Resources

Heading: Paisley and Renfrew Common Good Fund Budgets 2019/20

1. Summary

- 1.1 The level of funding available to disburse annually from the Paisley and Renfrew Common Good Funds is dependent upon the income received by the Funds during the year. For each Fund, income is derived from its respective investment portfolio and is received in the form of property rental payments, interest payments or dividends, with the latter two being particularly sensitive to financial market fluctuations.
- 1.2 The level of income available for 2019/20 has been estimated along with existing annual commitments and assessments made of the affordability of existing funds delegated to Local Partnerships on an annual basis.
-

2. Recommendations

- 2.1 The Board is asked to:

- i) **Approve** the 2019/20 budget allocations to Local Partnerships as follows:

Common Good Fund	Local Partnership Area	Budget 2019/20
Renfrew	Renfrew	£67,360
Paisley	Paisley East, Ralston, Hawkhead / Lochfield, Hunterhill and Charleston	£11,100
Paisley	Paisley North, Gallowhill, Ferguslie, Paisley West and Central	£9,750
Paisley	Foxbar / Brediland and Glenburn	£9,150

- ii) **Approve** the continuing funding of recurring projects as outlined in Appendix 1.
-

3. **Background**

- 3.1 The Common Good Funds of both Paisley and Renfrew are used each financial year to fund ongoing projects and commitments made by the Finance, Resources and Customer Services Policy Board. In addition, an annual allocation is made to relevant Local Partnerships, who have delegated authority to disburse grants to local organisations from whom they receive bids for funding and / or to use the funding themselves to support appropriate projects.
- 3.2 An element of the funding allocation within Renfrew Common Good Fund is provided to allow the Cherrie Centre to pay the Living Wage to its staff. The Living Wage rate has increased from £8.75 to £9.00 per hour and the budget has been increased to reflect this.
- 3.3 Local Partnerships replace the former Local Area Committees, however boundaries are slightly different, so a new allocation basis had to be considered for the Paisley Common Good Fund. Population numbers per Local Partnership area have been used to determine the split of £30,000 of allocated funds; this can be seen in Appendix 1.
- 3.4 Income received by the Common Good Funds is derived from rental income from Common Good property and, principally, from dividend income and interest payments. Subject to maintaining tenancies, rental income remains fairly stable and predictable on a yearly basis. However, in terms of investment income from dividends and interest, it is necessary to make an informed estimate each year of the income that will be available to the Common Good Funds in the following year.
- 3.5 Rental income to both Common Good Funds is expected to remain unchanged in 2019/20.
- 3.6 Additional funding of £10,000 from Renfrew Common Good Fund for the Renfrew Christmas Lights switch-on event was approved by the Finance, Resources and Customer Services Policy Board on 5 September 2018 and this has been built into future years' budgets. A review of events funding has also highlighted that core council funding available to support Galas is utilised in both Barshaw and Renfrew, with the result that the historic practice of Common Good funding being allocated solely from Renfrew is no longer equitable. It is therefore proposed that funding is split equally between both Common Good Funds.
- 3.7 In recent years, investment income has held up well in a difficult financial market, exceeding the targets set for the Funds' investment managers.

However, a degree of caution has been applied to income budgets to reflect the continued uncertainty in the markets and the anticipated sustainability of the current level of investment income, which continues to be monitored closely by both officers and the Investment Review Board.

- 3.8 Taking these income projections into account, a forecast Income and Expenditure Statement for each Common Good Fund has been prepared on a cash basis (i.e. excluding non-cash movements, such as depreciation) and is attached for Members' consideration. These forecasts presume that in-year expenditure will not exceed income. There is a requirement to ensure that the ongoing commitments of each Common Good Fund remain affordable and sustainable.
- 3.9 It should be noted by Members that the Annual Accounts for the Common Good Funds are prepared on an accruals basis and therefore will include non-cash items, such as depreciation and unrealised gains or losses on the market value of investments. This means that the surplus or deficit published in the Annual Accounts will differ from the Funds' cash position and could result, for example, in an in-year deficit being reported in the Annual Accounts despite no cash losses being made.

Implications of the Report

1. **Financial** – The proposed budgeted allocations will ensure the general principle of only spending the income available each year.
2. **HR & Organisational Development** – None.
3. **Community Planning** –
Our Renfrewshire is well – Many of the projects funded by Local Partnerships contribute to the promotion of more active pursuits for all age groups.
Our Renfrewshire is thriving - The funding allocated from the Common Good Funds supports local community groups and projects.
Our Renfrewshire is safe – The community projects funded by Local Partnerships, as well as recurring funding for events and community services supports communities to be safer and stronger.
4. **Legal** – None.
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** – None.
 - 10. **Risk** – There is a risk investment income will not be realised as forecast, however this risk will be monitored through regular discussion with the Council’s investment manager and adviser.
 - 11. **Privacy Impact** – None.
 - 12. **COSLA Policy Position** – None.
-

Background Papers

Renfrew Light Switch-on Report, Finance and Resources Policy Board, 5 September 2018

Author

Alastair MacArthur, Ext 7363

Renfrew Common Good - Income & Expenditure Forecast

	Approved 2018/19 £	Proposed 2019/20 £
Estimated Net Annual Income available:		
Income receivable from Loans Fund	-15,000	-15,000
Investment Income	-400,000	-400,000
Property Rental Income	-260,000	-260,000
	-675,000	-675,000
Less costs:		
Investment Management Fees	47,000	52,000
Council Administration Fee	40,000	44,000
External Audit Fees	2,300	2,300
Property Costs	25,000	25,000
Total Available for Disbursement	-560,700	-551,700
Cost of Recurring Projects approved in prior years:		
Christmas lights: operating costs	15,900	15,900
Christmas lights: switch-on event	0	10,000
Repair to War Memorial	285	285
Repair to Public Clocks	205	205
Maintenance Benches - Robertson Park	640	640
Pets Corner - Robertson Park	6,460	6,460
Cherrie Centre - Out of School Care	41,530	41,530
Cherrie Centre - Living Wage subsidy	34,200	37,800
Renfrew Gala Week	10,000	5,000
Renfrew Town Hall - lifecycle maintenance	8,000	8,000
CCTV Operations	11,000	11,000
Total Cost of Recurring Projects	128,220	136,820
LAC Allocations		
Renfrew & Gallowhill LAC	67,360	
Local Partnership Allocations		
Renfrew	0	67,360
(Surplus)/Deficit on cash basis	-365,120	-347,520

Note:

Additional recurring funding of £10,000 for the Renfrew Christmas Lights switch-on event was approved by the Finance and Resources Policy Board on 5 September 2018.

Paisley Common Good - Income & Expenditure Forecast

	Approved 2018/19 £	Proposed 2019/20 £
Estimated Net Annual Income available:		
Income receivable from Loans Fund	-4,000	-4,000
Investment Income	-120,000	-120,000
Property Rental Income	-48,800	-48,800
	-172,800	-172,800
Less costs:		
Investment Management Fees	14,000	17,000
Council Administration Fee	13,000	14,500
External Audit Fees	2,300	2,300
Property Costs	5,500	5,500
Total Available for Disbursement	-138,000	-133,500
Cost of Recurring Projects approved in prior years:		
Christmas lights	52,340	52,340
Repair to War Memorial	430	430
Fireworks Display	5,000	5,000
Barshaw Gala	0	5,000
Nature Corner - Barshaw Park	15,680	15,680
CCTV Operations	18,600	18,600
Total Cost of Recurring Projects	92,050	97,050
Local Area Committee Allocations		
Renfrew & Gallowhill LAC	2,000	0
Paisley North LAC	13,000	0
Paisley South LAC	15,000	0
Local Partnership Allocations		
Paisley East, Ralston, Hawkhead/Lochfield, Hunterhill and Charleston	0	11,100
Paisley North, Gallowhill, Ferguslie, Paisley West and Central	0	9,750
Foxbar / Brediland and Glenburn	0	9,150
	30,000	30,000
(Surplus)/Deficit on cash basis	-15,950	-6,450

Note:

Local Partnership allocations are based on population per area, as follows:

Local Partnership Allocations	Population per area:		Budget 2019/20
Paisley East, Ralston, Hawkhead / Lochfield, Hunterhill and Charleston	28,220	37.0%	11,100
Paisley North, Gallowhill, Ferguslie, Paisley West and Central	24,750	32.5%	9,750
Foxbar / Brediland and Glenburn	23,260	30.5%	9,150
Total	76,230	100.0%	30,000



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2019

Report by: Director of Finance and Resources

Heading: Council Tax: Accounts for write off

1. Summary

- 1.1 In accordance with Financial Regulation 3.5.10 a report regarding the write-off for sums over £10,000 due must be submitted to the Finance and Resources Policy Board.
- 1.2 The debt recovery process involves extensive effort by the Council and its collection agents to locate the debtor and recover the debt. During this process a stage can be reached when it is recognised that the recovery of the sums is no longer viable and it is prudent to write-off the recovery of the outstanding liability.
- 1.3 The Council has already pursued each of the debts summarised on the attached Appendix through its follow up cycle and it is considered prudent to write-off the outstanding balance.
- 1.4 The approval for the write-off will enable the Council to prudently reflect within the financial accounts an accurate representation of the collectable debt. The Council continues to monitor the accounts and, where the circumstances of the debtor alter, will instigate further recovery action as appropriate. The level of write-off will be contained within the Council's bad debt provision.
- 1.5 An analysis of the debt proposed for write-off highlighting the reason why collection is deemed irrecoverable is shown in table 1 below:

Table 1

Council Tax		
Reason	No. Debtors	Amount
Deceased	1	£10,144.94
Sequestered	2	£33,907.84
Trust Deed	1	£13,416.74
Total	4	£57,469.52

2. Recommendations

2.1 The Board is asked to authorise the write-off of £57,469.52 as detailed above.

Implications of the Report

1. **Financial** – There has been adequate provision made for these bad debts.
2. **HR & Organisational Development** - None
3. **Community Planning** – None
4. **Legal** - None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** – None
8. **Health & Safety** - None
9. **Procurement** – None
10. **Risk** - None
11. **Privacy Impact** - None

Author: Emma Shields/Ext 6880

Finance, Resources and Customer Services Policy Board – Council Tax Accounts for Write Off

Appendix

Name	Address	Reason	Year	Amount
Debtor 1	Not Applicable	Deceased	2002	£335.47
Debtor 1	Not Applicable	Deceased	2003	£70.42
Debtor 1	Not Applicable	Deceased	2001	£13.63
Debtor 1	Not Applicable	Deceased	2002	£428.02
Debtor 1	Not Applicable	Deceased	2007	£434.94
Debtor 1	Not Applicable	Deceased	2009	£126.50
Debtor 1	Not Applicable	Deceased	2011	£307.67
Debtor 1	Not Applicable	Deceased	2012	£381.02
Debtor 1	Not Applicable	Deceased	2012	£902.18
Debtor 1	Not Applicable	Deceased	2013	£1,342.50
Debtor 1	Not Applicable	Deceased	2014	£1,347.96

Finance, Resources and Customer Services Policy Board – Council Tax Accounts for Write Off

Appendix

Name	Address	Reason	Year	Amount
Debtor 1	Not Applicable	Deceased	2015	£1,353.51
Debtor 1	Not Applicable	Deceased	2016	£1,359.13
Debtor 1	Not Applicable	Deceased	2017	£1,364.83
Debtor 1	Not Applicable	Deceased	2018	377.16
Total				£10,144.94
Debtor 2	Not Applicable	Sequestrated	1998	£798.93
Debtor 2	Not Applicable	Sequestrated	1999	£197.44
Debtor 2	Not Applicable	Sequestrated	2000	£264.79
Debtor 2	Not Applicable	Sequestrated	2003	£549.12
Debtor 2	Not Applicable	Sequestrated	2004	£344.52
Debtor 2	Not Applicable	Sequestrated	2004	£697.58

Finance, Resources and Customer Services Policy Board – Council Tax Accounts for Write Off

Appendix

Name	Address	Reason	Year	Amount
Debtor 2	Not Applicable	Sequestrated	2005	£415.04
Debtor 2	Not Applicable	Sequestrated	2006	£645.90
Debtor 2	Not Applicable	Sequestrated	2007	£1,122.40
Debtor 2	Not Applicable	Sequestrated	2008	£306.02
Debtor 2	Not Applicable	Sequestrated	2005	£212.47
Debtor 2	Not Applicable	Sequestrated	2006	£1,281.28
Debtor 2	Not Applicable	Sequestrated	2007	£1,309.46
Debtor 2	Not Applicable	Sequestrated	2008	£1,321.17
Debtor 2	Not Applicable	Sequestrated	2009	£1,285.40
Debtor 2	Not Applicable	Sequestrated	2010	£37.44
Debtor 2	Not Applicable	Sequestrated	2009	£127.83

Finance, Resources and Customer Services Policy Board – Council Tax Accounts for Write Off

Appendix

Name	Address	Reason	Year	Amount
Debtor 2	Not Applicable	Sequestrated	2010	£1,333.18
Debtor 2	Not Applicable	Sequestrated	2011	£1,333.18
Debtor 2	Not Applicable	Sequestrated	2012	£1,182.46
Debtor 2	Not Applicable	Sequestrated	2013	£1,155.25
Debtor 2	Not Applicable	Sequestrated	2013	£389.86
Debtor 2	Not Applicable	Sequestrated	2014	£1,347.96
Debtor 2	Not Applicable	Sequestrated	2015	£1,353.51
Debtor 2	Not Applicable	Sequestrated	2016	£1,359.13
Debtor 2	Not Applicable	Sequestrated	2017	£1,364.83
Debtor 2	Not Applicable	Sequestrated	2018	£1,400.58
Total				£23,136.73

Finance, Resources and Customer Services Policy Board – Council Tax Accounts for Write Off

Appendix

Name	Address	Reason	Year	Amount
Debtors 3 (2 parties)	Not Applicable	Sequestrated	2012	£759.73
Debtors 3 (2 parties)	Not Applicable	Sequestrated	2013	£1,143.62
Debtors 3 (2 parties)	Not Applicable	Sequestrated	2014	£723.66
Debtors 3 (2 parties)	Not Applicable	Sequestrated	2015	£738.58
Debtors 3 (2 parties)	Not Applicable	Sequestrated	2016	£1,800.21
Debtors 3 (2 parties)	Not Applicable	Sequestrated	2017	£2,765.99
Debtors 3 (2 parties)	Not Applicable	Sequestrated	2018	£2,839.32
Total				£10,771.11
Debtors 4 (2 parties)	Not Applicable	Trust Deed	1997	£637.96
Debtors 4 (2 parties)	Not Applicable	Trust Deed	1999	£648.23
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2000	£265.02

Finance, Resources and Customer Services Policy Board – Council Tax Accounts for Write Off

Appendix

Name	Address	Reason	Year	Amount
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2001	£211.25
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2002	£560.95
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2003	£317.24
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2004	£1,178.36
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2005	£1,046.15
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2006	£1,183.83
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2007	£1,309.46
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2008	£1,321.17
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2009	£725.68
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2010	£1,333.18
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2011	£671.25

Finance, Resources and Customer Services Policy Board – Council Tax Accounts for Write Off

Appendix

Name	Address	Reason	Year	Amount
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2016	£442.55
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2017	£163.88
Debtors 4 (2 parties)	Not Applicable	Trust Deed	2018	£1,400.58
Total				£13,416.74
Overall Total				£57,469.52



