

## Notice of Meeting and Agenda

### Finance, Resources and Customer Services Policy Board

Date	Time	Venue
Wednesday, 02 September 2020	14:00	Teams - Virtual Meeting,

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 James Sheridan: Councillor Andy Steel: Councillor Jane Strang:

Councillor John Shaw (Convener): Councillor John McNaughtan (Depute Convener):

#### Recording of Meeting

This meeting will be recorded for subsequent broadcast via the Council's internet site. If you have any queries regarding this please contact Committee Services on 07534 058160. To find the recording please follow the link which will be attached to this agenda once the meeting has concluded. Recordings of this Board meeting are only available from 2 September 2020.

#### Recording of Teams Meeting of the Finance, Resources and Customer Services Policy Board - 2 September 2020

<https://www.youtube.com/watch?v=r42WsfCtkF0>

#### 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.

## **MINUTE**

- |          |   |              |
|----------|---|--------------|
| <b>1</b> | <b>Joint Consultative Board (Non-teaching)</b>  | <b>7 - 8</b> |
|          | Minute of the meeting of the Joint Consultative Board (Non-teaching) held on 29 January 2020. |              |

## **FINANCE**

- |          |   |                |
|----------|---|----------------|
| <b>2</b> | <b>Revenue &amp; Capital Budget Monitoring to 26 June 2020</b>                    | <b>9 - 20</b>  |
|          | Report by the Director of Finance & Resources.                                    |                |
| <b>3</b> | <b>Revenue &amp; Capital Budget Monitoring - Council Overview to 26 June 2020</b> | <b>21 - 38</b> |
|          | Report by the Director of Finance & Resources.                                    |                |
| <b>4</b> | <b>Council Tax: Accounts for Write Off</b>  | <b>39 - 48</b> |
|          | Report by the Director of Finance & Resources.                                    |                |
| <b>5</b> | <b>Non-domestic Rates: Accounts for Write Off</b>                                 | <b>49 - 58</b> |
|          | Report by the Director of Finance & Resources.                                    |                |
| <b>6</b> | <b>Housing Benefit Over-payments: Accounts for Write Off</b>                      | <b>59 - 62</b> |
|          | Report by the Director of Finance & Resources.                                    |                |
| <b>7</b> | <b>Sundry Debtors: Accounts for Write Off</b>                                     | <b>63 - 66</b> |
|          | Report by the Director of Finance & Resources.                                    |                |

## **PERFORMANCE**

- |           |   |                 |
|-----------|---|-----------------|
| <b>8</b>  | <b>Chief Executive's Service Update</b>                 | <b>67 - 76</b>  |
|           | Report by the Chief Executive.                          |                 |
| <b>9</b>  | <b>Finance &amp; Resources Service Update</b>           | <b>77 - 86</b>  |
|           | Report by the Director of Finance & Resources.          |                 |
| <b>10</b> | <b>Facilities Management Service Update</b>             | <b>87 - 92</b>  |
|           | Report by the Director of Environment & Infrastructure. |                 |
| <b>11</b> | <b>Annual Procurement Report 2019/20</b>                | <b>93 - 130</b> |
|           | Report by the Chief Executive.                          |                 |

## **INSPECTION**

- |           |   |                  |
|-----------|---|------------------|
| <b>12</b> | <b>Inspection by the Investigatory Powers Commissioner's Office</b> | <b>131 - 134</b> |
|           | Report by the Director of Finance & Resources.                      |                  |

## **POLICIES**

- |           |  |                  |
|-----------|--|------------------|
| <b>13</b> | <b>Salary Adjustment Policy</b>                | <b>135 - 144</b> |
|           | Report by the Director of Finance & Resources. |                  |
| <b>14</b> | <b>Data Protection Policy</b>                  | <b>145 - 172</b> |
|           | Report by the Director of Finance & Resources. |                  |

## **PUBLIC HOLIDAYS**

- |           |  |                  |
|-----------|--|------------------|
| <b>15</b> | <b>Public Holidays for Employees 2021</b>      | <b>173 - 176</b> |
|           | Report by the Director of Finance & Resources. |                  |

## **CIVIC MATTERS**

- |           |   |                  |
|-----------|---|------------------|
| <b>16</b> | <b>Town Twinning Arrangements with Renfrew County, Canada</b> | <b>177 - 182</b> |
|           | Report by the Director of Finance & Resources.                |                  |
| <b>17</b> | <b>Inspection of Salmon Fishings - River Clyde</b>            | <b>183 - 186</b> |
|           | Report by the Director of Finance & Resources.                |                  |

## **CONTRACT AUTHORISATION**

- |           |  |                  |
|-----------|--|------------------|
| <b>18</b> | <b>Employee Benefits</b>   | <b>187 - 192</b> |
|           | Joint report by the Chief Executive and the Director of Finance & Resources. |                  |
| <b>19</b> | <b>Contract to provide Advanced Automation Technology</b>                    | <b>193 - 198</b> |
|           | Joint report by the Chief Executive and the Director of Finance & Resources. |                  |

<b>20</b>	<b>Traffic Signal Equipment at 7 Junctions within Renfrewshire</b>	<b>199 - 204</b>
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Joint report by the Chief Executive and the Director of Environment & Infrastructure.



## Minute of Meeting

### Joint Consultative Board (Non-Teaching)

Date	Time	Venue
Wednesday, 29 January 2020	15:00	Corporate Meeting Room 2, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

### Present

Councillor Tom Begg, Councillor Jim Harte, Councillor John McNaughtan, Councillor Andy Steel

### In Attendance

G McKinlay, Head of Schools (Children Services); A Bennett, Housing Services Manager (Communities, Housing & Planning Services); D Kerr, Service Co-ordinator Manager (Environment & Infrastructure); L Kilicaslan, Service Manager (Renfrewshire Health & Social Care Partnership); and L Neary, Head of Transformation HR & OD, 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).

### Apologies

Councillor J Paterson.

### Quorum

Ten minutes after the appointed time for the meeting a quorum was not present and in terms of Paragraph 7 of the Constitution the meeting stood adjourned.







**To:** Finance, Resources and Customer Services Policy Board

**On:** 2 September 2020

**Report by:** Director of Finance and Resources

**Heading:** Revenue and Capital Budget Monitoring as at 26 June 2020

## 1. Summary of Financial Position

- 1.1. The projected Revenue outturn at 31 March 2021 for Finance, Resources and Customer Services is an underspend position of £1.544m (1.7%) against the revised budget for the year. This position results from the fact that additional government funding related to the COVID-19 pandemic is currently held within central Miscellaneous budgets and has not been allocated to departments.
- 1.2. The projected Capital outturn at 31 March 2021 for Finance, Resources and Customer Services is a break-even position.
- 1.3. This is summarised over the relevant services in the table below and further analysis is provided in the Appendices.
- 1.4. For the financial year 2020/21, the projected outturn position is split into Core (or business as usual) and COVID-19 related variances to help readers understand the impact of the pandemic on service finances.

**Table 1: Revenue**

Division	Revised Annual Budget £000	Projected Outturn Core £000	Projected Outturn COVID-19 £000	Total Projected Outturn £000	Budget Variance (Adv)/Fav £000	Budget Variance %
Finance and Resources	£35,221	£34,867	£1,484	£36,351	(£1,130)	3.2%
Environment and Infrastructure	£15,836	£14,434	£3,470	£17,904	(£2,068)	13.1%
Miscellaneous	£41,747	£41,747	(£4,742)	£37,005	£4,742	-11.4%

<b>Table 2: Capital</b>						
<b>Division</b>	<b>Revised Annual Budget £000</b>	<b>Projected Outturn Core £000</b>	<b>Projected Outturn COVID-19 £000</b>	<b>Total Projected Outturn £000</b>	<b>Budget Variance £000</b>	<b>Budget Variance %</b>
Finance, Resources and Customer Services, including Environment and Infrastructure	£9,293	£9,293	£0	<b>£9,293</b>	£0	0.0%

## **2. Recommendations**

Members are requested to:

- 2.1. Note the projected Revenue outturn position detailed in Table 1 above, considering that the forecast position is based on best estimates and confirmed government support at this point in time; forecasts are likely to be subject to considerable fluctuation as the full service implications and associated costs of the pandemic become clear;
- 2.2. Note the projected Capital outturn position detailed in Table 2 above; and
- 2.3. Note the budget adjustments detailed at sections 4 and 6.

## **3. Revenue**

- 3.1. The Revenue Budget Monitoring report at Appendix 1 identifies a projected annual underspend of £1.544m (1.7% of total budget) for Finance, Resources and Customer Services. This position results from the fact that all additional government funding related to the Covid19 pandemic is currently held within central Miscellaneous budgets and has not been allocated to departments. Detailed division service reports can be also be found here, along with an explanation of each significant projected variance.
- 3.2. The projected outturn is based on information currently available and assumptions made by service budget holders. Any changes to these projections will be detailed in future reports to this Board.
- 3.3. The main reason for the projected outturn position are indicated below the tables showing both the subjective analysis (what the budget is spent on) and the objective analysis (which division is spending the budget).

## **4. Revenue Budget Adjustments**

- 4.1. Members are requested to note from Appendix 1 that budget adjustments totalling £2.534m have been processed since the last report. These related mainly to:
  - Finance and Resources:

- £0.135m staff costs transferred from Children's Services into Customer and Business Services;
- £0.390m software and telephony costs transferred into ICT as part of a budget centralisation programme;
- Environment and Infrastructure:
  - £0.225m transferred from Children's Services for the provision of school milk;
  - £0.188m realigned within Environment and Infrastructure (ILE Board).
- Miscellaneous:
  - £10.9m transferred into Miscellaneous reflecting Loans Fund repayments. This is to incorporate these budgets into regular budget monitoring arrangements;
  - £6.0m transferred into Miscellaneous for redeterminations of settlement funding;
  - £11.6m Early Years 2019/20 budgets transferred to Children's Services that were uploaded to Miscellaneous Services in the base budget;
  - £3.9m Teachers' Pension uplift budget transferred to Children's Services that was uploaded to Miscellaneous Services in the base budget.

## **5. Capital**

- 5.1. The Capital Investment Programme 2020/21 to 2024/25 was approved by the Council on 9<sup>th</sup> March 2020. For Finance, Resources and Customer Services the approved capital spend for 2020/21 is £9.382m.
- 5.2. The Capital Monitoring report at Appendix 2 indicates a reduction in the approved capital programme for Finance, Resources and Customer Services for the year of £0.089m. This mainly arises from budgets transfer from the Strategic Asset Management Fund, offset by ICT budget brought forward from 2019/20.
- 5.3. Further detail, including reasons for significant variances, can be found at Appendix 2.

## **6. Capital Budget Adjustments**

- 6.1. Since the last report, budget changes in totalling £0.089m have arisen which reflect the following:
  - Budget Carried Forward from 2019/20 to 2020/21 (£0.694m):
    - ICT Infrastructure & Renewal (£0.694m) due to cash flow timings.

- Budget Brought Forward to 2019/20 from 2020/21 due to grants paid out in early March 2020 (£0.022m):
  - Community Empowerment Fund (£0.008m);
  - Greenspaces & Parks (£0.014m).
- Budget Carried Forward to 2021/22 from 2020/21 (£0.036m)
  - Lifecycle Capital Maintenance Fund (£0.036m).
- Budget Transfers 2020/21 (£0.725m):
  - Strategic Asset Management Fund (£0.645m) transfers to Lagoon Internal Play Centre, £0.445m, and Core Pathways and Cycle Network, £0.200m, as approved by Council on 9 March 2020;
  - Lifecycle Capital Maintenance Fund (£0.080m) to Environment & infrastructure for Number Plate Recognition equipment at Underwood Rd.

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## Implications of this report

1. **Financial** – The projected budget outturn position for Finance, Resources and Customer Services' Revenue budget is an underspend of £1.544m. Income and expenditure will continue to be monitored closely for the rest of the financial year and, as far as possible, steps will be taken to mitigate any overspend.

The projected outturn position for Finance, Resources and Customer Services' Capital budget is break-even. The Capital programme will continue to be monitored closely for the rest of the financial year and, where necessary, steps will be taken to mitigate any overspend.

Any changes to current projections in either Revenue or Capital budgets will be reported to the board as early as possible, along with an explanation for the movement.

2. **HR and Organisational Development**  
None directly arising from this report.
3. **Community/Council Planning**  
None directly arising from this report.
4. **Legal**  
None directly arising from this report.
5. **Property/Assets**

The Capital expenditure in this board will result in lifecycle maintenance improvements to existing properties and replacement of ICT assets and infrastructure.

**6. Information Technology**

None directly arising from this report.

**7. Equality and 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 and Safety**

None directly arising from this report.

**9. Procurement**

None directly arising from this report.

**10. Risk**

The potential risk that the Council will overspend its approved budgets for the year will be managed at a Council-wide level by the Chief Executive and Directors.

**11. Privacy Impact**

None directly arising from this report.

**12. Cosla Policy Position**

N/a.

**13. Climate Risk**

None directly arising from this report.

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**List of Background Papers**

Revenue Budget and Council Tax 2020/21. Council, 9th March 2020.

Non-housing Capital Investment Programme, Prudential Framework and Treasury Management Strategy, and Capital Strategy 2020/21 – 24/25. Council, 9th March 2020.

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**Authors:** Christine McCourt / Kevin Festorazzi / Geoff Borland

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2020/21**  
**1st April 2020 to 26th June 2020**

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

Objective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Finance and Resources	34,733	488	35,221	34,867	1,484	36,351	(1,130)	(3.2%)
Environment and Infrastructure	15,790	46	15,836	14,434	3,470	17,904	(2,068)	(13.1%)
Miscellaneous	39,747	2,000	41,747	41,747	(4,742)	37,005	4,742	11.4%
<b>NET EXPENDITURE</b>	<b>90,270</b>	<b>2,534</b>	<b>92,804</b>	<b>91,048</b>	<b>212</b>	<b>91,260</b>	<b>1,544</b>	<b>1.7%</b>

Subjective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Employees	96,160	(15,480)	80,680	79,744	964	80,708	(28)	0.0%
Premises Related	9,653	77	9,730	9,666	0	9,666	64	0.7%
Transport Related	1,238	0	1,238	1,258	0	1,258	(20)	(1.6%)
Supplies and Services	22,086	5,930	28,016	27,668	(3,677)	23,991	4,025	14.4%
Third Party Payments	1,892	0	1,892	1,900	0	1,900	(8)	(0.4%)
Transfer Payments	(993)	1,065	72	166	0	166	(94)	(130.7%)
Support Services	9,501	(6,640)	2,861	2,767	0	2,767	94	3.3%
Depreciation and Impairment Losses	(5,290)	18,480	13,190	13,190	0	13,190	0	0.0%
<b>GROSS EXPENDITURE</b>	<b>134,247</b>	<b>3,432</b>	<b>137,679</b>	<b>136,359</b>	<b>(2,713)</b>	<b>133,646</b>	<b>4,033</b>	<b>2.9%</b>
Income	(43,977)	(898)	(44,875)	(45,310)	2,925	(42,385)	(2,490)	(5.5%)
<b>NET EXPENDITURE</b>	<b>90,270</b>	<b>2,534</b>	<b>92,804</b>	<b>91,048</b>	<b>212</b>	<b>91,260</b>	<b>1,544</b>	<b>1.7%</b>

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2020/21**  
**1st April 2020 to 26th June 2020**

**POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES - FINANCE & RESOURCES**

Objective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Finance and Resources Directorate	(449)	0	(449)	(449)	0	(449)	0	0.0%
Corporate Governance	3,440	0	3,440	3,430	140	3,570	(130)	(3.8%)
Finance Services	3,411	0	3,411	3,381	0	3,381	30	0.9%
ICT Services	8,416	410	8,826	9,072	84	9,156	(330)	(3.7%)
HR, OD and Workforce Strategy	2,516	0	2,516	2,747	0	2,747	(231)	(9.2%)
Customer and Business Services	15,408	85	15,493	14,984	828	15,812	(319)	(2.1%)
Property Services	627	(7)	620	383	401	784	(164)	(26.5%)
Social care (non-delegated)	743	0	743	769	0	769	(26)	(3.5%)
Change Fund	19	0	19	(12)	31	19	0	0.0%
Finance projects	(1)	0	(1)	(1)	0	(1)	0	0.0%
Audit Services	603	0	603	563	0	563	40	6.6%
<b>NET EXPENDITURE</b>	<b>34,733</b>	<b>488</b>	<b>35,221</b>	<b>34,867</b>	<b>1,484</b>	<b>36,351</b>	<b>(1,130)</b>	<b>(41.3%)</b>

Objective Heading	Key Reasons for Significant Projected Variances
Corporate Governance	COVID-19 overspend arises from loss of income within Licensing and Registration services
ICT Services	Anticipated overspend within Business World team owing to overlap of software contract re-tender exercise this year; future annual costs should be clearer in the next Board report; COVID-19 overspend arises from increased kit and data requirements over the period of lockdown
HR, OD and Workforce Strategy	Projected overspend largely relates to staff costs in the Project Management Unit, some of whom are on temporary contracts
Customer and Business Services	COVID-19 overspend arises from loss of income from statutory additions and Water Direct, mitigated by savings in postage and printing costs
Property Services	COVID-19 overspend arises from loss of income within the Technical Unit (fees from capital projects) and from commercial rents, mitigated by savings in external consultant costs
Change Fund	Funding will be drawn down from the Change Fund earmarked reserve as required (net of other FARS underspends)

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2020/21**  
**1st April 2020 to 26th June 2020**

**POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES - FINANCE & RESOURCES**

Subjective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID- 19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Employees	33,169	98	33,267	33,435	29	33,464	(197)	(0.6%)
Premises Related	2,456	0	2,456	2,391	0	2,391	65	2.6%
Transport Related	79	0	79	99	0	99	(20)	(25.3%)
Supplies and Services	7,897	390	8,287	8,565	111	8,676	(389)	(4.7%)
Third Party Payments	1,640	0	1,640	1,648	0	1,648	(8)	(0.5%)
Transfer Payments	671	0	671	730	0	730	(59)	(8.8%)
Support Services	620	0	620	525	0	525	95	15.3%
<b>GROSS EXPENDITURE</b>	<b>46,532</b>	<b>488</b>	<b>47,020</b>	<b>47,393</b>	<b>140</b>	<b>47,533</b>	<b>(513)</b>	<b>(22.0%)</b>
Income	(11,799)	0	(11,799)	(12,526)	1,344	(11,182)	(617)	(5.2%)
<b>NET EXPENDITURE</b>	<b>34,733</b>	<b>488</b>	<b>35,221</b>	<b>34,867</b>	<b>1,484</b>	<b>36,351</b>	<b>(1,130)</b>	<b>(27.2%)</b>



**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2020/21**  
**1st April 2020 to 26th June 2020**

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

Objective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Building Services	(229)	(113)	(342)	(342)	367	25	(367)	107.3%
Street Lighting Maintenance Work	373	0	373	373	0	373	0	0.0%
Public Building Repairs	3,432	(13)	3,419	3,419	0	3,419	0	0.0%
Cleaning And Janitorial Services	7,227	(110)	7,117	6,342	755	7,097	20	0.3%
Catering	4,325	282	4,607	3,988	2,348	6,336	(1,729)	(37.5%)
School Crossing Patrols	662	0	662	654		654	8	1.2%
<b>NET EXPENDITURE</b>	<b>15,790</b>	<b>46</b>	<b>15,836</b>	<b>14,434</b>	<b>3,470</b>	<b>17,904</b>	<b>(2,068)</b>	<b>(13.1%)</b>

Objective Heading	Key Reasons for Significant Projected Variances
Building Services	Increased employee costs due to the delivery of the food insecurity packages across Renfrewshire. Due to the pandemic there is an ongoing loss of work resulting in lower productivity and lower income. Measures are being put in place to try and minimise the affect of this for the remainder of the year.
Cleaning And Janitorial Services	There is a significant spend related to the service response to the pandemic, including significant additional cleaning in schools, and additional hours required to cover for absence from shielding. This is estimated to be offset by a part hold and redesign of vacancies within the service.
Catering	The pressure due to the pandemic includes, a loss of income from school meals and Renfrewshire House café. Also includes food costs of the food insecurity packages delivered to residents across Renfrewshire. These are partially offset by savings in food purchases

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2020/21**  
**1st April 2020 to 26th June 2020**

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

Subjective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID- 19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Employees	21,901	(168)	21,733	20,630	935	21,565	168	0.8%
Premises Related	3,329	77	3,406	3,406	0	3,406	0	0.0%
Transport Related	1,154	0	1,154	1,153	0	1,153	1	0.1%
Supplies and Services	8,234	137	8,371	7,745	954	8,699	(328)	(3.9%)
Third Party Payments	0	0	0	0	0	0	0	0.0%
Transfer Payments	1	0	1	36	0	36	(35)	(3507.0%)
Support Services	934	0	934	935	0	935	(1)	(0.1%)
Depreciation and Impairment Losses	(6)	0	(6)	(6)	0	(6)	0	0.0%
<b>GROSS EXPENDITURE</b>	<b>35,547</b>	<b>46</b>	<b>35,593</b>	<b>33,899</b>	<b>1,889</b>	<b>35,788</b>	<b>(195)</b>	<b>(0.5%)</b>
Income	(19,757)	0	(19,757)	(19,464)	1,581	(17,883)	(1,874)	(9.5%)
<b>NET EXPENDITURE</b>	<b>15,790</b>	<b>46</b>	<b>15,836</b>	<b>14,434</b>	<b>3,470</b>	<b>17,904</b>	<b>(2,068)</b>	<b>(13.1%)</b>

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2020/21**  
**1st April 2020 to 26th June 2020**

**POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES - MISCELLANEOUS**

Subjective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Employees	41,089	(15,410)	25,679	25,679	0	25,679	0	0.0%
Premises Related	3,869	0	3,869	3,869	0	3,869	0	0.0%
Transport Related	6	0	6	6	0	6	0	0.0%
Supplies and Services	5,955	5,403	11,358	11,358	(4,742)	6,616	4,742	41.8%
Third Party Payments	252	0	252	252	0	252	0	0.0%
Transfer Payments	(1,665)	1,065	(600)	(600)	0	(600)	0	0.0%
Support Services	7,947	(6,640)	1,307	1,307	0	1,307	0	0.0%
Depreciation and Impairment Losses	(5,284)	18,480	13,196	13,196	0	13,196	0	0.0%
<b>GROSS EXPENDITURE</b>	<b>52,169</b>	<b>2,898</b>	<b>55,067</b>	<b>55,067</b>	<b>(4,742)</b>	<b>50,325</b>	<b>4,742</b>	<b>8.6%</b>
Income	(12,422)	(898)	(13,320)	(13,320)	0	(13,320)	0	0.0%
<b>NET EXPENDITURE</b>	<b>39,747</b>	<b>2,000</b>	<b>41,747</b>	<b>41,747</b>	<b>(4,742)</b>	<b>37,005</b>	<b>4,742</b>	<b>11.4%</b>

Subjective Heading	Key Reasons for Significant Projected Variances
Employee Costs	Budget adjustment relates to pay award being disbursed across other services
Supplies & Services Costs	COVID-19 projection relates to an overspend of £0.500m in Free School Meal and an under-recovery in savings of £0.850m due to the pause in R4R arising from the pandemic. An under-recovery in investment income of £0.6m is also anticipated. These are offset by £6.7m of additional COVID-19 funding from the Scottish Government that has not been allocated to services.
Capital Charges	Budget adjustment relates to corrective transfers out of the Loans Fund

RENFREWSHIRE COUNCIL  
CAPITAL BUDGET MONITORING STATEMENT 2020/2021  
1st April 2020 to 26th June 2020

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES

Project Title	Current Year 2020/21							Full Programme - All years			
	Prior Years Expenditure to 31/03/2020*	Approved Budget 2020/21	Budget Adjustments 2020/21	Revised Budget 2020/21	Projected Outturn 2020/21	Budget Variance (Adverse) or Favourable		Total Approved Budget to 31 March 2025	Projected Outturn to 31 March 2025	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	%	£000	£000	£000	%
<b>CORPORATE PROJECTS</b>											
ICT Infrastructure Maint & Renewal Programme	0	1,231	694	1,925	1,925	0	0%	3,525	3,525	0	0%
Strategic Asset Management Fund	0	645	(645)	0	0	0	0%	0	0	0	0%
Energy Efficiency Programme	0	402	0	402	402	0	0%	464	464	0	0%
Lifecycle Capital Maintenance (LCM) Fund	0	5,157	(116)	5,041	5,041	0	0%	9,800	9,800	0	0%
Digital Infrastructure Provision	435	1,200	0	1,200	1,200	0	0%	1,935	1,935	0	0%
Community Empowerment Fund	74	351	(8)	343	343	0	0%	951	951	0	0%
Greenspaces and Parks	193	396	(14)	382	382	0	0%	1,016	1,016	0	0%
Villages Improvement Fund	0	0	0	0	0	0	0%	150	150	0	0%
<b>TOTAL</b>	<b>702</b>	<b>9,382</b>	<b>(89)</b>	<b>9,293</b>	<b>9,293</b>	<b>0</b>	<b>0%</b>	<b>17,841</b>	<b>17,841</b>	<b>0</b>	<b>0%</b>

\*Rolling programmes have a prior year expenditure of £0 as the expenditure is not directly linked from one year to the next as a singular project.

Objective Heading	Key Reasons for Significant Projected Variances
Lifecycle Capital Maintenance (LCM) Fund	Monitoring continuing to assess impact of COVID-19 on cost and timing of projects which may result in future budget adjustments




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**To:** Finance, Resources and Customer Services Policy Board

**On:** 2 September 2020

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**Report by:** Director of Finance and Resources

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**Heading:** Revenue and Capital Budget Monitoring – Council Overview as at 26 June 2020

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## 1. Summary of Financial Position

- 1.1. The projected Revenue outturn at 31 March 2021 for all services is an overspend position of £16.946m, which represents 3.3% against the revised budget for the year.
- 1.2. The projected Capital outturn at 31 March 2021 for all services is an Underspend position of £0.100m, which represents 0.1% against the revised budget for the year.
- 1.3. This is split between General Fund Services and the Housing Revenue Account (HRA) in the table below, with further analysis is provided in the Appendices.
- 1.4. For the financial year 2020/21, the projected outturn position is split into Core (or business as usual) and COVID-19 related variances to help readers understand the impact of the pandemic on service finances.
- 1.5. Included in the Projected Outturn relating to COVID-19, but not detailed in the service figures in the appendices is a potential under-recovery in Council Tax income of £8.0m arising from the economic impact of the pandemic. This figure represents 8-9% of budgeted council tax income in the year. It is anticipated as the full economic impact of the pandemic becomes clear, particularly in relation to increased levels of unemployment driving significant increases in Council Tax reduction levels, delayed new house build completions as well as lower cash collection levels that council tax income will reduce.

This projected under-recovery above is by no means certain but represents a credible scenario which may crystallise. This forecast will continue to be kept under close review and will be updated as the year progresses, and greater clarity emerges on the developing impact on Council Tax income.

- 1.6. The position outlined within this report updates members with regards the revenue outturn anticipated for the Council from that provided to the Emergencies Board in June reflecting some key changes in relation to the full return to schools as opposed to blended learning and a range of confirmed funding distributions from the Scottish Government. As outlined in the June Emergency Board report, a further full update will be provided to the full Council in September in which the financial impact of the COVID19 emergency will be further clarified as well as the extent of Scottish Government financial support becoming clearer.
- 1.7. Appendix 4 outlines the number of employees leaving the service through the voluntary redundancy or early retirement schemes (VR/VER) and associated financial implications for the Council. This would ordinarily be reported to the Board annually in June; however, this was missed in June 2020 due to the pandemic lockdown. Further detail is provided at section 9.

<b>Table 1: Revenue</b>						
<b>Division</b>	<b>Revised Annual Budget £000</b>	<b>Projected Outturn Core £000</b>	<b>Projected Outturn COVID-19 £000</b>	<b>Total Projected Outturn £000</b>	<b>Budget Variance (Adv)/Fav £000</b>	<b>Budget Variance %</b>
General Fund Services	448,495	445,864	17,411	<b>463,275</b>	(14,780)	3.3%
Housing Revenue Account	0	(348)	2,514	<b>2,166</b>	(2,166)	0.0%

<b>Table 2: Capital</b>						
<b>Division</b>	<b>Revised Annual Budget £000</b>	<b>Projected Outturn Core £000</b>	<b>Projected Outturn COVID-19 £000</b>	<b>Total Projected Outturn £000</b>	<b>Budget Variance (Adv)/Fav £000</b>	<b>Budget Variance %</b>
General Fund Services	67,875	66,775	0	<b>66,775</b>	100	0.1%
Housing Revenue Account	19,918	19,918	0	<b>19,918</b>	0	0.0%

## **2. Recommendations**

Members are requested to:

- 2.1. Note the projected Revenue outturn position detailed in Table 1 above, considering that the forecast position is based on best estimates and confirmed government support at this point in time; forecasts are likely to be subject to considerable fluctuation as the full service implications and associated costs of the pandemic become clear;
- 2.2. Note the projected Capital outturn position detailed in Table 2 above; and
- 2.3. Note the details of employees leaving the Council at Appendix 4.

## **3. Revenue Monitoring**

- 3.1. The Revenue Budget Monitoring report at Appendix 1 identifies a projected annual overspend of £8.946m (2% of total budget) for all Services. Details for all services can be also be found here, along with an explanation of significant projected variances.
- 3.2. The projected outturn is based on information currently available and assumptions made by service budget holders. Any changes to these projections will be detailed in future reports to this Board. It is further anticipated that a report to Council in September will outline in further detail the financial position at that point, along with proposed actions the Council will require to undertake to address the unprecedented financial challenges it faces in the current and future years.
- 3.3. The main reasons for the projected outturn position are indicated in the appendix showing both the subjective analysis (what the budget is spent on) and the objective analysis (which division is spending the budget).
- 3.4. The most significant areas to bring to member's attention relate to the projected impact of the COVID19 on both Renfrewshire Leisure and the HSCP.
  - At present RL remain heavily impacted by the lockdown response to the COVID crisis with facilities only recently approved for re-opening under the Scottish Government's phase three arrangements and as a consequence have experienced a significant loss of income. It is anticipated that over the course of the remainder of 2020/21 RL will experience only a partial financial recovery due to the ongoing operational restrictions impacting on the revenue recovery as well as additional operational costs. It is forecast that over the course of 2020/21 the Council will be required to provide RL with an additional

£4.5m of financial support and this is reflected within the reported figures.