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2019

Report by: Director of Finance and Resources

Heading: Non-Domestic Rates: Accounts for write off

1. Summary

- 1.1 In accordance with Financial Regulation 3.5.10 a report regarding the write-off for sums over £10,000 due must be submitted to the Finance, Resources and Customer Services Policy Board.
- 1.2 The debt recovery process involves extensive effort by the Council and its collection agents to locate the debtor and recover the debt. During this process a stage can be reached when it is recognised that the recovery of the sums is no longer viable and it is prudent to write-off the recovery of the outstanding liability.
- 1.3 The Council has already pursued each of the debts summarised on the attached Appendix through its follow up cycle and it is considered prudent to write-off the outstanding balance.
- 1.4 The approval for the write-off will enable the Council to prudently reflect within the financial accounts an accurate representation of the collectable debt. The Council continues to monitor the accounts and, where the circumstances of the debtor alter, will instigate further recovery action as appropriate. The level of write-off will be contained within the Council's bad debt provision.
- 1.5 An analysis of the debt proposed for write-off highlighting the reason why collection is deemed irrecoverable is shown in table 1 below:

Table 1

Non Domestic Rates		
Reason	No. Debtors	Amount
Liquidated	5	£265,610.48
Sequestrated	1	£92,927.16
Total	6	£358,537.64

2. Recommendations

2.1 The Board is asked to authorise the write-off of £358,537.64 as detailed above.

Implications of the Report

1. **Financial** – There has been adequate provision made for these bad debts.
2. **HR & Organisational Development** - None
3. **Community Planning** – None
4. **Legal** - None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** – None
8. **Health & Safety** - None
9. **Procurement** – None
10. **Risk** - None
11. **Privacy Impact** - None

Author: Emma Shields/Ext 6880

Finance, Resources and Customer Services Policy Board – Non Domestic Rates Accounts for Write Off

Appendix

Name	Address	Reason	Year	Amount
Bridgewater Assets Ltd	C/O KPMG LLP, 319 St Vincent Street, Glasgow, G2 5AS	Liquidated	2014	£2,769.39
Bridgewater Assets Ltd	C/O KPMG LLP, 319 St Vincent Street, Glasgow, G2 5AS	Liquidated	2015	£33,351.45
Bridgewater Assets Ltd	C/O KPMG LLP, 319 St Vincent Street, Glasgow, G2 5AS	Liquidated	2016	£34,501.50
Bridgewater Assets Ltd	C/O KPMG LLP, 319 St Vincent Street, Glasgow, G2 5AS	Liquidated	2017	£11,586.94
				£82,209.28
Budget Flooring Direct Ltd	C/O Grainger Corporate Rescue & Recovery 3rd Floor 65 Bath Street, Glasgow, G2 2BX	Liquidated	2017	£2,527.89
Budget Flooring Direct Ltd	C/O Grainger Corporate Rescue & Recovery 3rd Floor 65 Bath Street, Glasgow, G2 2BX	Liquidated	2015	£1,392.00
Budget Flooring Direct Ltd	C/O Grainger Corporate Rescue & Recovery 3rd Floor 65 Bath Street, Glasgow, G2 2BX	Liquidated	2016	£14,036.00
Budget Flooring Direct Ltd	C/O Grainger Corporate Rescue & Recovery 3rd Floor 65 Bath Street, Glasgow, G2 2BX	Liquidated	2017	£15,890.60
Budget Flooring Direct Ltd	C/O Grainger Corporate Rescue & Recovery 3rd Floor 65 Bath Street, Glasgow, G2 2BX	Liquidated	2018	£3,546.74
Budget Flooring Direct Ltd	C/O Grainger Corporate Rescue & Recovery 3rd Floor 65 Bath Street, Glasgow, G2 2BX	Liquidated	2016	£2,989.98

Finance, Resources and Customer Services Policy Board – Non Domestic Rates Accounts for Write Off

Appendix

Name	Address	Reason	Year	Amount
Budget Flooring Direct Ltd	C/O Grainger Corporate Rescue & Recovery 3rd Floor 65 Bath Street, Glasgow, G2 2BX	Liquidated	2017	£20,492.00
Budget Flooring Direct Ltd	C/O Grainger Corporate Rescue & Recovery 3rd Floor 65 Bath Street, Glasgow, G2 2BX	Liquidated	2018	£5,148.49
Total				£66,023.70
Fujimama Ltd	C/O Recovery Limited, 4th Floor 58 Waterloo Street, Glasgow, G2 7DA	Liquidated	2014	£12,822.13
Fujimama Ltd	C/O Recovery Limited, 4th Floor 58 Waterloo Street, Glasgow, G2 7DA	Liquidated	2015	£24,622.79
Fujimama Ltd	C/O Recovery Limited, 4th Floor 58 Waterloo Street, Glasgow, G2 7DA	Liquidated	2016	£26,738.50
Fujimama Ltd	C/O Recovery Limited, 4th Floor 58 Waterloo Street, Glasgow, G2 7DA	Liquidated	2017	£26,142.60
Total				£90,326.02
Mcpherson Document Solutions Ltd	C/O WRI Associates Ltd, Third Floor Turnberry House 175 West George Street, Glasgow, G2 2LB	Liquidated	2017	£9,382.00
Mcpherson Document Solutions Ltd	C/O WRI Associates Ltd, Third Floor Turnberry House 175 West George Street, Glasgow, G2 2LB	Liquidated	2018	£4,144.87
Total				£13,526.87

Finance, Resources and Customer Services Policy Board – Non Domestic Rates Accounts for Write Off

Appendix

Name	Address	Reason	Year	Amount
United Taxis (Scotland) Ltd	Milne Craig Chartered Accountants, Abercorn House, 79 Renfrew Road, Paisley, PA3 4DA	Liquidated	2014	£6,928.22
United Taxis (Scotland) Ltd	Milne Craig Chartered Accountants, Abercorn House 79 Renfrew Road, Paisley, PA3 4DA	Liquidated	2015	£6,596.39
Total				£13,524.61
Debtor 5	Not Applicable	Sequestrated	2015	£806.42
Debtor 5	Not Applicable	Sequestrated	2016	£2,289.32
Debtor 5	Not Applicable	Sequestrated	2017	£2,204.18
Debtor 5	Not Applicable	Sequestrated	2013	£1,301.55
Debtor 5	Not Applicable	Sequestrated	2014	£12,745.26
Debtor 5	Not Applicable	Sequestrated	2015	£10,363.22
Debtor 5	Not Applicable	Sequestrated	2016	£4,589.25
Debtor 5	Not Applicable	Sequestrated	2013	£1,745.97

Finance, Resources and Customer Services Policy Board – Non Domestic Rates Accounts for Write Off

Appendix

Name	Address	Reason	Year	Amount
Debtor 5	Not Applicable	Sequestrated	2014	£18,025.62
Debtor 5	Not Applicable	Sequestrated	2015	£18,310.62
Debtor 5	Not Applicable	Sequestrated	2016	£7,309.73
Debtor 5	Not Applicable	Sequestrated	2014	£2,761.76
Debtor 5	Not Applicable	Sequestrated	2015	£3,141.60
Debtor 5	Not Applicable	Sequestrated	2016	£3,167.78
Debtor 5	Not Applicable	Sequestrated	2017	£4,164.88
Total				£92,927.16
Overall Total				£358,537.64



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2019

Report by: Director of Finance and Resources

Heading: Sundry Debtors: Accounts for write-off

1. Summary

- 1.1 In accordance with Financial Regulation 3.5.10 a report regarding the write-off for sums over £10,000 due must be submitted to the Finance, Resources and Customer Services Policy Board.
- 1.2 The debt recovery process involves extensive effort by the Council and its collection agents to locate the debtor and recover the debt. During this process a stage can be reached when it is recognised that the recovery of the sums is no longer viable and it is prudent to write-off the recovery of the outstanding liability.
- 1.3 The Council has already pursued each of the debts summarised on the attached Appendix through its follow up cycle and it is considered prudent to write-off the outstanding balance.
- 1.4 The approval for the write-off will enable the Council to prudently reflect within the financial accounts an accurate representation of the collectable debt. The Council continues to monitor the accounts and, where the circumstances of the debtor alter, will instigate further recovery action as appropriate. The level of write-off will be contained within the Council's bad debt provision.
- 1.5 An analysis of the debt proposed for write-off highlighting the reason why collection is deemed irrecoverable is shown in table 1 below:

Table 1

Sundry Debtors			
Service	Reason	No. Debtors	Amount
Environment & Infrastructure	Liquidated	1	£238.80
Communities, Housing and Planning Services	Sequestered	1	£101.54
Health & Social Care Partnership	Irrecoverable (Deceased)	1	£26,934.01
Total		3	£27,274.35

2. Recommendations

2.1 The Board is asked to authorise the write-off of £27,274.35 as detailed above.

Implications of the Report

1. **Financial** – There has been adequate provision made for these bad debts.
2. **HR & Organisational Development** - None
3. **Community Planning** – None
4. **Legal** - None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** – None
8. **Health & Safety** - None
9. **Procurement** – None
10. **Risk** - None
11. **Privacy Impact** - None

Author: Emma Shields/Ext 6880

Finance, Resources and Customer Services Policy Board – Sundry Debtor Accounts for Write Off

Appendix

Name	Address	Charge	Write Off Reason	Amount
Mcpherson Document Solutions Ltd * Linked to NDR write-off	C/O WRI Associates Ltd, Third Floor Turnberry House, 175 West George Street, Glasgow, G2 2LB	Waste Collection	Liquidated	£238.80
Total				£238.80
Debtor 3 (1 party) * Linked to Council Tax write-off	Not Applicable	Rent arrears	Sequestered	£101.54
Total				£101.54
Debtor 6	Not Applicable	Social care	Irrecoverable (Deceased)	£26,934.01
Total				£26,934.01
Overall Total				£27,274.35



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2019

Report by: Director of Finance and Resources

Heading: Customer & Business Services Performance Report

1. **Summary**

- 1.1 This report details performance across key Customer & Business Service (CBS) functions including revenue collection and benefit administration for the period ending 31 December 2018 (including an update on the funding and expenditure position in relation to Discretionary Housing Payments (DHP) and the Scottish Welfare Fund). This report also provides a performance update in relation to customer services provision for the same period.
-

2. **Recommendations**

- 2.1 It is recommended that the Board consider the contents of the report.
- 2.2 It is recommended that the Board notes the redistribution of council resources from the DHP fund to support SWF payments in section 4.5.4
-

3. **Revenue Collection**

3.1 **Council Tax**

- 3.1.1 This section details the collection performance as at 28th December 2018 for Council Tax. It also provides details of the total sums collected for the previous year.

- 3.1.2 The billable sum for 2018/19 is £77,669,776

- 3.1.3 The sums collected to date for 2018/19 are £68,332,939 which is 87.98% of the billable sum. This represents a reduction of 0.34% in cash collection as a proportion of net charges billed compared with the same position for 2017/18
- 3.1.4 The percentage of customers paying Council Tax over 12 months has increased in 2018/19 compared with the previous year. It is therefore anticipated that the greater expected revenue in February and March this year will result in the Council Tax percentage collected figure recovering by year end.
- 3.1.4 The Council Tax Reduction awarded is £12,416,799 amounting to 13.78% of the billable sum, which is 0.32% less than at the same point last year.
- 3.1.5 The Service continues to work to address the reduction in applications referred above. Activities include close tracking of potential applications, data matching and the use of visiting officers to maximise Council Tax Reduction awards.

3.2 **Non-Domestic Rates**

- 3.2.1 This section details the collection performance as at 28th December 2018 for Non-Domestic Rates (NDR). It also provides details of the total sums collected for the previous year.
- 3.2.2 The Non-Domestic Rates (NDR) charges billed for 2018/19 amount to £130,675,662.
- 3.2.3 The cash receipts to date amount to £106,692,033 which is 81.65% of the sums billed. This is an increase in cash collection as a proportion of net charges billed of 3.39% compared with the same position for 2017/18.

4. **Benefit administration**

- 4.1. This section details the processing performance in relation to Housing Benefit and the Scottish Welfare Fund, as at the end of December 2018. Also provided is an update on the funding and expenditure position in relation to Discretionary Housing Payments (DHP) and the Scottish Welfare Fund.
- 4.2 The Service continues to successfully balance a significant work load along with managing the impact of the ongoing effect from the UK Government's welfare reform agenda, including Universal Credit Full Service Roll out which commenced in Renfrewshire on 19 September 2018.
- 4.3 **Speed of Processing – Housing/Council Tax Benefit**
 - 4.3.1 As detailed in Table 1 below, processing speed for New Claims is well within target.
 - 4.3.2 In relation to New Claims processed within 14 days of all information received, this measure is also within target for the period and year to date.
 - 4.3.3 Processing of Changes in Circumstance (CIC) is within target for the period, the year to date position remained ahead of target.

(Supplementary processing information is attached in Appendix 2 for members' reference)

Table 1 – Performance Summary

Performance measure	4 Week Reporting Period 09 November 2018 to 06 December 2018	Year to date position	Annual Target
New Claims – processing time	16 days	20 days	24 days
New Claims - % processed within 14 days of all information received	94%	95%	92%
Changes in Circumstance – processing time	10 days	8 days	10 days

4.4 Discretionary Housing Payments

4.4.1 The total budget for Discretionary Housing Payments for 2018/19 is shown in table 2 below.

4.4.2 Funding for DHP was previously provided to Local Authorities by the Department for Work and Pensions, following the new social security powers devolved to the Scottish Government, DHP funding is now provided entirely by them. The total budget is detailed in table 2 below and shows the indicative spending split provided to the Council.

4.4.2 The DHP budget has been calculated to include the full Scottish Government estimate of the amount of funding required to fully mitigate the effect of the Bedroom Tax. This estimate includes a 20% reserve allocation which will be paid in May 2019, if required.

4.4.3 Table 2 below has been updated to reflect the additional resources approved by the Council's Leadership Board on 19 September 2018

4.4.3 In line with DHP Policy and DHP Regulations, the Service makes awards to fully mitigate the effect of the Bedroom Tax and maximise spend within the year.

4.4.4 Table 3 shows the performance information in relation to DHPs. The table shows that processing time in relation to DHP is within target.

Table 2 – DHP Budget

Funding – indicative allocations	amount
Financial Hardship (non Benefit Cap) – Scottish Government	£99,384
Financial Hardship (Benefit Cap) – Scottish Government	£186,847
Bedroom Tax* – Scottish Government	£1,940,786
Financial Hardship – Renfrewshire Council	£120,000
Total budget for the year	£2,347,017

*This figure represents the maximum amount required to cover the estimated shortfall of customers impacted by the Bedroom Tax.

Table 3 – DHP Performance Summary

Measure	1 April 2018 to 31 December 2018
Volume of DHP applications received	6,148 applications
Volume of DHP decisions made	5,547 decisions
Number of DHP awards	5,292 awards
Average processing time (target 29 days)	12 days
Total amount committed/paid	£2,167,371

4.5 The Scottish Welfare Fund

- 4.5.1 The Scottish Welfare Fund (SWF) provides a safety net for vulnerable people on low incomes through the provision of Community Care Grants and Crisis Grants. The Scottish Welfare Fund is a national scheme, underpinned by law and delivered on behalf of the Scottish Government by all local councils. The SWF replaced elements of the Social Fund abolished by the Department for Work and Pensions in 2013.
- 4.5.2 Table 4 below has been updated to reflect the additional resources approved by the Council's Leadership Board on 19 September 2018 in anticipation of increased demand following the commencement of Universal Credit Full Service.
- 4.5.3 The Service makes awards in 2018/19 in line with Scottish Government guidance and had spent 70% of its total budget for the Scottish Welfare Fund (SWF) by the end of December 2018.