- Within adult services managed by Renfrewshire HSCP, the service has been required to take unprecedented measures in response to the coronavirus pandemic, including substantial levels of support to external care providers in order to ensure their ongoing financial sustainability. As at period 3, the service estimates that costs incurred specifically in relation to COVID-19 may reach £20m by the end of the financial year. The Scottish Government did in March provide in principle confirmation that all reasonable additional costs associated with the crisis will be fully funded. The IJB has recently sought more specific formal follow up confirmation from the Scottish Government on this funding commitment. On this basis, at present additional cost relating to the COVID response is not therefore included within this report on the expectation of these costs being funded directly by the Scottish Government.

#### **4. Capital Monitoring**

- 4.1. The General Services Capital Investment Programme 2020/21 to 2024/25 was approved by the Council on 9<sup>th</sup> March 2020. For General Fund Services the approved capital spend for 2020/21 is £87.906m.
- 4.2. The Capital Monitoring report at Appendix 2 indicates a potential acceleration of the approved capital programme for General Fund Services for the year of £0.100m. This mainly arises in the Education and Children's Services area, owing to delays in construction due to the COVID-19 pandemic.
- 4.3. The HRA Capital Investment Programme 2020/21 to 2024/25 was approved by the Council on 9<sup>th</sup> March 2020. For the HRA the approved capital spend for 2020/21 is £19.198m.
- 4.4. The Capital Monitoring report at Appendix 3 indicates a breakeven position in the approved capital programme for the HRA for the year.
- 4.5. Further detail, including reasons for significant variances, can be found at Appendix 3.



## 5. Capital Overview

- 5.1. 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.
- 5.2. The limit on capital expenditure which the Council has set for 2020/21 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.

	<b>Approved Plan £m</b>	<b>Forecast Expenditure £m</b>
Non-Housing	95.186	66.875
Housing	30.215	19.918
<b>Total</b>	<b>125.401</b>	<b>86.793</b>

- 5.3. The CFR which the Council has set for 2020/21 is shown in the table below, and is split between Housing and Non-Housing Services. In addition, the projected out-turn at 31<sup>st</sup> March 2021 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.

	<b>Approved CFR to 31 March 2021 £m</b>	<b>Projected CFR to 31 March 2021 £m</b>
Non-Housing	309	281
Housing	126	118
<b>Total</b>	<b>435</b>	<b>399</b>

The reduction in the projected CFR for both Non-Housing and Housing is mainly as a result of reduced capital expenditure in 2020/21 compared to the approved plan due to restrictions on activity placed on capital work during the COVID-19 pandemic.

## **6. Housing Services Programme**

- 6.1. The programme approved by Council on 9<sup>th</sup> March 2020 totalled £30.215m. The programme currently stands at £19.918m, a reduction of £10.297m resulting from the net effect of budget brought forward from 2019/20 of £2.950m and projects re-profiled from 2020/21 to 2021/22 of £13.247m. The projects re-profiled into 2021/22 mainly relate to external improvements to existing properties and new build projects delayed by the COVID-19 pandemic.
- 6.2. Capital expenditure to 26th June 2020 totals £0.402m and represents 2% of the available resources and compares with 17% for the equivalent time in 2019/20 as a result of the limited activity able to happen in the first quarter of 2020/21.
- 6.3. Capital income totalling £0.287m has been received to 26th June 2020. This represents 7% of the total anticipated income and compares with 4% for the equivalent period in 2019/20.
- 6.4. The projected outturn position, after the budget changes, is for the Housing Services Programme to break even. However, inflationary impacts of delay to work and estimates of costs complying with new guidelines, such as social distancing sites, are still ongoing and may result in this being revised at a future date.

## **7. Non-Housing Services Programme**

- 7.1. The programme approved by Council on 9<sup>th</sup> March 2020 totalled £95.186m. The current programme totals £66.875m, a decrease of £28.311m resulting from the net effect of budget increases of £3.575m, mainly from increases to Town Centre Capital Fund and Strathclyde Passenger Transport grant. Net budget brought forward to 2019/20 from 2020/21 of £0.814m and projects re-profiled from 2020/21 to 2021/22 of £31.072m. The projects re-profiled into 2021/22 centre around City Deal and the Paisley Town Centre and Infrastructure Projects due to delays caused by COVID-19 restrictions.
- 7.2. Capital expenditure to 26th June 2020 totals £3.327m and represents 5% of the available resources and compares with 6% for the equivalent time in 2019/20.
- 7.3. Capital income totalling £13.267m has been received to 26th June 2020. This represents 43% of the total anticipated income and compares with 26% for the equivalent period in 2019/20. The increase in income received relates to grant received in advance for Early Years 1,140 Expansion and Town Centre Capital Fund received in 2019/20 to be utilised in 2020/21.

- 7.4. The projected out-turn position, after the budget changes, is for an underspend of £0.100m within Education and Children related to the SEMP projects. However, as in 6.4, the full impact of the COVID-19 on capital costs has not been determined with increased costs through inflation and compliance expected to increase the risk of overspends within the capital programme.

## **8. Private Sector Housing Grant Programme**

- 8.1. 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.
- 8.2. The Council approved expenditure up to £2.050m for 2020/21. The programme currently stands at £1.113m, a decrease of £0.937m as result of projects re-profiled into 2020/21 due to the expected cash flow timing of grant payments to private owners.
- 8.3. The programme is expected to spend by 31 March 2021, and expenditure will be contained within the overall resources.

## **9. Voluntary Redundancy/Early Retirements Schemes**

- 9.1. As part of the Council's 2019/20 budget strategy VR/VER has been utilised to achieve service changes and savings. The Chief Executive, in consultation with the Head of Transformation, HR and OD, is authorised to determine all requests which are received from employees for voluntary redundancy/early retirement under the schemes.
- 9.2. During the financial year 2019/20 a total of 16 employees (13.65 FTE) accepted voluntary redundancy/early retirement or early retirement in the interests of the efficiency of the service. The financial costs and savings of these decisions are detailed in Appendix A. An assessment is carried out in each VR/VER exercise to confirm the length of time for savings to accrue. For the 16 individuals being released from service this averages at **20 months**.
- 9.3. In deciding on requests for voluntary redundancy/early retirement, the Chief Executive and the Head of Transformation, HR and OD, in conjunction with the appropriate service Director, continue to take into account the potential to implement efficiencies and support the modernisation of the Council's workforce in addition to the financial savings to be gained. Consideration was given to both the one-off costs of voluntary redundancy / early retirement and the additional ongoing annual costs and in these cases, it has been deemed to be of benefit to the Council for voluntary redundancy/early retirement to be agreed.

9.4. Appendix 4 contains the following information:

- The number of employees leaving the Council through either voluntary redundancy / voluntary early retirement or early retirement in the interests of the efficiency of the service.
  - Redundancy Payment: the total lump sum redundancy payments paid to employees leaving the service.
  - Enhanced Element of Pension (Annual Compensation): where the employee is a member of the Pension Fund and is awarded compensatory added years by Renfrewshire Council, it requires to pay on a monthly basis to the Pension Fund the amount which covers the costs associated with these added years.
  - Enhanced Element of the Lump Sum: where an employee is a member of the Pension Fund and is awarded compensatory added years by Renfrewshire Council, it requires to pay the lump sum directly to the employee as a one-off payment.
  - Strain / Factored Costs: where an employee is retired early on grounds of efficiency / redundancy and is a member of the Pension Fund, the Council requires to pay to the Pension Fund a 'strain on the fund' charge for early payment of retirement benefits or where the employee would otherwise have suffered an actuarial reduction to their benefits for early retirement. The strain on the fund charge is paid as a one-off payment.
  - Pay in Lieu of Notice: where an employee has not received the appropriate notice of their employment terminating, a payment in lieu of notice is paid by the Council.
  - Full Year Savings: these will accrue from the release of staff under the scheme.
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## Implications of this report

1. **Financial** – The projected budget outturn position for General Fund Services Revenue budget is an overspend of £14.780m and for the HRA Revenue budget is an overspend of £2.166m. Income and expenditure will continue to be monitored closely for the rest of the financial year and, where necessary, steps will be taken to mitigate any overspend.

The projected outturn position for General Fund Services Capital budget is an underspend of £0.100m and for the HRA Capital budget is breakeven. The Capital programme will continue to be monitored closely for the rest of the financial year and, where necessary, steps will be taken to mitigate any overspend.

Any changes to current projections in either Revenue or Capital budgets will be reported to the board as early as possible, along with an explanation for the movement.

2. **HR and Organisational Development**

None directly arising from this report.

3. **Community/Council Planning**

None directly arising from this report.

4. **Legal**

None directly arising from this report.

5. **Property/Assets**

None directly arising from this report.

6. **Information Technology**

None directly arising from this report.

7. **Equality and 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 and Safety**  
None directly arising from this report.
- 9. Procurement**  
None directly arising from this report.
- 10. Risk**  
The potential risk that the Council will overspend its approved budgets for the year will be managed at a Council-wide level by the Chief Executive and Directors.
- 11. Privacy Impact**  
None directly arising from this report.
- 12. Cosla Policy Position**  
N/a.
- 13. Climate Risk**  
None directly arising from this report.

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### **List of Background Papers**

Revenue Budget and Council Tax Policy Board report. Council 9<sup>th</sup> March 2020

Non-housing Capital Investment Programme, Prudential Framework and Treasury Management Strategy, and Capital Strategy 2020/21 – 2024/25. Council, 9<sup>th</sup> March 2020.

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**Authors:** Kevin Festorazzi / Lisa Dickie

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2020/21**  
**1st April 2020 to 26th June 2020**

**POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES - OVERVIEW**

Policy Board	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Communities, Housing and Planning Services	12,158	2,440	14,598	14,575	323	14,898	(300)	(2.1%)
Education and Children's Services	201,708	14,917	216,625	216,883	1,788	218,671	(2,046)	(0.9%)
Infrastructure, Land and Environment	31,029	158	31,187	31,210	3,488	34,698	(3,511)	(11.3%)
Finance, Resources and Customer Services	90,270	2,534	92,804	91,048	212	91,260	1,544	1.7%
Adult Services	72,504	(245)	72,259	70,670	0	70,670	1,589	2.2%
Chief Executive's Service	20,611	(4)	20,607	21,063	3,600	24,663	(4,056)	(19.7%)
Communities, Housing & Planning Services (Paisley Legacy)	200	215	415	415	0	415	0	0.0%
<b>GENERAL SERVICES NET EXPENDITURE</b>	<b>428,480</b>	<b>20,015</b>	<b>448,495</b>	<b>445,864</b>	<b>9,411</b>	<b>455,275</b>	<b>(6,780)</b>	<b>(1.5%)</b>
Housing Revenue Account (HRA)	0	0	0	(348)	2,514	2,166	(2,166)	0.0%
<b>NET EXPENDITURE</b>	<b>428,480</b>	<b>20,015</b>	<b>448,495</b>	<b>445,516</b>	<b>11,925</b>	<b>457,441</b>	<b>(8,946)</b>	<b>(2.0%)</b>

Policy Board	Key Reasons for Significant Projected Variance
Communities, Housing and Planning Services	The projected year-end overspend of £0.3m is principally due to additional costs of COVID-19. These relate to staff overtime to keep critical services within Homeless functions in operation. Supplies and services are also projected to overspend re additional bed and breakfast / short stay facilities required to house homeless people and meet service demands. It should be noted that planning and building standards fees are currently projected to break even, although there is a risk that these services will under-recover over the financial year due to reduced customer applications. The projected overspend in community protection results from loss of income for school lets/creche facilities due to shutdowns during the COVID-19 lockdown period, offset by a projected underspend in employee costs due to vacancies within the service.
Education and Children's Services	The projected year-end overspend is £2.046m; this is due to Primary School overspends in staffing, partly due to retention of temporary teachers and provision of childcare hubs during lockdown period and additional property costs; and Secondary School overspend in staffing, partly due to retention of temporary teachers and additional property costs. Projected overspends within Children and Families lie mainly in Residential Schools due to placements being greater than budgeted and higher Residential Accommodation staffing costs. This has been offset with an underspend in the 1140 Early Years expansion programme, due to delays in recruiting staff as a result of COVID-19.
Infrastructure, Land and Environment	The projected year-end overspend is £3.511m; this is due in part to Parking charges being suspended from March 2020. The forecast position assumes this suspension will remain in place for the full financial year. There has also been a significant increase in household waste for both residual and recycling tonnages, resulting in forecast increase in cost of disposal, along with an expected loss of income from both scrap metal and textile contracts. This is partially offset by a reduction in the tonnages processed through the HWRCs. Reduced commercial waste customers, due to business closures, reduced special uplifts and sale of bins results in a projected loss of income of £0.3m. Increased employee costs of shielding, absence and adherence to social distancing measures are partially offset by a reduction in employee costs for core service delivery. SPT has indicated that it is facing significant commercial income shortfalls, which may require support from member councils to address.
Finance, Resources and Customer Services	The projected year-end underspend of £1.544m results from £6.7m of additional COVID-19 funding from the Scottish Government that has not been allocated to other services. The COVID-19 projection also includes an overspend of £0.500m in Free School Meals and an under-recovery in savings of £0.850m due to the pause in R4R arising from the pandemic. An under-recovery in investment income of £0.600m is also anticipated. The pressure due to the pandemic includes a loss of income from school meals and costs of food insecurity packages delivered to residents across Renfrewshire.



Policy Board	Key Reasons for Significant Projected Variance
Adult Services	The projected year-end underspend of £1.589m on core budgets relates to underspends in employee costs due to vacancies and under-occupancy in both commissioned and service-owned care homes due to COVID-19. This forecast position is exclusive of the very significant costs of the COVID-19 response, estimated at £20m, which is assumed will be fully funded by the Scottish Government.
Chief Executives	The projected year-end overspend of £4.056m is mainly due to supporting Renfrewshire Leisure with a revised level of requisition as a result of the net impact of income loss and increased costs incurred as a result of the closure of facilities during the lockdown period. This was partially offset with a net reduction in costs from the cancellation of the Renfrewshire Council events programme for 2020 and the net effect of a reduction in employee costs due to staff turnover and staff on parenting leave, which will assist in funding an element of the costs incurred in responding to the COVID-19 pandemic.
Housing Revenue Account (HRA)	The projected overspend, totalling £2.166m relates to : £1.469m of a charge from Building Services for their projected deficit due to the workforce being restricted from undertaking housing capital works; a £0.900m projected under-recovery in income due to a combination of a) reduction in anticipated rental income from tenants due to the delayed completion of new build council houses b) loss of the rebate from Building Services and c) lower rental income from shop units during the lockdown period. The projected overspend in HRA supplies of £0.061m represents purchases of additional PPE and medical supplies required to mitigate COVID-19. HRA employee costs are projected to underspend by £0.259m due to additional COVID-19 staff costs of £0.090m being incurred, but offset by vacancies and underspends due to delayed implementation of the new Environmental Improvement Teams initiative, as a result of the COVID-19 lockdown period.

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2020/21**  
**1st April 2020 to 26th June 2020**

**POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES - OVERVIEW**

Subjective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID- 19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Employees	309,731	(543)	309,188	306,409	2,413	308,821	367	0.1%
Premises Related	36,962	152	37,114	37,333	1,626	38,959	(1,845)	(5.0%)
Transport Related	13,208	(22)	13,186	13,611	(125)	13,486	(300)	(2.3%)
Supplies and Services	84,356	8,872	93,228	92,509	1,248	93,757	(529)	(0.6%)
Third Party Payments	76,865	1,321	78,186	77,238	1,130	78,368	(182)	(0.2%)
Transfer Payments	84,868	4,662	89,530	89,486	180	89,666	(136)	(0.2%)
Support Services	13,889	(6,639)	7,250	7,148	0	7,148	102	1.4%
Depreciation and Impairment Losses	16,532	18,480	35,012	35,012	0	35,012	0	0.0%
<b>GROSS EXPENDITURE</b>	<b>636,411</b>	<b>26,283</b>	<b>662,694</b>	<b>658,747</b>	<b>6,472</b>	<b>665,219</b>	<b>(2,525)</b>	<b>(0.4%)</b>
Income	(207,931)	(6,268)	(214,199)	(213,230)	5,453	(207,777)	(6,422)	(3.0%)
<b>NET EXPENDITURE</b>	<b>428,480</b>	<b>20,015</b>	<b>448,495</b>	<b>445,517</b>	<b>11,925</b>	<b>457,441</b>	<b>(8,946)</b>	<b>(2.0%)</b>

**RENFREWSHIRE COUNCIL**  
**CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES**  
**1st April to 26th June 2020**  
**POLICY BOARD: FINANCE, RESOURCES & CUSTOMER SERVICES**

		Current Year 2020-21						Full Programme - All years			
	Prior Years Expenditure to 31/03/2020*	Approved Budget 2020-21	Budget Adjustments in 2020-21	Revised Budget 2020-21	Projected Outturn 2020-21	Budget Variance (Adverse) or Favourable		Total Approved Budget to 31-Mar-25 £000	Projected Outturn to 31-Mar-25 £000	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000						
<b>EDUCATION &amp; CHILDREN'S SERVICES</b>											
Education & Children's Services	63,958	13,727	(3,575)	10,152	10,052	100	1%	108,527	108,353	174	0%
<b>TOTAL</b>	<b>63,958</b>	<b>13,727</b>	<b>(3,575)</b>	<b>10,152</b>	<b>10,052</b>	<b>100</b>	<b>1%</b>	<b>108,527</b>	<b>108,353</b>	<b>174</b>	<b>0%</b>
<b>COMMUNITIES, HOUSING &amp; PLANNING</b>											
Housing(HRA)	25,333	30,215	(10,297)	19,918	19,918	0	0%	121,205	121,205	0	0%
Housing(PSHG)	0	2,050	(937)	1,113	1,113	0	0%	2,263	2,263	0	0%
Development & Housing	0	65	0	65	65	0	0%	135	135	0	0%
<b>TOTAL</b>	<b>25,333</b>	<b>32,330</b>	<b>(11,234)</b>	<b>21,096</b>	<b>21,096</b>	<b>0</b>	<b>0%</b>	<b>123,603</b>	<b>123,603</b>	<b>0</b>	<b>0%</b>
<b>INFRASTRUCTURE, LAND &amp; ENVIRONMENT</b>											
Environment & Infrastructure	12,838	12,452	1,837	14,289	14,289	0	0%	51,677	51,677	0	0%
<b>TOTAL</b>	<b>12,838</b>	<b>12,452</b>	<b>1,837</b>	<b>14,289</b>	<b>14,289</b>	<b>0</b>	<b>0%</b>	<b>51,677</b>	<b>51,677</b>	<b>0</b>	<b>0%</b>
<b>FINANCE, RESOURCES &amp; CUSTOMER SERVICES</b>											
Corporate Projects	702	9,382	(89)	9,293	9,293	0	0%	17,841	17,841	0	0%
<b>TOTAL</b>	<b>702</b>	<b>9,382</b>	<b>(89)</b>	<b>9,293</b>	<b>9,293</b>	<b>0</b>	<b>0%</b>	<b>17,841</b>	<b>17,841</b>	<b>0</b>	<b>0%</b>
<b>LEADERSHIP</b>											
Leisure Services	55,849	1,095	0	1,095	1,095	0	0%	59,837	59,837	0	0%
Chief Executives	51,386	58,465	(26,484)	31,981	31,981	0	0%	326,173	326,173	0	0%
<b>TOTAL</b>	<b>107,235</b>	<b>59,560</b>	<b>(26,484)</b>	<b>33,076</b>	<b>33,076</b>	<b>0</b>	<b>0%</b>	<b>386,010</b>	<b>386,010</b>	<b>0</b>	<b>0%</b>
<b>TOTAL ALL BOARDS</b>	<b>210,066</b>	<b>127,451</b>	<b>(39,545)</b>	<b>87,906</b>	<b>87,806</b>	<b>100</b>	<b>0%</b>	<b>687,658</b>	<b>687,484</b>	<b>348</b>	<b>0%</b>
<b>MADE UP OF :-</b>											
Non-Housing Programme	184,733	95,186	(28,311)	66,875	66,775	100	0%	564,190	564,016	174	0%
Housing Programme(HRA)	25,333	30,215	(10,297)	19,918	19,918	0	0%	121,205	121,205	0	0%
Housing Programme(PSHG)	0	2,050	(937)	1,113	1,113	0	0%	2,263	2,263	0	0%
<b>PROGRAMME TOTAL</b>	<b>210,066</b>	<b>127,451</b>	<b>(39,545)</b>	<b>87,906</b>	<b>87,806</b>	<b>100</b>	<b>0%</b>	<b>687,658</b>	<b>687,484</b>	<b>174</b>	<b>0%</b>

**RENFREWSHIRE COUNCIL**  
**2020/21 CAPITAL BUDGETS MONITORING SUMMARY REPORT TO 26 JUNE 2020**

	2020/21			
	Housing Services	Non Housing Services	PSHG Programme	Total
<b>A. RESOURCES AVAILABLE TO FUND CAPITAL PROGRAMME</b>	£'000	£'000	£'000	£'000
1. Prudential Borrowing	15,519	31,560		47,079
2a. General Capital Grant		11,545	500	12,045
2b. Specific Capital Grant	4,399	9,323		13,722
3. Usable Capital Receipts	0	9,642		9,642
4. Contribution From Current Revenue (CFCR)	0	4,805	613	5,418
5. Total Resource Availability	<b>19,918</b>	<b>66,875</b>	<b>1,113</b>	<b>87,906</b>
<b>B. CAPITAL PROGRAMME</b>				
6. Resources Available	19,918	66,875	1,113	87,906
7. Current Programme	19,918 100%	66,875 100%	1,113 100%	87,906 100%
<b>C. ACTUAL EXPENDITURE VS PROJECTED</b>				
8. Resource Availability	19,918	66,875	1,113	87,906
9. Cash Spent at 26 June 2020	402 2%	3,327 5%	2 0%	3,731 4%
10. Cash to be Spent by 31 March 2021	19,516	63,548	1,111	84,175
<b>D. ACTUAL RECEIPTS VS PROJECTED</b>				
11. Current Programme (total receipts expected)	4,399	30,510	500	35,409
12. Actual Cash Received at 26 June 2020	287 7%	13,267 43%	125 25%	13,679 39%
13. Receipts to be received by 31 March 2021	4,112	17,243	375	21,730

**VOLUNTARY REDUNDANCY / EARLY RETIREMENT SCHEME / EFFICIENCY OF THE SERVICE**
**Financial Implications 1 April 2019 - 31 March 2020**

SERVICE	No of Employees	FTE	Total Annual Salary	Redundancy	Enhanced Element of Pension	Enhanced Element of Lump Sum	Strain / Factored Costs	Payment in Lieu of Notice	Full Year Savings
Finance and Resources and Chief Executives	4.00	2.79	58,593	23,342	533	1,599	48,978	-	58,593
Environment & Infrastructure and Community, Housing and Planning	11.00	9.86	361,259	162,725	6,374	19,121	315,025		361,259
Childrens Services	1.00	1.00	90,097	33,665	-	-	231,818	-	90,097
<b>TOTALS</b>	<b>16.00</b>	<b>13.65</b>	<b>509,949</b>	<b>219,732</b>	<b>6,907</b>	<b>20,720</b>	<b>595,820</b>	<b>-</b>	<b>509,949</b>





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**To: Finance, Resources and Customer Services Policy Board**

**On: 02 September 2020**

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**Report by: Director of Finance and Resources**

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**Heading: Council Tax: Accounts for write-off**

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**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
Sequestrated	3	£24,339.64
Trust Deed	3	£31,372.73
<b>Total</b>	<b>6</b>	<b>£55,712.37</b>

## **2. Recommendations**

2.1 The Board is asked to authorise the write-off of £55,712.37 as detailed above.

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### **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
12. **Climate Risk** - None

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**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	Sequestrated	2008	£812.50
Debtor 1	Not Applicable	Sequestrated	2009	£917.25
Debtor 1	Not Applicable	Sequestrated	2010	£944.61
Debtor 1	Not Applicable	Sequestrated	2011	£810.84
Debtor 1	Not Applicable	Sequestrated	2012	£517.42
Debtor 1	Not Applicable	Sequestrated	2013	£1,026.77
Debtor 1	Not Applicable	Sequestrated	2014	£1,347.63
Debtor 1	Not Applicable	Sequestrated	2015	£903.01
Debtor 1	Not Applicable	Sequestrated	2015	£599.09
Debtor 1	Not Applicable	Sequestrated	2016	£1,359.13
Debtor 1	Not Applicable	Sequestrated	2017	£1,266.69

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

## Appendix

Name	Address	Reason	Year	Amount
Debtor 1	Not Applicable	Sequestered	2018	£893.35
<b>Total</b>				<b>£11,398.29</b>
Debtor 2	Not Applicable	Trust Deed	2007	£968.83
Debtor 2	Not Applicable	Trust Deed	2008	£1,020.90
Debtor 2	Not Applicable	Trust Deed	2009	£567.31
Debtor 2	Not Applicable	Trust Deed	2009	£462.89
Debtor 2	Not Applicable	Trust Deed	2010	£1,030.18
Debtor 2	Not Applicable	Trust Deed	2011	£1,030.18
Debtor 2	Not Applicable	Trust Deed	2012	£1,030.18
Debtor 2	Not Applicable	Trust Deed	2013	£1,037.38
Debtor 2	Not Applicable	Trust Deed	2014	£919.70

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

## Appendix

Name	Address	Reason	Year	Amount
Debtor 2	Not Applicable	Trust Deed	2015	£1,015.12
Debtor 2	Not Applicable	Trust Deed	2016	£598.44
Debtor 2	Not Applicable	Trust Deed	2017	£1,023.61
Debtor 2	Not Applicable	Trust Deed	2018	£1,012.09
Debtor 2	Not Applicable	Trust Deed	2019	£1,091.68
<b>Total</b>				<b>£12,808.49</b>
Debtor 3	Not Applicable	Sequestrated	2003	£85.38
Debtor 3	Not Applicable	Sequestrated	2004	£40.56
Debtor 3	Not Applicable	Sequestrated	2010	£171.89
Debtor 3	Not Applicable	Sequestrated	2012	£252.54
Debtor 3	Not Applicable	Sequestrated	2014	£263.63

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

## Appendix

Name	Address	Reason	Year	Amount
Debtor 3	Not Applicable	Sequestrated	2015	£93.73
Debtor 3	Not Applicable	Sequestrated	2016	£74.42
Debtor 3	Not Applicable	Sequestrated	2017	£29.11
Debtor 3	Not Applicable	Sequestrated	2019	£85.81
Debtor 3	Not Applicable	Sequestrated	2019	£102.57
<b>Total</b>				<b>£1,199.64</b>
Debtor 4	Not Applicable	Sequestrated	1998	£91.94
Debtor 4	Not Applicable	Sequestrated	1999	£513.00
Debtor 4	Not Applicable	Sequestrated	2000	£686.07
Debtor 4	Not Applicable	Sequestrated	2001	£657.88
Debtor 4	Not Applicable	Sequestrated	2002	£443.14

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

## Appendix

Name	Address	Reason	Year	Amount
Debtor 4	Not Applicable	Sequestrated	2003	£348.12
Debtor 4	Not Applicable	Sequestrated	2004	£661.01
Debtor 4	Not Applicable	Sequestrated	2005	£857.12
Debtor 4	Not Applicable	Sequestrated	2006	£960.95
Debtor 4	Not Applicable	Sequestrated	2007	£1,309.46
Debtor 4	Not Applicable	Sequestrated	2008	£1,176.38
Debtor 4	Not Applicable	Sequestrated	2008	£6.61
Debtor 4	Not Applicable	Sequestrated	2009	£620.68
Debtor 4	Not Applicable	Sequestrated	2010	£8.20
Debtor 4	Not Applicable	Sequestrated	2011	£22.96
Debtor 4	Not Applicable	Sequestrated	2013	£697.45

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

## Appendix

Name	Address	Reason	Year	Amount
Debtor 4	Not Applicable	Sequestrated	2017	£150.97
Debtor 4	Not Applicable	Sequestrated	2018	£1,600.65
Debtor 4	Not Applicable	Sequestrated	2019	£1,663.53
<b>Total</b>				<b>£12,476.12</b>
Debtor 5	Not Applicable	Trust Deed	2011	£133.05
Debtor 5	Not Applicable	Trust Deed	2012	£295.76
Debtor 5	Not Applicable	Trust Deed	2013	£382.51
Debtor 5	Not Applicable	Trust Deed	2014	£1,165.99
Debtor 5	Not Applicable	Trust Deed	2014	£557.66
Debtor 5	Not Applicable	Trust Deed	2015	£844.70
Debtor 5	Not Applicable	Trust Deed	2018	£1,262.51

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

## Appendix

Name	Address	Reason	Year	Amount
Debtor 5	Not Applicable	Trust Deed	2019	£1,445.94
<b>Total</b>				<b>£6,088.12</b>
Debtor 6	Not Applicable	Sequestrated	2005	£371.85
Debtor 6	Not Applicable	Sequestrated	2007	£32.97
Debtor 6	Not Applicable	Sequestrated	2007	£562.24
Debtor 6	Not Applicable	Sequestrated	2008	£528.08
Debtor 6	Not Applicable	Sequestrated	2009	£345.84
Debtor 6	Not Applicable	Sequestrated	2010	£568.70
Debtor 6	Not Applicable	Sequestrated	2011	£1,142.24
Debtor 6	Not Applicable	Sequestrated	2012	£1,571.24
Debtor 6	Not Applicable	Sequestrated	2013	£1,582.22

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

## Appendix

Name	Address	Reason	Year	Amount
Debtor 6	Not Applicable	Sequestrated	2014	£511.01
Debtor 6	Not Applicable	Sequestrated	2015	£999.41
Debtor 6	Not Applicable	Sequestrated	2016	£1,230.92
Debtor 6	Not Applicable	Sequestrated	2017	£1,525.71
Debtor 6	Not Applicable	Sequestrated	2019	£769.28
Total				£11,741.71
Overall Total				£55,712.37





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**To: Finance, Resources and Customer Services Policy Board**

**On: 02 September 2020**

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**Report by: Director of Finance and Resources**

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**Heading: Non-Domestic Rates: Accounts for write-off**

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**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**

<b>Non-Domestic Rates</b>		
<b>Reason</b>	<b>No. Debtors</b>	<b>Amount</b>
Administration	2	£31,895.93
Liquidated	1	£18,952.41
Sequestrated	1	£65,338.49
Dissolved	13	£519,554.81
<b>Total</b>	<b>17</b>	<b>£635,741.64</b>