- 4.5.4 The recent roll out of Universal Credit (UC) Full Service within Renfrewshire has led to increased customer demand for financial support from the SWF. The volume of Crisis Grant awards are up slightly on the same point last year, with Universal Credit (UC) cases now accounting for about a quarter of the awards made. The average value of these UC awards is 74% higher than for non-UC customers, this has as a result put pressure on the fund. £20k of budget from Discretionary Housing Payments (DHP) has therefore been reallocated to Scottish Welfare Fund to better enable the service to meet this demand.
- 4.5.5 The performance data relating to the Fund is presented in table 4 below. The Service has processed Crisis and Community Care Grants well within target for the month.

Table 4 – SWF Performance Summary

Measure	1 April 2018 to 31 December 2018
Number of Crisis Grant applications received	6,383
Number of Crisis Grant Awards	5,037
Total amount paid for Crisis Grants	£377,125
Average Processing time (2 working days target)	1 day
Average Processing time (within month)	1 day
Number of Community Care Grant applications received	1,466
Number of Community Care Grant Awards	951
Total amount paid for Community Care Grant	£491,390
Average processing time year to date (15 working days target)	12 days
Average processing time (within month)	8 days
Total amount paid/committed from the fund	£868,514
Budget provided by Scottish Government	£1,172,473
Additional Council Resources	£68,000
Total Budget	£1,240,473

5. Customer Service Provision

- 5.1 This section details the performance of the customer service unit for December 2018 and the year to date position from 1st April to 31st December 2018. The report provides an update on the overall contact centre call handling response times as well as face to face response times across the three customer service locations in Paisley, Renfrew and Johnstone.

5.2 Telephone Call handling

- 5.2.1 High level monthly summary – in December the contact centre received 26,848 calls which is 4,548 calls more than the same period last year and the highest volume of calls in the month of December since 2015. Overall 87% of calls were answered against a primary target of 90% for the period.

Year to date, the percentage of calls answered remains above the primary target with an increase of 14,879 calls compared to the same period last year.

Table 5 – Customer Service Unit – Primary Target (call handling)

Primary target	Year	December - Calls Received	December - % Answered	Year to Date – Calls Received	Year to Date - % Answered
90% calls answered	2018	26,848	87%	276,790	95%
	2017	22,300	97%	261,911	96%

- 5.2.3 The contact centre was below the target of 90% calls answered following an increase in demand during the last 2 months due to the changes in the waste collection service.
- 5.2.4 As shown in table 8, in November and December the contact centre received 14,419 calls through the recycling and environmental queues which compares to 5,033 in the same period in November and December 2017 and equates to a 186% increase in demand. Overall, the contact centre was responding to an average of 8,365 calls per week in December 2018, compared to an average of 6,779 in the previous year.
- 5.2.5 Service analysis of the calls received in relation to environmental and recycling services during November and December shows that 22% of the calls were repeat or follow up calls, while the clear majority, 62%, were initial calls for information or service. The balance of calls is not easily attributable as the caller withheld their number, however it is assumed that they are split along similar lines.

5.2.6 The secondary target is to respond to 70% of all calls within 40 seconds

Table 6 – Customer Service Unit – Secondary Target (call handling)

Secondary target	Year	December	Year to date
70% calls in 40 seconds	2018	48%	61%
	2017	74%	68%

5.2.7 The contact centre was below target for the month of December, mainly due to the increased call volume relating to the changes in the waste collection service and call handling issues experienced during the of the council's telephone system upgrade on the 11th and 12th of the month.

5.3 Face to face provision

5.3.1 The primary target for Face to Face customer service is to ensure average wait time for all customer visits is below 20:00 minutes. The table below outlines the performance for the period across all Customer Service locations.

5.3.2 The service received 2,333 customer visits in December and continues to deal with these customers within target performance. This is compared to similar volume of 2,340 visits for the same period last year. All locations continue to achieve target for face to face customer service visits.

5.3.3 Year to date, the customer service centre has supported 32,877 customers within the performance target. The volume of customers is broadly in line with the same period last year.

Table 7 – Customer Service Unit – Primary Target (Face to Face)

Location	Year	December	Year to Date
Paisley	2018	12:17 mins	15:44 mins
	2017	12:18 mins	15:05 mins
Renfrew	2018	05:31 mins	05:53 mins
	2017	07:26 mins	06:02 mins
Johnstone	2018	08:06 mins	11:11 mins
	2017	08:21 mins	11:41 mins

5.4 Factors impacting performance in the period

5.4.1 The two key factors which caused the reduction in call response performance levels were the Council's change to the waste collection service and the telephone system upgrade on the 11th and 12th of the month.

5.4.2 Table 8 below demonstrates the significant increase in demand attributed to the waste collection changes.

Table 8 – Waste Collection Service - Call Volume Comparison

Call Centre Queue	2017 Calls Received	2018 Calls Received
Environmental	2448	4148
Recycling	2585	10271
Combined Total	5033	14419

5.4.3 Managers across the Customer Service Unit and Environment and Infrastructure worked together ahead of the introduction of the new waste collection service, to plan for the anticipated impact on the contact centre and a range of actions were progressed to mitigate the impact of the waste collection changes:

- Recruitment of temporary resources,
- Additional overtime worked by existing contact centre staff,
- Re-skilling of staff from other contact centre services (without impacting on overall service delivery),
- Changes in queue messaging to help inform customers of the change
- Introduction of a dedicated e-mail address (mybins@renfrewshire.gov.uk) which also received 2034 customer enquiries in the month of December
- Social media messaging

5.4.4 It is noted that while these actions did mitigate the impact of the change, the contact centre was unable to meet target performance levels due to the nature of the demand and the significant increase in call volumes.

5.4.5 For members reference and in line with best practice, call centre industry standard methodologies based on annualised, monthly and weekly call data, are used by contact centre management to determine the staffing levels required to deliver the call centre service to agreed service standards.

What this cannot fully take into account is any significant service changes that drive an unpredictable spike in demand levels. In response, the additional measures outlined above were deployed, however the level of challenge experienced by the contact centre meant that the service was impacted initially as customers received information about the new waste recycling service and secondly as the changes took effect across Renfrewshire.

- 5.4.6 The second factor impacting on performance was the council's telephone system upgrade on 11th and 12th December. Members will be familiar with the contact centre system upgrade in April 2018, and this was the next phase of this work to change the remainder of the council's call routing.
- 5.4.7 The upgrade was planned with the telephony provider and was expected to create only very minor disruption with a 10-15-minute downtime of the telephone service. Due to issues experienced by the service provider during the upgrade process, a greater level of disruption over a 2-day period was experienced which impacted on the contact centre, restricting the ability of advisors to log into the call handling system and calls could not be routed to site to be answered.
- 5.4.8 In response to the emerging situation, managers arranged for queue messaging to be altered to advise customers of the issues and information was provided through the Council's social media channels. When service was fully returned, the contact centre experienced a consequential increase in demand immediately following the period of downtime which had a detrimental impact on contact centre performance over the following days.

Implications of the Report

1. **Financial** - The level of collection of Local Taxation continues to provide funding for the delivery of Council services throughout Renfrewshire.
2. **HR & Organisational Development** - None
3. **Community/Council Planning –**
 - Our Renfrewshire is fair - An effective Benefits service is vital to the quality of life of many of our citizens as it provides vital support for low income households to sustain tenancies and meet their rent obligations
 - Working together to improve outcomes - An efficient and effective billing and administrative process for the collection of local taxes is vital for ensuring the recovery of income to the council to support the provision of local services. This is supported by a range of payment opportunities for the public, including electronic and digital payments (e.g. Direct Debit, Website and Telephone).
 - Working together to improve outcomes – An efficient and effective Customer Service Unit is vital to ensuring citizens have equality of access to Council services whether this is digitally, by telephone or face to face
4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights** - The Recommendation contained within this report has been considered in relation to its 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 because it is for consideration of performance only.
8. **Health & Safety** - None

- 9. **Procurement** – None
- 10. **Risk** - None
- 11. **Privacy Impact** – None
- 12. **Cosla Policy Position** – None

List of Background Papers

- (a) None

Author: **Rhona McGrath Ext 6879**

Appendix 1

RENFREWSHIRE COUNCIL

REVENUES COLLECTION STATEMENT AS AT 28TH September 2018

COUNCIL TAX		
	2017/18	2018/19
	£m	£m
Projected Yield	82.043	85.957
Gross Charges	86.154	90.087
Less rebates	12.117	12.417
Net Charges Billed	<u>74.037</u>	<u>77.670</u>
Cash Collected	70.875	68.333
Rebate Grant	12.117	12.417
	<u>82.992</u>	<u>80.750</u>
Cash collected as % of Net Charges	95.73%	87.98%
Income as % of Projected Yield	101.16%	93.94%

NON DOMESTIC RATES		
	2017/18	2018/19
	£m	£m
Projected Yield	123.302	128.062
Gross Charges	145.932	151.281
Less reliefs	20.114	20.605
Net Charges Billed	<u>125.819</u>	<u>130.676</u>
Cash Collected	123.333	106.692
Cash collected as % of Net Charges	98.02%	81.65%
Cash collected as % of Projected Yield	100.02%	83.31%

Customer & Business Services Performance Report – Appendix 2

Supplementary KPIs – Finance & Resources Policy Board

APPEALS

Where a claimant disputes a Benefits decision and also disputes a revision decision they can formally make an Appeal. The Benefits Service will prepare a detailed submission which is then considered by the Independent Tribunals Service. Preparation of a submission is a very involved process and requires significant data gathering.

Target processing speed	60		
Result: last 3 months (days)	October:32 days	November:25 days	December:22 days
Average (12 months to date)	34 days		
Average Appeals Completed	8 Appeals per month		

Comment:- Appeals have been processed well within target over the period.

REVISIONS

Where a claimant disputes a benefits decision in the first instance they can request for it to be looked at again. This is known as a Revision. The process involves a Senior Benefit Assessor reviewing the decision thoroughly to decide whether the decision should stand.

Target	28 days		
Result last report	July: 28	August: 29	September: 23
Result Last 3 months	October: 28	November: 20	December: 17

Comment:- The Service remains well within target for revisions processing

ACCURACY

The Service proactively monitors the accuracy of benefits decisions made through a robust audit checking programme. The Service targets to audit 4% of all calculations. The actual level of checking for this reporting period is higher due to a number of new staff joining the Benefits team and therefore requiring 100% of their work to be checked.

	Target %	Actual %
Volume of Audits	4%	21%
Accuracy – December 18	95%	97%
Accuracy – Year to Date	95%	91%

Comment:- The Service has set a stretching target for Accuracy, during the period new employees had taken up benefit assessment roles and this is reflected in the volume of audits completed.

OVERPAYMENTS

	Target %	Actual %
17/18: % recovery of debt raised	73%	76.77%
18/19: % recovery of debt raised	73%	96.44%

Comment:- The value of overpayments reported at the last Board was £7,433,821, the current value is £7,416,021. Combined collection of both historic and more recently identified housing benefit overpayments has almost matched the total new debt raised within the year to date.



To: FINANCE, RESOURCES AND CUSTOMER SERVICES POLICY BOARD

On: 30 JANUARY 2019

Report by: DIRECTOR OF ENVIRONMENT & INFRASTRUCTURE

Heading: OPERATIONAL PERFORMANCE REPORT: INTEGRATED FACILITIES MANAGEMENT (HARD & SOFT SERVICES)

1. Summary

- 1.1 Environment & Infrastructure brings together a range of Council services and activities, with both strategic and operational responsibilities. This report provides an operational performance update on Facilities Management (Hard and Soft Services) delivered by Environment & Infrastructure since the last Policy Board in November.
-

2. Recommendations

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board approves the operational performance update contained within this report.
-

3. Facilities Management - Hard Services

Building Services

Background

- 3.1 Building Services is Renfrewshire Council's in-house property repairs and maintenance contractor. Its core function is to provide a high quality, customer focused and cost-effective property repairs and maintenance service to Renfrewshire Council.

- 3.2 As a business with a projected turnover of £15.9m for 2018/19 and a planned workforce of 198 craft and 32 APT&C employees for 2018/19 it is one of the largest property repairs and maintenance contractors within the Renfrewshire area.
- 3.3 Since 2011 there has been a significant degree of change and improvement implemented to transform Building Services into a more commercially focused service provider. The changes made in culture, operations and performance have resulted in improved efficiency and value for money and now provide an excellent platform for strengthening the organisation and preparing it for the future.

The following list provides an overview of the trade mix within Building Services

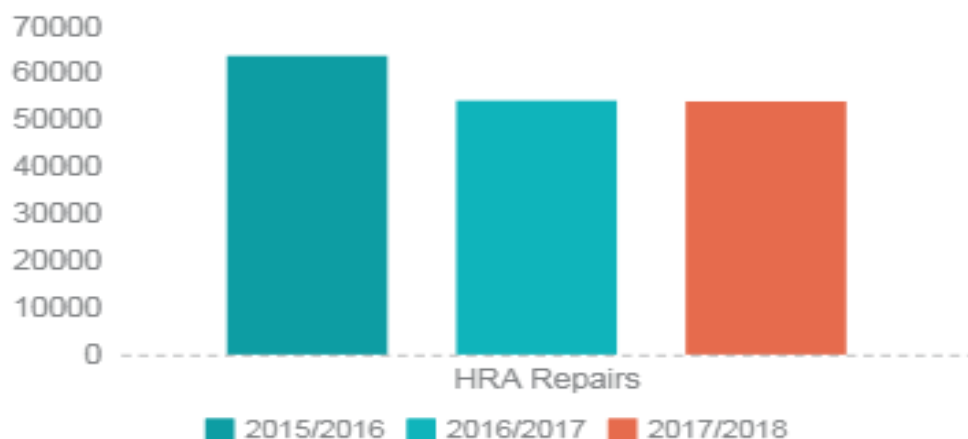
- Blacksmith
- Gas Engineer
- Joiner
- Electrician
- Plasterer
- Plumber
- Bricklayer
- Facilities Engineer
- Painter/Decorator
- Labourer



- 3.4 As the workload evolves operational management will continually review the skill sets required to deliver work to customers and it is likely that in the future Building Services will recruit from alternative trades and undertake internal training to up skill some existing employees to undertake alternative works.
- 3.5 70% of the existing Building Services craft workforce live within the Renfrewshire area. Building Services provide a good working environment as well as job security for many Renfrewshire residents. The business also procures materials, goods and sub - contracting services from over 40 local companies.