## **2. Recommendations**

2.1 The Board is asked to authorise the write-off of £635,741.64 as detailed above.

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### **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
  12. **Climate Risk** - None
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**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
Falcon Ventures Limited	C/O Paul Stanley Begbies Traynor LLP, 340 Deansgate Manchester M3 4LY	Administration	2013	£1,342.18
Falcon Ventures Limited	C/O Paul Stanley Begbies Traynor LLP, 340 Deansgate Manchester M3 4LY	Administration	2014	£5,807.43
Falcon Ventures Limited	C/O Paul Stanley Begbies Traynor LLP, 340 Deansgate Manchester M3 4LY	Administration	2015	£5,918.40
Falcon Ventures Limited	C/O Paul Stanley Begbies Traynor LLP, 340 Deansgate Manchester M3 4LY	Administration	2016	£3,253.63
<b>Total</b>				<b>£16,321.64</b>
8 Outdoor Media Limited	Resolve 22 York Buildings, John Adam Street, London, WC2N 6JU	Administration	2017	£5,998.48
8 Outdoor Media Limited	Resolve 22 York Buildings, John Adam Street, London, WC2N 6JU	Administration	2018	£6,732.00
8 Outdoor Media Limited	Resolve 22 York Buildings, John Adam Street, London, WC2N 6JU	Administration	2019	£2,843.81
<b>Total</b>				<b>£15,574.29</b>
Reids Of Paisley Ltd	C/O Grant Thornton UK LLP, 7 Exchange Crescent Conference Square, Edinburgh EH3 8AN	Liquidated	2014	£596.92
Reids Of Paisley Ltd	C/O Grant Thornton UK LLP, 7 Exchange Crescent Conference Square, Edinburgh EH3 8AN	Liquidated	2015	£6,039.00

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

### Appendix

Reids Of Paisley Ltd	C/O Grant Thornton UK LLP, 7 Exchange Crescent Conference Square, Edinburgh EH3 8AN	Liquidated	2016	£6,089.33
Reids Of Paisley Ltd	C/O Grant Thornton UK LLP, 7 Exchange Crescent Conference Square, Edinburgh EH3 8AN	Liquidated	2015	£2,534.40
Reids Of Paisley Ltd	C/O Grant Thornton UK LLP, 7 Exchange Crescent Conference Square, Edinburgh EH3 8AN	Liquidated	2016	£2,555.52
Reids Of Paisley Ltd	C/O Grant Thornton UK LLP, 7 Exchange Crescent Conference Square, Edinburgh EH3 8AN	Liquidated	2017	£1,137.24
<b>Total</b>				<b>£18,952.41</b>
Debtor 8	C/O Raltec, 12 Wallneuk Road, Paisley PA3 4BT	Sequestrated	2016	£2,811.15
Debtor 8	C/O Raltec, 12 Wallneuk Road, Paisley PA3 4BT	Sequestrated	2017	£30,322.03
Debtor 8	C/O Raltec, 12 Wallneuk Road, Paisley PA3 4BT	Sequestrated	2018	£21,310.92
Debtor 8	C/O Raltec, 12 Wallneuk Road, Paisley PA3 4BT	Sequestrated	2017	£6,116.09
Debtor 8	C/O Raltec, 12 Wallneuk Road, Paisley PA3 4BT	Sequestrated	2018	£4,778.30
<b>Total</b>				<b>£65,338.49</b>
Coreten Ltd	Unit 13 Paisley Centre, 23 High Street, Paisley, PA1 2AF	Dissolved	2016	£8,071.91

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

### Appendix

Coreten Ltd	Unit 13 Paisley Centre, 23 High Street, Paisley, PA1 2AF	Dissolved	2017	£2,717.47
<b>Total</b>				<b>£10,789.38</b>
Viable Energy Ltd	Not Applicable	Dissolved	2013	£13,030.57
Viable Energy Ltd	Not Applicable	Dissolved	2013	£813.37
Viable Energy Ltd	Not Applicable	Dissolved	2013	£617.77
Viable Energy Ltd	Not Applicable	Dissolved	2013	£1,224.91
Viable Energy Ltd	Not Applicable	Dissolved	2013	£2,449.80
<b>Total</b>				<b>£18,136.42</b>
Maxco Entertainment Ltd	62b Stewart Drive, Clydebank Glasgow, G81 6AG	Dissovled	2015	£1,702.22
Maxco Entertainment Ltd	62b Stewart Drive, Clydebank Glasgow, G81 6AG	Dissovled	2016	£19,496.67
Maxco Entertainment Ltd	62b Stewart Drive, Clydebank Glasgow, G81 6AG	Dissolved	2017	£29,766.00
Maxco Entertainment Ltd	62b Stewart Drive, Clydebank Glasgow, G81 6AG	Dissolved	2018	£9,058.09

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

### Appendix

<b>Total</b>				<b>£60,022.98</b>
Tea Gardens Tavern Limited	Not Applicable	Dissolved	2017	£11,786.21
Tea Gardens Tavern Limited	Not Applicable	Dissolved	2018	£5,471.28
<b>Total</b>				<b>£17,257.49</b>
Bright Bargains Ltd	142 Norfolk Street, Glasgow, G5 9EQ	Dissolved	2012	£3,167.87
Bright Bargains Ltd	142 Norfolk Street, Glasgow, G5 9EQ	Dissolved	2013	£20,154.09
Bright Bargains Ltd	142 Norfolk Street, Glasgow, G5 9EQ	Dissolved	2014	£20,624.78
Bright Bargains Ltd	142 Norfolk Street, Glasgow, G5 9EQ	Dissolved	2015	£21,095.47
Bright Bargains Ltd	142 Norfolk Street, Glasgow, G5 9EQ	Dissolved	2016	£21,822.90
Bright Bargains Ltd	142 Norfolk Street, Glasgow, G5 9EQ	Dissolved	2017	£11,020.90
Bright Bargains Ltd	142 Norfolk Street, Glasgow, G5 9EQ	Dissolved	2018	£10,616.88
<b>Total</b>				<b>£108,502.89</b>

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

### Appendix

Moss Street Trading Ltd	THE BREWER'S TAP, 18 MOSS STREET, PAISLEY, PA1 1BL	Dissolved	2017	£6,240.57
Moss Street Trading Ltd	C/O 20C MOSS STREET, PAISLEY, PA1 1BL	Dissolved	2015	£5,544.00
Moss Street Trading Ltd	C/O 20C MOSS STREET, PAISLEY, PA1 1BL	Dissolved	2016	£827.05
<b>Total</b>				<b>£12,611.62</b>
Engine Engineering Centre Ltd	Flat 1/1 25 Seedhill Road, Paisley, PA1 1SB	Dissolved	2014	£9,742.75
Engine Engineering Centre Ltd	Flat 1/1 25 Seedhill Road, Paisley, PA1 1SB	Dissolved	2015	£29,580.00
<b>Total</b>				<b>£39,322.75</b>
Mercantile Sureties Limited	C/O Molly Monks Milner Boardman & Partners, The Old Bank 187a Ashley Road, Hale, Cheshire WA15 9SQ	Dissolved	2015	£51,127.34
Mercantile Sureties Limited	C/O Molly Monks Milner Boardman & Partners, The Old Bank 187a Ashley Road, Hale, Cheshire WA15 9SQ	Dissolved	2016	£90,882.00
Mercantile Sureties Limited	C/O Molly Monks Milner Boardman & Partners, The Old Bank 187a Ashley Road, Hale, Cheshire WA15 9SQ	Dissolved	2017	£24,238.76
<b>Total</b>				<b>£166,248.10</b>
Napoli Restaurant Ltd	Not Applicable	Dissolved	2016	£1,247.13

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

### Appendix

Napoli Restaurant Ltd	Not Applicable	Dissolved	2017	£7,689.00
Napoli Restaurant Ltd	Not Applicable	Dissolved	2018	£4,369.32
<b>Total</b>				<b>£13,305.45</b>
Campsie Catering Limited	Campsie Kitchen Zone 5, Glasgow Airport, Abbotsinch Paisley, PA3 2SW	Dissolved	2017	£5,656.86
Campsie Catering Limited	Campsie Kitchen Zone 5, Glasgow Airport, Abbotsinch Paisley, PA3 2SW	Dissolved	2018	£10,032.00
Campsie Catering Limited	Campsie Kitchen Zone 5, Glasgow Airport, Abbotsinch Paisley, PA3 2SW	Dissolved	2019	£10,241.00
<b>Total</b>				<b>£25,929.86</b>
E - Billions Ltd	C/O K A Javid & Co Accountants, Javid House, 115 Bath Street, Glasgow, G2 2SZ	Dissolved	2017	£7,019.11
E - Billions Ltd	C/O K A Javid & Co Accountants, Javid House, 115 Bath Street, Glasgow, G2 2SZ	Dissolved	2018	£11,088.00
E - Billions Ltd	C/O K A Javid & Co Accountants, Javid House, 115 Bath Street, Glasgow, G2 2SZ	Dissolved	2019	£4,599.57
<b>Total</b>				<b>£22,706.68</b>
Party Center Ltd	C/O Unit 16 Paisley Centre, 23 High Street, Paisley, PA1 2AF	Dissolved	2018	£9,508.35



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

### Appendix

Party Center Ltd	C/O Unit 16 Paisley Centre, 23 High Street, Paisley, PA1 2AF	Dissolved	2019	£1,608.17
<b>Total</b>				<b>£11,116.52</b>
Season Greetings Limited	C/O 48 Regent Way, Hamilton, Lanarkshire, ML3 7DZ	Dissolved	2018	£2,441.10
Season Greetings Limited	C/O 48 Regent Way, Hamilton, Lanarkshire, ML3 7DZ	Dissolved	2019	£11,163.57
<b>Total</b>				<b>£13,604.67</b>
<b>Overall Total</b>				<b>£635,741.64</b>





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**To: Finance, Resources and Customer Services Policy Board**

**On: 02 September 2020**

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**Report by: Director of Finance and Resources**

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**Heading: Housing Benefit Overpayments: Accounts for write-off**

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**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**

<b>Housing Benefit Overpayments</b>		
<b>Reason</b>	<b>No. Debtors</b>	<b>Value</b>
Sequestered	1	£292.96
Trust Deed	2	£5,336.62
Unrecoverable	1	£21,039.32
<b>Total</b>	<b>4</b>	<b>£26,668.90</b>

## **2. Recommendations**

2.1 The Board is asked to authorise the write-off of £26,668.90 as detailed above.

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### **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
12. **Climate Risk** - None

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**Author:** Emma Shields/Ext 6880

## Finance, Resources and Customer Services Policy Board – Housing Benefit Overpayments for Write-Off

### Appendix

Name	Period of Overpayment	Reason	Amount
Debtor 1	08/04/2013 to 04/05/2014	Sequestered	£292.96
Debtor 4	28/03/2011 to 17/04/2011	Trust Deed	£259.62
Debtor 5	23/04/2018 to 07/04/2019	Trust Deed	£5,077.00
Debtor 7	10/10/2011 to 10/06/2018	Unrecoverable	£21,039.32
Total			£26,668.90





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**To: Finance, Resources and Customer Services Policy Board**

**On: 02 September 2020**

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**Report by: Director of Finance and Resources**

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**Heading: Sundry Debtors: Accounts for write-off**

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## **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**

<b>Sundry Debtors</b>			
<b>Charge</b>	<b>Reason</b>	<b>No. Debtors</b>	<b>Amount</b>
Social Care	Sequestered	1	£18,684.58
<b>Total</b>		<b>1</b>	<b>£18,684.58</b>

## **2. Recommendations**

2.1 The Board is asked to authorise the write-off of £18,684.58 as detailed above.

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### **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
12. **Climate Risk** - None

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**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
Debtor 3	Not Applicable	Social Care	Sequestered	£18,684.58
Total				£18,684.58





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**To:** Finance, Resources and Customer Services Policy Board

**On:** 2 September 2020

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**Report by:** Chief Executive

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**Heading:** Service Update – Chief Executive's Service

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## **1. Summary**

- 1.1 This report provides an update to the Finance, Resources and Customer Services Policy Board with a summary of the impact of the Covid-19 pandemic on the areas within the Board's remit since March 2020. It also outlines the key priorities and areas of risk identified for the Service through to autumn, highlighting any key areas of risk.

## **2. Recommendations**

- 2.1 It is recommended that members of the Finance, Resources and Customer Services Policy Board note the content of this report.

## **3. Background**

- 3.1 In March 2020, working closely with our partners, Renfrewshire Council moved quickly to respond to the emerging coronavirus pandemic, protecting and supporting our employees and communities, particularly vulnerable people across the area.
- 3.2 Colleagues across the Council have shown great commitment and resilience during the pandemic delivering essential services, volunteering to support frontline services and helping others to remain safe at home.
- 3.3 In order to ensure effective decision-making and governance, the Emergencies Board was convened on 20 March 2020 and has received regular updates on the different workstreams established to support Renfrewshire throughout the crisis, highlighting the humanitarian response,

reviewing the available data showing the impact on Renfrewshire's people, and considering how we can restart services, recover and renew. Detailed reports were also presented to the Council on 25 June 2020.

- 3.4 This report is therefore not intended to provide granular detail of the response, but to give a broad overview of the key areas impacted by the Covid-19 crisis – the service areas paused and restarted, the particular areas of focus now and in the near future, and any specific risks and priorities of relevance to this Policy Board.
- 3.5 Whilst this report is a high-level update for Elected Members, the service is acutely aware of the impact on our communities of the pandemic - of those who have sadly been bereaved, who have struggled through isolation, have lost their income, have had their health impacted through this crisis, have supported their children and young people with home learning or have contended with other challenges made more difficult by the pandemic and consequent restrictions. Across services, and with our partners, the Council continues to support our communities and develop our operational and policy response both now and as we continue to move through the recovery route map.

#### **4. Updates for Finance, Resources and Customer Services Policy Board**

- 4.1 The Chief Executive's Service has played a critical role in terms of supporting the Council's response to the Covid-19 pandemic. At a strategic level this has involved coordinating activity with community planning partners and across Council services, including leading on all communications and public information activities both internally and externally. As with other Council services, the majority of staff working across the service are now doing so from home, delivering services and working in new ways to meet the needs of customers, both internal and external. Staff responded with great commitment and flexibility to establish new services and undertake new activities required as a result of the pandemic, including the administration of new business support funds, the establishment of neighbourhood hubs and the critical focus on ensuring supply of Personal Protective Equipment (PPE) for the Council's workforce. A summary of key activities is provided in the sections below.

#### **Economy and Regeneration**

- 4.2 The [Update on COVID-19 report](#) presented to the Emergencies Board on 17 July details work being done in response to the economic impact of the pandemic, including findings from a recent business survey of Renfrewshire businesses showing that:
- 92% of Renfrewshire businesses have been closed or operating at only partial capacity, and 44% have been completely closed throughout lockdown.
  - About half of all businesses had most of their workforce on furlough at one point, almost 27,000 employees across Renfrewshire, just under 1 in 3 of their total workforce.

- 40% of businesses believe that redundancies may be likely over next 3 months.
- 4.3 During the period March – July 2020 Renfrewshire Council distributed over £26million to around 2,500 local businesses and self-employed residents. These support measures, which have been aimed primarily at ratepayers of smaller business premises together with some larger businesses in the retail, hospitality and leisure sectors, have been well received and popular, judging by the feedback to the recent business survey. The Scottish Government announced the closure of these grant streams from 10 July 2020.
  - 4.4 The Council's Employability Service has been offering support on jobs and skills development throughout the pandemic. Over the next month or so the national support for employability will become clearer and the service will undertake a reprofiling exercise to ensure that the best possible services are provided to those who need them most.
  - 4.5 Following the closure of business grants nationally, and taking into consideration the views expressed by businesses in the business survey, a series of business support measures were developed for the consideration of Elected Members at the 17 July Emergencies Board. The measures are based on feedback from businesses as well as the local knowledge of the Council and Chamber in terms of the local economy and what it is believed will make the biggest difference in the short term, including Business Restart Loans, Business Grants for Social Distancing Adaptations, Business Grants (Restart and Sustain Business), and advice and support. Applications for these grants were accepted from 17 August.
  - 4.6 Within the Cultural Infrastructure Programme a number of projects were paused as a result of lockdown, including Paisley Learning and Cultural Hub, Paisley Arts Centre, design work for St James' Playing Fields, Ferguslie Sports Pavilion and the hockey pitch and cycling track at ON-X, and design work for Abbey Quarter and County Square.
  - 4.7 The intention is to table a proposed Economic Recovery Plan to the September 2020 meeting of Renfrewshire Council

### **City Deal**

- 4.8 Glasgow Airport Investment Area site works were suspended in line with Scottish Government guidance and liaison is now taking place with the Contractor to work through the consequential programme and financial implications. The Team continue to work closely with Advanced Manufacturing Innovation District Scotland (AMIDS) partners, Scottish Enterprise, Scottish Government, and stakeholders National Manufacturing Institute Scotland (NMIS) and Medicines Manufacturing Innovation Centre (MMIC) to maintain momentum in preparing the readiness of the AMIDS site for these anchor facilities, and further develop the AMIDS proposition to attract further investment. The Team are also reviewing and reprogramming the timing of

other procurement to ensure the market is ready to respond.

### **Marketing, Communications and Events**

- 4.9 Effective communications have been absolutely critical to the Council response to the pandemic. This includes public health advice and information on local services, from lockdown through restart and recovery. To support public communications, the public have been signposted to the latest information from NHS and Scottish Government – with the Council website being redesigned to create a dedicated Covid-19 information hub for residents, staff and businesses, updated daily. This has provided a single source of truth on all relevant issues, supported by information updates on all relevant social media platforms and via local community groups and organisations. Social customer service has also been introduced through Council Twitter and Facebook to provide real time responses to customer enquiries. This service is operating seven days. The Council's public website, social media channels and information line have been the main sources of live information for local people.
- 4.10 Elected Members, managers and employees have been updated on a regular basis. Updated guidance for employees has been made available on the public website and intranet with links to the latest information and advice on the NHS Inform website. Weekly messages from the Chief Executive have been issued. A new weekly staff newsletter has been introduced and information has also been cascaded weekly to frontline workers supported by public health information posters in place around Council buildings, facilities and fleet.
- 4.11 At the beginning of the pandemic, the Council's spring events programme was cancelled, which was then extended to the summer and autumn programme, up to and including the Halloween festival. The annual Sma Shot Festival was delivered in digital form. Due to the ongoing ban on mass gatherings, a decision was also taken to cancel the winter events programme, based on current public health advice, the scale of the programme, and the planning time required to safely accommodate the large numbers of people who normally attend the events. Officers from the events team are currently deployed to support Local Assistance and Social Customer Services and will begin work on planning a new events programme for 2021 which will take account of Covid-19 safety measures. Work continues at a national level with EventScotland to support the national restart plan.
- 4.12 Destination marketing was initially paused and has now resumed in line with the Scottish Tourism Emergency Response Group (STERG) action plan to restart the tourism sector and extend the 2020 season wherever possible. Activity is focusing on promoting Renfrewshire staycation opportunities and 'COVID safe' days out to local and regional visitor audiences. A local restart action plan has been developed to support Renfrewshire's visitor sector recover. Spend Local and Steal Back Summer marketing campaigns launched

in July to promote local attractions, retail and outdoors activities and encourage local footfall. Renfrewshire is included in VisitScotland's 'Only in Scotland' marketing activity.

### **Policy and Commissioning**

- 4.13 Officers across the service were closely involved in establishing the Local Assistance Team, in response to the requirement made by the Scottish Government for local authorities to support people with "shielding" status. This involved establishing processes for people to access food and medicine and wider welfare support. Over 6,000 people in Renfrewshire were asked to shield, with the service also widening out to provide support to other vulnerable people living in Renfrewshire.
- 4.14 Community groups and third sector organisations mobilised very quickly to assist local people who needed support such as emergency food provision. The Council's Partnerships and Inequalities Team worked with Engage Renfrewshire to form a community food network which ensures that national resources including food and funding are directed to organisations working with vulnerable people across Renfrewshire who are experiencing the greatest barriers to food access. A range of national funding streams are available for community and third sector organisations across Renfrewshire to access to support the Covid-19 response, as well as the sustainability of their existing organisation. Across the Wellbeing Fund, the Response, Resilience and Recovery Fund, Third Sector Resilience Fund, Supporting Communities/Community Anchor Funds and Communities Wellbeing Small Awards Fund, a total of £618,469 has been received by local organisations to date.
- 4.15 A national campaign called Scotland Cares was launched to encourage people to volunteer to support the pandemic response. Over 50,000 people signed up to volunteer in Scotland, with over 1,100 registered in Renfrewshire. At a local level officers worked closely with Engage Renfrewshire to develop our local volunteering response through the Renfrewshire Volunteer Reserve Bank, to which 248 people signed up. Local volunteers are at the heart of the neighbourhood hub model being developed in partnership with communities.
- 4.16 Neighbourhood Hubs were also established to cover the seven Local Partnership areas to support people with the impacts of Covid-19, including support accessing food, befriending support, a mobile library service and other practical support. This was delivered in partnership with Engage Renfrewshire, Renfrewshire HSCP and Renfrewshire Leisure, and supported by volunteers from the Covid-19 Volunteer Reserve which was established locally.
- 4.17 Officers have also coordinated Renfrewshire's allocation of devices and connectivity as part of the Connecting Scotland programme to support digital participation at this time, with over 15 partner organisations in Renfrewshire receiving an allocation of devices from Scottish Council for Voluntary

Organisations (SCVO) and providing digital champion support alongside access to devices.

- 4.18 A local PPE hub was established in Renfrewshire to ensure the effective distribution of supplies to health and social care providers across the area. The Corporate Procurement Unit (CPU) leads the sourcing of PPE stocks for the Council and supported the sourcing of PPE for Renfrewshire HSCP until the Community Health PPE hub was established. Levels of supplies have now stabilised to some degree and seven days of supplies are now being held at any one time.
- 4.19 The Procurement Team have worked very closely with all Council services to consider and monitor the impact of Covid-19 on current and future contractual arrangements. The Scottish Government has published several Procurement Policy Notes to provide additional procurement guidance to both suppliers and contracting organisations during the pandemic. Specific arrangements have been agreed at a national level in relation to supplier relief through COSLA, in relation to care, early years and home to school transport.
- 4.20 Meetings of the Chief Officers Group moved from a quarterly frequency to monthly, and the Adult and Child Protection Committees have also been convened outwith usual meeting cycles to ensure robust oversight of protection issues.
- 4.21 A Covid-19 policy team was set up to provide briefings and updates on the critical information and guidance released by the Scottish and UK governments during the pandemic. Daily briefings were provided to the CMT and Senior Managers on any key policy announcements that would impact on the work of the Council. Enhanced support is also being provided to the Health and Social Care Partnership, in particular to support scrutiny and reporting in relation to care homes. A team was also brought together to support elected member enquiries and concerns relating to Covid-19, and to assist with providing constituents with advice and support.
- 4.22 The Council has been required to submit a range of regular data and information returns to the Scottish Government on areas such as support for vulnerable adults and children, shielding, and housing. Work has been undertaken through COSLA and SOLACE to streamline this activity and the data submission has been coordinated by members of the Policy Team and is reported through a weekly dashboard.
- 4.23 In addition to submitting our own data as above, the data analytics team have been working closely with partners at a local and national level to analyse the available data in terms of risk, infection levels, positive cases and death rates to help us understand the trends, identify any critical areas and inform our response. This work will continue as we work to understand the medium to longer term impact on our communities.

## **5. Key priorities and risks until next board cycle**

- 5.1 Priority areas for the service until the next board cycle include:



- **Renewal planning** – the Chief Executive's Service will lead on the renewal planning arrangements for the Council, including developing a community impact assessment on Covid-19, and focusing on social renewal, economic impact and recovery.
- **Economy** – the intention is to present an Economic Recovery Action Plan for Renfrewshire to Council in September 2020. With national support for employability becoming clearer in the next month or so, the service will undertake a reprofiling exercise to ensure that the best possible services are provided to those who need them most. A range of support measures will be rolled out in response to the survey of Renfrewshire businesses, including a package of financial support to help businesses restart and sustain themselves through this period and make plans for future growth. In terms of Cultural Infrastructure, engagement with the construction market will continue in order to assess the best time to restart each of the projects, balancing the need to maintain each project budget and support the industry in resuming the works
- **Community Wellbeing** – we will continue to develop Neighbourhood Hubs in partnership with local community groups and organisations and develop the role of volunteers. This will be important to our ability to respond flexibly to any future lockdowns. This work will also link to our planned community impact assessment and as we continue to work closely with our partners to review activities in relation to poverty and inequality, social isolation and loneliness in light of our shared experiences and learning through the pandemic and subsequent lockdown.
- **Communications** – this will become perhaps even more important as we move into the next phase, particularly supporting our colleagues in Education with schools reopening, Shielding pausing, and the changes to support provided, and also communicating changes to services and what's open/closed in Renfrewshire to the public. Equally important is our employee communications, supporting new ways of working, and ensuring employees feel safe and supported in the workplace, with a focus on employee health and wellbeing.
- **Alcohol and Drugs Commission** – this was paused due to the outbreak of Covid-19, over the coming months we will seek to publish the report by the Commission and the associated action plan to take forward this work in Renfrewshire; adapted in such a way that takes due cognisance of the environment we're now in and the lessons that have been learned during the lockdown.
- **Climate Change** – work was also paused due to the outbreak of Covid-19 and as resource becomes available will shortly resume. It is intended that a paper on next steps is submitted to the Leadership Board and that work commences to review current activities and new opportunities within the context of a green recovery, such as exploring new funding and the impact of changes in behaviour due to the lockdown.
- **Digital** - we are finalising the Council's digital strategy and refining this to reflect the changes and opportunities which have arisen in the way we work and engage with others and the readiness to take forward new initiatives.

- **Supporting the recovery of services** – the service continues to support all the recovery workstreams through policy, communications and data support. We are also restarting key processes such as Local Partnerships, Council governance arrangements and preparing reports for the resumption of Board meetings.
- **Procurement** - the Procurement Team, working in partnership with services are restarting tendering and award of contracts. The team are also working with existing contractors to ensure that they have capacity and capability to deliver contracts and services for the Council. As the recovery progresses, procurement officers are contacting existing contractors to discuss the delivery of targeted community benefits, particularly supporting Employability and work placement / training initiatives. For new contracts, we will ensure that opportunities for local suppliers are maximised and we will work with partners to promote a virtual “Meet the Buyer” event to encourage participation in tender opportunities across our local supply base.
- **Contingency Planning** – in common with our colleagues across the Council, we are currently planning for a number of scenarios and local case management to provide public and staff reassurance where required. We are reviewing and learning from our experiences and building in flexibility, ensuring we are able to support services to stand up and down to respond to any potential future clusters or local and national lockdowns.

5.2 In terms of risk, the Board should note that the Corporate Risk Management Group is undertaking a piece of work to review the Council’s risk profile in light of the pandemic; many of the existing strategic and corporate risks will be impacted. These risks will be reported to the Audit, Risk and Scrutiny Board in November. At this point in time however, the Board will wish to note that the service-specific risks relating to our recovery work and immediate concerns between now and the next cycle of Board meetings are:

- Supporting the ongoing wellbeing of staff.
- Capacity to support recovery and restart business as usual.
- Flexibility and capacity to respond to future lockdowns or a second wave at both a national and a localised level.
- Restarting infrastructure projects.

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## Implications of the Report

**1. Financial** – None

**2. HR & Organisational Development** – None

**3. Community/Council Planning** – Covid-19 will impact on the operations of Council partners and on services to the community. This paper highlights the work being undertaken to mitigate this impact as far as possible and maintain essential services for the safety and wellbeing of the community.

**4. Legal** – None

**5. Property/Assets-** as facilities start to open in line with the Scottish Government Routemap, adjustment may have to be made to physical spaces to allow for physical distancing and to comply with relevant guidance.

**6. Information Technology-** ICT are working to ensure staff have the capability to work from home wherever possible to reduce social contact in line with government and health guidance.

**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. However, the service notes the scientific advice in relation to risks to particular groups and communities from Covid-19 and is undertaking individualised risk assessments wherever appropriate.

**8. Health & Safety** – Advice and guidance is being given to protect the health and safety of employees and service users when carrying out priority services for the Council in line with government and health guidance.

**9. Procurement** – The ongoing pandemic has and will continue to have a significant impact on existing contractual obligations and on the procurement of future goods and services required by the Council.

**10. Risk** – As noted in section 5, the CRMG are currently reviewing the Council's risk profile in light of the coronavirus pandemic and will report to board in November.

**11. Privacy Impact** – None

**12. COSLA Policy Position** – None

**13. Climate Change** – As noted in section 5, work will commence to review current activities and new opportunities.

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#### **List of Background Papers - None**

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Author: Jacqui Jacobsen, Senior Planning and Policy Development Officer





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**To: Finance, Resources and Customer Services Policy Board**

**On: 2 September 2020**

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**Report by: Director of Finance and Resources**

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**Heading: Finance and Resources Service Update**

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## **1. Summary**

- 1.1 This report provides an update to the Finance, Resources and Customer Services Policy Board with a summary of the impact of the COVID-19 pandemic on the areas within the Board's remit since March 2020. It also outlines the key priorities and areas of risk through to autumn, highlighting any key areas of risk.

## **2. Recommendations**

- 2.1 It is recommended that members of the Finance, Resources and Customer Services Policy Board:
- note the content of this report.

## **3. Background**

- 3.1 In March 2020, working closely with our partners, Renfrewshire Council moved quickly to respond to the emerging coronavirus pandemic, protecting and supporting our employees and communities, particularly vulnerable people across the area.
- 3.2 Colleagues across the Council have shown great commitment and resilience during the pandemic delivering essential services, volunteering to support frontline services and helping others to remain safe at home.

- 3.3 In order to ensure effective decision-making and governance, the Emergencies Board was convened on 20 March 2020 and has received regular updates on the different workstreams established to support Renfrewshire throughout the crisis, highlighting the humanitarian response, reviewing the available data showing the impact on Renfrewshire's people and considering how we can restart services, recover and renew. Detailed reports were also presented to the Council on 25 June 2020.
- 3.4 This report is therefore not intended to provide granular detail of the response, it is to give a broad overview of the key areas impacted by the Covid-19 crisis – the service areas paused and restarted, the particular areas of focus now and in the near future and any specific risks and priorities of relevance to this Policy Board.
- 3.5 Whilst this report is a high-level update for Elected Members, we are acutely aware of the impact the pandemic has had on our communities - of those who have sadly been bereaved, have struggled through isolation, have lost their income, have had their health impacted through this crisis, have supported their children and young people with home learning or have contended with other challenges made more difficult by the pandemic and consequent restrictions. Across services, and with our partners, the Council continues to support our communities and develop our operational and policy response both now and as we continue to move through the recovery route map.

#### **4 Updates for Finance, Resources and Customer Services Policy Board**

- 4.1 Finance and Resources Services responded, adapted and changed their approaches to service delivery to ensure communities and staff were supported over the last six months. This section of the report sets out the key changes for the service during the pandemic, critical service areas that continued and any services or projects that were required to be paused.
- 4.2 The Contact Centre very quickly moved to a virtual call centre with all staff working from home to provide a telephone service for essential calls only. Service level has remained above the target of 70% of calls answered in 40 seconds. The call centre received 112,491 calls since the start of lockdown (23<sup>rd</sup> March) up to 31 July and answered 95% of these, with an overall service level of 75% of calls answered in 40 seconds.
- 4.3 Face to face provision in all three Customer Service locations closed at the start of lockdown, with services moved online backed up by phone support where required - this included benefits and Council Tax. Customers have been supported to continue to make payments online or in their local areas via Post Office or Paypoint. The Contact Centre, supported by Advice Works staff took on the Shielding and Scottish Government national helplines, and support was enhanced by the creation of new digital forms for online completion, where customers were comfortable with this.

- 4.4 The registration team supported those customers who lost family members to the virus and other reasons by the continued registration of deaths remotely. It moved from providing a service across three locations to an online service for death registrations only. This involved relocating the registration staff to the Community Safety Hub in Paisley and the extension of the service from a five day to a seven day per week service. The service has now relocated again to 5 High Street, Paisley, to accommodate the change in Government guidance requiring the clearing of the backlog in birth registrations. This meant the re-introduction of face to face appointments with members of the public. The service has also recommenced marriage and civil partnership ceremonies included the re-opening of the marriage suite at Renfrewshire House.
- 4.5 Digital services developed and delivered a suite of online application forms and digital processes for services, including Business Support Grants, Free School Meals and Clothing Grants, Early Years applications, and licensing applications for our customers. This advancement of the Council's digital capability has allowed services to move online with little disruption to service delivery.
- 4.5 Council Tax recovery action was paused for a minimum of three months in recognition of the challenge many people found themselves in, customers were actively encouraged to contact the service to change payment start dates and agree changes to payment schedules. This is recognised in the reduction in council tax collected compared with the same period last year- Council Tax collection at 28 July 2020 was 40.54%, which was 1.08% down on the equivalent period last year. Since mid-July customers who routinely paid Council Tax in previous years, but who haven't paid so far this year, have been contacted to discuss their circumstances and offer support ahead of the reminder and recovery process restarting in the coming weeks.
- 4.6 Business rates annual billing was delayed until July to take account of the new Covid related reliefs introduced by Scottish Government and the team are now supporting businesses in relation to payment arrangements. As a result, the first payment for those paying monthly was due to be paid on 7 August 2020, with businesses that pay twice yearly payments not making their first payment until the end of August. Non-Domestic Rates collection was 1.87% compared to 29.60% as at 28 July 2019 (down 27.73%). The Business Team has also supported activities required to help local businesses apply for newly launched government support grants.
- 4.7 During the pandemic, both the benefits team and Scottish Welfare Fund (SWF) team experienced an increase in enquiries from individuals and families whose financial circumstances had been affected, as is highlighted below:
- Universal Credit (UC) caseload data provided by DWP highlights that the number of people claiming UC in Renfrewshire doubled between 2<sup>nd</sup> of March 2020 and 1<sup>st</sup> of July 2020, going from 7,783 to 14,756 over that four-month period
  - Discretionary Housing Payment awards increased by £10K year to date compared with the same period last year

- 1,600 additional customers provided with Council Tax payment support, including direct contact with over 100 customers, not digitally enabled.
  - 19,372 households receiving Council Tax reduction at the end of July 2020, this is up by 1,646 from the July 2019 count of 17,726 (9.29% increase).
  - Year to date spend on Crisis Grants (CGs) at the end of July was £282,175.93 (2,914 awards), resulting in 421 more awards and £91,432.25 more spent than at the end of July 2019.
  - 620 of these awards (£73,780.43) were directly Covid-19 related, with other Crisis Grants amounting to £208,395.50 (2,294 awards).
- 4.8 It is also important to note that since June the level of Covid related applications CGs has also reduced, meaning that overall spend on SWF for both Crisis Grants and Community Care Grants is lower than at the same period last year. The annual SWF budget, including the additional Covid allocation from Scottish Government continues to be carefully monitored.
- 4.9 The Health and Safety Team have been responding to national developments in terms of coronavirus testing, and services across the Council continue to be supported by the team to refer eligible employees and their households for testing. Full HR support and communication has been provided to all staff members to ensure they remained fully informed of the developing situation and, where appropriate and practical, have been supported to work safely at home, or to safely return to active work once recovered or free of recommended self-isolation periods. There is a dedicated Health, Safety and Wellbeing at Work section on the Council's website, it includes advice on PPE, carrying out a home visit, and a staff wellbeing guide, whilst regular wellbeing features have been communicated in staff newsletters throughout the pandemic.
- 4.10 The ongoing recruitment of essential staff such as care workers, cleaners and teachers, has continued by using digital means. The service also worked closely with national government, partners and trade unions to actively manage and redeploy staffing resources to meet the most critical services over the emergency period.
- 4.11 The Finance Team have produced the annual accounts, rebased budgets for the 2020/21 financial year, produced the first set of budget monitoring reports and also put in place specific cost monitoring processes in relation to the costs of responding to the pandemic. Support to budget holders has remained in place with considerable use being made of video meeting facilities to enable this.
- 4.12 ICT Services were proactive and upscaled the remote access infrastructure anticipating increased usage (i.e. up to 4,000 connections) prior to lockdown. This increase in capacity was tested up-front with high volumes of remote connections via Edinburgh-based cloud hosted data centres, as part of the adoption of Infrastructure as a Service (IaaS). Internal remote-control software tools were also reconfigured to enable the seamless support of Council provisioned end-user devices in the office or at home. This enabled the successful rapid transition from office working to home working at the start of lockdown



- 4.13 ICT has continued to capitalise on the Microsoft O365 tool, which has allowed staff for anytime/anywhere conferencing, collaboration and information sharing, this has provided the ability for newly created teams to be established and effective in delivering critical services for Renfrewshire's most vulnerable. ICT have continued to configure and deploy new end user devices providing additional staff with the ability to work from home during the current pandemic, this has all been supported by Microsoft O365 training courses being made available for staff.
- 4.14 The Internal Audit Team are continuing to deliver the annual audit plan as business as usual. While, the counter fraud team suspended routine fraud investigation work and home visits and is concentrating on mitigating the new fraud risks which have developed as part of the responses to the pandemic. Risk Management has supported the CMT in the response to the pandemic and in the lessons learned exercise.
- 4.15 Committee Services has supported the move from physical meetings of the Council and its Boards to online meetings. This included: the establishment of weekly online meetings of the Emergencies Board; the first ever meeting of the Council held remotely; and holding school placing request appeals, which allowed parents to participate in those hearings. The Council is now undertaking a full cycle of meetings held remotely using video technology.
- 4.16 The Licensing Service has responded to the reopening of licensed premises and the return to work of many taxi and private hire drivers. This has caused an increase in demand. However, the service will be impacted by the loss of income from licensing fees and fees for weddings and civil partnerships during lockdown.
- 4.17 The Right for Renfrewshire programme was paused during the pandemic to allow staff and services to focus on the emergency response to Covid-19. This means the changes planned for 2020/21 have been delayed and staff that had accepted an offer of VER/VR were asked to postpone their leaving date to 31 March 2021.
- 4.18 Recently, the service has been working closely with Children Services colleagues to ensure that schools would be ready to open in mid-August. This included processing the recruitment arrangements for teachers, both supply and probationers, and for the additional cleaning staff required, as well as ensuring that all administrative support was in place for all schools.
- 4.19 Across Finance and Resources staff moved quickly to home working, with minimal disruption to service provision, ensuring critical services were delivered and additional support provided where needed, such as maintaining frontline services for HSCP, providing administrative support for child protection cases, and supporting the introduction of furlough arrangements for Renfrewshire Leisure staff. Several staff were also redeployed to assist with the delivery of essential services to the community.

Throughout, staff had a positive 'can do' attitude and desire to help communities, which included Architects, Project Managers and Estates staff using their spare time to help clean schools; Internal Audit officers working on the Local Assistance Team to assist those individuals shielding; administration staff supporting the essential worker Childcare hubs; and Surveyors, Energy Officers and Clerk of Works doing driving duties to help Environment & Infrastructure deliver essential services.

## **5. Key priorities and risks until next board cycle**

### **5.1 Priority areas for the service until the next board cycle include:**

- **Ensuring financial sustainability** – the focus over the coming weeks is clarifying the financial implications of the pandemic, both in the current year and future years, developing short term solutions to address the substantial costs and income losses being incurred in year and assessing the impact of this on the Council's medium to longer term financial plans.
- **Supporting customers** – on the anticipated increase in demand for benefits, financial and debt advice as they adapt to new personal circumstances. Also, to provide support for customers as Council Tax payments become due, by ensuring that customers are receiving all the support they can in relation to Council Tax reduction and in agreeing rescheduled payment arrangements. Monitoring the impact on Council Tax collection and business rate collection will be a key consideration in the coming weeks and months.
- **Customer Service Centre** – will be operating in a reduced capacity going forward due to social distancing guidelines, with the majority of the service continuing to be operated remotely. Face to face customer service provision for those that still need a level of support and that can be delivered in accordance with the relevant guidance on social distancing will be done, this would also include the following services: complex housing benefit/Council Tax reductions and Council Tax, other licences, death and birth registrations and Blue Badge mobility assessments.
- **Safety and wellbeing of our workforce** – to plan and support the safe return to workplaces, where appropriate, for staff. In line with current Government policy, most staff will continue to be supported to work from home and HR will continue to support services with recruitment and grievance matters remotely. As the Council's Values were launched in June 2020 and alongside the recovery workstreams, it is an appropriate time to review and update key HR policies, such as absence, flexible and home working policies, to reflect both the new values and the new ways of working.

- **Ongoing enhanced ICT support** – will continue for both office and home working technologies and business as usual activities. ICT is identifying new technology solutions which could provide real benefit to the Council and to home workers. This includes the development of a Bring Your Own Device solution for personal smartphone or tablet use, and the technical and security requirements to support personal laptop access to Council systems, should that be necessary.
- **Revising internal audit plan** - to amend the plan for the remainder of the year to provide post event assurance in a number of risk areas. In addition, plans are being put in place to return to routine fraud investigation work from August 2020 and Risk Management profile is being reviewed as well as providing ongoing support to the CMT to develop contingency arrangements for any possible spike in Covid-19 cases.
- **Full registration service** - is to be available for the registration of births deaths and marriages subject to whatever restriction remain in place in guidance and legislation. Including, relocating back to Renfrewshire House and the opening of registration services at Renfrew and Johnstone Town Halls.

5.2 In terms of risk, the Board should note that the Corporate Risk Management Group is undertaking a piece of work to review the Council's risk profile in light of the pandemic; many of the existing strategic and corporate risks will be impacted. These risks will be reported to the Audit, Risk and Scrutiny Board in November. At this point in time however, the Board will wish to note that the service-specific risks relating to our recovery work and immediate concerns between now and the next cycle of Board meetings are:

- safety of the workforce as some return to Council buildings and the ongoing wellbeing of all;
- potential contractor's claims for Extensions of Time and Costs for construction contract delays caused by the pandemic;
- suitability of governance arrangements of Council Boards;
- financial sustainability of the Council; and
- balancing the need to operate 'normally' with a need to have robust and detailed contingency arrangements, regularly updated in line with current guidance, in place in the event of restrictions being re-imposed.

## Implications of the Report

1. **Financial** – Any financial impact from Covid-19 referenced in this report will be progressed through the Council's financial & budget planning process.
2. **HR & Organisational Development** – Any staffing changes from Covid-19 referenced in this report will be progressed through the Council's HR policies, including home working and flexible working.
3. **Community/Council Planning** – Covid-19 will impact on the operations of Council partners and on services to the community. This paper highlights the work being undertaken to mitigate this impact as far as possible and maintain essential services for the safety and wellbeing of the community.
4. **Legal** – None
5. **Property/Assets**- the majority of Council facilities have remained close to comply with the initial lockdown guidance. As facilities start to open in line with the Scottish Government Routemap, adjustment may have to be made to physical spaces to allow for physical distancing and to comply with relevant guidance. This will also apply to outdoor assets
6. **Information Technology** – ICT are working to ensure staff have the capability to work from home wherever possible to reduce social contact in line with government and health guidance
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. Yet the Council will need to continue to monitor the impact of Covid-19 and the disproportionate impacts it may have on certain communities or groups of people across Renfrewshire.
8. **Health & Safety** – Advice and guidance is being given to protect the health and safety of employees and service users when carrying out priority services for the Council in line with government and health guidance
9. **Procurement** – None
10. **Risk** – Corporate Risk Management Group is undertaking a piece of work to review the Council's risk profile in light of the pandemic; many of the existing strategic and corporate risks will be impacted
11. **Privacy Impact** - None.

**12. COSLA Policy Position** – COSLA Leaders had ongoing dialogue in relation to emerging issues, with specific work being undertaken in relation to the significant financial constraints facing local authorities and education recovery amongst others.

**13. Climate Risk** – None

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**List of Background Papers - none**

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**Author: *Nicola Irvine-Brown***





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**To:** Finance, Resources and Customer Services Policy Board

**On:** 2 September 2020

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**Report by:** Director of Environment & Infrastructure

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**Heading:** Facilities Management Service Update

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## **1. Summary**

- 1.1 This report provides an update to the Finance, Resources and Customer Services Policy Board with a summary of the impact of the covid-19 pandemic on the areas within the Board's remit since March 2020. It also outlines the key priorities and areas of risk through to autumn, highlighting any key areas of risk.
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## **2. Recommendations**

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board notes the content of this report.
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## **3. Background**

- 3.1 In March 2020, working closely with our partners, Renfrewshire Council moved quickly to respond to the emerging coronavirus pandemic, protecting and supporting our employees and communities, particularly vulnerable people across the area.
- 3.2 Colleagues across the Council have shown great commitment and resilience during the covid-19 delivering essential services, volunteering to support frontline services and helping others to remain safe at home.

- 3.3 In order to ensure effective decision-making and governance, the Emergencies Board was convened on 20 March 2020 and has received regular updates on the different workstreams established to support Renfrewshire throughout the crisis, highlighting the humanitarian response, reviewing the available data showing the impact on Renfrewshire's people and considering how we can restart services, recover and renew. Detailed reports were also presented to the Council on 25 June 2020.
- 3.4 This report is therefore not intended to provide granular detail of the response, it is to give a broad overview of the key areas impacted by the covid-19 crisis – the service areas paused and restarted, the particular areas of focus now and in the near future and any specific risks and priorities of relevance to this Policy Board.
- 3.5 Whilst this report is a high-level update for Elected Members, we are acutely aware of the impact on our communities of the pandemic - of those who have sadly been bereaved, who have struggled through isolation, have lost their income or have had their health impacted through this crisis. Across services, and with our partners, the Council continues to support our communities and develop our operational and policy response both now and as we continue to move through the recovery route map.
- 4. Update for Finance, Resources and Customer Services Policy Board - Facilities Management**
- 4.1 This section of the report sets out the key changes for Facilities Management during the pandemic, critical service areas that continued and any services or projects that were required to be paused.
- Building Services**
- 4.2 Building Services has been operating a reduced service during the covid-19 pandemic as all routine and non-emergency repairs were suspended at the beginning of lockdown, therefore only emergency repairs have been carried out and a focus on critical and compliance work.
- 4.3 The service has continued the gas servicing compliance program throughout the lockdown period, as this was an essential service, with provision being made for vulnerable tenants and those with covid-19 related illnesses. In addition, testing and inspection of electrics in public buildings, testing and inspection of emergency lighting and gas soundness testing have also continued throughout the lockdown.
- 4.4 Building Services also continued to provide emergency void houses back to housing and full compliance checks for House Persons Units. This allowed people presenting as homeless to be housed during the lockdown period. Operatives were also made available to complete the compliance checks for a local Housing Association as their contractor was not operating through the lockdown period. The service also had significant involvement with the support hubs during the pandemic, such as helping with the provision of support packages to vulnerable residents, delivering meals on wheels; meals to care homes; and delivering pack lunches for the support hubs staff.



- 4.5 Building Services worked in partnership with Renfrewshire HSCP to provide an operational distribution hub for PPE at Unit 5 in Underwood Road. Building Services staff are now managing and running this service on behalf of the HSCP.
- 4.6 Water management has also been a key focus for the service during the pandemic. A decision was taken in the early stages of lockdown to ensure that there was an appropriate flushing regime in place to allow buildings to be available as required. This has ensured that the Council is able to follow the Scottish Government phasing plan for the reopening of its buildings.
- 4.7 Throughout lockdown the street lighting maintenance service has continued to provide a 24-hour emergency service to Renfrewshire residents by following Scottish Government guidance which allowed for single operative working.
- 4.8 The delivery of several projects has however been impacted by the covid-19 pandemic and had to be suspended during lockdown, these are as follows:
- Conversion of the Hollybush annex into new nursery provision in line with the 1140 hours Education programme
  - Refurbishment of recovery café in Whitehaugh Paisley
  - Refurbishment of shop units at George Street for Property Services
  - Continuation of work to provide targeted upgrades to Paisley Grammar
  - Continuing upgrade of the smoke detector systems across the Renfrewshire Council Housing stock

However, some of these projects have now started or are planned to start in the near future ensuring that Scottish Government guidelines are being adhered to by staff.

#### **Soft FM (Facilities Management)**

- 4.9 When Coronavirus restrictions were introduced in mid-March, Renfrewshire Council took the decision to deliver a humanitarian response to the situation. Soft FM were tasked with creating a process which would provide assistance to vulnerable households to ensure they had sufficient resources to provide breakfast, lunch and dinner, seven days per week for all family members. This included providing supplies to allow people to make breakfast and lunch every day and providing evening meals, which were freshly prepared by catering staff in school kitchens to be reheated at home.
- 4.10 Soft FM brought together colleagues from across the Council to create a team which would ensure that the following tasks were aligned to ensure the successful delivery of the operation. This included:
- |              |                       |
|--------------|-----------------------|
| • Catering   | • Bag packers         |
| • Cleaning   | • Procurement staff   |
| • Janitorial | • Database Management |
| • Drivers    | • GIS routing         |

- 4.11 A large number of staff were redeployed from different service areas to ensure the smooth running of the operation, with volunteers playing an important role in the process.
- 4.12 This service was initially set up in Castlehead High School, but it soon became apparent that additional locations would be required to sustain service delivery. Therefore, further hubs were set up at Park Mains High School and Gleniffer High School, where colleagues from Amey participated in the service delivery.
- 4.13 At its peak, the service was delivering weekly packages to more than 2,200 households across Renfrewshire and delivered almost 500,000 meals to vulnerable families. The operations at Gleniffer and Park Mains were wound down in June due to a reduction in demand, leaving only the Castlehead operation in place until the service delivery finished at the end of July.

#### **Community Meals Service**

- 4.14 At the outbreak of the covid-19 pandemic, the Community Meals' service at Baltic Park experienced severe staff shortages and were unable to sustain the service. Staff from Soft FM stepped in to establish a plan which allowed the service to continue, this involved bringing together colleagues from the wider Facilities Management service as well as other areas of the Council. Staff had to quickly learn how the service operated and ensure service delivery was maintained to more than 500 vulnerable residents across Renfrewshire who rely on the service for the provision of hot meals.

#### **Key Workers' Hubs**

- 4.15 In line with national guidance at the start of the pandemic Renfrewshire Council set up hubs to provide child-care facilities for key workers across Renfrewshire. Soft FM staff ensured the cleanliness and security of these premises and provided lunches for both the staff and children on a daily basis, throughout the crisis. This service also continued throughout the school summer holidays.

#### **School reopening**

- 4.16 Throughout the summer in preparation for the reopening of schools and Council buildings for the return of pupils and staff, enhanced cleaning regimes were established and deep cleaning carried out, critical to supporting the successful reopening from the 12<sup>th</sup> of August across Renfrewshire. In order to deliver the additional daily cleaning requirements, the service has already recruited over 80 additional cleaning staff; this will allow a day cleaner in every establishment in addition to current staff levels.

### **5. Key priorities and risks until next board cycle**

- 5.1 The service-specific key priorities relating to our recovery work and immediate concerns between now and the next cycle of Board meetings include:
  - **Building Services** - to restart routine and non-emergency repairs service.
  - **Recommence the refurbishment projects** - that were paused during lockdown, such as the works at the recovery café at Whitehaugh and the shop units at

George Street. Staff are now all back on site with all social distancing measures in place for safe working.

- **Contingency Planning** – in common with our colleagues across the Council, we are currently planning for a number of scenarios and local case management to provide public and staff reassurance where required.
- **Provision of school catering** – the provision of school catering has been amended to ensure that numbers within the dining halls are limited. This will continue to be monitored between Facilities Management and Children's Services staff to determine the best means of providing hot food safely within their school or centre.
- **Cleaning and enhanced hygiene measures** – continuing to support schools and other Council buildings for the safe return of pupils and staff and to deliver the additional daily cleaning requirements needed to minimise risk of transmission. Hygiene measures remain critical to minimise the spread of covid-19 and as such this remains a key priority over the coming weeks.
- **Supporting the expansion** - of the 1140 hours of early years provision for all 3 and 4 year olds. Completing any building work required and soft FM staffing arrangements are in place, to ensure the expansion will be rolled out throughout 2020/21.
- **Remodelling of the Soft FM Service** – and recruitment has now recommenced. The service is continuing its consultation with Trade Unions whilst progressing with the next stage in the recruitment process. Training plans for the new posts are being developed and it is anticipated that the new model will be fully implemented by the end of the financial year.

5.2 In terms of risk, the Board should note that the Corporate Risk Management Group is undertaking a piece of work to review the Council's risk profile in light of the pandemic; many of the existing strategic and corporate risks will be impacted. These risks will be reported to the Audit, Risk and Scrutiny Board in November. At this point in time however, the Board will wish to note that the service-specific risks relating to our recovery work and immediate concerns between now and the next cycle of Board meetings are:

- ensuring safety of our staff, pupils, users and households with social distancing;
- ongoing cleaning regime within schools and public buildings;
- balancing the need to operate 'normally' with a need to have robust and detailed contingency arrangements, regularly updated in line with current guidance, in place in the event of a second phase and restrictions being re-imposed; and
- supporting all service users and staff in relation to their emotional wellbeing and the potential impact of the pandemic on that wellbeing.

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## Implications of the Report

**1. Financial** – Any financial impact from COVID-19 referenced in this report will be progressed through the Council's financial & budget planning process.

**2. HR & Organisational Development** – Any staffing changes from COVID-19 referenced in this report will be progressed through the Council's HR policies, including home working and flexible working.

**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** - as facilities start to open in line with the Scottish Government Routemap, adjustment may have to be made to physical spaces to allow for physical distancing and to comply with relevant guidance.

**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** – Advice and guidance is being given to protect the health and safety of employees and service users when carrying out priority services for the Council in line with government and health guidance

**9. Procurement** – The ongoing pandemic has and will continue to have a significant impact on existing contractual obligations and on the procurement of future goods and services required by the Council.

**10. Risk** – As noted in section 5, the CRMG are currently reviewing the Council's risk profile in light of the coronavirus pandemic and will report to board in November.

**11. Privacy Impact** – None

**12. COSLA Policy Position** – None

**13. Climate Change** – The installation of electric vehicle charging points will support the Council's climate change goals.

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**List of Background Papers** – none

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**Author:** Diane Gillies, Head of Facilities Management



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**To:** Finance, Resources and Customer Services Policy Board

**On:** 2 September 2020

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**Report by:** *The Chief Executive*

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**Heading:** Annual Procurement Report

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**1. Summary**

1.1 Section 18 of the Procurement Reform (Scotland) Act 2014, requires that any contracting authority which is required to prepare or revise a procurement strategy in relation to a financial year must prepare an annual procurement report on its regulated procurement activities as soon as reasonably practicable after the end of that financial year.

1.2 As a minimum this report must include:

- a summary of the regulated procurements that have been completed during the year covered by the report;
- a summary of community benefits fulfilled during the year covered by the report;
- a summary of any steps taken to facilitate the involvement of supported businesses in regulated procurements during the year covered by the report; and
- a summary of the regulated procurements the authority expects to commence in the next two financial years.

2 The Annual Report attached in Appendix 1, provides an update on key indicators set in the Corporate Procurement Strategy for the period

April 2016 - 2020 and identifies areas for potential improvement aligned to that Strategy.

- 3 A new Procurement Strategy for Renfrewshire Council was published online in April this year, progress against this new Strategy will be reported in the Annual Report for the period 2020 – 2021, to be published next year.

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## 2. Recommendations

- 2.1 The Finance, Resources and Customer Services Policy Board are asked to:
- 2.1.1 Note the content of the Annual Report for the Financial Year 2019 - 2020; and
- 2.1.2 Note that a Report setting out progress against the Procurement Strategy for April 2020 – March 2023 will be brought to the Finance, Resources and Customer Services Policy Board in 2021 for the Financial Year 2020 - 2021.

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## 3. Background

- 3.1 Section 18 of the Procurement Reform (Scotland) Act 2014 requires that all public sector contracting authorities with a spend of more than £5million per annum publish an Annual Report relating to Regulated procurement activity. The content of the Annual Report is analysed by Scottish Government Procurement and the information included in the Scottish Ministers Annual Report on Procurement Activity in Scotland.
- 3.2 The Annual Report provides an opportunity to provide an update on procurement activity undertaken over the last financial year, and to give an indication of future contracting opportunities.
- 3.3 A Regulated Procurement is any procurement for:
- Goods, Supplies and Services (excluding services covered under Schedule 3 Social and Other Specific Services of the Public Contracts (Scotland) Regulations 2015) with a total value of £50,000 up to £189,330;

- Services defined under Schedule 3 Social and Other Specific Services of the Public Contracts (Scotland) Regulations 2015 with a total contract value of £50,000 up to £663,540;
  - Works contracts with a total value of £2million up to £4,733,252.
- 3.4 An EU Regulated Procurement is any procurement for:
- Goods, Supplies and Services (excluding services covered under Schedule 3 Social and Other Specific Services of the Public Contracts (Scotland) Regulations 2015) with a total value of £189,330 and above;
  - Services defined under Schedule 3 Social and Other Specific Services of the Public Contracts (Scotland) Regulations 2015 with a total contract value of £663,540 and above; and
  - Works contracts with a total value of £4,733,252 and above.
- 3.5 The information provided in the Annual Report is gathered by Scottish Government and included in the national “Annual Report on Procurement Activity in Scotland.”
- 3.6 The Annual Report provides an opportunity to recognise the contribution that procurement can make to the economy and communities in Renfrewshire and to celebrate the success of the procurement team.
- 3.7 Appendix 1 contains the Annual Report for the Financial year 2019-2020.

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## Implications of the Report

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

All of the activities carried out by the Corporate Procurement Unit contribute to Renfrewshire Council’s Plan for 2017 - 2022 “Thriving People, Connected Communities”. The 5 Strategic Outcomes set out in the plan are at the heart of our procurement activities and CPU work with client services to ensure that Council funds are spent in a way that can deliver the most benefit to Renfrewshire’s communities.

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.
  8. **Health & Safety** – *None.*
  9. **Procurement** – the attached Annual Report identifies how the Council is meeting the requirements of the Procurement Reform (Scotland) Act 2014.
  10. **Risk** - *None*
  11. **Privacy Impact** - *None.*
  12. **Cosla Policy Position** – *None.*
  13. **Climate Risk** - *None*
- 

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## APPENDIX 1 – ANNUAL PROCUREMENT REPORT 2019/2020

(Attached)





Renfrewshire  
Council



# Annual Procurement Report 2019/20

## Renfrewshire Council

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## Introduction to Renfrewshire Council's Annual Report

In December 2016, in accordance with Section 15 of the Procurement Reform (Scotland) Act 2014, Renfrewshire Council published its Procurement Strategy for Renfrewshire for the period 2016/17 to 2017/18. That strategy described the fundamental role procurement had in supporting the delivery of the Council's strategic objectives and aligned to the Council's Plan "Thriving People, Connected Communities". <http://www.renfrewshire.gov.uk/article/6346/Council-Plan>. This plan sets out Renfrewshire Council's bold aspirations for the future, and how the Council will work with partners, communities and business to progress 5 key outcomes:

- Reshaping our place, our economy and our future;
- Building strong, safe and resilient communities;
- Tackling inequality, ensuring opportunities for all;
- Creating a sustainable Renfrewshire for all to enjoy; and
- Working together to improve outcomes.

Strategic procurement within Renfrewshire Council has a key role to play in helping to deliver these outcomes.

In 2018, the Council reviewed the Procurement Strategy and agreed that it should be extended to cover the period 2018-19. A further review extended the Strategy to 2019 – 20 and this Report provides an update on the previously published procurement strategy in accordance with Section 18 of the Procurement Reform (Scotland) Act 2014 which requires that:

“a contracting authority, which is required to prepare or revise a procurement strategy in relation to a financial year, to prepare an annual procurement report on its regulated procurement activities as soon as reasonably practicable after the end of that financial year”

In accordance with the statutory requirement this report provides an overview of Regulated procurement activity, however Renfrewshire Council also awarded 85 contracts below the threshold for Regulated Procurements and we have included figures for unregulated procurements as well as Regulated in this report for information.

## Section 1 – Summary of Regulated Procurements Completed

Renfrewshire Council have provided a summary below of the regulated procurements that were completed over the reporting period 2019 - 2020. A regulated procurement is any procurement for public supplies or services with value of over £50,000 and for public works with a value of over £2 million – where an award notice has been published or where the procurement process otherwise comes to an end. This includes contracts and framework agreements.

By providing this summary below it demonstrates the Council's commitment to working in a transparent manner by highlighting the procurement activity that has taken place over the past year.