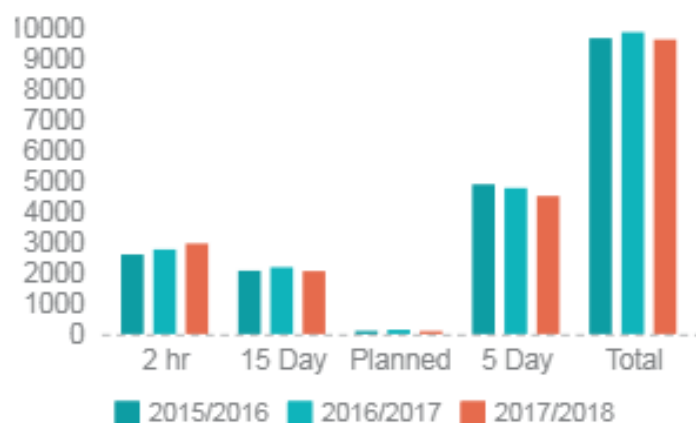
3.6 Repairs Profile over the last 3 years

Repairs Undertaken in Last 3 years



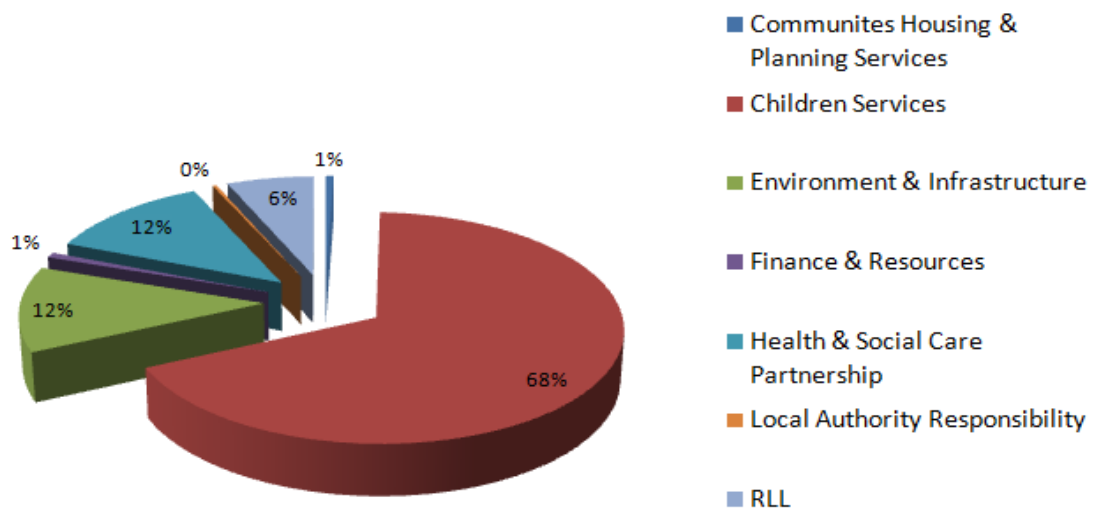
- Providing council house tenants with a multi trade responsive repairs service on an appointment-based system to suit customer needs.
- Have a multi trade emergency repairs service which operates on a 24hr 7 day a week basis for both council tenants and public buildings.
- Repairs and refurbishment of empty properties to a specified re-let standard.
- Planned cyclical maintenance works such as gas servicing and painting works.
- Work associated with SHQS and improvement projects including bathrooms, kitchens, rewires and central heating
- Aids and adaptations to assist disabled tenants to remain in their homes.
- Undertake fire damage and insurance repairs.
- Provide a common repairs facility to owner occupied properties

CAMIS Repairs in Last 3 years



- Providing a multi trade responsive repairs service on an self serve based system (CAMIS) in line with operational property requirements
- Have a multi trade emergency repairs service which operates on a 24hr 7 day a week basis for public buildings
- Planned compliance visits across 32 distinct categories of work across all Council operational properties covering areas such as Electrical, Gas, Legionella . There are around 5,466 scheduled visits each year across all operational properties. Delivered by a mix of Building Services (Electrical, Gas, Water Management etc.) and specialist backup contractors. (i.e. Alarms, CCTV, Lifts, Powered Doors etc)
- Provision of the above full range of services for 9 leisure facilities operated and managed by Renfrewshire Leisure.

Compliance Annual Visits



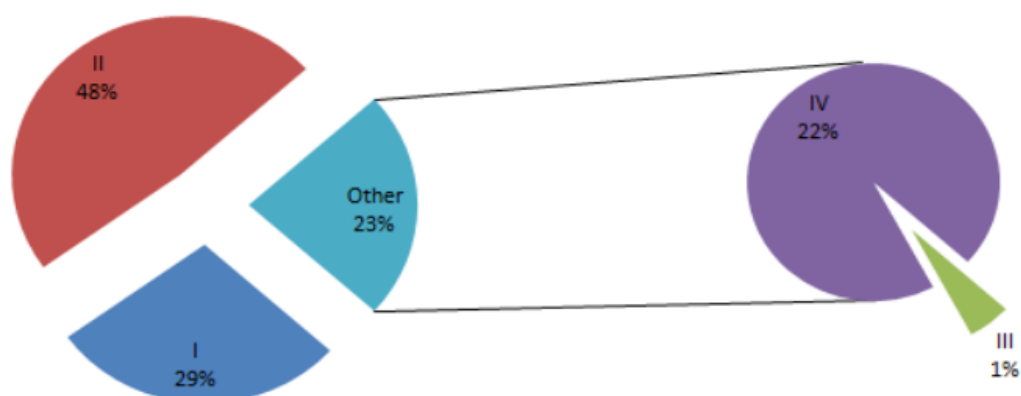
There are 5,466 scheduled Compliance visits each year

Housing Repairs Performance Update

- 3.7 Repairs and maintenance performance outcomes, results, for Building Services, to the end of October 2018/2019 detail 4,909 individual responsive repairs requested across all trades. Building Services attended to over 95.58% within the time category allowed. The year to date position is 95.91%.

Category			Q2	Q1	2017/2018	Target
		Cum	Oct	Value	Value	Value
TOTAL REPAIRS COMPLETE		30,707	5,136	12,456	13,115	53,985
Repairs Completed on Time		29,450	4,909	11,945	12,596	51,518
% Overall Repairs Completed Within target		95.91%	95.58%	95.90%	96.04%	95.43%
% Emergency Repairs Completed Within target	I	98.16%	98.06%	97.20%	99.15%	98.31%
% Routine Repairs Completed Within target	II	93.00%	92.33%	93.50%	92.82%	91.51%
% Programmed Repairs Completed Within target	III	99.49%	95.35%	100.00%	100.00%	98.79%
% Right to Repair Qualifying Repairs Completed Within target	IV	99.16%	99.22%	99.10%	99.17%	99.04%

Repair Volumes by category

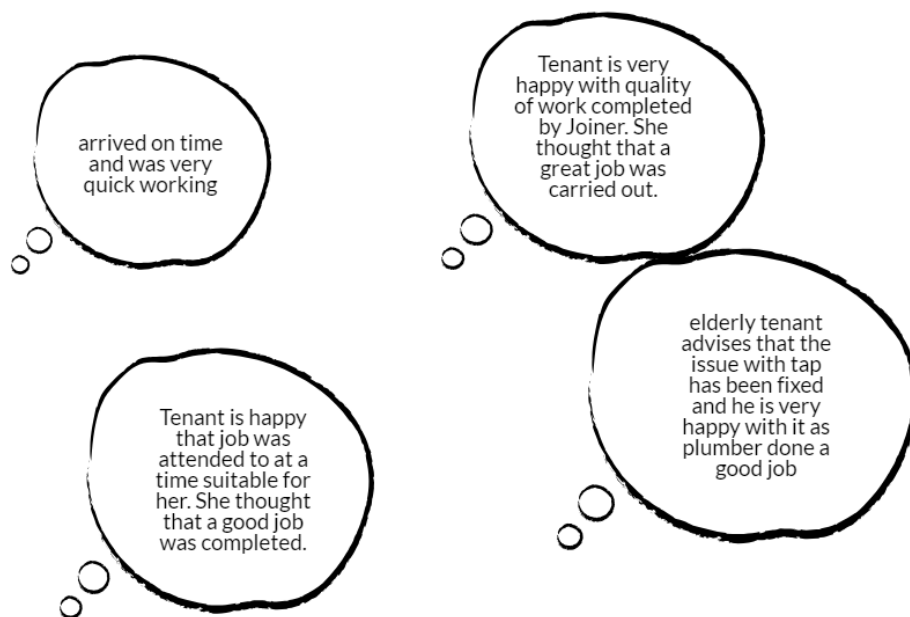


3.8 The repair volumes above represent the split for the Housing Repairs across the key categories of work.

3.9 Housing Repairs Satisfaction Update

Customer feedback continues to be positive and for this period, an extract of the comments received are:

Survey Question	October 2018		April – October 2018	
	Responses	Satisfaction (%)	Responses	Satisfaction (%)
Did the tradesperson leave your home clean and tidy?	343	99.1%	1,620	98.8%
How satisfied were you with the overall quality of the workmanship in your home?	338	97.7%	1,614	98.4%
How satisfied were you with the attitude of the tradesperson whilst in your home?	337	97.4%	1,619	98.7%
How satisfied were you with the overall housing repairs service?	338	97.7%	1,610	98.2%
Total No. of Responses	346		1,640	



Additional Work Areas

- 3.10 Building Services has over the past 4 years provided a Winter Gritting service for residential homes and Social Work facilities, across the Renfrewshire area. Our workforce is deployed to grit agreed facilities in line with the weather forecasts.

The service has now mobilised and will be deployed as and when required.



Hi-Rises and Concierge Properties

15



Day Centres

10



Residential Care Homes & Sheltered Housing

17



Other Properties

7

Street lighting Update

- 3.11 Street lighting maintenance figures for the year to November 2018 are as follows

<u>Street Lighting Summary</u>	Period	
	April 18 to November 2018	
Jobs completed in period total this financial year.		
Planned Maintenance	7575	
Repairs	1677	
Repairs programmed within the next 2 months	30	
Jobs to be planned and programmed.		
Planned Maintenance	6000	
Repairs	382	
LED lamp/lantern replacements	167	



Operational Impacts

- 3.12 In respect of outstanding works contained above. The Council has carried out works to ensure public safety by neutralising any dangerous columns, this has unfortunately left a number of non-working columns in situ. The works to reinstate the columns will now be programmed.
- 3.13 Where we have instances of columns which are unlit and pose any immediate health and safety risks, these are dealt with as a priority. For columns that do not pose an immediate health and safety risk, these will be addressed during February and March 2019.
- 3.14 Renfrewshire Council's Procurement service are currently preparing a tender to put in place the contractual capacity to undertake these works in line with the financial regulations. This tender will be issued and returned by end-January 2019 with works commencing in February 2019. It is anticipated that the majority of the works will be addressed by the end of March 2019. A longer-term framework covering Street Lighting operational works will be put in place in the new financial year.

External Works

- 3.15 Building Services requires to progressively expand its customer base without compromising on the existing services provided to Renfrewshire Council and therefore seeks to secure external income sources to maintain employment, efficiency levels and turnover in future years.

Hard Services – Repairs & Compliance

Compliance update

- 3.16 The Hard FM compliance team continues to manage areas of compliance such as electrical tests, powered lifts, roller shutters and legionella property portfolio, effectively through the Corporate Asset Management Information System (CAMIS). The information held within the system continues to develop and is now available at site level to property users. Areas of Soft FM are being introduced into CAMIS, as part of the integration of Hard & Soft FM services. This will allow all repairs reporting to be undertaken via the CAMIS system for both building fabric and Soft FM equipment. This supports CAMIS as a key operational system within the authority.

Compliance Category Tasks

- 3.17 In respect of Compliance works for the operational properties controlled by the Hard FM - Repairs and Maintenance team, a snapshot of the summarised monthly position for January 2019, demonstrates the ongoing monitoring and control exercised by the team in the delivery of this key function.

Facilities Management staff will track their respective category ensuring that the compliance tasks are completed.

Summarised Compliance Tasks

	% Complete	Remedial	No of Tasks		
Air Units	96.36%	4	53	of	55
Doors & Shutters	98.61%	0	213	of	216
Electrical Compliance	97.92%	17	566	of	578
Fire Supp / Fight. Equipment	99.48%	0	190	of	191
Gas	91.07%	21	204	of	224
IT Data Suites	100.00%	0	3	of	3
Lift Maintenance	81.82%	0	54	of	66
Other Boiler Tasks	55.56%	0	5	of	9
Roof Safety	100.00%	0	25	of	25
Water Management	96.10%	0	493	of	513

NB. The remedials are actions scheduled for completion as a result of the compliance task test.

Tasks are carried out across a variety of frequencies, from monthly to 5 yearly and are in line with the Health & Safety guidance on frequency of inspection.

Each category status reflects the position against the scheduled tasks due up to the 31st March 2019.

4. Facilities Management - Soft Services

Period Poverty

- 4.1 Facilities Management, in consultation with Children's Services, implemented the provision of free sanitary products in all Renfrewshire Schools from the start of the new term in August 2018. A joint review between Facilities Management and Children's Services will take place after the project has been in place for the first two school terms. The units have been installed in all high schools and are now being rolled out into primary schools. The total number of units installed is 73 properties.

Early Years and Childcare

- 4.2 The schools catering service continues to work in partnership with Children's Services to facilitate the initial roll-out of the new Early Years' service provision. This project will also be supported by Hard FM, when required alteration works are progressed in some premises. At present the provision has been provided to 14 sites.

Workforce Development

- 4.3 The apprentice working within FM, achieved finalist status for Apprentice of the Year, in the Invest in Renfrewshire Employability Awards.



- 4.4 Soft FM continues to make a strong commitment to provide opportunities through both Project Search and Traineeship programmes in the authority. These programmes are having a positive impact on all individuals, both mentors and trainees. Soft FM has been shortlisted as a finalist in Diversity and Inclusion category of the Guardian Public Service awards for 2018. 4 new Project Search candidates have commenced training on 26th November, with placements in Renfrewshire House Mailroom and one each in Renfrew, Montrose and Hunterhill Care Homes.
- 4.5 A former project search Candidate, who was subsequently recruited as a housekeeper at Hunterhill Care Home, was successful as winner of The Achiever of the Year category at the Invest in Renfrewshire Employability Awards.
- 4.6 Another former Project Search trainee currently working in the Soft FM team within Renfrewshire House has been nominated in the Young Achiever category in the Staff Recognition Awards.
- 4.7 The last phase of the Cooking Skills Development Course for catering staff concluded in November. The next phase commences in January 2019, this involves 14 trainees attending West College Scotland for 12 weeks.
- 4.8 Soft FM have recruited a Modern Apprentice who took up post in November 2018.

Operational Improvements

- 4.9 Some operational improvements are being made with the Atrium, with the introduction of new sandwich ranges. Food vending machines are also being introduced to provide service outwith the Atrium operation hours.
- 4.10 Cashless Catering in schools roll-out programme commences in January 2019, with the introduction into 6 schools.



- 4.11 In October Soft FM reconfigured its operating process to create a geographical model where Soft FM coordinators have responsibility for all aspects of service delivery within the property. This move is designed to improve communication

with all customers.

- 4.12 Further work continues with the review of integration of Facilities Management (FM) Services. As part of this work, re-modelling of FM Services within schools will be taken forward during 2019/20.

5. Attendance – April to Dec 2018

- 5.1 A key priority of Environment & Infrastructure's Workforce Plan is to address levels of absence within the service. This includes a more proactive approach to managing absence and supporting attendance at work. Recent developments have included:

- Joint working with HR across all service areas to provide a more consistent approach to managing absence;
- Introduction of physiotherapy sessions at Underwood Road depot;
- Engagement with occupational health services to improve appointment timescales; and
- Absence Road Shows being rolled out across the service.