**Table 1. Summary of Regulated Procurements awarded in 2019-20**

Number of supply regulated procurements	32
Number of Services regulated procurements	57
Number of Works regulated procurements	6
Total number of regulated procurements awarded	95
Total estimated value of regulated procurements awarded	£195 million
Percentage of regulated contracts awarded to SME's	62%

Further details of Regulated Procurements awarded by the Council between 1 April 2019 and 31 March 2020 can be found at Annex 1 of this Annual Procurement Report. Information on live contracts can also be found on Renfrewshire Council's Contract Register on Public Contract Scotland.

## Section 2 – Review of Regulated Procurement Compliance

As detailed within the Procurement Strategy, procurement is a strategic priority at Renfrewshire Council and continues to be a key driver in delivering the Council's strategic objectives. This section of the Annual Procurement Report focuses on the achievement/compliance of more specific objectives as well as referring to the general duties of the act that should be adhered to.

**Table 2. Review of Regulated Procurement Compliance**

Description from Procurement Strategy	Review of actions
Provide strategic guidance and leadership on all Procurement matters	<p>Fully Complied:</p> <ul style="list-style-type: none"><li>• All staff continue to receive appropriate training to allow them to continue to develop professionalism, knowledge and capability;</li><li>• The role of Strategic Commercial Category Managers as partners, working with Services to provide high level support, guidance and input into commissioning strategies from the earliest stage and throughout the whole commissioning cycle is continually promoted.</li><li>• The Strategic Procurement Manager provides guidance and advice to the Council's Corporate Management Team on all procurement related matters;</li><li>• The Strategic Procurement Manager is represented on all appropriate project boards overseeing the delivery of key Council projects.</li></ul>
Support the Council to ensure it continues to achieve value for money from its circa £200m annual spend on goods, services and works;	<p>Fully Complied:</p> <ul style="list-style-type: none"><li>• Robust approach undertaken to existing contract and supplier management and work closely with new suppliers as new contracts are awarded to ensure value for money is delivered;</li></ul>

	<ul style="list-style-type: none"> <li>• Development of market knowledge and expertise of commodity experts to help ensure that recommended route to market delivers best value solutions;</li> <li>• Explore new opportunities for innovation with partner providers, inviting their input and considering opportunities to achieve mutual goals and efficiencies for the benefit of all.</li> </ul>
Ensure the Council explores all opportunities to use its procurement activities to promote its wider policy objectives, including its social, economic and environmental objectives;	<p>Fully Complied:</p> <ul style="list-style-type: none"> <li>• Actively engage with community partners and key partners within the Council and wider public sector to identify and explore opportunities to promote the Council's CSR objectives;</li> <li>• Continue to actively promote the inclusion of Community Benefits in all Regulated Procurements and where appropriate and feasible in all procurements;</li> <li>• Ensure that all procurements are carried out in accordance with the Council's Sustainable Procurement Strategy and that the Sustainability Test is embedded into all contract strategies;</li> <li>• Provide senior officer guidance and support to the Council's Climate Emergency Working Group to identify opportunities associated with new procurements and existing contracts and ensure that climate emergency implications are being considered at all stages of the procurement process;</li> <li>• Evaluate Fair Working Practices in accordance with legislation and work closely with suppliers and service providers to help support them to support their workforce and encourage them to ensure that all workers delivering services to the Council are paid at least the real <i>Living Wage</i> as defined by the Living Wage Foundation;</li> </ul>



	<ul style="list-style-type: none"> <li>• Lead the implementation of the Council's commitment to ensure that all care workers providing externally purchased social care services to adults in Renfrewshire are paid at least the real Living Wage (currently £9.30 per hour).</li> </ul>
Support the development and implementation of an effective strategic commissioning model across areas of major service spend;	<p>Fully Complied:</p> <ul style="list-style-type: none"> <li>• Adopt a holistic approach, considering individual projects as a part of a whole Council approach, taking account of the Council's objectives and strategic outcomes and the impacts of the procurement;</li> <li>• Work in partnership with colleagues across the Council to provide a professional service to internal stakeholders;</li> <li>• Engage with external partners to ensure that the needs of and anticipated outcomes for service users and the changing needs of our population now and in the future, are fully reflected in our strategy and approach to commissioning;</li> <li>• After each strategic procurement, reflect on the process and any lessons learned. Promote continuous improvement and opportunities to share learning and best practice;</li> <li>• Implement robust contract management which includes an opportunity to review contract usage to ensure that contracts remain fit for purpose and continue to meet our strategic objectives.</li> </ul>
Continue to develop and improve the Council's procurement processes and support their effective adoption across the Council;	<p>Fully Complied:</p> <ul style="list-style-type: none"> <li>• Work closely with partners in legal services, policy and commissioning, services and external partners to ensure a compliant, innovative, inclusive approach is taken to procurement, which fully embraces the fundamental principles of non-discrimination, transparency and proportionality.</li> <li>• Support the Council's 'Leaders of the Future' training course, providing training in procurement policy, procedures, governance and legislation to Council staff.</li> </ul>

Support the ongoing development of the P2P element of Business World;	<p>Fully Complied:</p> <ul style="list-style-type: none"> <li>• The Purchase to Pay manager is working closely with colleagues in Finance, Customer and Business Support and Procurement to develop new procurement process maps and policies and procedures and to support the training delivered to individual service areas to facilitate a transition from PECOS to Business World;</li> <li>• The Category Teams are supporting the development of the new P2P element of Business World, cleansing data and updating supplier information.</li> </ul>
Increase the capability of the Council to think and act commercially;	<p>Fully Complied:</p> <ul style="list-style-type: none"> <li>• Continue to develop the skills and capabilities of the procurement team, promoting training and development opportunities available from within and out with the Council to ensure that the team maximise their commercial and strategic skills, providing strong support, guidance and leadership to their services.</li> </ul>
Support the development and growth of local SME's, third sector, social entrepreneurs and supported business;	<p>Fully Complied:</p> <ul style="list-style-type: none"> <li>• This is a key objective for Renfrewshire Council and Procurement continue to play a role in delivering this objective</li> <li>• Continue to lead the Community Benefits Forum, to work closely with local and national business representatives and to actively engage with third sector and community partners and Economic Development within the Council to explore opportunities for developing and growing our local SME's, third / voluntary sector organisations and supported businesses, this should include small business mentoring, reserved contracts and procurement workshops to help build knowledge and capacity;</li> </ul>

	<ul style="list-style-type: none"> <li>• For every procurement, at strategy stage consider how to make the contract accessible to local SME's, third sector, social entrepreneurs and supported businesses.</li> </ul>
<p>Ensure the Council meets the requirements of the procurement Regulations and the fundamental principles of non-discrimination, transparency and proportionality and actively seek to utilise the new flexibilities introduced to introduce innovative procurement approaches that can support the Council achieve its objective.</p>	<p>Fully Complied:</p> <ul style="list-style-type: none"> <li>• Ensure that all procurements are conducted in full accordance with legislation;</li> <li>• Ensure that the European Single Procurement Document is used for all Regulated procurements, and where appropriate and not too onerous for bidders, for under £50,000 procurements, promoting compliance with legislation including relevant Health and Safety legislation and the Equality Act 2010;</li> <li>• Implement standardised processes and procedures aligned to the Scottish Government Procurement Journey, ensuring good governance and due diligence at all key milestones;</li> <li>• Actively utilise the Public Contracts Scotland Suppliers Portal to advertise all forthcoming opportunities and invite supplier engagement, stimulating pre contract dialogue and promoting innovative thinking;</li> <li>• Maximise the opportunities of the new procurement procedures, questioning the most appropriate procedure to use at strategy stage, considering the benefits and opportunities associated with each option and seeking the most effective and sustainable solutions.</li> </ul>

## Future Improvements

In March 2020, Renfrewshire Council published its new Procurement Strategy for the period April 2020 – March 2023 online (<http://www.renfrewshire.gov.uk/article/4489/Corporate-Procurement-Strategy-2020-2023>). The Future Improvements set out below will be delivered alongside the Actions identified in the Action Plan in Appendix 1 of the Strategy and recognise the particular challenges that are faced as a result of the Covid-19 pandemic and the impact on the local economy and the Climate Emergency.

Priority	Action	Target Date:
Build capacity of local supply base promoting inclusive growth	<ul style="list-style-type: none"><li>• Maximise the use of Community Benefits to encourage Contractors awarded contracts by the Council to host SME workshops and Meet the Buyer supplier events;</li><li>• Work closely with the Supplier Development Programme to engage with local supply base, running appropriate, accessible events online and signpost suppliers to free training provided by the Supplier Development Programme to help build local supplier capacity;</li><li>• Engage closely with Economic Development to support economic recovery in Renfrewshire, ensuring that procurement in Renfrewshire is as open and transparent as possible and that local suppliers have fair opportunities to bid for Council tenders;</li></ul>	31 March 2021

<p>Maximise opportunities to promote all aspects of sustainable procurement in appropriate contracts;</p>	<ul style="list-style-type: none"> <li>• Ensure that the procurement team fully understands its obligations under the Sustainable Procurement Duty and that the team are appropriately trained and aware of all relevant guidance and the Sustainable Procurement Tools available via the Scottish Government website <a href="https://sustainableprocurementtools.scot/">https://sustainableprocurementtools.scot/</a></li> <li>• Ensure that these tools are used to identify and prioritise the impacts of all relevant procurements across the 3 strands of Sustainable Procurement: <ul style="list-style-type: none"> <li>○ Social</li> <li>○ Environmental; and</li> <li>○ Economic</li> </ul> </li> <li>• Using the Sustainability tools provided by the Scottish Government undertake a risk assessment of supply chain categories to identify categories of spend that may be at higher risk of Modern Slavery or human trafficking;</li> <li>• Ensure that supply chain conditions and the potential for worker exploitation are taken into account where appropriate and mitigate risk through rigorous contract management;</li> <li>• Continue to promote the importance and value of Fair Work Practices, recognising the impact a motivated and appreciated workforce can have on the quality and delivery of services;</li> <li>• Continue to make maximum use of Community Benefits to help tackle inequality and empower our communities;</li> <li>• Where possible improve the uptake of Fair Trade products by making the products more accessible and working with Scotland Excel to maximise the benefits of collaboration;</li> <li>• Mobilise procurement resources, knowledge and spend to support the Council to tackle the Climate Emergency.</li> </ul>	<p>31<sup>st</sup> March 2021</p>
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### Section 3 – Community Benefit Summary

Renfrewshire Council identified one of its key objectives to be the exploring of **‘all opportunities to use its procurement activities to promote its wider policy objectives, including social, economic and environmental objectives’** in the Procurement Strategy. The importance of this was further emphasised by the active promotion of adding community benefits to all regulated procurements, and where appropriate and feasible to un-regulated procurements too.

Increasing participation in fair and sustainable work will help to tackle poverty, inequality, and exclusion. The inclusion of community benefits in tenders and the work of the community benefit forum is a key enabler to support delivery of the objectives of the Council Plan, Renfrewshire’s Economic Strategy and No One Left Behind.

Community Benefits make a real difference to the lives of people in Renfrewshire, helping communities, community groups, schools and individuals. Working together with our colleagues in the community benefit forum and our contractors, we aim to continue to maximise the social value that community benefits can bring.

To help maximise opportunities to add social value through procurement, the Strategic Procurement Manager, using existing staff resources, created a new post in the procurement team, a Sustainable Procurement Specialist. The Sustainable Procurement Specialist reports directly to the Strategic Procurement Manager and works with the Strategic Procurement Manager and the Procurement Team to ensure that the Council continues to meet its obligations to deliver the full requirements of the Sustainable Procurement Duty under the terms of the Procurement Reform (Scotland) Act 2014. Included within the role is a requirement that the post holder gathers relevant data relating to community benefits including confirmation of delivery and co-ordinates and chairs the procurement led Community Benefits Forum.

Once a contract is awarded, our Community Benefits Forum work closely with the Council’s procurement officers to co-ordinate and support the delivery of community benefits. Forum members include officers from the Council’s Economic Development Team, Invest In Renfrewshire, Children Services, and representatives of Developing the Young Workforce and Engage Renfrewshire. As well as monitoring the delivery of community benefits in existing contracts, the forum is a platform to share new Contract Strategies and identify new opportunities for the delivery of community benefits.

The forum has significantly contributed to partnership working with providers, developing supplier capacity, local skills and employability by:

- Encouraging participation in Meet the Buyer events, attendance at workshops supported by Engage Renfrewshire and supporting the Chamber of Commerce mentoring programme;
- Supporting supplier development through the Supplier Development Programme, setting up supplier mentoring sessions and helping small businesses to identify new contract opportunities;
- Supporting school employability programmes helping school leavers to achieve positive destinations through education, employment and training;

- A free vacancy management service provided to advertise employment and work experience opportunities through Invest in Renfrewshire via Twitter;
- Providing opportunities for providers to meet and engage with potential candidates interested in vacancies associated with delivery of contracts.

Provided in Table 3 below is a summary of the community benefit requirements included as part of Renfrewshire Council's regulated procurements over the last financial year.

**Table 3. Summary of Community Benefits**

Total number of regulated procurements awarded in 2019-20:	95
Total number of regulated procurements awarded which included community benefits in 2019-20:	52%
In the Financial Year 2019-20:	<ul style="list-style-type: none"> <li>- Over 87 employability opportunities have been noted as delivered/completed.</li> <li>- Over 59 educational initiatives have been noted as supported/completed.</li> <li>- Over 43 community engagement opportunities have been noted as supported/completed.</li> <li>- Over 10 other sustainable opportunities have been noted as delivered/completed.</li> </ul>

#### **Section 4 – Supported Businesses Summary**

As part of Renfrewshire Council's action plan, it was noted support would continue for the development and growth of Supported Businesses, as well as local SME's, third sector organisations etc.

<b>Supported Business</b>	<b>Renfrewshire Council Involvement</b>
<b>Made by Scotland's Bravest</b>	Renfrewshire Council utilise the Scotland Excel Framework for Road Signage Materials. Royal British Legion Industries Ltd T/A Scotland's Bravest Manufacturing Company is one of a number of suppliers awarded onto this Framework. The Framework allows the Council to procure a range of materials which will support its road maintenance programmes. The Framework commenced on 1 December 2018 for a period of 3 years until 30 November 2021, with an option to extend for a further 1 year until 30 November 2022.
<b>WEEE (Scotland) Limited</b>	Contract for Corporate WEEE recycling Contract Period: 2 <sup>nd</sup> Dec 2019 to 1 <sup>st</sup> March 2020.



## **Section 5 – Future Regulated Procurements Summary**

Renfrewshire Council's Contract Register is publicly available on Public Contract Scotland <https://www.publiccontractsscotland.gov.uk/> This provides details of regulated contract start and end dates, as well as noting renewal expectations and extension options available.

Contracts which have an expiry date within the next 2 years (whether expiry of initial term or expiry after conclusion of any extension period), along with any anticipated new procurements within the same timeframe have informed the work planner for the next 2 financial years, which can be found in Annex 2 of this Annual Report.

## Section 6 – Future Opportunities

### **Events Framework Agreement (£400k)**

A 4 year Framework Agreement will be established to provide various services and equipment hire for the Council's planned events.

It will be structured into individual lots and suppliers will be able to bid for one of more lots. The lots may include (but not limited to):

- Cabins
- Screens
- PA
- Lighting
- Ambulance / First Aid
- Staging

It is anticipated that the Framework Agreement term will be 2 years with the option to extend for a further 2 x 12 month periods.

### **Network Maintenance Services Framework Agreement (200K)**

This will be a 4 year Framework Agreement for network maintenance, requiring the following types of services –

- Surveys
- Installation work
- Repairs of common cabling faults
- Installation of Wireless Access Points and associated patching
- Cabling and containment
- Testing and labelling of copper and fibre terminations

### **CULTURAL INFRASTRUCTURE PROJECTS**

In collaboration with a range of partners, the Council has been implementing a cultural led economic regeneration programme within Paisley town centre. The next phase of the programme was approved by Council in September 2017, with £100 million investment to progress the delivery of the long term strategic regeneration agenda for Paisley town centre. These investment proposals will address major lifecycle maintenance needs in key assets as well as directly supporting improvements and modernisation of cultural venues and town centre infrastructure.

Projects include:

**Paisley Museum** - a £42m transformation into an international-class destination showcasing the town's unique heritage and collections, predicted to bring around 125,000 visitors a year into the town centre.

**Paisley Town Hall** - a £22m internal refurbishment to become one of the landmark entertainment venues in the West of Scotland. The redesign will broaden the range of events the town hall can offer, and transform the performance facilities and visitor experience, as well as improved catering and conference facilities, better physical access, and replacement of the mechanical and electrical systems.

**Learning and Cultural Hub** - a fully-accessible and digitally-connected space housing the town's library collections and a modern educational resource for the area's pupils, students and adults in the heart of the High Street.

**Paisley Arts Centre** - a £2.8m upgrade of the existing building aimed at improving the performance facilities.

**Sporting Facilities** - work to upgrade the existing sporting facilities at St James Playing Fields and Ferguslie Playing Fields, and add new ones at On-X in Linwood

**Public Realm** - a £10m budget has been set aside to reimagine some of the town's outdoor events spaces and improve road and transport links.

More information about the Council's plans can be found here:

<http://www.renfrewshire.gov.uk/article/7742/100m-infrastructure-investment>

## **THE GLASGOW CITY REGION CITY DEAL**

The £1.13bn Glasgow City Region City Deal (GCRCD) is an agreement between the UK Government, the Scottish Government and eight local authorities across the Glasgow City Region.

This City Deal will fund major infrastructure projects; create thousands of jobs and assist thousands of unemployed people back into work; improve public transport and connectivity; drive business innovation and growth and generate billions of pounds of private sector investment.

Renfrewshire Council is the lead authority on two City Deal Projects:

### **Clyde Waterfront & Renfrew Riverside (CWRR - £90.7m)**

The CWRR project includes the construction of a new opening bridge across the River Clyde, which will accommodate vehicles, pedestrians and cyclists, and the construction of the Renfrew North Development Road to better link communities and businesses on both sides of the river. The procurement process for the CWRR project is currently underway and contract award is anticipated to be towards the end of 2020.

Current programme anticipates construction will begin early 2021 and complete in 2023.

### **Glasgow Airport Investment Area (GAIA - £39.1m)**

The GAIA project will deliver the realignment of Abbotsinch Road, a new bridge across the White Cart and new cycle routes; all aimed at improving connections between the Westway, Inchinnan and Airport Business Parks. The GAIA works will act as an enabler for the delivery of an internationally recognised district for innovation, research and manufacturing – The Advanced Manufacturing Innovation District Scotland (AMIDS). The project has already attracted major investments including –

- Lightweight Manufacturing Centre (LMC)
- National Manufacturing Institute for Scotland (NMIS) £65m
- Medicines Manufacturing Innovation Centre (MMIC) £56m

The design and construction for the GAIA enabling works contract was awarded in May 2019 to Wills Bros Civil Engineering Limited and completion of the works is anticipated to be early 2021. There may be sub-contracting opportunities available through the main contractor and information on these opportunities may be found on the Glasgow City Region City Deal page on the Public Contracts Scotland website: [https://www.publiccontractsscotland.gov.uk/search/search\\_CategoryView.aspx?ID=281](https://www.publiccontractsscotland.gov.uk/search/search_CategoryView.aspx?ID=281)

Additional information on Renfrewshire Council's City Deal Project can be found here: <http://www.renfrewshire.gov.uk/citydeal> and additional Information on the Glasgow City Region City Deal can be found here: <http://www.glasgowcityregion.co.uk/>

### **AMIDS Private Sector Partner**

AMIDS will provide a high-quality, campus-style environment focused on collaboration between ambitious companies and academia to invest in and use best practice to transform manufacturing processes – ensuring Scotland's manufacturing sector is competitive on an international stage. The Council intends to commence a competitive dialogue process in Autumn 2020 to identify a Private Sector Partner to take forward the development of AMIDS with the Council.

### **AMIDS District Heating Network Project**

To assist in developing AMIDS as an exemplar site with innovation and sustainability at its heart - work is underway to develop a District Heating Network (DHN) to provide a site wide solution for low carbon heat. Current proposals include utilising the heat from a nearby waste-water treatment works. The Council, assisted by grant funding from the Low Carbon Infrastructure Transition Programme (LCITP), is developing an Investment Grade Business Case to allow a decision to be made on the viability of the project by Q4 2020. If the project proves viable and funding is approved, procurement of the works will commence in Q4 2020 with construction envisaged during 2021 and the DHN operational by the end of 2021 to align with planned opening of NMIS and MMIC who are interested in being off-takers of the low carbon heat.

Additional information on AMIDS can be found here: <https://paisley.is/invest/amids/>

## **HOUSING REGENERATION AND NEW BUILD HOUSING (£50M)**

The Communities Housing and Planning department within the Council are implementing a housing regeneration and new build housing programme across Renfrewshire. The programme will deliver 198 new build affordable housing projects through the Strategic Housing Investment Plan by March 2021. By December 2021 the total number of new build affordable housing projects will be 315.

The Strategic Housing Investment Plan sets out how investment in affordable housing will be targeted to achieve the objectives of the Local Housing Strategy (LHS). Local authorities are required to prepare a Strategic Housing Investment Plan each year and to submit this to the Scottish Government.

The current Strategic Housing Investment Plan can be found here:

[http://www.renfrewshire.gov.uk/media/7771/Renfrewshire-Strategic-Housing-Investment-Plan-2019-20-to-2023-24/pdf/Renfrewshire\\_Strategic\\_Housing\\_Investment\\_Plan\\_2019-20\\_to\\_2023-24.pdf?m=1541414801977](http://www.renfrewshire.gov.uk/media/7771/Renfrewshire-Strategic-Housing-Investment-Plan-2019-20-to-2023-24/pdf/Renfrewshire_Strategic_Housing_Investment_Plan_2019-20_to_2023-24.pdf?m=1541414801977)

## **FUTURE PROJECTS**

### **Gallowhill New Build Housing (£13M)**

The Council is reviewing the Scotland Excel New Build Residential Construction framework to build 60 new homes.

### **Community Campus at Renfrew Road, Paisley**

In May 2019 the education and children's services policy board approved the report "Developing the School Estate Management Plan (SEMP 2020)" which included a proposal to replace Paisley Grammar School with a new learning environment to meet the needs of the school's pupils and the local community. It is anticipated that a new Paisley Grammar School will have to accommodate circa 1,200 pupils.

The Council's vision for its school estate is to promote learning and achievement, and to give children and young people the opportunity to learn in the best possible environment by providing facilities that are fit for learning in the 21st century.

This vision is underpinned by the Council's local objectives:

- to provide the best educational experience for all learners in Renfrewshire;
- to satisfy the condition, sufficiency and suitability core facts;
- to retain services within communities where possible; and
- to provide environmentally and economically sustainable facilities with lower carbon footprints.

An options appraisal will shortly be underway to determine the best procurement route for the main build.

<b>Annual Procurement Report Ownership and Contact Details</b>
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## Annex 1: Regulated Procurement Detail

Award Date	Contract Awarded To	Title	Start Date	End Date	Total
01/04/2019	British Telecommunications	BT Annual Line Charges for Traffic Signal Communications	01/04/2019	01/04/2020	£62,000.00
08/04/2019	Acts Partnership Ltd	Mechanical and Electrical Consultant for the Door Access Project	25/03/2019	28/02/2020	£50,891.00
15/04/2019	P&J Training	Award of Construction Skills Certification Scheme (CSCS)	01/04/2019	31/12/2020	£50,000.00
	Quarriers	Provision of a Head Injury Service	04/03/2019	04/03/2021	£122,696.00
	You First Advocacy	Provision of Independent Advocacy Services - Adults	01/04/2019	01/04/2020	£171,537.00
23/04/2019	Argon Technical Ltd	Provision of Gas Safety Audits and Associated Services	07/05/2019	06/05/2022	£181,250.00
24/04/2019	Its All Food!	Framework Agreement for Catering Services	29/04/2019	29/04/2021	£350,000.00
	Taste Buds	Framework Agreement for Catering Services	29/04/2019	29/04/2021	£350,000.00
30/04/2019	TotalMobile Ltd	Renfrewshire Care at Home Scheduling and Monitoring Service	29/04/2019	29/04/2021	£1,081,850.00
01/05/2019	Scottish Government	Oracle Support Agreement	08/04/2019	07/04/2020	£89,141.00
14/05/2019	Aardee Security Shutters Ltd	MTC for Roller Shutter Maintenance and Repair	20/05/2019	20/05/2021	£134,798.75
22/05/2019	Aberdeen Standard Capital Limited	Active Multi Asset Investment Manager	01/07/2019	01/07/2022	£466,370.00
23/05/2019	Acuma Solutions Limited	Maintenance of Business Objects	14/12/2018	14/12/2019	£53,029.33
	Cirque Bijou	Halloween Creative Event Concept 2019	28/05/2019	28/11/2019	£100,000.00

30/05/2019	Wills Bros Civil Engineering Ltd	Design and construction works for the Glasgow Airport Investment Area (GAIA) Project	05/06/2019	05/12/2020	£21,024,195.94
01/06/2019	City Gate Construction (Scotland) Limited	Framework Agreement for the Provision of Trades Contractors	01/06/2019	01/08/2019	£23,200,000.00
04/06/2019	DAMM Environmental	Mini Competition for Gully Cleaning	07/06/2019	07/06/2021	£180,000.00
26/06/2019	FAUN Zoeller (UK) Limited	The Purchase of 2 of 18t Refuse Collection Vehicles (RCV)	26/06/2019	26/03/2020	£311,538.00
27/06/2019	Imperial Commercials	The Purchase of 4 Low Floor Buses	24/07/2019	24/10/2019	£395,934.40
28/06/2019	Affiniti Response Limited	Building Management System, Bureau Service and Planned Preventative Maintenance (PPM)	05/09/2019	05/09/2022	£1,100,000.00
	Business Continuity Services Ltd	Software Asset Management as a Service (SAMaaS)	08/07/2019	08/07/2022	£397,399.00
	Highland Wood Energy Ltd	Design, Build and Operate of a Biomass Energy Centre at Underwood Road Depot	28/06/2019	28/06/2026	£569,627.00
01/07/2019	Emtec Fire Systems Limited	Maintenance and Repairs of Fixed Firefighting Equipment and Smoke Control Systems.	29/07/2019	28/07/2022	£181,000.00
02/07/2019	Hennessy IT Consulting Limited	Appointment of a Business World Specialist	02/07/2019	02/07/2022	£2,500,000.00
05/07/2019	Akari	External Support for Microsoft Agreements	08/07/2019	08/07/2020	£149,400.00
15/07/2019	High Level Window Cleaners Ltd	High Level Gutter Cleaning	02/08/2019	02/08/2021	£170,000.00
17/07/2019	High Level Window Cleaners Ltd	Award of High Level Gutter Cleaning	03/08/2019	02/08/2021	£170,000.00
18/07/2019	Motus Commercials Ltd	Purchase of 2 Isuzu n75.150 Euro Multi Waste Vehicles	18/07/2019	24/12/2019	£101,066.00
22/07/2019	Linwood Coachworks Ltd	Accident & Operational Damage Repairs	01/08/2019	01/08/2021	£180,000.00
23/07/2019	Place2Be	Provision of School Counselling Services	13/08/2019	13/08/2020	£464,620.00



25/07/2019	Swarco Uk Ltd (Previously Apt Controls)	The Supply of Electric Vehicle Charging Points	26/07/2019	26/01/2020	£261,631.00
26/07/2019	Kerr And Smith (Cumnock)	Purchase of Combo Cargo L1, L2 and Life Design	26/07/2019	30/11/2019	£154,113.00
14/08/2019	Bramble Hub Limited	The Provision of an Operational Management System	26/08/2019	25/08/2022	£180,000.00
15/08/2019	Bramble Hub Limited	The Provision of an Operational Management System	26/08/2019	26/08/2022	£180,000.00
	Templeman Retailing & Vending	Vending Machines	01/09/2019	31/08/2022	£72,828.00
22/08/2019	Rca Trust	Community Based Alcohol Prevention & Treatment Service	04/07/2019	03/07/2020	£72,894.00
27/08/2019	Blue Triangle Housing Association	Floating Support Service	01/07/2019	30/06/2020	£107,398.00
	Living Streets Scotland	WOW Walk to School Initiative for Primary Schools	01/09/2019	31/08/2020	£65,000.00
31/08/2019	Kerr And Smith (Cumnock)	Combo Cargo L1, L2 and Life Design	01/08/2019	31/12/2019	£154,112.98
06/09/2019	Kerr & Smith Cumnock Ltd	Purchase of Crewcab Tipping Dropside Bodied Vehicles	06/09/2019	07/02/2020	£110,036.40
19/09/2019	Sleep Scotland	Award of Sleep Training	01/04/2019	31/03/2021	£80,000.00
02/10/2019	Inchcape Fleet Solutions	The Lease of Electric Vehicles	02/10/2019	30/12/2022	£121,819.00
03/10/2019	Thoughtonomy	Intelligent and Dynamic Virtual Workforce (Process Automation)	23/09/2020	23/09/2021	£92,000.00
07/10/2019	FAUN Zoeller (UK) Limited	The Purchase of 2 Refuse Collection Vehicles (RCV)	07/10/2019	07/12/2019	£332,455.29
	FAUN Zoeller UK Limited	Purchase two (2) Refuse Collection Vehicles (RCV)	07/10/2019	18/11/2019	£332,455.00
	Vega Environmental Consultants Ltd	Lot 1 - Asbestos Surveys	07/10/2019	06/10/2020	£180,000.00

		Lot 3 - Asbestos Analytical Services	07/10/2019	06/10/2020	£60,000.00
08/10/2019	Rhodar Limited	Lot 2 - Asbestos Removal and Disposal	08/10/2019	07/04/2020	£131,306.00
	Xma Ltd	The Supply of Servers	17/10/2019	31/10/2019	£169,949.00
10/10/2019	Aon UK Ltd	TENANTS HOME CONTENTS INSURANCE SCHEME	01/11/2019	01/11/2021	£110,000.00
11/10/2019	Siemens Mobility Limited	Urban Traffic Control System	28/10/2019	28/10/2029	£1,900,000.00
14/10/2019	Ironside Farrar	Paisley Town Centre Public Realm Design Works - Multi Disciplinary Design Team	15/10/2019	15/10/2022	£299,040.00
21/10/2019	Optimised Environments Limited	Landscape Design for AMIDS Core Site (Netherton Campus), Paisley	21/10/2019	21/10/2021	£220,000.00
28/10/2019	21CC Group Ltd	Fireworks Event 2019	07/10/2019	07/12/2019	£155,000.00
29/10/2019	Alba Facilities Services Ltd	Sheltered Housing Heating MTC	05/11/2019	05/11/2022	£170,000.00
15/11/2019	Insight Direct (UK) Ltd	The Supply of Switches	15/11/2019	15/12/2019	£91,770.00
18/11/2019	McTaggart Construction Ltd	Johnstone SW New Build Housing	29/06/2020	29/07/2021	£6,131,648.37
26/11/2019	D Mcghee And Sons Ltd	Bread & Rolls	14/12/2019	13/12/2020	£130,000.00
30/11/2019	Woodall Nicholson Limited/Mellor Coachcraft	Supply of two (2) zero emission low floor, 16 seater accessible buses	29/11/2019	29/04/2020	£339,072.00
06/12/2019	Acuma Solutions Limited	Maintenance of Business Objects	14/12/2019	13/12/2020	£53,029.00
09/12/2019	Lanarkshire Enterprise Services	Business Gateway Core and Specialist Workshops 2020	01/01/2020	01/01/2022	£194,400.00
11/12/2019	Fleming Buildings Ltd	Construction of four new Early Learning and Childcare Centres (Early Years Expansion Programme)	06/01/2020	06/10/2020	£6,275,678.48

	John McGeady Ltd	Vehicle and Plant Hire with Operatives	10/01/2020	10/01/2021	£990,000.00
17/12/2019	Agrigem Ltd	Landscaping Materials Framework	10/01/2020	10/01/2022	£180,000.00
	Agrovista UK Limited t/a Terra Firma (Scotland)	Landscaping Materials Framework	10/01/2020	10/01/2022	£180,000.00
	Rigby Taylor Ltd	Landscaping Materials Framework	10/01/2020	10/01/2022	£180,000.00
19/12/2019	allpay Limited	Payment Processing Services	01/01/2020	01/01/2022	£380,000.00
20/12/2019	Centregreat Ltd	Street Lighting Installation, Renewal and Maintenance	13/01/2020	13/01/2021	£181,302.00
	Jackson Lift Services Limited	Inspection, Testing, Maintenance and Repairs of Passenger Lifts, Stairlifts and Winches.	20/01/2020	20/01/2023	£675,000.00
07/01/2020	Irish Salt Mining and Exploration Company Limited-The trading as Salt Sales Co.	Winter Maintenance Salt Provision	07/01/2020	31/12/2021	£180,000.00
10/01/2020	A S Homes (Scotland) Ltd	Ferguslie Park New Build Housing (RT)	28/07/2020	04/02/2022	£13,340,000.05
13/01/2020	Xerox (UK) Limited	Document Solution Centre Print Devices	01/04/2020	01/04/2024	£552,147.00
15/01/2020	Insight Direct (UK) Ltd	The Supply of Switches	03/02/2020	03/03/2020	£66,000.00
	Virgin Media	CCTV Line Rental and Maintenance	06/05/2020	05/05/2021	£162,425.00
12/02/2020	John Gilbert Architects	Architectural Support for External Works Programme	13/02/2020	13/02/2022	£172,000.00
13/02/2020	Democracy Counts Limited	Electoral Management System	02/03/2020	02/03/2022	£125,000.00
14/02/2020	City Gate Construction	Extension and Refurbishment works to three Early Learning and Childcare Centres	14/02/2020	14/07/2020	£3,209,840.26

17/02/2020	Northgate Public Services (UK) Limited	The Supply of Information at Work Licences	01/04/2020	01/04/2021	£76,890.12
		The Supply of OHMS Licences	01/04/2020	01/04/2021	£114,880.40
20/02/2020	SOFTWARE BOX LIMITED	The Supply of Sophos Licences	28/02/2020	28/02/2021	£54,600.00
24/02/2020	Boston Networks Limited	ANPR for HWRCs	24/02/2020	24/02/2025	£110,844.67
27/02/2020	Concrete Repairs Ltd	Multi-Storey Condition Surveys	27/03/2020	27/03/2021	£868,871.61
28/02/2020	City Gate Construction (Scotland) Limited	Kilbarchan PS Temporary Modular Building	02/03/2020	26/04/2020	£140,000.00
	Phoenix Software	Microsoft Enterprise Agreement	01/04/2020	01/04/2023	£3,916,409.50
05/03/2020	Doree Bonner International	Removal, Relocation & Warehouse Storage Services	16/01/2020	15/04/2020	£50,000.00
06/03/2020	Lateral North	Future Paisley Exhibition	09/03/2020	09/03/2021	£87,500.00
10/03/2020	Adelie Foods Ltd	Supply and Delivery Prepared Sandwiches	11/03/2020	10/03/2021	£180,000.00
11/03/2020	Adelie Foods Ltd	The Supply and Delivery of Prepared Sandwiches	11/03/2020	11/03/2021	£180,000.00
	CLC Presentation Systems Ltd	Document Solution Centre Support (DSC) and Maintenance of Print Finishing Equipment Devices	01/04/2020	01/04/2024	£67,240.00
	Idox Software Ltd	Provision of the Idox Software and associated Software Maintenance	01/04/2020	01/04/2023	£162,975.00
16/03/2020	Blyth and Blyth Consulting Engineers	CIP External Sports (On-X) Lead Designer Appointment	17/03/2020	17/12/2021	£198,500.00
19/03/2020	iOpt limited	Sensor Monitoring Equipment for Domestic Properties	19/03/2020	19/03/2022	£1,047,290.51
	XMA Limited	The Supply of a Replacement Backup Solution for Remote Academic Resources	20/03/2020	20/04/2020	£53,000.00

24/03/2020	Computacenter UK	The Supply of Citrix XenApp Enterprise Advantage Licence Subscriptions	01/04/2020	01/04/2023	£168,428.77
27/03/2020	Blue Triangle (Glasgow) Housing Association Limited	Provision of Housing Support Services - Homelessness	30/03/2020	30/03/2022	£1,616,000.00
31/03/2020	Rentokil Initial Uk Ltd	Washroom Solutions	01/04/2020	31/12/2020	£189,000.00
(blank)	Quarriers	Contract for the Provision of a Care at Home and/or Housing Support Services within a Model of Supported Living	01/07/2019	30/06/2022	£90,000,000.00
	Capability Scotland	Contract for the Provision of a Care at Home and/or Housing Support Services within a Model of Supported Living	01/07/2019	30/06/2022	
	Enable Scotland (Leading the Way)	Contract for the Provision of a Care at Home and/or Housing Support Services within a Model of Supported Living	01/07/2019	30/06/2022	
	Key Housing Association Limited	Contract for the Provision of a Care at Home and/or Housing Support Services within a Model of Supported Living	01/07/2019	30/06/2022	
	Loretto Care	Contract for the Provision of a Care at Home and/or Housing Support Services within a Model of Supported Living	01/07/2019	30/06/2022	
	McFarlane Homes Limited	Contract for the Provision of a Care at Home and/or Housing Support Services within a Model of Supported Living	01/07/2019	30/06/2022	
	Partners for Inclusion	Contract for the Provision of a Care at Home and/or Housing Support Services within a Model of Supported Living	01/07/2019	30/06/2022	
	RAMH	Contract for the Provision of a Care at Home and/or Housing Support Services within a Model of Supported Living	01/07/2019	30/06/2022	
	The Richmond Fellowship Scotland	Contract for the Provision of a Care at Home and/or Housing Support Services within a Model of Supported Living	01/07/2019	30/06/2022	
	Turning Point Scotland	Contract for the Provision of a Care at Home and/or Housing Support Services within a Model of Supported Living	01/07/2019	30/06/2022	
09/10/2019	Amey OW Limited	Lead Consultant for Glasgow Airport Investment Area (GAIA) South Project	09/10/2019	09/10/2026	£3,000,000.00

## Annex 2: Future Regulated Procurements

INTERNAL REF	TITLE	TYPE	END DATE	EXTENDED END DATE (if activated)	VALUE	Expected Timescales for Renewal
RC-CPU-18-421	Provision of Independent Advocacy Services - Adults	Services	01/04/2020	(blank)	£171,537.00	Renewal in the next 2 years
RC-CPU-19-207	BT Annual Line Charges for Traffic Signal Communications	Services	01/04/2020	(blank)	£62,000.00	Renewal in the next 2 years
RC-CPU-18-021	Oracle Support Agreement	Services	07/04/2020	(blank)	£89,141.00	Renewal in the next 2 years
RC-CPU-190-98	Lot 2 - Asbestos Removal and Disposal	Services	07/04/2020	(blank)	£131,306.00	Renewal in the next 2 years
RC-CPU-19-392	The Supply of a Replacement Backup Solution for Remote Academic Resources	Supplies	20/04/2020	(blank)	£53,000.00	Renewal in the next 2 years
RC-CPU-19-287	Supply of two (2) zero emission low floor, 16 seater accessible buses	Supplies	29/04/2020	(blank)	£339,072.00	Renewal in the next 2 years
	Floating Support Service	Services	30/06/2020	(blank)	£107,398.00	Renewal in the next 2 years
	Community Based Alcohol Prevention & Treatment Service	Services	03/07/2020	(blank)	£72,894.00	Renewal in the next 2 years
RC-CPU-19-066	External Support for Microsoft Agreements	Services	08/07/2020	(blank)	£149,400.00	Renewal in the next 2 years
RC-CPU-19-466	Provision of School Counselling Services	Services	13/08/2020	(blank)	£464,620.00	Renewal in the next 2 years
RC-CPU-19-293	Family Support Services for Children Affected by Disability	Services	30/08/2020		£637,500	Renewal in the next 2 years
RC-CPU-19-054	WOW Walk to School Initiative for Primary Schools	Services	31/08/2020	(blank)	£65,000.00	Renewal in the next 2 years
RC-CPU-19-107	Lot 1 - Asbestos Surveys	Services	06/10/2020	(blank)	£180,000.00	Renewal in the next 2 years
RC-CPU-19-221	Lot 3 - Asbestos Analytical Services	Services	06/10/2020	(blank)	£60,000.00	Renewal in the next 2 years
RC-RC312-18	Rape Crisis Service	Services	30/10/2020		£148,000.00	Renewal in the next 2 years
	Specialist Services in Supported Accommodation and Related Specialist Support Services to Women and their Children Affected by Domestic Abuse	Services	30/10/2020		£1,108,540.00	Renewal in the next 2 years
RC-CPU-19-121	Maintenance of Business Objects	Services	13/12/2020	(blank)	£53,029.00	Renewal in the next 2 years
RC-CPU-19-254	Bread & Rolls	Supplies	13/12/2020	(blank)	£130,000.00	Renewal in the next 2 years
N/A	Award of Construction Skills Certification Scheme (CSCS)	Services	31/12/2020	(blank)	£50,000.00	Renewal in the next 2 years
RC-CPU-19-460	Washroom Solutions	Supplies	31/12/2020	(blank)	£189,000.00	Renewal in the next 2 years
RC-CPU-18-418	Support for Children and Families Affected by Abuse	Services	31/12/2020		£155,270.08	Renewal in the next 2 years
RC-CPU-19-044	Vehicle and Plant Hire with Operatives	Services	10/01/2021	(blank)	£990,000.00	Renewal in the next 2 years

RC-CPU-19-218	Street Lighting Installation, Renewal and Maintenance	Services	13/01/2021	(blank)	£181,302.00	Renewal in the next 2 years
RC-CPU-19-373	The Supply of Sophos Licences	Supplies	28/02/2021	(blank)	£54,600.00	Renewal in the next 2 years
RC-CPU-18-386	Provision of a Head Injury Service	Services	04/03/2021	(blank)	£122,696.00	Renewal in the next 2 years
RC-CPU-18-438	Supply and Delivery Prepared Sandwiches	Supplies	10/03/2021	(blank)	£180,000.00	Renewal in the next 2 years
	The Supply and Delivery of Prepared Sandwiches	Supplies	11/03/2021	(blank)	£180,000.00	Renewal in the next 2 years
	The Supply of Information at Work Licences	Supplies	01/04/2021	(blank)	£76,890.12	Renewal in the next 2 years
	The Supply of OHMS Licences	Supplies	01/04/2021	(blank)	£114,880.40	Renewal in the next 2 years
RC-CPU-16-153	Framework Agreement for Catering Services	Supplies	29/04/2021	(blank)	£350,000.00	Renewal in the next 2 years
RC-CPU-18-446	Renfrewshire Care at Home Scheduling and Monitoring Service	Services	29/04/2021	(blank)	£1,081,850.00	Over the 2 year period
RC-CPU-19-364	CCTV Line Rental and Maintenance	Services	05/05/2021	(blank)	£162,425.00	Renewal in the next 2 years
RC-CPU-18-393	MTC for Roller Shutter Maintenance and Repair	Services	20/05/2021	(blank)	£134,798.75	Renewal in the next 2 years
RC-CPU-19-034	Mini Competition for Gully Cleaning	Services	07/06/2021	(blank)	£180,000.00	Renewal in the next 2 years
RC-CPU-18-384	Accident & Operational Damage Repairs	Services	01/08/2021	(blank)	£180,000.00	Renewal in the next 2 years
RC-CPU-18-427	Award of High Level Gutter Cleaning	Services	02/08/2021	(blank)	£170,000.00	Renewal in the next 2 years
	High Level Gutter Cleaning	Services	02/08/2021	(blank)	£170,000.00	Renewal in the next 2 years
	Early Learning and Child Care Framework	Services	14/08/2021			Renewal - tender to be published in 2020 for award 2021
RC-CPU-19-031	Intelligent and Dynamic Virtual Workforce (Process Automation)	Services	23/09/2021	(blank)	£92,000.00	Renewal in the next 2 years
RC-CPU-19-102	Landscape Design for AMIDS Core Site (Netherton Campus), Paisley	Services	21/10/2021	(blank)	£220,000.00	One-off
RC-CPU-19-100	TENANTS HOME CONTENTS INSURANCE SCHEME	Services	01/11/2021	(blank)	£110,000.00	Renewal in the next 2 years
RC-CPU-19-243	Winter Maintenance Salt Provision	Supplies	31/12/2021	(blank)	£180,000.00	Renewal in the next 2 years
RC-CPU-19-002	Business Gateway Core and Specialist Workshops 2020	Services	01/01/2022	(blank)	£194,400.00	Renewal in the next 2 years
RC-CPU-19-036	Payment Processing Services	Services	01/01/2022	(blank)	£380,000.00	Renewal in the next 2 years
RC-CPU-18-392	Landscaping Materials Framework	Supplies	10/01/2022	(blank)	£180,000.00	Renewal in the next 2 years
DGT/1228/19	Electoral Management System	Supplies	02/03/2022	(blank)	£125,000.00	Renewal in the next 2 years
RC-CPU-19-128	Provision of Housing Support Services - Homelessness	Services	30/03/2022	(blank)	£1,616,000.00	Renewal in the next 2 years
RC-CPU-18-335	Provision of Gas Safety Audits and Associated Services	Services	06/05/2022	(blank)	£181,250.00	Over the 2 year period
RC-CPU-19-197	Active Multi Asset Investment Manager	Services	01/07/2022	(blank)	£466,370.00	Over the 2 year period

RC-CPU-18-522	Appointment of a Business World Specialist	Services	02/07/2022	(blank)	£2,500,000.00	Over the 2 year period
RC-CPU-18-422	Software Asset Management as a Service (SAMaaS)	Services	08/07/2022	(blank)	£397,399.00	Over the 2 year period
RC-CPU-17-136	Maintenance and Repairs of Fixed Firefighting Equipment and Smoke Control Systems.	Services	28/07/2022	(blank)	£181,000.00	Over the 2 year period
RC-CPU-19-019	The Provision of an Operational Management System	Services	25/08/2022	(blank)	£180,000.00	Over the 2 year period
			26/08/2022	(blank)	£180,000.00	Over the 2 year period
RC-CPU-19-163	Vending Machines	Services	31/08/2022	(blank)	£72,828.00	Over the 2 year period
RC-CPU-18-480	Building Management System, Bureau Service and Planned Preventative Maintenance (PPM)	Services	05/09/2022	(blank)	£1,100,000.00	Over the 2 year period
RC-CPU-19-059	Paisley Town Centre Public Realm Design Works - Multi Disciplinary Design Team	Services	15/10/2022	(blank)	£299,040.00	Over the 2 year period
RC-CPU-19-214	Sheltered Housing Heating MTC	Services	05/11/2022	(blank)	£170,000.00	Over the 2 year period
RC-CPU-19-103	The Lease of Electric Vehicles	Supplies	30/12/2022	(blank)	£121,819.00	Over the 2 year period
RC-CPU-17-147	Inspection, Testing, Maintenance and Repairs of Passenger Lifts, Stairlifts and Winches.	Services	20/01/2023	(blank)	£675,000.00	Over the 2 year period
RC-CPU-19-134	Microsoft Enterprise Agreement	Supplies	01/04/2023	(blank)	£3,916,409.50	Over the 2 year period
RC-CPU-19-374	The Supply of Citrix XenApp Enterprise Advantage Licence Subscriptions	Supplies	01/04/2023	(blank)	£168,428.77	Over the 2 year period
RC-CPU-19-394	Provision of the Idox Software and associated Software Maintenance	Supplies	01/04/2023	(blank)	£162,975.00	Over the 2 year period
RC-CPU-19-478	Removal, Relocation & Warehouse Storage Services	Services	25/01/2024	(blank)	£500,000.00	Renewal in the next 2 years
RC-CPU-19-006	Document Solution Centre Print Devices	Supplies	01/04/2024	(blank)	£552,147.00	Over the 2 year period
RC-CPU-19-274	Document Solution Centre Support (DSC) and Maintenance of Print Finishing Equipment Devices	Services	01/04/2024	(blank)	£67,240.00	Over the 2 year period
RC-CPU-19-312	ANPR for HWRCs	Services	24/02/2025	(blank)	£110,844.67	Over the 2 year period
RC-CPU-18-331	Urban Traffic Control System	Services	28/10/2029	(blank)	£1,900,000.00	Over the 2 year period
RC-CPU-19-056	Social Work Training Courses	Services			£140,000.00	New requirement - to be re-tendered
RC-CPU-20-031	Sector Based Work Academy - Care	Services			£100,000	New, one-off
RC-CPU-20-103	Ferguslie Park New Build - Clerk of Work	Services			£60,000.00	New, one-off
RC-CPU-18-362	Gallowhill QS	Services			£50,000.00	New, one-off
RC-CPU-19-076	Fire and Intruder Alarm Maintenance, Monitoring and Reactive Repairs	Services			£225,000.00	New, recurring
RC-CPU-20-077	Stock Condition Survey Audit & Validation Assessment	Services			£180,000.00	New, one-off



RC-CPU-20-095	Warden Call Maintenance, Servicing and Reactive Repairs	Services			£425,000.00	New, one-off
	Gallowhill New Build	Works			£13,000,000.00	New, one-off
RC-CPU-20-096	Council Wide Laundry Maintenance	Services			£600,000.00	Renewal
	Paisley Town Hall - Main Works	Works			£16,000,000.00	New, One-off
	Paisley Museum Reimagined - Main Works	Works			£22,000,000.00	New, One-off
	Paisley Museum Reimagined - Exhibition Fit Out	Works			£16,000,000.00	New, One-Off





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**To:** Finance, Resources & Customer Services Policy Board

**On:** 2 September 2020

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**Report by:** Director of Finance and Resources

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**Heading:** Inspection by the Investigatory Powers Commissioner's Office

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## **1. Summary**

The purpose of this report is to advise members of the outcome of the recent inspection by the Investigatory Powers Commissioner's Office ("IPCO"), (formerly Office of Surveillance Commissioners ("OSC")), of the Council's covert surveillance activities and procedures under the Regulation of Investigatory Powers (Scotland) Act 2000 ("RIPSA").

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## **2. Recommendations**

It is recommended that the Board note the positive outcome of the IPCO inspection.

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## **3. Background**

- 3.1 Following the implementation of the Human Rights Act 1998 ("HRA") in October 2000, "RIPSA" was enacted to create a legal framework, within which public authorities could continue to carry out covert investigations, when absolutely necessary, without breaching an individual's human rights.

As a result of HRA, the Council must afford everyone the right to respect for private and family life, including home and correspondence, in accordance with Article 8 of the European Convention on Human Rights (“ECHR”). RIPSA created a system of authorisations for various types of covert surveillance in recognition that, in certain limited circumstances, it may be necessary for the Council to carry out covert surveillance. If RIPSA is complied with, any interference with the right to privacy will be lawful. Providing the action taken is also necessary and proportionate, there will be no breach of HRA.

- 3.2 The system of authorisations under the 2000 Act was reported to the Policy and Resources Committee in November 2000 and the Council’s Surveillance Policy was first approved by the General Management Policy Board on 19th December 2001, revised by the General Management and Finance Policy Board in January 2008, January 2011 and further revised by Finance and Resources Policy Board in 2014 and 2016 and most recently by the Finance, Resources and Customer Services Policy Board in 2019.
- 3.3 The Head of Corporate Governance maintains a central register of any RIPSA authorisations, which is open to inspection by the IPCO, who have powers of inspection under RIPSA. Inspections by the former OSC were generally every three years. The Council was previously inspected in 2002, 2007, 2010, 2013, 2016 and most recently in March 2020. Previous inspections have always consisted of a one day visit by an Assistant Surveillance Commissioner or an Inspector, who meets with the Chief Executive, the Head of Corporate Governance, the Managing Solicitor (DPO), the Chief Auditor and officers from Services who have been, or could potentially become involved in covert investigations. Since the work of the former OSC has been assumed by the IPCO there has, however, been some scope for desktop inspections if the IPCO do not consider an on-site inspection to be necessary.
- 3.4 On this occasion, a preliminary telephone discussion was scheduled between the Inspector and the Managing Solicitor (DPO). The discussion was structured around a detailed questionnaire about the Council’s policies, procedures and guidance, which would subsequently inform the focus of the on-site inspection. The Inspector was fully aware of the positive outcome of the previous inspection in 2016, when there was no requirement for any formal recommendations. Further to the telephone interview and the provision of supporting documentation, the IPCO confirmed that the remote desktop inspection would suffice and no on-site inspection was necessary.

3.5 The report on the inspection was issued to the Chief Executive by the Rt. Honourable Sir Brian Leveson, the Investigatory Powers Commissioner. This confirmed that the level of compliance demonstrated removes the need for a physical inspection, on this occasion. Various positive aspects of the Council's procedures were highlighted, including:-

- A laudable process of continuous improvement developed by the Managing Solicitor (DPO) to ensure best practice despite no formal recommendations arising from the previous inspection;
- Further recognition of the exemplary training programme in place;
- Strong governance and clear oversight by the Head of Corporate Governance and Managing Solicitor (DPO) regardless of low usage by the Council of RIPSAs powers (only one authorisation has been granted in the last three year period), which was considered to be a positive and pro-active approach to compliance and
- A comprehensive Surveillance Policy and associated guidance of a particularly high standard.

3.6 The relevant officers have been advised of the contents and will continue to work with the Managing Solicitor (DPO) to ensure continued good practice.

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### Implications of the Report

1. **Financial** – none.
2. **HR & Organisational Development** – none.
3. **Community Planning** – none.
4. **Legal** – The Council complies with the Regulation of Investigatory Powers (Scotland) Act 2000 and should continue to only ever carry out covert surveillance activities in accordance with the Council' Surveillance Policy and Guidelines.
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 anything, the report impacts positively on human rights, as continued compliance with the RPSA procedures under inspection will ensure that there is no breach of the Human Rights Act 1998.
8. **Health & Safety** – none.
9. **Procurement** – none.
10. **Risk** – this Policy supports the management of risk by ensuring human rights compliance.
11. **Privacy Impact** – the Policy, procedures and guidance under inspection are designed to ensure compliance with the Art 8 right to privacy in the European Convention of Human Rights.
12. **Cosla Policy Position** - None

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#### List of Background Papers

N/A

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**To:** Finance, Resources and Customer Services Policy Board

**On:** 2 September 2020

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**Report by:** Director of Finance and Resources

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**Heading:** Salary Adjustment Policy

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## 1. Summary

- 1.1. The Council's payroll makes salary payments to just under 10,000 council employees and operates five regular pay cycles; weekly, fortnightly, four weekly and two monthly runs.
- 1.2. The Council has a duty to pay employees accurately and timeously and must maintain effective systems of internal controls to ensure protection of public funds
- 1.3. Salary overpayments featured in the Audit Scotland Report, Safeguarding Public Money on 11 April 2019. The case study presented was drawn from the Audit Scotland annual Management Report of May 2018.
- 1.4. Following these reports, the Council committed to review its procedures for recovery of overpayments and subsequent to that review has now developed a Salary Adjustment Policy ;The purpose of this Policy is to outline the steps which Payroll Services will take to recover any overpayment of salaries/ wages and make clear the actions to be taken should an underpayment occur.

## 2. Recommendations

- 2.1 It is recommended that members of the Board
  - Note the contents of the report
  - Approve the Salary Adjustment Policy attached at Appendix 1

### **3. Background**

- 3.1. As part of their 2017/18 payroll systems review, Audit Scotland carried out specific audit work to review the controls in place to prevent salary overpayments. The results of this audit work were reported in Audit Scotland's Renfrewshire Council Management Report 2017/18. This report was tabled at the Audit, Risk and Scrutiny Board on 29 May 2018. The report highlighted recommendations for improvement, this included a review of procedures for recovery of salary overpayments.
- 3.2. On 11 April 2019 Audit Scotland included salary overpayment information from the Renfrewshire Council Management Report 2017/18 as a case study in the Safeguarding Public Money Report.
- 3.3. Following the review of procedures, the need for a Salary Adjustment Policy was identified. A working group of senior officers representing, HR, Payroll and Legal Services progressed the creation of this policy, intended to formalise officer responsibilities across the organisation.

### **4. Salary Adjustment Policy**

- 4.1. The purpose of the policy is to outline the steps which Payroll Services will take to recover any overpayment of salaries/ wages and make clear the actions to be taken should an underpayment occur.
- 4.2. The policy aims to ensure that Payroll Services have systems in place to recover overpayment of salaries/ wages and aims to ensure that all staff are treated equally and with consistency where an overpayment/underpayment has occurred.
- 4.3. Key responsibilities of employees, managers and Payroll services are clearly stated within the policy, detailed in section four.
- 4.4. The policy covers the key points in relation to the process to recover overpayments and to rectify underpayment of salary in sections five and eight
- 4.5. Recognising that there may be scenarios where employees could face financial difficulty as a result of an overpayment, section six of the policy details support available
- 4.6. An Equality Impact Assessment has been carried out and agreed with the Policy & Commissioning team and no issues have been identified that require mitigating actions. The Equality Impact Assessment will be reviewed as data becomes available following introduction of the policy.



## Implications of the Report

1. **Financial** – Minimising occurrence of salary overpayments and maximising the recovery of overpayments, reduces debts owed to the Council
2. **HR & Organisational Development** – Change of procedure for employees in relation to recovery of salary overpayments
3. **Community/Council Planning** –
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.
8. **Health & Safety** - None
9. **Procurement** – None
10. **Risk** - None
11. **Privacy Impact** – None
12. **Cosla Policy Position** – None
13. **Climate Risk** – None

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## List of Background Papers

- (a) None

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**Author:** Emma Shields Ext 6880

**RENFREWSHIRE COUNCIL**  
**FINANCE & RESOURCES**  
**SALARY AJUSTMENT POLICY**

## **Contents**

- 1.** Purpose of Policy
- 2.** Aim
- 3.** Legal Position
- 4.** Responsibilities
- 5.** Process to recover overpayments
- 6.** Financial Hardship
- 7.** Former Employees
- 8.** Underpayment of Salary

## **1. Purpose of Policy**

- 1.1 The purpose of this Policy is to outline the steps which the Council's Payroll Team will take to recover any overpayment of salaries/ wages and make clear the actions to be taken should an underpayment of salary/wages occur.

## **2. Aim**

- 2.1 The Council endeavours to pay staff correctly for work undertaken. Where an overpayment/underpayment does occur, a clear process requires to be followed to reclaim salary/ wages owed to the Council or salary/ wages owed to the employee. The Payroll Team has systems in place to recover overpayment of salaries/ wages and aims to ensure that all staff are treated equally and with consistency where an overpayment/underpayment has occurred.

## **3. The legal position**

- 3.1 In accordance with the Employment Rights Act 1996 and subsequent amendments, a deduction from the employee's salary/ wage can be made by the employer in relation to an overpayment of salary/ wages or an overpayment in respect of expenses incurred by the employee in carrying out their employment. This is detailed within the Council's Statement of Particulars, applicable to the appropriate employee group.
- 3.2 All contracts of employment issued by the Council advise that the Council will recover any overpayment of salary/ wages.
- 3.3 The Council has a duty to ensure that employees are remunerated correctly and accordingly will take reasonable steps to correct any underpayment timeously.

## **4. Responsibilities**

### **4.1 Employees**

- 4.1.1 It is the responsibility of all employees to advise their line manager immediately should they suspect any errors in payment.
- 4.1.2 All employees should recognise that if they have been overpaid, regardless of how the error originated and it is their contractual responsibility to repay this money to the Council.
- 4.1.3 It is the Council's responsibility to pay any underpayment due to the employee.

## **4.2 Employees with line management responsibility (Line Managers)**

- 4.2.1 It is the responsibility of all Line Managers to ensure that any changes to an employee's employment (termination of employment; change in hours; grade position etc.) are notified through the correct channels timeously and in accordance with timetabled payroll deadlines.
- 4.2.2 It is the responsibility of all Line Managers to ensure that the correct Council procedures are followed, and any sickness/ parental/ other absences are notified through the correct channels timeously and in accordance with timetabled payroll deadlines.
- 4.2.3 Where an overpayment/underpayment does occur due to late and/or inaccurate information from the employing service, it is the responsibility of the Line Manager to review the circumstances of the overpayment/underpayment and take steps to avoid a re-occurrence. Where patterns of late notification and/or providing inaccurate information appear this should be reviewed by the appropriate Chief Officer.

## **4.3 The Payroll Team (Payroll)**

- 4.3.1 It is the responsibility of Payroll to ensure that payments and deductions are processed accurately and in accordance with the Council's conditions of service and appropriate statutory regulations.
- 4.3.2 Where an overpayment occurs due to an error within Payroll, it is the responsibility of the Payroll Manager to review the circumstances of the overpayment and take steps to avoid a re-occurrence. The Service Delivery Manager responsible for Payroll should regularly review payroll errors as part of team quality control measures.