- 5.2 Environment & Infrastructure recorded an overall absence rate, for the first 3 quarters of 2018/19, of 10.35 days lost per FTE employee, which is 2.83 days above the target of 7.52. However, the 10.35 days lost per FTE employee is a slight improvement on 11.28 days lost in the same period in 2017/18. The following table provides an overview of absence performance for the department and operational service areas.



Attendance Analysis: April – Dec 2018

Service	Target Days lost per FTE	Actual Days lost per FTE	Short Term Absence	Long Term Absence
Department	7.52	10.35	21%	79%
Building Services	7.52	17.09	12%	88%
School Catering	7.52	7.03	27%	73%
Building Cleaning	7.52	9.6	20%	80%
Housekeeping	7.52	8.77	18%	82%
School Janitorial	7.52	7.66	18%	82%
School Crossing Patrol	7.52	6.75	23%	77%

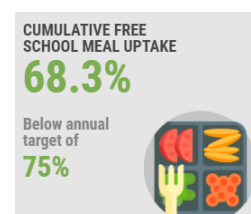
6. Enquiries and Complaints

Enquiries

- 6.1 Environment & Infrastructure received 3,516 front line resolutions in the first three quarters of 2018/19, of which 2,673 (76%) were responded to within timescale.
- 6.2 Over the same period the service dealt with 386 complaint investigations, 248 (64%) of which were dealt with within the agreed timescale.
- 6.3 There were 4,417 elected member enquiries, 3,294 (75%) of which were dealt with within the agreed timescale.
- 6.4 The complaints process has been changed to allow officers to respond more efficiently to elected members and public enquiries. This has led to continued performance improvements.

7. Free school meals in primary and secondary schools

- 7.1 School meal uptake at the end of period 8 was 68.3%, below the target of 75%.
- 7.2 The service continues to work with Head Teachers, Parents and young people to provide food that will help attract an increase in school meals uptake and to target schools where uptake is less than expected. Work is being undertaken to change the school meal service in order to improve efficiency whilst communications are continuing, to increase uptake for both free and paid school meals.
- 7.3 Active Communities and Healthy Lives groups are also involved to consider menus in line with Health and Well Being initiatives in schools.



Implications of the Report

1. **Financial** – Any financial savings from the service redesigns referenced in this report will be progressed through the Council's financial & budget planning process.
2. **HR & Organisational Development** – Any staffing changes from the service redesigns referenced in this report will be progressed through the Council's HR policies, including redeployment and utilisation of VR/VER scheme.
3. **Community & Council Planning** – the report details a range of activities which reflect local community and council planning themes.
4. **Legal** – None.
5. **Property/Assets** – None.
6. **Information Technology** – IT implications are contained within the report.
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 because it is for noting only. 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** – None.
11. **Privacy Impact** – None.
12. **CoSLA Policy Position** - None

List of Background Papers: None

Author: Diane M Gillies, Head of Facilities Management
e-mail: diane.gillies@renfrewshire.gov.uk



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2019

Report by: Director of Finance and Resources

Heading: Counter Fraud and Corruption Policy

1. Summary

1.1 The purpose of this report is to provide members with the new Counter Fraud and Corruption Policy which details the Council's approach to the prevention, detection and reporting of fraud and corruption, across all of the Council's service areas. The policy is attached in Appendix 1.

1.2 The scope of the Policy extends to:

- Employees
- Elected members
- Service users
- Contractors, agencies and suppliers
- Other partner organisations where the principals of "following the public pound" would apply, such as organisations that receive funding from the Council, including the voluntary sector and other third-party organisations in which the Council has an interest.

1.3 The Policy meets the requirement to have effective arrangements for tackling fraud. The content conforms to professional guidance issued by the Chartered Institute of Public Finance and Accountancy (CIPFA). It has also taken account of other professional guidance, and relevant legislation such as the Bribery Act 2010.

2. Recommendations

- 2.1 To approve the Counter Fraud and Corruption Policy attached in Appendix 1.
- 2.2 To note that the approval of the Counter Fraud and Corruption Policy replaces the Strategy for the Prevention and Detection of Fraud and Corruption and the Housing and Council Tax Benefit Counter Fraud Policy.

3. Background

- 3.1 The public expect the Council to conduct its affairs with integrity, honesty and openness, and demand the highest standard of conduct from those working for and with it. The Council is also expected to safeguard public funds, and to ensure that they are available and used for their intended purpose.
- 3.2 The Council has a commitment to achieving the highest standards of probity, which ensures that the opportunity for fraud and corruption is reduced to the lowest possible risk, with losses minimised. The Council's aims to meet these expectations by having a culture which demonstrates clearly the Council is firmly committed to dealing equally with any fraud and corruption by perpetrators from both inside (elected members and employees) and outside the Council (including service users, members of the public, partners, contractors and suppliers).
- 3.3 The Council currently has a Strategy for the Prevention and Detection of Fraud and Corruption and a Housing and Council Tax Benefit Counter Fraud Policy. However, there have been several changes affecting the prevention, detection and investigation of fraud within the Council. The most significant are:
 - The Department for Work and Pensions transferred the investigation of alleged Housing Benefit fraud to their Single Fraud Investigation Service;
 - Council Tax Benefit has been replaced with Council Tax reduction; and
 - The establishment of a Corporate Counter Fraud Section with the Internal Audit Service.

- 3.4 These changes have resulted in the necessity for a new Council Counter Fraud and Corruption Policy to reflect the current arrangements in place for the prevention, detection and investigation of fraud risks throughout the Council.

Implications of the Report

1. **Financial** – This aim of this Policy is to safeguard public funds, and to ensure that they are available and used for their intended purpose.
2. **HR & Organisational Development** – Training on Fraud Risks will be offered to relevant staff.
3. **Community Planning**
Children and Young People – None
Community Care, Health & Well-being – None
Empowering our Communities – None
Greener - None
Jobs and the Economy – None
Safer and Stronger - None
4. **Legal** – The Policy conforms to the relevant legislation
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. Some negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. Mitigating actions are detailed in section 11 of the policy. A full copy of the Impact Assessment undertaken is available from the report author. Following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored. The results of the assessment will be published on the Council's website.
8. **Health & Safety** - None

9. **Procurement** – None
 10. **Risk** – The Policy is designed to prevent and detect fraud risks
 11. **Privacy Impact** – A Privacy Impact Assessment (PIAs) has been conducted, the report identifies the arrangements in place to minimise and manage the impact of privacy risk.
 12. **CoSLA Policy Position** – None
-

List of Background Papers

- (a) Background Paper - None
-

Author: Karen Campbell, Assistant Chief Auditor, 01416187016



Counter Fraud and Corruption Policy



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Renfrewshire Council

Counter Fraud and Corruption Policy

1. Introduction

- 1.1 The Counter Fraud and Corruption Policy details the Council's approach to the prevention, detection and prosecution of fraud and corruption, across all of the Council's service areas.
- 1.2 The public expect the Council to conduct its affairs with integrity, honesty and openness, and demand the highest standard of conduct from those working for and with it. The Council is also expected to safeguard public funds, and to ensure that they are available and used for their intended purpose.
- 1.2 The Council has a commitment to achieving the highest standards of probity, which ensures that the opportunity for fraud and corruption is reduced to the lowest possible risk, with losses minimised.
- 1.3 The Council's aims to meet these expectations by having a culture which demonstrates clearly the Council is firmly committed to dealing equally with any fraud and corruption by perpetrators from both inside (elected members and employees) and outside the Council (including service users, members of the public, partners, contractors and suppliers).
- 1.4 The scope of the Policy extends to:
- Employees
 - Elected members
 - Service users
 - Contractors, agencies and suppliers
 - Other partner organisations where the principals of "following the public pound" would apply, such as organisations that receive funding from the Council, including the voluntary sector and other third-party organisations in which the Council has an interest.
- 1.5 The Policy meets the requirement to have effective arrangements for tackling fraud. The content conforms to professional guidance issued by the Chartered Institute of Public Finance and Accountancy (CIPFA). It has also taken account of other professional guidance, and relevant legislation such as the Bribery Act 2010.

2. Definition of Fraud and Corruption

- 2.1 Fraud can be described as: ***'An intentional act to deceive or damage another for personal gain'***. Some examples of fraudulent behaviour are: theft, collusion, bribery, money laundering, false accounting, counterfeiting, and claiming benefits to which there is no entitlement.
- 2.2 Corruption is described as any unethical behaviour including **"the offering, giving, soliciting or acceptance of an inducement or reward which may influence the action of any person"**.

3. Policy Aims

- 3.1 The aim of the Counter Fraud and Corruption Policy is to:-

**Deter,
Disable,
Detect and**

Deal with fraud and corruption, primarily against the Council.

3.2 This will be implemented by:

- Encouraging fraud deterrence and prevention;
- Raising awareness of fraud and corruption and promoting their detection
- Recommending improvements in working practices to strengthen areas of weakness
- Performing investigations and facilitating recovery
- Administering sanction action including invoking disciplinary procedures and referral to the Police or Procurator Fiscal
- Monitoring, publicising and updating this policy and its related procedures and performance
- Working in partnership with other appropriate bodies.

3.3 The Counter Fraud and Corruption Policy is supported by more detailed policies, standards and procedures and contractual conditions, including:-

- Corporate Counter Fraud Plan
- Codes of Conduct for Employees and Members, and supporting policies and guidance
- Disciplinary Procedures
- Financial Regulations & Codes
- Anti-Money Laundering Policy
- Policy for expressing concerns outwith line management (whistleblowing)
- Standard contract terms and conditions
- Grant conditions of award

4. Roles and Responsibilities

4.1 Everyone has an important role to play in managing the risk of fraud and corruption.

4.2 **Members and employees** are expected to:

- Abide by relevant codes of conduct, council policies and procedures; including declaration and registration of relevant interests or offer of gifts or hospitality.
- Lead by example to ensure the Council's risk of fraud and corruption is mitigated as far as possible.
- Report any suspicion of fraud or corruption.

4.3 **Senior Officers and Managers** are responsible for the communication and adherence of this Policy in their work areas and for ensuring that risk management and internal controls are in place to minimise the risk of fraud and corruption.

4.4 **The Director of Finance and Resources** is the Corporate Management Team Member responsible for the implementation of this policy.

4.5 **The Chief Auditor** has operational responsibility for the implementation of this Policy.

4.6 The Counter Fraud Team, under the direction of the Chief Auditor, will carry out the key tasks required to facilitate the implementation of this policy and be responsible for undertaking investigations of potential fraud against the Council. Where there is an allegation made against an employee which relates to their employment functions, the matter will be investigated by Internal Audit and/or Counter Fraud Officers in line with Appendix A of the Council's Disciplinary Procedures.

- 4.7 These investigations will be targeted to make best use of the available resources and will be undertaken in accordance with the relevant legislation, policies and procedures.

5. Collaborative Working

- 5.1 On some occasions, fraud investigations will be undertaken in partnership with the Council's Internal Auditors, Council Staff or Officers from appropriate External Organisations such as Police Scotland or the Department for Work and Pensions. (DWP)
- 5.2 The Counter Fraud Team will act as the Single Point of Contact (SPOC) for facilitating the supply of information required by DWP officers to undertake Housing Benefit Fraud investigations, in accordance with the terms of the Service Level Agreement between the DWP and the Council. This task will be undertaken with the assistance of the Council's Benefits Team and any other appropriate officers.
- 5.3 The Counter Fraud Team will also undertake a co-ordinating role, for the National Fraud Initiative under the direction of the Chief Auditor.

6. Fraud Referrals

- 6.1 Council Members, Council Officers and Members of the Public will be encouraged to refer any allegations of non-employee related fraud against the Council to the Counter Fraud Team. A Fraud Referral Form is available on the Council's Website and a Fraud Hotline has also been set up. Where allegations relate to employees in their capacity as employees of the Council, the referral should be made to the Chief Auditor in line with Appendix A of the Council's Disciplinary Procedures.
- 6.2 All referrals will be subject to a scrutiny process to determine those meriting further investigation.
- 6.3 Exercises involving data matching and the analysis of customer data will also be undertaken, in accordance with the relevant legislation and council policies to detect possible fraudulent activities within or against the Council.

7. Conduct of Investigations

- 7.1 Investigations will be conducted in accordance with the current legislative requirements and the relevant policies, procedures and guidance of the Council, including Appendix A of the Council's Disciplinary Procedures.
- 7.2 Counter Fraud Officers as part of the Internal Audit Section have authorised full, free, and unrestricted access to any and all of Renfrewshire Council's records, physical properties, and personnel pertinent to carrying out any investigation. All employees are requested to assist the counter fraud activity in fulfilling its roles and responsibilities.
- 7.3 Contractors and suppliers must abide by the Council's general terms and conditions and grant recipients must comply with the grant conditions of award. These conditions allow the Internal Audit Section to interview personnel and inspect the records of the contractor or grant recipient.
- 7.4 Where appropriate an interview may be conducted under caution.
- 7.5 Members of the Counter Fraud Team will make no disclosure of any information held unless this is authorised or there is a legal or professional requirement to do so.

8. Reporting

- 8.1 The outcomes of individual fraud investigations will be agreed upon by the Counter Fraud Officers and approved by the Chief Auditor or Assistant Chief Auditor. The outcome will also be reported, where appropriate to the nominated officer of the Service concerned.
- 8.2 If the case is considered to be of a serious nature, as the Council is a Specialist Reporting Agency, the case may be referred directly to the Procurator Fiscal or to the Police.
- 8.3 Where the named suspect is an employee, the appropriate Service Director and Head of HR and Operational Development will be informed for consideration of disciplinary proceedings; and if such a case is to be referred to the Police, this will be in agreement with the Chief Executive.
- 8.4 Where the named suspect is an Elected Member the Head of Corporate Governance (as Monitoring Officer) and the Chief Executive will be informed for consideration of referral to the Police and/or Standards Commission.
- 8.5 Counter Fraud performance information will be made available to the Director of Finance and Resources and to Members of the Audit, Risk and Scrutiny Board on a quarterly basis.
- 8.6 The Chief Auditor may report direct to the Chief Executive, Board members or the Council regarding any matters of concern that could place the Council in a position where the fraud and corruption risks it faces are unacceptable.

9. Communicating Fraud Risks

- 9.1 Publicity and awareness are an integral part of creating an anti-fraud culture, as well as effective prevention and deterrent tools; the Counter Fraud Team is committed to ensuring that awareness levels are as high as they can be across the Council.
- 9.2 The Counter Fraud Team will prepare Council wide communications highlighting the need to be vigilant to the risk of fraud to Council Members, Council Staff and Members of the Public. Targeted training will also be delivered to Members and employees to highlight the risk of fraud.
- 9.3 In areas where fraud has been detected, Internal Audit or Counter Fraud will liaise with the relevant service and work with them to enable them to learn from the fraud detected and strengthen their controls to reduce the risk of further fraud.
- 9.4 Where appropriate, the outcomes of investigations may be publicised to further enhance the deterrent effect and reduce the risk of further fraud occurring.

10. Confidentiality

- 10.1 Information relating to counter fraud investigations will be recorded, maintained and processed confidentially and securely by the Counter Fraud Team. Information processed may include manual or electronic records and will be done so in line with the General Data Protection Regulations and will be used solely for the investigation and potential prosecution of suspected fraud.

11. Impact Assessment

- 11.1 This policy has been impact assessed in relation to privacy, equality and human rights in line with the Council's obligation to comply with the General Data Protection Regulations, Equality Act 2010 and the Human Rights Act 1998. Fraud investigations, by their nature, require an assessment of the true facts and can involve the collection of personal data and the potential for infringement of individuals' human rights.

- 11.2 Article 8 ECHR affords everyone the right to respect for private and family life, including home and correspondence. Although this right is not absolute, any interference must be justified on the basis that it is lawful, necessary to pursue a legitimate aim and proportionate. This means that the interference should not be greater than is necessary to achieve the legitimate aim. Arrangements are in place to manage the impact of privacy risks, including specialist counter fraud training, regular training on data protection and human rights legislation, engagement with Legal Services and records management procedures, to ensure that personal data is processed lawfully and proportionately.

12. Approval and Review of Counter Fraud and Corruption Policy

- 12.1 This policy will be agreed upon by the Council's Corporate Management Team and approved by the Finance, Resources & Customer Services Policy Board.
- 12.2 The policy will be reviewed every two years.

Document History

Document	Counter Fraud and Corruption Policy	Owner	Director of Finance & Resources
Date	January 2019	Lead Reviewer	Chief Auditor
Version No	1.0	Author	Asst. Chief Auditor
Review Date	January 2021		



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2019

Report by: Director of Finance and Resources

Heading: Guarantor for Renfrewshire Leisure Limited

1. Summary

- 1.1 At previous meetings of the General Management and Finance Policy Board (5 December 2011, 3 June 2009 and 4 June 2008) and the predecessor General Management Policy Board (21 March 2007) authorisation was given to the Director of Finance and Resources to sign Guarantees for and on behalf of Renfrewshire Council, such Guarantees relating to sports equipment lease contracts between Renfrewshire Leisure Limited ("RLL") and various leasing companies.
- 1.2 The leases associated with those contracts have expired with the exception of one contract which is due to expire in October 2019.
- 1.3 RLL intends to enter into a further lease contract for new sports equipment which will be used in sports facilities operated by RLL.
- 1.4 RLL engaged UniLink Finance Limited to assist them in seeking an appropriate lessor for this contract. The proposed contract is for a period of four years, with an indicative annual rental payment of £23,532.75 plus VAT, followed by an optional final payment of £14,734 plus VAT for the outright purchase of the equipment at the end of the lease term. The total cost over the four-year period would therefore be around £108,865 plus VAT, with RLL retaining ownership of the equipment on the expiry of the lease. The lessor requires Renfrewshire Council to act as Guarantor to the lease agreement.

- 1.5. The Chief Executive of RLL has therefore requested the Council to provide a Letter of Comfort / Guarantee for this lease contract. The Guarantee offered by Renfrewshire Council would only be called in by the lessor should RLL cease to trade and be unable to repay its liabilities under the lease agreement. RLL has provided satisfactory information which demonstrates that the contractual costs of the lease arrangement detailed at 1.4 above can be met.
- 1.6 Further, the Chief Executive of RLL has requested the Council to accept various obligations relating to the provision of access to the equipment (since it will be sited within Council premises) by the lessor during the term of the lease.
- 1.7 The Council report approved on 15 August 2002 that outlined the transfer of the Council's leisure facilities to RLL highlighted that it was likely that, at some point in the future, the Council would be required to act as Guarantor for RLL in relation to borrowing or capital finance arrangements. The Council agreed to this in principle subject to the satisfactory appraisal by the Director of Finance and Resources.
- 1.8 The Council has the legal powers to act as Guarantor for RLL in the proposed sports lease contract by virtue of Section 15(2) of the Local Government and Planning (Scotland) Act 1982. Delegated approval is sought for the Director of Finance and Resources to sign the Guarantee for and on behalf of the Council.
-

2. Recommendations

- 2.1 It is recommended that the Director of Finance and Resources be authorised to sign a Guarantee for and on behalf of Renfrewshire Council for the sports equipment lease contract, relating to sports equipment between Renfrewshire Leisure Limited and the lessor.
-

Implications of the Report

1. **Financial** – As described in the report. The Guarantee by Renfrewshire Council would only be called in by the lessor should Renfrewshire Leisure Limited (“RLL”) cease to trade and be unable to repay its borrowings.
2. **HR & Organisational Development** – none
3. **Community/Council Planning** –
 - Our Renfrewshire is well – The proposed fitness equipment lease contract will provide funding for equipment which will promote health and well-being.
 - Our Renfrewshire is fair – RLL’s charitable objectives are consistent with Renfrewshire Council’s core values, in particular their policies on equal opportunities.
4. **Legal** – It is intended that the Director of Finance and Resources will sign a letter of comfort for and on behalf of Renfrewshire Council that, whilst the finance agreement is in existence, Renfrewshire Council will ensure that at all times RLL will have sufficient funds at its disposal to meet in full its obligations to the lessor as and when due.
5. **Property/Assets** – As described in the report. The sports equipment to which the Guarantee relates will be purchased by RLL at the end of the lease term. During the term of the lease, Renfrewshire Council will permit access to the equipment, as appropriate, by the lessor.
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** – none

10. **Risk** – There is a risk that, should RLL cease to trade and be unable to repay its borrowings, then Renfrewshire Council would be called in by the lessor to settle any sums outstanding under the terms of the lease. However, Renfrewshire Council will continue to ensure that at all times RLL will have sufficient funds at its disposal to meet in full its obligations to the lessor as and when due.
11. **Privacy Impact** – none
12. **COSLA Policy Position** – none

List of Background Papers

None

Author: Richard Conway, Finance Manager (Financial Accounting)
0141-618 7377
richard.conway@renfrewshire.gov.uk



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2019

Report by: Director of Finance and Resources

Subject: Councillors and Data Processor Agreements

1. Summary

- 1.1 The purpose of this report is to advise Councillors of their duties as individual data controllers in relation to personal information which the Council processes on its behalf.
- 1.2 Councillors generally have three different roles which are:-
- Member of the Council
 - Representative of constituents and
 - Representative of a political party
- 1.3 The Council is the data controller of personal information which a councillor has access to in his/her role as a member of the Council. The political party is the controller when a Councillor acts on behalf of the party.
- 1.4 However, when a Councillor is using personal information to represent constituents, for example, for surgeries or to progress complaints on their behalf, the Councillor is a controller in his/her own right.
- 1.5 This means that the Councillor has an individual responsibility for data protection compliance.

- 1.6 A data processor is anyone other than an employee of a controller who processes personal information on the controller's behalf. The Council processes personal information on behalf of Councillors by providing ICT services and equipment, including an email account and network storage and clerical support to facilitate the Councillor's role in representing constituents. In such circumstances, the Council is the processor and the Councillor is the controller.
- 1.7 Article 28(3) of GDPR places a duty on controllers to have a contract in place with a processor containing details of the processing and the obligations of the processor. The key obligation is that the processor must keep the personal information secure. This contract is known as a Data Processor Agreement.
-

2. Recommendations

It is recommended that the Board:-

- 2.1 Note the requirement for a Data Processing Agreement between Councillors and the Council in respect of personal information which the Council is processing on behalf of Councillors and
- 2.2 Agree to the draft Data Processing Agreement, attached as Appendix 1, being sent to all Councillors for signing.
-

3. Background

- 3.1 Both GDPR and the Data Protection Act 2018 came into force on 25 May 2018 and regulate how controllers process people's personal information. This legislation is enforced by the Information Commissioner's Office (ICO).
- 3.2 A controller is the person who decides the purposes for and manner in which personal information is used. A processor is someone who the controller asks to process personal information on his/her behalf.
- 3.3 The Council is the controller of Council information which a Councillor uses in his/her capacity as a member of the Council, for example, as a member of a Board. However, each Councillor is a controller of any personal information processed on behalf of his/her constituents.

As the Council provides clerical and ICT support to Councillors in relation to constituent information, the Council is a processor.

- 3.4 The ICO confirmed to the Council's Data Protection Officer in mid-November 2018 that their view is that each Councillor, as a controller, is obliged, under GDPR, to have a contract with the Council, known as a Data Processor Agreement. This is to protect Councillors in their role as controllers by ensuring that the Council and its staff keep this information secure. The ICO have indicated that they now expect Councils to enter into Data Processor Agreements with Councillors, detailing the Council's responsibilities to Councillors.
- 3.5 The draft Data Processor Agreement at Appendix 1 contains the provisions required by GDPR. Each Councillor will be asked to sign a Data Processor Agreement with the Council. This will ensure that all Councillors are compliant with the obligation in Article 28(3) of GDPR to have a contract with a processor and will oblige the Council to keep constituent information secure. In addition, this will reassure constituents and other parties who provide personal information to Councillors that Council staff assisting them will keep this confidential, secure and use this only on the instructions of the Councillor.

Implications of the Report

1. **Financial** - None
2. **HR & Organisational Development** – None
3. **Community/Council Planning** – None

4. **Legal** - Entering into a Data Processor Agreement with the Council will ensure that Councillors are complying with their legal obligations as data controllers.
5. **Property/Assets** - None
6. **Information Technology** – The Data Processor Agreement means that use of Council ICT equipment or reliance on ICT support by Councillors for constituent information is GDPR compliant.
7. **Equality & Human Rights** -
 - (a) 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 because it is for noting only and is to ensure that the Council undertake to Councillors to keep personal information processed on their behalf adequately secure. 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**- The Data Processor Agreement is to protect Councillors against the risk of information security breaches by the Council in respect of information which is controlled by Councillors.
11. **Privacy Impact** – No Data Protection Impact Assessments (DPIA) is required as the Data Processor Agreement protects privacy.
12. **Cosla Policy Position** – Not applicable

List of Background Papers

- (a) Background Papers - None
-

Author **Allison Black, Managing Solicitor (DPO), extension 7175**

Agreement between

Councillor [NAME], elected on [DD/MM/YYYY] to represent Ward [insert Ward] of Renfrewshire Council ("the Councillor")

and

Renfrewshire Council, a Scottish Local Authority incorporated under the Local Government etc. (Scotland) Act 1994 and having its principal offices at Cotton Street, Paisley ("the Council")

together "the Parties".

Definitions

"Agreement" means this Agreement.

"Controller" has the meaning given in Data Protection Laws.

"Processor" has the meaning given in Data Protection Laws.

"Data Protection Laws" means the Data Protection Act 2018 and any enactments thereunder or amendments thereto, the General Data Protection Regulation (Regulation EU 2016/679) ("GDPR"), the Privacy and Electronic Communications (EC Directive) Regulations 2003 (as may be amended by the proposed Regulation on Privacy and Electronic Communications) and any legislation that, in respect of the United Kingdom, replaces, or enacts into domestic law, GDPR or any other law relating to data protection, the Processing of personal data and privacy as a consequence of the United Kingdom leaving the European Union.

"Data Subject Rights" means the exercise of any rights of a data subject in terms of Data Protection Laws, including a subject access request.

"Personal Data" has the meaning given in Data Protection Laws.

"Processing" has the meaning given in Data Protection Laws and cognate expressions shall be construed accordingly.

"Special Category Data" has the meaning given in Data Protection Laws.

1. It is agreed that the Personal Data described in the Schedule (Data Protection) to this Agreement will be processed by the Council on behalf of the Councillor. For the purposes of any such Processing, the Parties agree that the Council acts as the Processor and the Councillor acts as the Controller. The Processor has been instructed by the Controller to allocate staff to carry out this Processing on its behalf.

The Council must:-

- 1.1. agree and comply with the terms of the data processing provisions set out in the Schedule (Data Protection);
- 1.2. process Personal Data only as necessary in accordance with obligations under this Agreement and any written instructions given by the Councillor (which may be specific or of a general nature) and not for any other purposes, unless required to do so by law to which the Council is subject; in which case the Council must inform the Councillor of that legal requirement before processing unless prohibited from doing so by that law;
- 1.3. subject to Clause 1.2 only process or otherwise transfer any Personal Data to any country outside the European Economic Area with the Councillor's prior written consent;
- 1.4. take all reasonable steps to ensure the reliability and integrity of any Council staff who have access to the Personal Data and ensure that the Council staff:-
 - a) are aware of and comply with the Council's duties under this Agreement;
 - b) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed to do so by the Councillor or as otherwise permitted by this Agreement; and
 - c) have completed the Council's mandatory training on data protection and information security.
- 1.5. implement appropriate technical and organisational measures including those set out in the Schedule (Data Protection) and in accordance with Article 32 of the GDPR to protect Personal Data against unauthorised or unlawful Processing and against accidental loss, destruction, damage, alteration or disclosure, such measures being appropriate to the harm which might result from any unauthorised or unlawful Processing accidental loss, destruction or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected;
- 1.6. not engage a sub-processor to carry out Processing in connection with the Services without prior specific or general written authorisation from the Councillor. In the case of general written authorisation, the Council must inform the Councillor of any intended changes concerning the addition or replacement of any other sub-processor and give the Councillor a reasonable opportunity to object to such changes.
- 1.7. ensure that if the Council engages a sub-processor for carrying out Processing activities on behalf of the Councillor, the same data protection obligations are imposed on the sub-processor by way of a written and legally binding contract, in particular providing sufficient guarantees to implement appropriate technical and organisational measures. The Council shall remain fully liable to the Councillor for the performance of the sub-processor's performance of the obligations.

- 1.8. provide the Councillor with reasonable assistance including by such technical and organisational measures as may be appropriate in complying with Data Subject Rights under GDPR, including any subject access request and/or responding to any enquiry made, or investigation or assessment of processing initiated by the Information Commissioner's Office in respect of the Personal Data as soon as is possible.
- 1.9. Taking into account the nature of the Processing and the information available, assist the Councillor in complying with the Councillor's obligations concerning the security of the Personal Data, reporting requirements for data breaches, data protection impact assessments and prior consultations in accordance with Articles 32 to 36 of the GDPR.

These obligations include:

- a) ensuring an appropriate level of protection through technical and organisational measures that take into account the circumstances and purposes of the processing as well as the projected probability and severity of a possible infringement of the law as a result of security vulnerabilities and that enable an immediate detection of relevant infringement events;
 - b) notifying a Personal Data breach to the Councillor without undue delay and in any event no later than 24 hours after becoming aware of a Personal Data breach;
 - c) assisting the Councillor with communication of a personal data breach to a Data Subject;
 - d) supporting the Councillor with preparation of a data protection impact assessment;
 - e) supporting the Councillor with regard to consultation with the Information Commissioner.
2. At the end of the provision of Services relating to processing, the Council must, on the written instruction of the Councillor, arrange the disposal of all Personal Data and delete existing copies unless EU or UK law requires storage of the Personal Data.
 3. The Council must:-
 - a) provide such information as is necessary to enable the Councillor to satisfy itself of the Council's compliance with this Agreement;
 - b) allow the Councillor, his or her employees, auditors, authorised agents or advisers reasonable access to any relevant premises, during normal business hours, to inspect the procedures, measures and records referred to in this Agreement and contribute as is reasonable to those audits and inspections;
 - c) inform the Councillor if in its opinion an instruction from the Councillor infringes any obligation under Data Protection Laws

4. The Parties acknowledge that the inspecting party will use reasonable endeavours to carry out any audit or inspection under Clause 3 b) with minimum disruption to the Council's day to day business.
5. The Council must maintain written records, including in electronic form, of the categories of Processing activities carried out in performance of the Services or otherwise on behalf of the Councillor containing the information set out in Article 30(2) of the GDPR.
6. If requested, the Council shall make records referred to in clause 5 available to the Information Commissioner and co-operate with the Information Commissioner's Office in the performance of its tasks.