## **5. Process to recover overpayments**

- 5.1 Where an overpayment has occurred, it is the responsibility of Payroll to communicate in writing to the employee.

Employees will be advised of the following in writing:

- 1) the reason the overpayment occurred;
- 2) the term over which the overpayment occurred;
- 3) a calculation of the total amount due; and
- 4) the proposed repayment schedule.

- 5.2 The Proposed Repayment schedule will follow the under-noted principles:

- the option to recover any overpayment in full will be considered initially, including additional payments due (such as mileage; additional hours; overtime etc) to reduce overpayment balance as quickly as possible;

- overpayments should normally be recovered as soon as practical, with repayment schedules normally over the same period as the overpayment occurred (unless a shorter period is agreed). Recovery will normally be in equal instalments (with any outstanding balance payable in the final payment)
- it is crucial that discussion takes place between the employee and payroll on the repayment plan as there could be potential financial hardships placed on the employee without these discussions taking place. These discussions should take place as soon as the overpayment is highlighted and could take place over the phone, in person or via email.
- where an employee leaves the Council's employment, the full balance owed will be deducted from their final pay. Where the full remaining balance has not/cannot be collected from the final pay, an account will be issued from Payroll requesting payment within the Council's 30 days payment terms.
- Should the debt remain unpaid beyond the 30-day terms, the Council will implement appropriate recovery action to collect the debt.
- The Council will always seek to recover overpayments in full.

## **6. Financial Hardship**

- 6.1 Overpayments should be recovered in the financial year in which they occurred, where possible and practicable. However, consideration will be given to cases where the overpayment has been over a prolonged period, or where the proposed recovery schedule may cause financial hardship.
- 6.2 Should employees experience any financial difficulty as a result of an overpayment, Renfrewshire Council's Advice Works unit, can provide them with support and guidance. The contact details are as follows:-

### **Telephone Number 0300 300 1238**

Monday - Thursday, 8.45am - 4.45pm & Friday 8.45am - 3.55pm

There is also a drop-in service at the following locations, with no appointment needed:

### **Advice Works**

Johnstone Town Hall, 25 Church Street, Johnstone

Monday - Thursday: 8.45am - 4.45pm Friday 8.45am - 3.55pm

### **Renfrewshire House**

Customer Service Centre, Cotton Street, Paisley

Monday - Thursday: 8.45am - 4.45pm Friday 8.45am - 3.55pm

**Renfrew Health Centre**  
10 Ferry Road, Renfrew  
Tuesday, Wednesday, Friday: 8.45am - 11am

## **7. Former Employees**

- 7.1 Where an overpayment has been highlighted and the employee has ceased employment with Renfrewshire Council, Payroll will:
- Issue a letter to confirm; the reason for the overpayment, the period of the overpayment, the total amount due (including a calculation breakdown) and that an invoice will be raised.
  - raise an invoice for the amount due
  - Notify the Council's Finance Recovery Team of the balance due and employee details
- 7.2 The Finance Recovery Team will follow normal recovery procedures to settle the invoice payment. These procedures which may include, direct contact with the former employee for potential payment negotiation and settlement of the balance due. Where there is non-payment and/or engagement, the Council's normal follow up procedure for collection of unpaid debts would apply

## **8. Underpayment of Salary**

- 8.1 Where an employee has been underpaid salary then the employee will be entitled to the balance of pay due. Payment can be expected in the next pay cycle immediately after the underpayment has been highlighted and confirmation paperwork received.
- 8.2 In circumstances of financial hardship or where the underpayment is significant, an immediate payment may be requested by the employee. This underpayment will be calculated by Payroll, in conjunction with the employee. As a guide, the net payment will be calculated as 65% of the gross underpayment to take account of standard tax, national insurance, and pension deductions. The net advance figure may be less where non-standard deductions are applicable. The employees' next pay will show the gross amount due and a recovery of advance amount that was given.
- 8.3 Supplementary payments will only be considered, on request, for casual hours/contractual pay where the employee has no pay for the period, or if returned from sickness absence or maternity leave. Where possible, payments will be made in the next available pay run. Supplementary payments should not be requested for overtime, expenses, or contractual changes that have been incorrectly notified to Payroll or missed Payroll deadlines. These will be processed in the next available pay run.







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**To:** Finance & Resources & Customer Services Policy Board

**On:** 02 September 2020

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**Report by:** Director of Finance and Resources

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**Heading:** Data Protection Policy

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**1. Summary**

- 1.1 The Data Protection Act 1998 ("DPA") regulated the processing of personal data and imposed obligations on the Council, as a Data Controller from 1 March 2000 until 25 May 2018. In response to this, the Council first introduced a Data Protection Policy in June 2001, outlining roles and responsibilities for data protection compliance. The policy is subject to review every two years. The most recent revisions were approved by Board in March 2018 to reflect the changes to data protection law made by the GDPR and the Data Protection Act 2018.
- 1.2 The Policy is now due for routine review. The proposed revisions are minor and mainly consist of explicit reference to the Council's compliance with the Information Commissioner's Office ("ICO") CCTV Code of Practice and an Appendix outlining the Council approach to Special Category Data (formerly known as "Sensitive Personal Data").
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## 2. **Recommendations**

- 2.1 It is recommended that the Council approve the revised Data Protection Policy, which forms the Appendix to this report, and agree that this continues to be reviewed on a two yearly basis.

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## 3. **Background**

- 3.1 The Council is committed to data protection compliance and first approved a Data Protection Policy in June 2001. The purpose of a Data Protection Policy is to outline roles and responsibilities for data protection compliance. The Director of Finance and Resources is the Senior Information Risk Owner (“SIRO”) for the Council. GDPR requires the Council to have a statutory officer, known as the Data Protection Officer. This role is discharged by the Managing Solicitor (DPO). Finance and Resources therefore take the overall lead in Data Protection and wider Information Governance matters. However, each Service and its senior management are obliged to retain a responsibility for data protection compliance. Given this devolved responsibility, each Service has a nominated data protection representative and depute. Service data protection representatives are members of the Council’s Data Protection Working Group, which meets quarterly. The role of the Service data protection representative is to ensure data protection compliance within their Service, albeit advice can be obtained from the Data Protection Officer and the Information Governance team, at any time.
- 3.2 The policy continues to devolve responsibility to Services for departmental compliance, whilst also reflecting the statutory role of the Managing Solicitor (DPO) and the role of SIRO.
- 3.3 The Policy has been updated to include an Appendix on the processing of Special Category Data. This is an additional category of Personal Data, previously known as “Sensitive Personal Data”, covering information about racial or ethnic origin, political opinions, religious beliefs or other beliefs of a similar nature, Trade Union membership, physical or mental health or condition, sex life and sexual orientation, genetic data and biometric data and criminal and offences or conviction data. Explicit reference to the Council’s ongoing compliance with the ICO CCTV Code of Practice has also been included.

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## Implications of the Report

1. **Financial** – none.
2. **HR & Organisational Development** – HR & OD assist with training in and awareness of GDPR, by facilitating the launch of annual GDPR training.
3. **Community Planning** – N/A
4. **Legal** – this Policy ensures ongoing compliance with the provisions of the GDPR and the DPA 2018, which have been the most significant change to data protection legislation in twenty years.
5. **Property/Assets** – none.
6. **Information Technology** – ICT are essential to the successful implementation of GDPR, given their cyber security and information management function and their lead role in relation to the Council's Information Asset Register.
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. This policy seeks to ensure compliance with individuals' information rights. 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** – this Policy supports the management of information risk, such as a potential breach of GDPR. Compliance is addressed on the Council's corporate risk register to ensure that the Council is fully compliant.

11. **Privacy Impact** – the Council has conducted Privacy Impact Assessments (PIAs) since 2013, as good practice in relation to projects or initiatives which involve processing personal information in new ways and have a potential privacy impact. Since May 2018, the Council has been conducting mandatory Data Protection Impact Assessments (DPIAs) as required to ensure compliance with GDPR and the DPA 2018 and this Policy.
12. **Cosla Policy Position** – none.
13. **Climate Risk** – none.

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### List of Background Papers

N/A

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# **Renfrewshire Council**

## **Data Protection Policy**

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Version	Date	Author	Reason for Issue/Change
1	June 2001	Craig Geddes, Archivist	
2	June 2012	Allison Black, Assistant Managing Solicitor	New governance arrangements
3	August 2014	Heather Semple Solicitor (Information Governance)	2-yearly update
4	August 2016	Heather Syme, Senior Solicitor (Information Governance)	2-yearly update
5	March 2018	Allison Black, Managing Solicitor (DPO)	Early update due to legislative change

## Document History

## Document Review and Approval

Name	Action	Date	Communication
Andrew Connor, Records Manager	Consulted	March 2018	Email
Data Protection Working Group	Consulted	March 2018	Email

Data Protection Working Group	Consulted	February 2020	Email
ICT Enterprise Architecture Team	Consulted	February 2020	Email
Karen Locke, Risk Manager	Consulted	February 2020	Email

## Related Documents

Ref	Document Name/ Version	Document Location
1	Guidance on Responsible Use of Personal Data and Confidential Information	
2	Records Management Policy	
3	Freedom of Information Policy	
4	Data Protection Guidelines	
5	Subject Access Request Guidelines	
6	Information Security Policy	
7	ICT Acceptable Use Policy	
8	Information Handling Policy	

<b>Title</b>	Data Protection Policy
<b>Author</b>	Allison Black
<b>Issue Date</b>	March 2020

<b>Subject</b>	Data Protection
<b>Description</b>	Renfrewshire Council's policy on data protection and issues surrounding data protection to ensure compliance with GDPR and the DPA 2018
<b>Version</b>	7.0
<b>Source</b>	Version 2 of the Data Protection Policy by Allison Black in August 2012
<b>Updating Frequency</b>	Two Yearly unless required earlier due to legislative change
<b>Right</b>	Not Protectively Marked.
<b>Category</b>	Data Protection



## 1. Introduction

- 1.1 The Council needs to collect and use information about people to discharge its functions. This Personal Data must be handled properly and lawfully and the Council is committed to data protection compliance and signed the Information Commissioner's 'Information Promise' as long ago as 2012.
- 1.2 Although data protection legislation is complex, its ethos is simple. It does what its title suggests and protects people's Personal Data by regulating the way in which organisations, such as the Council, handle this. In other words, it is legislation to regulate the processing of Personal Data.
- 1.3 The Data Protection Act ("DPA") 1998 imposed obligations on the Council, as a data controller, since 1 March 2000. However, as of 25 May 2018, the EU General Data Protection Regulation ("GDPR") and the DPA 2018 came into force. This was the biggest change to data protection law in twenty years.
- 1.4 GDPR and the DPA 2018 introduced a number of key changes, which were reflected in the updates to this Policy in 2018.

### 1.5 The Data Protection Principles

There are six Principles, which, cover rules for the maintenance, collection and security of personal data. The Council is committed to complying with the Data Protection Principles.

As such, the Council undertakes that Personal Data will:

1. Be processed fairly, lawfully and transparently.
2. Be collected and processed only for one or more specified, explicit and legitimate purpose(s).
3. Be adequate, relevant and limited to what is necessary.
4. Be accurate and kept up to date and that inaccurate data will be erased or rectified without delay.
5. Be kept for no longer than is necessary.

6. Be processed with appropriate security and use adequate technical and organisational measures to prevent unauthorised or unlawful processing or accidental loss, destruction of, or damage to Personal Data.

Under GDPR, the Council needs to be able to demonstrate compliance with the principles. This is referred to as “accountability”.

- 1.6 The Council, in recognition of its data protection obligations, first approved a Data Protection Policy in June, 2001. Since then, a range of policies, procedures and guidelines promoting compliance and best practice, have been developed.

In addition to the Data Protection Policy, key Council documents include:

- Guidance on Responsible Use of Personal Data and Confidential Information,
- Information Handling Policy
- Records Management Policy,
- Freedom of Information Policy,
- Data Protection Guidelines,
- Subject Access Request Guidelines,
- Information Security Policy; and
- ICT Acceptable Use Policy.

This list is not exhaustive and all relevant data protection and wider information governance guidance can be obtained from the information governance section on the Council’s intranet.

## 2. Scope

This policy applies to all Services, employees and Elected Members of Renfrewshire Council and its Joint Committees and covers all Personal Data and Special Category (formerly “Sensitive Personal”) Data which they process.

It may, however, be read alongside other Council policies and guidelines on use of non-personal data and wider information governance issues. Specific provisions relating to Special Category Data forming part of this Policy are annexed at Appendix 1.

### 3. Data Protection Governance Arrangements

#### 3.1 Corporate Responsibility

The Council has a corporate responsibility for data protection and is defined as a “Controller” under GDPR.

#### 3.2 Corporate Management Team and SIRO

The Director of Finance and Resources is the Senior Information Risk Owner (“SIRO”) for the Council. The SIRO is supported in this role by the Managing Solicitor (DPO). The Managing Solicitor (DPO) reports to the Director of Finance and Resources, as SIRO, on information governance issues, including data protection compliance, on at least a monthly basis, and more regularly, as necessary. The SIRO and DPO report jointly to the CMT on at least a six monthly basis.

#### 3.3 Statutory DPO

GDPR obliges the Council to have a statutory Data Protection Officer (DPO) on the basis of professional qualities and, in particular, expert knowledge of data protection law and practices. The key tasks of the DPO are prescribed and are to:-

- Inform and advise the Council on GDPR compliance;
- Monitor compliance;
- Advise on Data Protection Impact Assessments (“DPIAs”);
- Train staff;
- Conduct internal audits;
- Be the first point of contact for the regulator and
- Have due regard to the risk associated with the Council’s processing operations.

### 3.4 SMTs

3.4.1 Each Service and its senior management will retain a departmental responsibility for ensuring compliance with the provisions of the DPA.

3.4.2 All Services are required to nominate a departmental data protection representative of appropriate seniority and a depute.

### 3.5. Employees

3.5.1 All employees and Elected Members are individually responsible for ensuring that the processing of Personal Data is in accordance with GDPR and the DPA 2018 and should familiarise themselves and comply with Council data protection guidance. Advice can be obtained at any time from Information Governance Team.

3.5.2 The SIRO has overall responsibility for information governance. However, the day to day responsibility for driving the Council's information governance agenda is delegated to the Managing Solicitor (DPO).

3.5.3 The main role of the Service data protection representative will be to ensure compliance within his/her Service, by dealing with Service specific subject access requests, passing on advice and training and maintaining the accuracy of the Service's entries into the Council's Information Asset Register, detailed in paragraph 4.1. The Records Manager will maintain an up to date list of Service data protection representatives.

3.5.4 The Records Manager will have a co-ordinating role in relation to subject access requests and will process any cross departmental subject access requests and any Finance and Resources requests. Although requests relating to only one Service are the responsibility of that Service, subject to any guidance from the Records Manager and the Information Governance Solicitors, the Records Manager has oversight of all subject access requests.

3.5.5 The Information Governance Team and the DPO offer ad hoc advice on data protection issues.

- 3.5.6 The Senior Solicitors (Information Governance) have a key role in ensuring compliance with the sixth principle relating to data security by providing advice and guidance to Services on organisational information security, maintaining the Council's Information Security log and leading on information security incident management.
- 3.5.7. Cyber security and technical information security issues, including compliance with industry standards, are dealt with by the Council's Cyber Security Architect and Cyber Security officer, within the Enterprise Architecture Team in ICT Services. Responsibility for information management, which promotes efficiency when the Council processes information and extends beyond the processing of Personal Data, also lies with the Enterprise Architecture Team within ICT Services, who promote good information management by the provision of advice and guidance to Services.

### 3.6 Governance Groups and Working Groups

- 3.6.1 Each Service data protection representative is a member of the Data Protection Working Group ("DPWG"), which meets quarterly and is chaired by the Records Manager. The members of the DPWG each have the responsibility for dealing with data protection issues within their department and disseminating training and good data protection practice throughout their department. The remit of the DPWG is for each of these officers to discuss compliance within their Service, pass on advice and training, and process subject access requests which relate to records from their Services.
- 3.6.2 The DPWG operates as a sub group of the Information Management Governance Group ("IMGG"), which is jointly chaired by the Enterprise Architect and Managing Solicitor (DPO). The Records Manager and Senior Solicitor (Information Governance) are also members of the IMGG. The IMGG consists of key officers with information management and information governance expertise.

Although the remit of IMGG extends to wider information management and information governance issues, the Managing Solicitor (DPO), as co-chair, on behalf of the SIRO, will have the opportunity to manage and direct the agenda of IMGG to promote and progress the Council's information governance agenda. The Records Manager shall provide regular updates to the IMGG on the work of the DPWG.

- 3.6.3 The Information Security Group ("ISG"), which is chaired by the Chief Auditor and attended by the Managing Solicitor (DPO) and Senior Solicitors (Information Governance), also operates as a sub-group of the IMGG. The remit of the ISG is to support IMGG to ensure that information security is appropriate, proportionate, measured and embedded into business as usual. Membership of the ISG includes appropriate representation from ICT and Internal Audit.

#### 4. Documentation of Processing Activities

- 4.1 Controllers are obliged to document their processing activities under GDPR (Article 30). There are some similarities between this obligation and the information previously provided to the ICO for notification under the old DPA 1998. The Council's Information Asset Register contains the Council's documentation of processing activities. This is known as an "Article 30 Register".
- 4.2 The Enterprise Architecture Team within ICT Services maintain the Council's Information Asset Register (IAR). This contains details of the Council's information assets, how those were obtained, how they are being used and who they are shared with. Each Service has an Information Asset Owner ("IAO"), who is the senior officer who oversees that Service's IAR entries. The IAO is assisted by an Information Asset Administrator ("IAA"). It is the responsibility of the nominated IAA to update the IAR and ensure that the entry for his/her Service is accurate at all times.

## 5. Data Subject Rights

5.1 Data subjects have several significant rights under GDPR, which are as follows:-

- Right to be informed;
- Right of access;
- Right to rectification of inaccurate data;
- Right to erasure in certain circumstances;
- Right to object to certain processing, including the right to prevent processing for direct marketing;
- Right to prevent automated decision-making;
- Right to data portability and
- Right to claim compensation for damages caused by a breach

5.2 Further information on those rights is available in the Council's Data Protection Guidelines and intranet and advice can be obtained at any time from the Information Governance Team. The right most frequently used by Council service users is the right of access, i.e. the right of an individual to access his/her own Personal Data. The Council has one calendar month to comply with subject access requests and must now do so free of charge. Further information on compliance with all data subject rights, particularly subject access rights, can be obtained from the Council's Subject Access Request Guidelines, available on the Council's intranet, or from the Records Manager.

5.3 The Information Governance Team has responsibility for maintaining the Council's Subject Access Request Guidelines.

## 6. Training and Guidance

- 6.1 The Information Governance Team will continue to update detailed guidelines on the practicalities of dealing with GDPR and the DPA 2018 and oversee the implementation of the Council's Information Governance/ Data Protection Learning and Development Strategy. The purpose of this strategy is to ensure that the learning and development needs of individual groups in relation to data protection and wider information governance are adequately addressed. The strategy identifies the training needs of Elected Members, Directors and Heads of Service, 3rd and 4th tier managers, employees who have specific requirements and those who require only a general awareness.

The guidelines, available from the Information Governance Team, or on the information governance section of the Council's intranet, familiarise officers with data protection compliance and the importance of information security and take account of guidance issued by the Information Commissioner, who enforces data protection.

## 7. Data Retention

- 7.1 The fifth data principle states that Personal Data should not be held for longer than is necessary. What is necessary can vary, depending on the nature of the information and why it is held. Each Service has a responsibility to ensure that appropriate retention schedules are in place for records which they hold, and to arrange for the secure destruction of data, in accordance with such schedules.
- 7.2 The Records Manager, as outlined in the Council's Records Management Policy, provides advice on records management and retention issues.
- 7.3 In accordance with its obligations under the Public Records (Scotland) Act 2011, the Council has adopted a Records Management Plan containing appropriate retention and disposal schedules. This will ensure compliance with the fifth data protection principle.



## 8. Information Security

- 8.1 The sixth data protection principle provides that appropriate technical and organisational measures should be taken to ensure that all Personal Data is secure.
- 8.2 All employees and Elected Members have responsibility for keeping the Personal Data to which they have access, in the course of their work, safe and secure.
- 8.3 By adopting recognised information security practices, the Council can demonstrate, to customers, partners and stakeholders that it can be trusted to protect the confidentiality, integrity and accessibility of the information it holds.
- 8.4 Information Security is not purely a technical issue. Information security principles apply to all information held by the Council, whether this is held in electronic or non-electronic format, even extending to conversations between individuals.
- 8.5 Employees and Elected Members who become aware of a potential breach of information security, such as a loss of data, must immediately report this to the Senior Solicitors (Information Governance), in line with the Information Security Incident Reporting Procedures.
- 8.6 Further information and advice on information security can be obtained from the Information Governance Team at any time, from the Council's Information Handling Policy and also from regular 'Think Twice' and SIRO bulletins.

## 9. Data Processors

If someone, other than an employee of the Council, is processing Personal Data on the Council's behalf, for example, a contractor or a consultant, the Council, as Controller, is obliged to have a written agreement with the Processor. The purpose of this is to ensure that the Processor will keep that information as secure as the Council would. Further information on Data Processor Agreements can be obtained from the Information Governance Team.

## 10. Information Sharing

Although processing of Personal Data must always be fair and lawful, data protection should not be perceived as a barrier to effective inter-agency and inter-departmental information sharing. There are many situations where information can, and indeed, must be shared, for example, to protect individuals. Detailed guidance on information sharing is available in the Council's Data Sharing Code and advice can be obtained, at any time, from the Information Governance Solicitors. Consideration should, however, be given to the following:

- What information needs to be shared?
- With whom?
- Why?
- How?
- What are the risks of not sharing the information?
- Could the same aim be achieved without sharing the data or by anonymising it?

## 11. Data Protection Impact Assessments

11.1 The Council have conducted Privacy Impact Assessments (PIAs) under the old DPA for some time, as a matter of good practice. PIAs were carried out for any new initiatives or changes of business practice involving Personal Data.

11.2 The Corporate Management Team (CMT) first instructed in February 2013, that where policies and decisions have implications for the use of Personal Data held by the Council then all Services must conduct a PIA as an integral part of any project planning process rather than an add-on. Its purpose is to:

- Identify any potential and likely impact on privacy; and
- Minimise and manage the identified impact and privacy risks.

- 11.3 GDPR replaced voluntary PIAs with mandatory Data Protection Impact Assessments (DPIAs). Like PIAs, this is a process which enables the Council to address the potential privacy risk and impact from the collection, use and disclosure of Personal Data as a result of new initiatives and to ensure means are in place to make sure data protection compliance and privacy concerns are addressed appropriately.
- 11.4 Advice on and assistance with carrying out DPIAs can be obtained from the Senior Solicitors (Information Governance).

## 12. Closed Circuit Television (CCTV)

### 12.1 Fair and Lawful Processing

The Council is a Controller of Closed Circuit Television (CCTV) and processes images lawfully, in accordance with the data protection principles and fairly by ensuring that data subjects have readily available to them the following information:

- the identity of the data controller;
- the purpose or purposes for which the data are processed; and
- any further information the data subjects should be given in the interests of fairness.

### 12.2 The ICO Code of Practice

The Council, in its use of CCTV, complies with the updated Code of Practice on the Use of CCTV issued by the Information Commissioner. Operational procedures and training on CCTV provide more detailed information to relevant staff on the deployment and maintenance of CCTV systems and the management of recorded images and monitoring stations.

### 12.3 Retention and Storage

Storage of images varies from system to system. Regardless of how they are stored, all images will be retained in accordance with established retention periods. The law does not prescribe any specific minimum or maximum retention periods which apply to all systems or footage, but simply states that it should not be kept for longer than is necessary. After the retention period, the images are permanently deleted unless required for an ongoing issue which has been identified (e.g. if a crime has been observed and recorded or if the images have been retained whilst a SAR is being processed). In such cases images will be retained for as long as necessary (e.g. until the conclusion of any criminal proceedings arising from the incident or the SAR is completed).

Until deleted, all images are held securely in terms of the Council's operational procedures and this Policy.

## 13. Relationship with Other Legislation

### 13.1 Human Rights Act 1998

Public authorities, such as the Council, must comply with the Human Rights Act 1998 ("HRA") in the performance of their functions. Section 6 HRA obliges public authorities to act in a manner which is compatible with the rights contained in the European Convention of Human Rights ("ECHR"). 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.

HRA is therefore a consideration when considering whether there is a justification for sharing information. Whilst data protection compliance may render an interference lawful, the Council must also consider whether information sharing exercises are necessary in the public interest or whether the same ends can be achieved by a less intrusive means before an interference with Article 8 privacy rights can be justified. If there is a less intrusive alternative, the interference will be disproportionate.

### 13.2 Freedom of Information (Scotland) Act 2002

The interface between the data protection and the Freedom of Information (Scotland) Act 2002 ("FOISA") is complex. FOISA obliges the Council to be open and transparent, whereas data protection and HRA protect people's information and personal privacy. Although FOISA provides the public with a right of access to all information held, unless this is covered by one of a number of fairly narrow exemptions, there is an absolute exemption from disclosure for information, disclosure of which would breach the data protection principles. Further information on the personal data exemption under FOISA and how to deal with freedom of information requests without breaching data protection, can be obtained from the Freedom of Information Guidance Manual, available from the Council's intranet, or the Records Manager and legal advice can be obtained at any time from the Information Governance Solicitors.

## 14. Breach

- 14.1 Breach of this policy may be regarded as a serious act of misconduct and may lead to disciplinary action. Employees must therefore make every effort to ensure that they understand their responsibilities under this policy.
- 14.2 It is a criminal offence under the DPA to knowingly or recklessly obtain, access, disclose or procure Personal Data without the consent of the Data Controller. The Council reserves the right to report any such offence to the Police, as well as the Information Commissioner.

15. **Audit**

Data protection procedures are subject to routine internal and external audit and recommendations implemented accordingly.

16. **Review**

This policy will be reviewed on a two yearly basis, unless earlier review is required due to legislative changes. However, to ensure ongoing data protection compliance, any developments, significant cases, guidance from the ICO, or other lessons learned in this area, will be used to inform best practice.

## 1. Introduction

GDPR and the DPA 2018 recognise that organisations are likely to collect information deemed Special Category Data and or Criminal Offence data.

## 2. Definitions

GDPR Special Category data covers information about:

- Racial or ethnic origin.
- Political opinions.
- Religious beliefs or other beliefs of a similar nature.
- Trade Union membership.
- Physical or mental health or condition.
- Sex life and sexual orientation.
- Genetic data and biometric data.

GDPR Criminal Offence Data covers criminal allegations, proceedings or convictions and security measures. These are likely to centre on: specific employment or regulatory requirements; fraud investigations; safeguarding issues; the vital interests of the data subject or other individuals.

## 3. Legal Basis

Under GDPR the Council has a lawful basis for processing Special Category and Criminal Offence Data. The Council is obliged to collect and process this data for certain public functions (as part of its 'public task') and there is a substantial public interest in processing this information.

## 4. Procedures for Securing Compliance

The Council is obliged to have a policy for the processing of Special Category and Criminal Offence Data. Below are details of how the Council will comply with the Data Protection Principles in relation to the processing of Special Category and Criminal Offence Personal Data.

### 4.1. Principle 1 – Fair, Lawful and Transparent

**Special Category and Criminal Offence Data is processed lawfully, fairly and in a transparent manner in relation to the data subject.**

The Council will:

- Only process Special Category and Criminal Offence Data where a lawful basis can be applied, and where processing is otherwise lawful.
- Process Special Category and Criminal Offence Data fairly; and will ensure that data subjects are not misled about the purposes of any processing.
- Ensure transparency in its processing of Special Category and Criminal Offence Data to enable individuals to understand and obtain their privacy information.

### 4.2. Principle 2 - Fit for Purpose

**Special Category and Criminal Offence Data is collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.**

The Council will:

- Collect Special Category and Criminal Offence Data only for specified, explicit and legitimate purposes, and will inform data subjects what those purposes are in a privacy notice.



- Not use Special Category and Criminal Offence Data for purposes that are incompatible with the purposes for which it was collected (if we do use Special Category and Conviction Data for a new purpose that is compatible, we will inform the data subject first).

#### 4.3. Principle 3 – Data Minimisation (Adequate and Relevant)

**Special Category and Criminal Offence Data is adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.**

The Council will:

- Only collect the minimum Special Category and Criminal Offence Data needed for the purpose for which it is collected. We will ensure that the data we collect is adequate and relevant.

#### 4.4. Principle 4 – Accuracy

**Special Category and Criminal Offence Data is accurate and, where necessary, kept up to date.**

The Council will:

- Ensure that Special Category and Criminal Offence Data is accurate, and kept up to date, taking care to do this where the use of this type of information has a significant impact on individuals.

#### 4.5. Principle 5 - Data Retention

**Special Category and Criminal Offence Data will be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.**

The Council will:

- Only keep Special Category and Criminal Offence Data in identifiable form. if is necessary for the purposes for which it is collected, or where we have a legal obligation to do so. Once this data is no longer needed it will be deleted or rendered permanently anonymous.

## 4.6. Principle 6 - Security

**Special Category and Criminal Offence Data is processed in a manner that ensures appropriate security of the data including: protection against unauthorised or unlawful processing; against accidental loss, destruction or damage; and by using appropriate technical or organisational measures.**

The Council will:

- Ensure that there are appropriate organisational and technical measures in place to protect Special Category and Criminal Offence Data. Organisational protections include a robust information governance framework consisting of policies, procedures, guidance, training and awareness raising, including an ongoing 'Think Twice' campaign.

## 5. Accountability

**The Council is responsible for and must be able to demonstrate compliance with these 6 principles. The Managing Solicitor (DPO) discharges a monitoring role in relation to the Council's compliance with these principles.**

The Council:

- Ensures that records are kept of all personal data processing activities, via its Information Asset Register ("Article 30 Register") and that these are provided to the Information Commissioner on request.
- Undertakes Data Protection Impact Assessments (DPIAs) for any high risk personal data processing, and consults the Information Commissioner if appropriate.
- Has a Data Protection Officer who provides independent advice and monitoring of personal data handling, and directly reports to the SIRO and CMT on this.
- Maintains and reviews internal processes to ensure that personal data is only collected, used or handled in a way that is compliant with data protection law.

- Ensures Council policies regarding the retention and destruction of personal data are implemented.