SCHEDULE (DATA PROTECTION)

Part 1: Data Processing provision as required by Article 28(3) GDPR.

1. Subject matter and duration of the Processing of Personal Data

The processing of personal data for the Councillor by the Council to support the activities of the Councillor as an elected representative

This agreement will extend from the date of signature until the Councillor no longer holds office.

2. The nature and purpose of the Processing of Personal Data

The Council will provide appropriate IT services and equipment, including an email account and network storage, and clerical support to facilitate the Councillor's role as an elected representative.

3. The types of Personal Data to be Processed

Name, address, contact details, details of issues which may include special category data, details of third parties.

4. The categories of Data Subject to whom Personal Data relates

Constituents, their families, and other individuals relevant to constituency work.

Part 2: Practical security measures

In compliance with its obligations under clause 1.5 with regard to the processing of personal data on behalf of the Councillor, the Council, as a minimum requirement, shall give due consideration to the following types of security measures:

- 2.1.1 Technical security;
- 2.1.2 Physical security;
- 2.1.3 Access control;
- 2.1.4 Security and Privacy Enhancing Technologies;
- 2.1.5 Staff awareness raising and training;
- 2.1.6 Incident Management/Business Continuity; and
- 2.1.7 Audit controls/due diligence.



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2019

Report by: Chief Executive

Heading: Macmillan Renfrewshire Improving the Cancer Journey Project

1. Summary

- 1.1 Renfrewshire Council has successfully secured £500,000 of funding from Macmillan Cancer Support to deliver the Macmillan Renfrewshire Improving the Cancer Journey (ICJ) project. The main aim of the project is to develop and deliver for everyone in Renfrewshire with a cancer diagnosis, clear, seamless and accessible pathways of care based upon a robust holistic assessment of need. In Renfrewshire, approximately 1,100 people per year who receive a new cancer diagnosis together with their carers and families will be offered this service. In addition, the service will also be available to existing cancer patients.
- 1.2 Scoping of the project will begin early 2019 and with implementation of the service anticipated to begin in late 2019.
-

2. Recommendations

- 2.1 It is recommended that members note:
- the award of £500,000 funding for the Macmillan Renfrewshire Improving the Cancer Journey project; and
 - that the Chief Executive has accepted the offer of grant on behalf of Renfrewshire Council
-

3.1 During 2018, officers from Renfrewshire Council, Renfrewshire Health and Social Care Partnership and Macmillan Cancer Support have been working together to discuss and develop Renfrewshire's ICJ project.

- Supporting health and third sector partners to strategically assess and meet the non-clinical needs of people affected by cancer by supporting the development of a community based cancer impact assessment for the wider partnership and a joint strategic needs assessment on cancer.
- Enabling high quality and integrated models of person centred assessment, care and support to deliver the greatest impact for the communities they serve.
- Creating clear pathways for people affected by cancer from diagnosis - that are designed around the user and streamlined for convenience, efficiency and accessibility. Centred round a person affected by cancer's Holistic Needs Assessment, transitions will be anticipated, planned, fully supported, co-ordinated and integrated from the point of a cancer diagnosis.
- Create access points for information and other support services that will provide advice on support, health and wellbeing and self management. This will build on existing links in local communities and make the best use of available resources and partnerships including maximising use of third sector resources including Macmillan's.
- Providing access to financial and welfare benefits advice.

Cancer Diagnosis Received

Needs Identified

Discharge from ICJ, knowing they can return

1 Receives letter from ICJ
Accepts offer of Holistic Needs Assessment. Arranges to see ICJ worker at mutually agreeable venue.

2 Holistic Needs Assessment completed and care plan agreed.

3 Referred or signposted
Referred for help according to needs identified within the care plan.

3.4 The anticipated outcomes of the project include:

- People living with cancer are self managing and their families and wider communities see Renfrewshire Macmillan ICJ as an integral part of the cancer pathway;
- All community planning partner organisations in Renfrewshire recognise and accept the collective responsibility for the health and wellbeing of the citizens of Renfrewshire with a cancer diagnosis and their families and carers;
- The improvement of care and support builds upon existing provision, expertise and innovation across the Renfrewshire and in doing so, delivers the best use of resources which will ensure sustainability over the longer term;
- Renfrewshire Macmillan ICJ service will be able to deliver services to meet the growing need due to the increasing number of cancer diagnosis across Renfrewshire;
- Utilise the cancer agenda and future evaluation report(s) and results delivered through this project to build a foundation for other long term health conditions; and
- Reduced incidence of people not attending appointments due to lack of support.

4 Next Steps

- 4.1 During the first quarter of 2019, a dedicated project manager from Macmillan will work with Council officers and partners to undertake detailed scoping, mapping and gap analysis of current cancer support services, IT, training and development for link officers and other support systems. The officer will develop robust project plans to ensure developments, milestones and implementation are all delivered within the agreed timescale and to manage risks appropriately to ensure the delivery of the project remains on track.
- 4.2 Concurrently, a steering board will be established who will be responsible for governing key decisions on change management, redirection of resources, monitoring performance and findings from the research and analysis for review and consideration. The steering board will also be responsible for overseeing the financial governance of the project.
- 4.3 It is envisaged that the project will be implemented post Summer 2019.

Implications of the Report

1. **Financial** - Renfrewshire Council has successfully secured £500,000 funding from Macmillan Cancer Support to deliver the project in Renfrewshire
2. **HR & Organisational Development** – The detailed scoping exercise will identify the staff required to deliver the project.
3. **Community/Council Planning – none**

4. **Legal – none**
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 because it is for noting only. 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 – none**
11. **Privacy Impact – none**
12. **Cosla Policy Position – none**

List of Background Papers

None

Author: Yvonne Farquhar, Service Planning and Policy Development Manager,
Chief Executive's Service yvonne.farquhar@renfrewshire.gov.uk 0141 618 7409



To: Finance, Resources & Customer Services Policy Board

On: 30 January 2019

Report by: Director of Finance & Resources

Heading: Civic Hospitality

1. Summary

1.1 The following requests for civic hospitality have been received for financial years 2018/19 and 2019/20.

- a) Correspondence has been received from MND Scotland to take a table at their annual ball being held in the Radisson Blu Hotel, Glasgow, on Friday 8 March 2019. MND Scotland are a charity organisation, supporting people living in Renfrewshire and beyond who have Motor Neurone Disease.

Following consultation with the Provost, it proposed that the Board agree to take a table at MND Scotland's Ball at a cost of £700 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- b) Correspondence has been received from the 30th Paisley & District Scout Group to request civic hospitality in the form of an evening meal for their volunteers past and present in celebration of their 60th anniversary which will take place at the Glynhill Hotel on Friday 29 March 2019.

- c) Following consultation with the Provost, it proposed that the Board agree to provide civic hospitality in the form of an evening meal for approximately 60 an estimated cost of £1800 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.
- d) Correspondence has been received from the Scottish Huntington's Association requesting civic hospitality to celebrate their 30th Anniversary. The charity whose Headquarters are based in Paisley, was initially established by families living with Huntington's Disease with the goal of setting up specialist family support services.

Following consultation with the Provost, it is proposed that the Board agree to provide civic hospitality in the form of a hot buffet for approximately 70 at the Glynhill Hotel in May 2019, at an estimated cost of £2000 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- e) Correspondence has been received from the Paisley Philharmonic Choir in relation to their 30th Anniversary year requesting some civic hospitality to accompany a dinner that they are planning to hold at the Glynhill Hotel for approximately 100 people.

Following consultation with the Provost, it is proposed that the Board agree to provide civic hospitality in the form of a drinks reception for approximately 100 people at the Glynhill Hotel on 24 May 2019, at an estimated cost of £400 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements

- 1.2 The budget provision for 2018/19 for Civic Hospitality (including international Links) is £46,460. Should the above be agreed the remaining balance would be approximately £11,760.40. The budget provision for 2019/20 for Civic Hospitality has yet to be agreed.

2. Recommendations

- 2.1 That the Board agrees to: (a) provide the hospitality as detailed above for the 30th Paisley & District Scout Group, Scottish Huntingtons Association and the Paisley Philharmonic Choir; (b) take a table at the MND Ball; and (c) that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.
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Implications of the Report

1. **Financial** – The costs of the request from civic hospitality will be met from the current budget and the 2019/20 budget provision.
 2. **HR & Organisational Development** - None
 3. **Community/Council Planning** – Civic receptions provide recognition of the contributions made by individuals and organisations to the fabric of life in Renfrewshire.
 4. **Legal** - none.
 5. **Property/Assets** - none.
 6. **Information Technology** – none
 7. **Equality & Human Rights**
 - (a) 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** – none
 11. **Privacy Impact** - none.
 12. **Cosla Policy Position** – not applicable
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List of Background Papers

- (a) Background Paper 1 – Correspondence from MND Scotland
- (b) Background Paper 2 – Correspondence from 30th Paisley & District Scout Group
- (c) Background Paper 3 – Correspondence from Scottish Huntingtons Association
- (d) Background Paper 4 – Letter from Paisley Philharmonic Choir

The foregoing background papers will be retained within Finance & 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 Donna Gallagher, Member Services Officer (Telephone – 0141 618 6794, e-mail – donna.gallagher-pt@renfrewshire.gov.uk)

Author: Donna Gallagher – Member Services Officer. Tel: 0141 618 6794
E-mail donna.gallagher-pt@renfrewshire.gov.uk



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2019

Report by: Joint Report by The Chief Executive and the Director of Environment & Infrastructure

Heading: Notification of Contract for Vehicle Leasing Authorised for Award under clause 9.1j) of Council Standing Orders

1. Summary

- 1.1 The purpose of this report is to notify the Finance, Resources and Customer Services Policy Board of a Contract for vehicle leasing authorised for award by the Director of Environment and Infrastructure under clause 9.1 j) of Council Standing Orders Relating to Contracts.
- 1.2 The Council was offered a grant from Transport Scotland towards the cost of electric vehicles, a condition of which required any order made under this grant to be placed by 7 December 2018. As the next Finance, Resources and Customer Services Policy Board due was this board on 30 January 2019, to ensure that the grant could be utilised, the Head of Policy and Commissioning approved the use of standing order 9.1 j) Council Standing Orders Relating to Contracts with the requirement for retrospective reporting to this Policy Board. If this allocation of grant funding was not used then the Council may have been excluded from other grant funding opportunities from Transport Scotland at a later date.
- 1.3 In accordance with the authority granted by the Head of Policy and Commissioning under clause 9.1 j) of Council Standing Orders Relating to Contracts 2017, the Director of Environment and Infrastructure authorised the award of a Contract on 7 December 2018.

2. **Recommendations**

- 2.1 The Finance, Resources and Customer Services Policy Board is asked to note the detail provided in section 3 of this report which details the contract for vehicle leasing authorised for award by the Director of Environment and Infrastructure in accordance with clause 9.1j) of Council Standing Orders Relating to Contracts 2017.
- 2.2 Note, that the contribution from the total grant allowed the Council to lease 17 electric cars for 3 years out of a 5 year lease plan, with the remaining years covered from Environment and Infrastructure' Capital – General Services Fund.

3. **Background**

- 3.1 The Council was offered a grant of £208,000 from Transport Scotland towards the cost of lease or purchase of electric vehicles, a condition of which required an order to be placed by 7 December 2018.
- 3.2 Environment and Infrastructure identified 3 types of vehicles which could be sourced under this grant funding and three (3) different contracts were tendered:
- Contract 1 for the lease of 17 electric cars;
 - Contract 2 for the lease of 5 electric vans; and
 - Contract 3 for the lease of 2 electric crew vans.

The individual values of Contracts 2 and 3 were below the EU threshold and in accordance with clause 27.3 of the Standing Orders Relating to Contracts, the recommendation to award these contracts was approved by the Director of Environment and Infrastructure and the Head of Policy and Commissioning. Note that this report only relates to the award of Contract 1 for seventeen (17) electric cars as the value of this contract exceeds the EU Threshold for the provision of supplies and services.

- 3.3 The condition for awarding before 7 December 2018 was notified to the Council on 5 November 2018, so there was no further policy board to seek authority from, as the next Finance, Resources and Customer Services Policy Board due was this board on 30 January 2019. To ensure that the full grant could be utilised, the Head of Policy and Commissioning approved the use of standing order 9.1 j) Council Standing Orders Relating to Contracts and this retrospective report to

the Policy Board. If this allocation of grant funding was not used then the Council may have been excluded from other grant funding opportunities from Transport Scotland at a later date.

- 3.4 A contract strategy for this procurement and to use grant available was agreed by the Interim Head of Operations and Infrastructure and the Strategic Commercial Category Manager on 29 November 2018.
- 3.5 In accordance with standing order 9.19 j) a suitable route to market was identified for a mini-competition under Lot 1 of the Crown Commercial Services' Framework Agreement for Vehicle Leasing and Fleet Management, reference RM3710 (the " Framework") which would allow low emission electric vehicles to be sourced.
- 3.6 The procurement exercise was conducted as a single mini competition with three (3) Council Lots made under Lot 1 - Lease of Passenger Motor Vehicles and Light Commercial Vehicles Up to 3.5 tonnes of the Framework, and in accordance with the procedures for use of frameworks under the Council's Standing Orders Relating to Contracts. The mini-competition was issued via the Public Contracts Scotland – Tender portal on 3 December 2018 with the submission deadline of 5 December 2018.
- 3.7 Bids were evaluated on the basis of the most economically advantageous tender received which included an assessment of both price and quality.
- 3.8 In accordance with the authority granted by the Head of Policy and Commissioning under clause 9.1j) of Council Standing Orders Relating to Contracts, the Director of Environment and Infrastructure authorised the award of a Contract to LeasePlan UK Limited t/a Automotive Leasing for the lease of seventeen (17) electric cars for a period of five (5) years starting on the date the vehicles are delivered.
- 3.9 The approved spend under the Contract is £240,291.60 excluding VAT.
- 3.10 In accordance with the conditions of the grant, the Contract will be funded in the first three (3) years by Transport Scotland. The remaining two (2) years will be funded from Environment and Infrastructure's Services resources.
- 3.11 No Community Benefits were sought as part of this process.

Implications of the Report

1. Financial

The lease of the vehicles will be funded by the grant from Transport Scotland for the first three (3) years of the Lease Period (which equates to approximately 60% of the total cost across all 3 contracts) with the remaining two (2) years being funded from Environment and Infrastructure' Capital – General Services Fund.

2. **HR & Organisational Development**

No TUPE implications have arisen or are anticipated.

3. **Community/Council Planning**

Creating a sustainable Renfrewshire for all to enjoy – the Contract will support the delivery of this outcome.

4. **Legal**

The procurement exercise was conducted as a mini-competition under Lot 1 – Lease of Passenger Motor Vehicles and Light Commercial Vehicles Up to 3.5 tonnes, of the Crown Commercial Services Framework Agreement, reference RM3710, and in accordance with the Council Standing Orders Relating to Contracts for an above EU Threshold Services contract applying the standing order 9.1j) exemption and special arrangement due to the time limit in place for use of the grant.

5. **Property/Assets**

The Council will have the use of seventeen (17) electric cars for the Lease Period.

6. **Information Technology**

No Information Technology implications have arisen or are anticipated.

7. **Equality & Human Rights**

- (a) 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 because for example it is for noting only. 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**

LeasePlan UK Limited t/a Automotive Leasing Health and Safety submission was evaluated by the Council's Corporate Health and Safety team and met the minimum requirements regarding health and safety.

9. **Procurement**

The procurement procedures outlined within this report shall ensure that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government.

10. **Risk**

LeasePlan UK Limited t/a Automotive Leasing's insurances have been assessed and evaluated to confirm that they meet the minimum requirements regarding insurable risk.

11. **Privacy Impact**

No Privacy Impact Assessment requirements were identified within this procurement.

12. **Cosla Policy Position**

No Cosla Policy Position implications have arisen or are anticipated.

List of Background Papers

None.

Author: Brian Bradley, Senior Procurement Specialist, Corporate Procurement Unit, Tel. 0141 618 5638



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2018

Report by: Joint Report by Chief Executive and Director of Communities, Housing and Planning Services

Heading: Contract Award: Operation and Maintenance of Biomass Boilers at Calside.

1. Summary

- 1.1. The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to award a Negotiated Contract for the Operation and Maintenance of the Biomass Boilers at the Calside Estate (RC-CPU-18-333) to Highland Wood Energy Limited.
- 1.2. The recommendation to award a Contract follows a procurement process conducted via Negotiated Procedure without call for competition under a procedure agreed with the Head of Policy and Commissioning aligned to the requirements of the Council's Standing Orders relating to Contracts.
- 1.3. A Request to Negotiate was approved by the Strategic and Commercial Procurement Manager on delegated authority of the Head of Policy and Commissioning on 20th December 2018.

2. **Recommendations**

2.1 It is recommended that the Finance, Resources and Customer Services Policy Board authorise:

- (a) the Head of Corporate Governance to award a Negotiated Contract for the Operation and Maintenance of the Council's Biomass Boilers at Calside Estate, Paisley to Highland Wood Energy Limited;
- (b) the award of the Contract for the sum of £200,000.00 excluding VAT;
- (c) For a contract period of one (1) year and it anticipated the Contract will commence on 15th February 2019 to 14th February 2020. The actual commencement date will be confirmed in the Council's Letter of Acceptance.

3. **Background**

3.1 The Council wish to appoint a suitably experienced Contractor to carry out the operation and maintenance to the Council's biomass heating system at the Calside Estate, Paisley. The system provides heating to all Council house properties and former Council house properties at the Calside Estate, in Paisley with owners of former Council house properties having the option to arrange alternative heating provision to their individual property. Tenants and home owners using the Calside Heating system pay for the heating to their properties. In providing this form of heating system the Council is acting as a utility provider and any contract for provision of fuel, support and maintenance to such boilers for the operation of a fixed network would be subject to the Utilities Contracts (Scotland) Regulations 2016, where the EU threshold for such requirements is reached (currently £363,424 per supply or service and £4, 551, 413 for Works).

- 3.2 The Council also has to meet its statutory and regulatory obligations as a landlord, meeting the needs of its tenants and ensuring that rental income is collected which includes an element towards the heating system. In its role as a social landlord it also requires to maximise the use of the Council housing available and ensure that available houses are let quickly and efficiently. Part of this contract will involve ensuring empty Council house properties are prepared for return to available housing stock, meter read and the charges due by the previous tenant identified and billed.
- 3.3 The Council had a two-year contract with British Gas Trading Limited (“British Gas”) which commenced on 21st November 2015. On 16th October 2017 British Gas provided the Council with a termination notice indicating that they did not wish to extend the current contract due to realignment of their business areas.
- As a result of this withdrawal and to maintain and continue to provide heating to tenants in the Calside Estate, as well as to private householders in former Council house properties still heating their properties via this heating system, the Council put in place a series of short term negotiated contracts with British Gas’s sub-contractor; Highland Wood Energy Limited, who, while the contract was held by British Gas were physically responsible for the maintenance and the energy billing within the Calside Estate. The current contract with Highland Wood Energy Limited will expire on 14th February 2019.
- 3.4 The Corporate Procurement Unit, Legal and Democratic Services and Communities, Housing and Planning Services are currently developing a longer-term contract (approximately for a duration of 10 years). The Council will need to review suitable solutions to put in place a long-term contract, however due to the complexity of the contract where there are elements of maintenance and replacement to existing infrastructure, potential changes to the meter and meter reading arrangements and supplies of biomass fuel and with it being a mixed tenure arrangement of both Council owned and now privately owned properties it is

envisaged that the long term contract would not be in place until February 2020.

3.5 As part of ongoing maintenance to the heating system, work to replace underground pipework was recently instructed by the Council. This work was also undertaken by Highland Wood Energy Limited. It is anticipated that future heating costs would significantly decrease once this work has been completed and tested as the new pipework installed should help to reduce the loss of water and heat from the system. It therefore makes commercial sense for the longer-term contract to be put in place once the Council has collected the data for the envisaged reduced heat loss.

3.6 A Request to Negotiate was approved by the Strategic and Commercial Procurement Manager on delegated authority of the Head of Policy and Commissioning on 20th December 2018. The Council issued Highland Wood Energy Limited with a proposed Service Agreement Document outlining the requirements for a one year negotiated contract on 21st December 2018. Highland Wood Energy Limited confirmed their intention and submitted relevant paperwork to the Council that they had relevant capacity to provide such a contract on 24th December 2018. Highland Wood Energy Limited are the incumbent Contractor and have a working knowledge on the particular estate having provided the service initially under contract with British Gas Trading Limited and subsequently under short term contracts. Highland Wood Energy also have access to the energy meters previously installed by British Gas and the Council will not incur any costs for replacement of the meters.

3.7 This contract would be subject to the requirements of the Utilities Contracts (Scotland) Regulations 2016 were it to reach the threshold, however as the proposed value is below that level it was carried out under a procedure agreed by Strategic and Commercial Procurement Manager on delegated authority of the Head of Policy and Commissioning aligned to the requirements of the Council's Standing Orders relating to Contracts specifically order 11.3, as a Negotiated

procedure without call for competition where consideration was given to the Utilities Contracts (Scotland) Regulations 2016 Negotiation without call for competition in line with the following clause (Regulation 48 (4)(a)(ii)):

(4) A utility may award a contract following a negotiated procedure without prior publication of a call for competition –

(i) in the case of supply contracts, where the products involved are for additional deliveries by the original supplier which are intended as –

(ii) the extension of existing supplies or installations.

where a change of supplier would require the utility to acquire supplies having different technical characteristics which would result in incompatibility or disproportionate technical difficulties in operation and maintenance;

- 3.8 Community Benefits were sought as part of this contract, Highland Wood Energy Limited have committed to deliver the following Community Benefits under this contract:

Community Benefit Description	No of People / Activity
Non-Financial Support	1

Implications of the Report

1. **Financial** – The cost for this Contract will be met through the Housing Capital budget.
2. **HR & Organisational Development** - No TUPE implications have arisen or are anticipated as the proposed awardee is the current contractor.
3. **Community/Council Planning** –

- Building strong, safe and resilient communities – Improving housing conditions benefiting tenants and private owners
- Tackling inequality, ensuring opportunities for all – improving housing conditions for both tenants and owners
- Creating a sustainable Renfrewshire for all to enjoy – Highland Wood Energy Limited Ltd has committed to deliver numerous Community Benefits as detailed within section 3.8 of this report.

4. **Legal** - The procurement of this contract has been conducted as a Negotiation without Call for Competition in compliance with the procedure agreed with the Head of Policy and Commissioning aligned to the requirements within the Standing Orders relating to Contracts. There is a risk that other Contractors could deliver this short term contract, but it is viewed that they are unlikely to be able to mobilise it and provide it within the timescales required, the Council would then be in breach of its obligations as a landlord to the Council house tenants and contractually to those private owners reliant upon the heating system. The Council does not have suitable internal resources to run and operate the heating system.
5. **Property/Assets** - By awarding this contract, the Council will have the ability to provide heating to 171 private owners and 286 Council Tenanted properties.
6. **Information Technology** - No Information Technology implications have arisen or are anticipated.
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 because for

example it is for noting only. 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** – Highland Wood Energy Limited health and safety credentials were evaluated by Corporate Health and Safety and met the Council's minimum requirements regarding health and safety.
9. **Procurement** – The procurement procedures outlined within this report shall ensure that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government.
10. **Risk** – Highland Wood Energy Limited insurances have been assessed and evaluated to confirm that they have met the minimum requirements regarding insurable risk.
11. **Privacy Impact** - No Data Protection Impact Assessment (DPIA) is required for this contract, as this does not involve new technologies or other ways of processing personal data. However, the contract will be GDPR compliant as due to the fact that there may be a requirement for Highland Wood Energy Limited to handle residents details such as names and addresses.
12. **Cosla Policy Position** – No Cosla Policy Position implications have arisen or are anticipated

Author: Joanna Lindsay, Assistant Category Manager (Acting), Corporate Procurement Unit, Tel: 0141 618 6906



To: Finance, Resources and Customer Services Policy Board

On: 30 January 2018

Report by: Joint Report by Chief Executive and Director of Communities, Housing and Planning Services

Heading: Contract Award: External Upgrade Works (RC-CPU-17-093)

1. **Summary**

- 1.1. The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to award a NEC3 Term Service Short Contract for the External Upgrade Works (RC-CPU-17-093) to Procast Building Contractors Limited.
 - 1.2. The recommendation to award a Contract follows a procurement process conducted via an Open Tender procedure under the Public Contracts (Scotland) Regulations 2015 and the Council's Standing Orders relating to Contracts.
 - 1.3. A Contract Strategy was approved by the Head of Planning and Housing Services and the Strategic Commercial and Procurement Manager in October 2018.
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2. **Recommendations**

2.1 It is recommended that the Finance, Resources and Customer Services Policy Board authorise:

- (a) the Head of Corporate Governance to award a Measured Term Contract (MTC) for External Upgrade Works to Procast Building Contractors Limited;
- (b) the award of the Measured Term Contract for up to the maximum value of £40,000,000.00 excluding VAT (£10m annually); and
- (c) the contract with a *starting date* of 29th March 2019 with the *service period* being 12 months and with the option to extend for up to a further 12 months on three separate occasions. The actual starting date will be confirmed in the Letter of Acceptance.

3. **Background**

3.1 The Council wish to appoint a suitably experienced Contractor to carry out external wall insulation, non-insulated render works, roof renewals and window renewals together with all associated builder's work. The Contract period (1 + 1+ 1+ 1) was decided and agreed by the stakeholders involved due to several factors such as assessing contract performance, contract usage and to keep in line with the market changes with regards to energy efficiency standards.

3.2 Communities, Housing and Planning Services are responsible for providing effective and best practice estate management and housing maintenance services which ensure that the Council meets its statutory and regulatory obligations as a landlord, whilst meeting the needs of its tenants and maximising the amount of rental income collected, ensuring that available houses are let quickly and efficiently.

3.3 A contract notice was published on the Public Contracts Scotland advertising portal on 31 October 2018 with the tender documentation available for downloading from the Public Contracts Scotland – Tender platform.

During the tendering live period thirty-one (31) companies expressed an interest in the Contract. By the closing date (12 noon, 05th December 2018) nine (9) companies submitted a response, nine (9) declined and thirteen (13) failed to respond.

3.4 All nine (9) tender submissions were evaluated against a pre-determined set of criteria in the form of the European Single Procurement Document (ESPD) by representatives from Housing Services, the Corporate Procurement Unit, Corporate Risk and Corporate Health and Safety.

3.5 All nine (9) tender submissions complied with the minimum selection criteria of the ESPD and progressed to evaluation of Quality and Price Criteria which was based on a weighting of 40% Quality 60% Price.

3.6 The scores relative to the award criteria for each of the tender submissions are noted below:

		Quality (40%)	Price (60%)	Total (100%)
1	Procast Building Contractors Limited	34.55	60.00	94.55
2	A C Whyte and Co Ltd	36.35	56.37	92.72
3	Engie Regeneration Limited	40.00	48.58	88.58
4	Everwarm Limited	37.75	43.83	81.58
5	Mitie Property Services (UK) Ltd	34.60	44.34	78.94
6	Insulated Render Systems (Scotland) Ltd	32.60	45.92	78.52
7	Stewart and Shields Ltd	27.75	49.65	77.40
8	Ailsa Building Contractors Ltd	38.25	35.44	73.69
9	SSE Energy Solutions Ltd	31.25	26.18	57.43

- 3.7 The evaluation of tender submissions received identified that the tender submission by Procast Building Contractors Limited was the most economically advantageous to the Council.
- 3.8 Community Benefits were sought as part of this contract, Procast Building Contractors Limited have committed to deliver the following Community Benefits under this contract:

Community Benefit Description	No of People / Activity
Job for an unemployed individual from a Priority Group	2
Job for an unemployed individual	2
Work Experience Placements (16+ years)	2
Work Experience Placements (14-16 years)	4
Industry Awareness Days	5
Business Advice / support to an SME / Social Enterprise / Voluntary organisation	2
Event to promote supply chain opportunities	2
Financial Support for a Community Project	2
Non financial support for a Community Project	2

Implications of the Report

1. **Financial** – The cost for this Contract will be met through the Housing Capital budget.
2. **HR & Organisational Development** - No TUPE implications have arisen or are anticipated.
3. **Community/Council Planning** –
 - Building strong, safe and resilient communities – Improving housing conditions benefiting tenants and private owners
 - Tackling inequality, ensuring opportunities for all – improving housing conditions for both tenants and owners

- Creating a sustainable Renfrewshire for all to enjoy – Procast Building Contractors Limited Utilities Ltd has committed to deliver numerous Community Benefits as detailed within section 3.8 of this report.
4. **Legal** - The procurement of this contract has been conducted as an above OJEU Regulated Threshold Open Competition Procurement Procedure in accordance with the Council's Standing Orders relating to Contracts.
 5. **Property/Assets** - By awarding this contract, the Council will have the ability to carry out external upgrade works and repairs on a planned and reactive basis which will improve the quality of its housing stock.
 6. **Information Technology** - No Information Technology implications have arisen or are anticipated.
 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 because for example it is for noting only. 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** – Procast Building Contractors Limited health and safety credentials were evaluated by Corporate Health and Safety and met the Council's minimum requirements regarding health and safety.

9. **Procurement** – The procurement procedures outlined within this report shall ensure that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government.
10. **Risk** – Procast Building Contractors Limited insurances have been assessed and evaluated to confirm that they have met the minimum requirements regarding insurable risk.
11. **Privacy Impact** - No Data Protection Impact Assessment (DPIA) is required for this contract, as this does not involve new technologies or other ways of processing personal data. However, the contract will be GDPR compliant as due to the fact that there may be a requirement for Procast Building Contractors Limited to handle residents details, a Data Processor Agreement has been included as a requirement of this contract.
12. **Cosla Policy Position** – No Cosla Policy Position implications have arisen or are anticipated

Author: Joanna Lindsay, Assistant Category Manager (Acting), Corporate Procurement Unit, Tel: 0141 618 6906