The Council ensures that where Special Category or Criminal Offence or Convictions personal data is processed that:

- There is a record of that processing, and that record will set out, where possible, the envisaged time limits for erasure of the different categories of data.
- Where Special Category or Criminal Offence or Convictions data is no longer required for the purpose for which it was collected it will be deleted or rendered permanently anonymous.
- Data subjects receive privacy information about how their data will be handled, and that this will include the period for which the personal data will be stored, or if that is not possible, the criteria used to determine that period.

## **6. Further Information**

Further information on data protection can be obtained from the Managing Solicitor (DPO), the Information Governance Team or the Information Governance page of the Council's intranet.





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**To:** Finance, Resources & Customer Services Policy Board

**On:** 2 September 2020

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**Report by:** Director of Finance & Resources

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**Heading:** Public Holidays for Employees 2021

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**1. Summary**

- 1.1 This report sets out the dates for 12 public holidays for employees during 2021. In accordance with established practice, these dates follow a pattern set over several years and are detailed in the Appendix.
- 1.2 In line with the Council's statement of particulars of employment for local government employees, employees shall be granted 12 public holidays and one day of no work requirement per annum.
- 

**2. Recommendations**

- 2.1 That the public holidays and day of no work requirement for Renfrewshire Council employees for 2021, as set out in the Appendix to the report, be approved.
- 

**3. Background**

- 3.1 The day of no work requirement between Christmas and New Year came into effect in October 2009 following the implementation of new terms and conditions. The Council closes for all non-essential services for three days between the Christmas and New Year public holidays. Employees are required to retain and use two days of their annual leave to cover the first two days of closure with the third day allocated

as a day of no work requirement. The day of no work requirement will vary each year but is normally the working day preceding New Year's Day.

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## **Implications of the Report**

1. **Financial** – None
2. **HR & Organisational Development** – As detailed in the report.
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. 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
13. **Climate Risk** – None.

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## **List of Background Papers** - None

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0141 618 7104

## RENFREWSHIRE COUNCIL

## PUBLIC HOLIDAYS FOR EMPLOYEES 2021

Holiday	2021
New Year	Friday, 1 January 2021 Monday, 4 January 2021 Tuesday, 5 January 2021
Good Friday	Friday, 2 April 2021
Easter Monday	Monday, 5 April 2021
Early May	Monday, 3 May 2021
Queen's Birthday	Monday, 31 May 2021
Paisley Fair Holiday	Monday, 2 August 2021
Autumn Holiday	Friday, 24 September 2021 Monday, 27 September 2021
Christmas	Monday, 27 December 2021 Tuesday, 28 December 2021
Day of no work requirement	Friday, 31 December 2021

**Non-teaching staff in schools**

Children's Services will issue a separate list of school holidays for term time staff.







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**To: Finance, Resources & Customer Services Policy Board**

**On: 2 September 2020**

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**Report by: Director of Finance & Resources**

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**Heading: Town Twinning – Renfrew County, Ontario, Canada**

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**1. Summary**

- 1.1 The report seeks the Board's approval to the Council responding positively to the approach from Renfrew County, Ontario, Canada to enter into a formal town twinning arrangement.
- 1.2 At the meeting of the Board held on 13 November 2019 it was agreed that officers commence discussions with representatives of Renfrew County, Ontario, Canada in response to a proposal to enter into a town twinning arrangement and that the Director of Finance and Resources be authorised to negotiate the necessary town twinning agreement on behalf of the Council, in consultation with the Provost; and that a further report would be submitted to the Board on the outcome of those discussions and to consider the terms of the town twinning agreement.
- 1.3 The recent coronavirus pandemic has had significant impact on travel together with any provision of civic hospitality, in light of this, it should be noted that the hospitality requested below may be subject to postponement.
- 

**2. Recommendations**

- 2.1 It is recommended that the Board:

- a) following dialogue between officers on behalf of the Council and representatives from Renfrew County, Ontario, Canada approves the terms of the town twinning agreement and terms of reference (appendix 1)
  - b) that officers on behalf of the Council and representatives from Renfrew County collaborate to mark a virtual twinning between the respective Counties in lieu of an official visit.
  - c) that the Director of Finance & Resources in consultation with the Provost be authorised to make the necessary arrangements to provide hospitality for the official visit on a date still to be arranged; and
  - d) the cost of the arrangements will be met from within the 2020/21 budget provision for International Links.
- 

### **3. Background**

- 3.1 The Council currently has two town twinning arrangements; with Gladsaxe in Denmark and Furth in Germany.
- 3.2 The approach from Renfrew County arises initially due to their County being named after Renfrew by Scottish immigrants and builds on the Council's participation in Renfrew County's 150<sup>th</sup> anniversary celebrations in 2011.
- 3.3 Renfrew County is located West of Canada's Capital City, Ottawa along the border with the province of Quebec to the east and Algonquin Park to the west/north west. It includes 17 municipalities which are part of the County Council and a separated city located in the central area of the County, the City of Pembroke. The County has a population of approximately 102,000 and covers an area of approximately 102 square kilometres (2,873 square miles).
- 3.4 The anticipated benefits to the Council from town twinning arrangements are:
  - Creating relationships between our businesses, schools and colleges and our cultural assets
  - Promoting economic development through trade missions; and
  - Supporting cultural and tourism links.
- 3.5 It should be emphasised at this stage that the arrangement will not involve visits to Canada by elected members or senior officers.

Instead, the relationship will be maintained through links between local businesses, schools and other organisations.

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## Implications of the Report

1. **Financial** – There will be no additional costs to the Council arising directly from establishing the town twinning arrangement. The cost of any civic events will be paid for using existing resources.
2. **HR & Organisational Development** - None
3. **Community/Council Planning** –  
Reshaping our place, our economy and our future – The proposal will support closer economic and cultural links to the benefit of the local economy.
4. **Legal** – A formal town twinning agreement will be entered into.
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. **Climate Risk** – none
13. **Cosla Policy Position** – n/a

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## List of Background Papers - none

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

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## APPENDIX 1

# PARTNERSHIP AGREEMENT Between THE COUNTY OF RENFREW And RENFREWSHIRE COUNCIL

**Whereas**, the municipalities of Renfrewshire Council, Scotland and the County of Renfrew, Ontario, Canada share similar goals of international cooperation, mutual prosperity, and world peace; and

**Whereas**, they believe it to be in their collective interest to broaden and strengthen ties between the two municipalities; and

**Whereas**, they place similar values on cultural understanding, education, training, youth leadership, exchanges to educate citizens, environmental stewardship, etc.; and

**Whereas**, they will identify activities, common to all, that can generate new initiatives to further nurture economic, social, and cultural relationships; and

**Whereas**, the purpose of this relationship is to increase economic development, tourism, business to business relationships and opportunities, cultural exchanges, educational opportunities, technical exchanges, etc. for both regions, and to increase awareness of both municipalities as being leaders in their respective countries as a place to do business and visit; and

**Whereas**, both municipalities are committed to mutual support for organizing and developing the experiences, common activities, and future programs of the twinning relationship on the basis of previous agreements of mutual cooperation and directions set forth by this declaration;

**Now**, Therefore, We, Renfrewshire Council and the County of Renfrew, do believe that this pact will further contribute to the cause of world peace and to the development of friendly relations between the peoples of Scotland and Canada and our two municipalities; and

Further, we affix our signatures and our city seals on this declaration to establish our relationship as Partner Authorities.

[SIGNATURE]  
[TITLE]  
[DATE]

[SIGNATURE]  
[TITLE]  
[DATE]

# PARTNERSHIP AGREEMENT

Between

## THE COUNTY OF RENFREW

And

## RENFREWSHIRE COUNCIL

### **Terms of Reference**

The Renfrewshire Council and the County of Renfrew hope to build on preexisting relationships built between their respective communities, and acknowledge that these previous exchanges and personal friendships along with the benefits they have brought to each community have served as a foundation for this agreement. Both parties believe it to be in their collective interest to broaden and strengthen ties between the two communities, and place similar values on cultural understanding, education, training, youth leadership, exchanges to educate citizens, environmental stewardship, etc. The parties also acknowledge the strong ancestral roots as a motivator in deepening the ties between these two communities.

Recognizing the importance of strong and diverse economies, the parties will encourage their respective chambers of commerce and business communities to foster exchanges of entrepreneurs and business enterprises in areas such as tourism and commerce.

The Renfrewshire Council and the County of Renfrew, do hereby agree to promote, support, and encourage exchanges and cooperative activities between the citizens of each community.

These exchanges and activities shall be based on shared goals of economic development, cultural understanding, and improved municipal governance and administration.

In pursuit of these shared goals, our cities shall:

- Encourage business-to-business relationships, opportunities, and investments
- Explore cooperation and exchange between local development agencies, chambers of commerce, and tourism departments;
- Encourage study abroad programs between our respective post-secondary institutions;
- Perform inbound/outbound high school exchanges
- Explore exchanges of art and cultural products between our respective museums and galleries
- Prioritize municipal exchanges in the areas of key economic development industry pillars

In all activities each side will endeavor to ensure mutual benefit for each municipality, and shall draw on its institutions, social organizations, and citizens to promote cooperation. All activities shall also be subject to availability of resources and yearly budgets, and each party understands that this agreement does not constitute a financial commitment on behalf of the municipalities.

We hereby pledge to cooperate with each other on this [DATE].

[SIGNATURE]  
[TITLE]  
[DATE]

[SIGNATURE]  
[TITLE]  
[DATE]



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**To: Finance, Resources & Customer Services Policy Board**

**On: 2 September 2020**

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**Report by: Director of Finance & Resources**

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**Heading: Inspection of Salmon Fishings – River Clyde**

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## **1. Summary**

- 1.1 This report advises of the action taken by the Director of Finance & Resources, in consultation with the Provost, in relation to arrangements made for the maintenance of the Council's Salmon Fishing Rights on the River Clyde, and documentation of this for sharing through Renfrewshire Council and Renfrewshire Leisure media streams.
- 1.2 This is a process which the Council seeks to undertake every three years prior to the end of August and is funded from the Renfrew Common Good. However, due to the coronavirus pandemic, the usual celebration with invited guests and the provision of civic hospitality was not been possible. As an alternative to celebrate this tradition and for posterity purposes a vessel departed from the Renfrew ferry pontoon and proceeded into the River Clyde where the nets were cast by the Provost. The vessel then proceeded back to the Renfrew ferry Pontoon. A short film was created to encapsulate the unique history of this tradition and its importance for the town and people of Renfrew.
- 

## **2. Recommendation**

- 2.1 That the actions taken by the Director of Finance & Resources in consultation with the Provost in relation to the maintenance of the Salmon Fishing Rights,

including the creation of a short film, be homologated and that the costs involved, of up to £1000, be met from the Renfrew Common Good Fund.

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### 3. **Background**

- 3.1 The right of salmon fishing in the River Clyde was conferred on Renfrew Town Council, and its successor authorities, by Queen Ann by Royal Charter dated 20<sup>th</sup> October, 1703. Since 1781, a practice has been established of fishing the river every three years in order to maintain the right which might otherwise be lost by prescription. The right is maintained by nets being put out and hauled in, with the Provost being seen to take hold of the nets.
  - 3.2 As the last inspection took place in August 2017, the Council, to safeguard its rights and to continue with this tradition, required to arrange to inspect the fishings prior to 31 August 2020.
  - 3.3 Historically the costs involved in the Salmon Fishings have been met from the Renfrew Common Good Fund.
- 

### **Implications of the Report**

- 1. **Financial** – as outlined in paragraph 2.1.
  - 2. **HR & Organisational Development** – None
  - 3. **Community Planning** – none
  - 4. **Legal** – as described in the report – the Council is required to undertake this action in order to maintain its rights under a Royal Charter of 1703.
  - 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. **Climate Risk** - none.
  - 13. **Cosla Policy Position** – not applicable
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## List of Background Papers

(a) Background Paper - None

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**To: Finance, Resources and Customer Services Policy Board**

**On: 2nd September 2020**

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**Report by: The Chief Executive and The Director of Finance and Resources**

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**Heading: Contract Authorisation Report for Employee Benefits (RC-CPU-18-396)**

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## **1. Summary**

- 1.1 The purpose of this report is to seek approval of the Finance, Resources and Customer Services Policy Board to award a Contract for Employee Benefits.
  - 1.2 The recommendation to award a Contract follows a procurement exercise which was conducted in accordance with the Crown Commercial Services Employee Benefits Framework Agreement RM6133 and the Renfrewshire Council's Standing Orders Relating to Contracts for an above EU Threshold Services Contract.
  - 1.3 The contract strategy document was approved by the Head of Transformation, HR and OD, the Strategic Procurement Manager and the Procurement Operations Manager on the 12<sup>th</sup> August 2020.
- 

## **2. Recommendations**

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board authorise:
  - 2.1.1 The Head of Corporate Governance to award the Contract for Employee Benefits which is a direct award Call Off Contract made under the Crown Commercial Services Employee Benefits Framework

Agreement (RM6133) to Edenred (UK Group) Limited, subject to the Framework Order Form procedures;

- 2.1.2 The initial Contract period of two (2) years with the council's option to extend for up to a further twelve (12) months and the anticipated contract commencement date of 21st September 2020; however If there are any changes to these dates prior to award, the actual start date will be confirmed in the council's letter of acceptance and Order Form;
  - 2.1.3 The anticipated initial two-year contract value of £2,345,500 excluding VAT; with a further anticipated value of £1,103,000 excluding VAT where the extension period is utilised. If the extension period is utilised the anticipated value over the 36 month period is £3,448,500 excluding VAT (\*See point 2.2. below).
  - 2.2 The Finance, Resources and Customer Services Policy Board are asked to note that the anticipated value in 2.1.3 above is based on the cumulative amount of requests processed through the Contract and includes Edenred (UK Group) Limited's administration fee payable by the Council for managing the online portal. There will be an initial outlay made by the council for relevant employee benefits salary sacrifice schemes. These outlays will be recouped from employees in accordance with the relevant salary sacrifice scheme.
  - 2.3 The Finance, Resources and Customer Services Policy Board are also asked to note that for the salary sacrifice schemes, automated pay deductions will be set up by the Council's payroll department for employees participating in the schemes to make the relevant repayments to the Council. The anticipated value is higher in the initial year as it is envisaged that the % uptake will be higher in the first year.
- 

### 3. **Background**

- 3.1 Renfrewshire Council is seeking to appoint a single Service Provider to provide a fully managed Employee Benefits Package platform to the council which will include provision of Salary Sacrifice Schemes (aligned with the HMRC guidance on Salary Sacrifice Schemes) and also Salary Deduction and Voluntary Benefit Schemes.
- 3.2 The proposed employee benefits package will strengthen the council's brand as a destination employer, offering a way to attract and retain employees, and contribute to improving staff wellbeing and engagement.

The initial Employee Benefits Packages available to employees will include those listed below, however the council requires flexibility from the service provider to allow other benefits to be added during the contract term:

- Cycle to Work (Salary Sacrifice)
- Green Car Leasing (Salary Sacrifice)
- ICT Equipment/Phones (Salary Deduction)
- Employee Discounts (Voluntary Benefit)
- Financial Wellbeing (Voluntary Benefit)

3.3 The schemes will be open to all employees of the Council, Renfrewshire Leisure LLP, Scotland Excel and Elected Members, who meet the scheme(s) eligibility criteria and will provide salary sacrifice savings where applicable for both employees (Tax and NI savings) and for the council (NI savings).

Renfrewshire Leisure LLP is a separate body from the Council and can make use of framework agreement by entering into a separate contractual arrangement based on the terms and conditions of the Employee Benefits framework agreement or Renfrewshire Council acts as the contracting and servicing authority for Renfrewshire Leisure LLP and enters contracts on its behalf. Scotland Excel is an associated body, being the joint committee of Scottish local authorities carrying out purchasing and procurement functions for the thirty-two Scottish local authorities. Renfrewshire Council acts as the contracting and servicing authority for Scotland Excel and enters into contracts on its behalf.

3.4 A key principal of the package will be that they will include local suppliers and retailers where possible, which in turn will help to support the local economy by encouraging employees to spend local.

3.5 The schemes are run on a cost-neutral basis, meaning the council, for relevant schemes, will commit to make an initial outlay for any eligible employee agreeing to the terms of the respective scheme. As part of that agreement the employee will agree to the council's payroll making an automated deduction from salary.

3.6 The council reviewed the procurement options for providing Employee Benefits Packages. In accordance with standing order for contracts 29.5 the Crown Commercial Services Employee Benefits Framework Agreement (RM6133) was identified as meeting the requirements for provision of these services.

3.7 The Framework allows Public Sector Bodies to access a range of employee benefits using an online platform to support their pay and reward policies such as the council's proposed employee benefits packages.

3.8 The Crown Commercial Services Employee Benefits Framework Agreement (RM6133) is a single supplier framework with Edenred (UK Group) Limited. Edenred (UK Group) Limited will build a bespoke cloud based secure branded online platform which will allow the council to gain

access to a variety of employee benefits including those benefits packages listed at 3.2 above. The council reserve the right to promote the employee benefits as and when required within the term of the Contract.

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## Implications of the Report

1. **Financial** – The financial status of Edenred (UK Group) Limited was assessed by Crown Commercial Service (CCS) at the time of award onto the Framework Agreement and was deemed to meet the requirements in relation to financial stability.
2. **HR & Organisational Development** – The employee benefits package will be launched, implemented and monitored by HR and OD and Payroll. Resources to manage the schemes and administration will be utilised from the existing teams within HR and OD and Payroll.
3. **Community/Council Planning –**  
  
**Working together to improve outcomes** by offering employees benefits under a salary sacrifice arrangement such as bicycles and electric bicycles, IT equipment and green car leasing that they can pay back in defined manageable amounts dependent on their pay frequency. The Council will also offer voluntary benefits arrangements. This package will help to promote the council as an employer of choice, a modern and flexible workplace and contribute to the council's health and wellbeing strategies.  
  
**Creating a sustainable Renfrewshire for all to enjoy** by promoting a better lifestyle for employees with schemes such as Cycle to Work and Green car scheme which will reduce carbon footprint.
4. **Legal** – The procurement was carried out in accordance with the RM1633 Framework requirements and Renfrewshire Council Standing Orders Relating to Contracts for an above EU Services Contract using an existing Framework Agreement.
5. **Property/Assets** – No property/assets implications have arisen or are anticipated.
6. **Information Technology** – All the employee benefits schemes will be accessible via a cloud based secure branded online platform which aligns to the council's ICT Strategy.
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** – No Health and Safety implications have arisen or are anticipated.
9. **Procurement** – The procurement procedure outlined in this report ensure that the Council meets its statutory requirements in respect of the EU regulatory requirements and the councils Standing Orders Relating to Contracts.
10. **Risk** – Edenred (UK Group) Limited's insurance documentation was evaluated by Crown Commercial Service at the time of award onto the Framework and was deemed to meet the minimum requirements. The council's Risk Manager has also confirmed that the levels of insurance are adequate for the requirements of the Framework Agreement and this Contract.
11. **Privacy Impact** – Edenred (UK Group) Limited will be required to confirm and agree to the Data Protection requirements as noted within the order form.
12. **Cosla Policy Position** – No Cosla policy position implications have arisen or are anticipated.
13. **Climate Risk** - The level of impact associated with provision of this service has been assessed using the Scottish Government Sustainability Test and is considered to be low risk. The considerations for this contract includes, reducing packing, reducing paper waste and allow employees to apply online or phone, reducing carbon emissions by employees using their bikes to cycle to work rather than motorised transport and offer a green sustainable car leasing scheme.

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## List of Background Papers

None

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**To: Finance, Resources and Customer Services Policy Board**

**On: 2<sup>nd</sup> September 2020**

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**Report by: The Chief Executive and the Director of Finance and Resources**

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**Heading: Contract Authorisation Report for a Contract to provide Advanced Automation Technology (RC-CPU-20-074)**

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**1. Summary**

- 1.1 The purpose of this report is to seek approval of the Finance, Resources and Customer Services Policy Board to award a contract for Advanced Automation Technology.
- 1.2 The recommendation to award a contract follows a procurement exercise which was conducted in accordance with the Crown Commercial Services G-Cloud 11 Framework Agreement (the Framework") RM1557.11, Lot 2 using the Framework's call off contract direct award ordering process and Renfrewshire Council's Standing Orders Relating to Contracts for an above EU Threshold Contract for Services.
- 1.3 The Contract Strategy was approved and signed by the Head of Customer and Business Services and the Procurement Operations Manager on the 13<sup>th</sup> July 2020.
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## **2. Recommendations**

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

- 2.1 The Head of Corporate Governance to Award the Call Off Contract for Advanced Automation Technology following a direct award under Lot 2 of the Crown Commercial Services G-Cloud 11 Framework Agreement (RM1557.11) to Blue Prism Cloud Limited (formerly known as Thoughtonomy Limited) and subject to the Call Off Contract award process under this Framework.
- 2.2 The initial contract term of 24 (twenty four) months with the Council option to extend on two (2) separate occasions up to 12 (twelve) months and the anticipated Call Off start date of no later than 24 September 2020 to replace the existing contract, with the actual date to be confirmed in the Order Form accompanying the Council's letter of acceptance.
- 2.3 The initial value for the 24 month contract, which will not exceed £207,000 excluding VAT. Where the options to extend are utilised, the additional value will not exceed £105,000 excluding VAT for each 12-month period, therefore if the full extension is taken up, the total value excluding VAT for 48 months will be £417,000 excluding VAT.

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## **3. Background**

- 3.1 Advanced Automation Technology is an operational tool which, once fully optimised will bring significant benefits to the Council. The tool helps develop new ways of reducing routine manual processes by automating administrative, logic-based tasks currently within the Customer and Business Services division and it is proposed under this new contract to expand the use across this and potentially other service areas.
- 3.2 A team in Customer and Business Services was specifically created to develop processes and were selected due to the high volume of manual activities performed within their section. Over the last 2 years, the team has developed and customised a number of processes and as a result this has reduced the extent of manual processes using the advanced automation tool in conjunction with Blue Prism Licences and their platform to build these new processes. Renfrewshire Council is among the first public sector contracting authorities in Scotland to have implemented this tool, enabling the Council to share information and lessons learned with other Councils.

- 3.3 The Council's current contract for Advanced Automation Technology expires on 23<sup>rd</sup> September 2020. The current contract service provider is Blue Prism Cloud Limited (formerly known as Thoughtonomy Limited).
- 3.4 A review of the procurement options identified that the Crown Commercial Services G-Cloud 11 Framework Agreement RM1557.11 (Framework) could be utilised to make a direct award under Lot 2 after using the Call Off Contract award process under this Framework. Any call off contract placed under the Framework will have a maximum initial term of 24 months with up to two (2) extension allowed, each of no more than 12 months.
- 3.5 The Framework is an agreement consisting of 3 distinct lots that allows UK Public sector bodies to choose and purchase cloud computing services covering infrastructure, platform, software and specialist cloud services.
- 3.6 The supplier was identified in accordance with the Framework's Call Off Contract award process under this Framework using Key words under Lot 2 as detailed below, which identified one supplier who could meet the Council's requirements:

Search Criteria No	Search Criteria Detail	Resultant Suppliers
Search Criteria 1:	"blue prism in Cloud software" RPA; Blue Prism"	6 suppliers
Search Criteria 2:	"blue prism in Cloud software" RPA; Blue Prism", not a reseller	2 suppliers
Search Criteria 3:	"blue prism in Cloud software" "Supplier type: not a reseller". User support: email or online ticketing, phone and onsite support"	2 suppliers
Search Criteria 4:	"blue prism in Cloud software""Supplier type: not a reseller". User support: email or online ticketing, phone and onsite support"; private network or public sector network	1 supplier

- 3.7 The supplier meeting all the requirements was Blue Prism Cloud Limited(formerly known as Thoughtonomy Limited), who have now become part of the Blue Prism group of companies and the recommendation is to award a Call off Contract following the direct award procedure under the Framework.
- 3.8 The contract will be formed under the Framework Order Form requirements and the G-cloud 11 Call off contract (version 4).

## Implications of the Report

1. **Financial** – The financial status of Blue Prism Cloud Limited was assessed which confirmed that the organisation satisfied the Council's requirements in relation to financial stability.
2. **HR & Organisational Development** – No HR & Organisational development implications have arisen or are anticipated.
3. **Community/Council Planning** –  
  
**Working together to improve outcomes** - This contract will ensure the Council takes advantage of new technologies to reduce manual tasks by automating administrative, logic based tasks.
4. **Legal** – The procurement was carried out in accordance with the Framework requirements and Renfrewshire Council Standing Orders Relating to Contracts for an above EU contract for Services and using an existing Framework Agreement.
5. **Property/Assets** – No property/assets implications have arisen or are anticipated.
6. **Information Technology** – This contract will ensure the Council takes advantage of new technologies and the platform for developing the processes is software as a service (SaaS), which aligns to the Council's ICT strategy.
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** – No Health and Safety implications have arisen or are anticipated.

9. **Procurement** –The procurement procedure outlined with this report ensure that the Council meets its statutory requirements in respect of the EU regulatory requirements and the Councils Standing Orders Relating to Contracts.
10. **Risk** – Blue Prism Cloud Limited insurance documentation were evaluated by Crown Commercial Service at the time of awarded Blue Prism Cloud Limited onto the Framework and were deemed to meet the minimum requirements. The Council’s Risk Manager has also confirmed that the levels of insurance are adequate for the requirements of the Framework Agreement and this Contract.
11. **Privacy Impact** – Blue Prism Cloud Limited will be required to confirm and agree to the Data Protection requirements as noted within the order form.
12. **Cosla Policy Position** – No Cosla policy position implications have arisen or are anticipated.
13. **Climate Risk** - The level of impact associated with provision of this service has been assessed using the Scottish Government Sustainability Test and is considered to be low risk.

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### List of Background Papers

None

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**To: Finance, Resources and Customer Services Policy Board**

**On: 2 September 2020**

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

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**Heading: Refurbishment/Upgrade of Traffic Signal Equipment at 7 Junctions within Renfrewshire**

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**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 Contract for the Refurbishment/Upgrade of Traffic Signal Equipment at 7 Junctions within Renfrewshire.

1.2 The procurement exercise was conducted in accordance with the Council's Standing Orders Relating to Contracts.

1.3 A Contract Strategy was approved by the Head of Operations and Infrastructure and the Strategic Commercial Category Manager on 30 June 2020.

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**2. Recommendations**

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

2.1 The Head of Corporate Governance to award a Contract for the Refurbishment/Upgrade of Traffic Signal Equipment at 7 Junctions within Renfrewshire to Hillhouse Quarry Group Limited T/A MacAsphalt;

- 2.2 The intended starting date of 1 October 2020 with an anticipated completion date of 31 March 2021. However, the actual date will be confirmed in the Council's Letter of Acceptance; and
- 2.3 A cumulative spend under the Contract of up to £600,000 excluding VAT.
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### 3. **Background**

- 3.1 Renfrewshire Council has a statutory obligation to maintain and improve all the traffic signals in operation within the Council boundary. Given this obligation, the Council has a requirement for a suitably qualified and experienced contractor to refurbish/upgrade traffic signal equipment at the following junctions:
- B789 High Street/MacDowall Street/George Street, Johnstone;
  - A726 Mill Street/Seedhill Road, Paisley;
  - A726/Thread Street, Paisley;
  - A726/Saucel Crescent;
  - B775 Maxwellton Street/Corsebar Road/ Lounsdale Road/Green Road, Paisley;
  - A726 Barrhead Road/Lochfield Road, Paisley; and
  - B775 Maxwellton Street/Broomlands Street/Gallow Green Road, Paisley.
- 3.2 A contract notice was published on the Public Contracts Scotland advertising portal on Friday, 17 July 2020 and the tender documentation available for downloading from the Public Contracts Scotland – Tender platform.
- 3.3 During the tender period, eight (8) companies expressed an interest in the Contract. By the closing date for return of electronic tenders, 12 noon on Monday, 10 August 2020, three (3) companies submitted a response, three (3) declined to respond and two (2) failed to respond.
- 3.4 The three (3) tender submissions received were evaluated against a pre-determined set of criteria in the form of the European Single Procurement Document (ESPD), as required by the Council's standing order relating to contracts 11.5, by representatives from the Corporate Procurement Unit, Health and Safety and Risk which assessed competence, expertise and economic and financial standing. All tenderers were assessed as meeting the minimum criteria following the methodology stated in the Invitation to Tender.



- 3.5 The Tender Submissions were then assessed against the published set of Award Criteria which were based on a price/quality ratio of 60%/40%.
- 3.6 One (1) Tenderer's bid was deemed to be non-compliant at this stage. As a result, their bid was not considered further.
- 3.7 The scores relative to the Award Criteria for each of the two (2) remaining Tenderers are noted below:

	Price (60%)	Quality (40%)	Total (100%)
Hillhouse Quarry Group Limited t/a MacAsphalt	60.00%	39.50%	99.50%
Lochwynd Limited	11.11%	30.75%	41.86%

- 3.8 The evaluation of Tender Submissions received identified that the submission by Hillhouse Quarry Group Limited t/a MacAsphalt was the most economically advantageous tender.
- 3.9 The costs of this contract will be fully met by funding provided by Strathclyde Partnership for Transport. This funding has to be spent by 31 March 2021.
- 3.10 Community Benefits were requested as part of the procurement process and Hillhouse Quarry Group Limited t/a MacAsphalt have committed to the following Community Benefits:

Community Benefit Description	No of People / Activity
Job for an unemployed individual	2

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## Implications of the Report

- Financial**  
 The cost of this Contract will be met in full by funding provided by Strathclyde Partnership for Transport. This funding must be spent by 31 March 2021.
- HR & Organisational Development**  
 Not applicable.

3. **Community/Council Planning –**  
Reshaping our place, our economy and our future – the Contract proposed will support the delivery of this outcome.
4. **Legal**  
The tendering procedure for this Works Contract was conducted in accordance with the Council's Standing Orders Relating to Contracts.
5. **Property/Assets**  
This contract will improve the Council's traffic signal infrastructure.
6. **Information Technology**  
No Information Technology implications have been identified 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**  
Hillhouse Quarry Group Limited t/a MacAsphalt's 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**  
Hillhouse Quarry Group Limited t/a MacAsphalt have been assessed and evaluated to confirm that they have met the minimum requirements regarding insurable risk.

11. **Privacy Impact**  
No Privacy Impact implications have been identified or are anticipated.
12. **Cosla Policy Position**  
No Cosla Policy implications have arisen or are anticipated.
13. **Climate Risk**  
The level of impact associated with the provision of this work has been assessed using the Scottish Government Sustainability Test and is considered to be low risk.

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