

Minute of Meeting

Finance, Resources and Customer Services Policy Board

Date	Time	Venue
Wednesday, 27 March 2019	14:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

Present

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

Chair

Councillor J Shaw, Convener, presided.

In Attendance

A Russell, Director of Finance & Resources; L McIntyre, Head of Policy & Commissioning, S McFadden, Project Director (City Deal), B Walker, Depute Project Director (City Deal), and B Lambert, Strategic Procurement Manager (all Chief Executive's); D Gillies, Head of Facilities Management (Environment & Infrastructure); and K Graham, Head of Corporate Governance, J Lynch, Head of Property Services, A MacArthur, Head of Finance, R McGrath, Head of Business & Customer Services, P Murray, Head of ICT, G Innes, Customer Services Manager and A McNaughton, Senior Committee Services Officer (all Finance & Resources).

Apologies

Councillor Tom Begg and Councillor Kenny MacLaren.

Declarations of Interest

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

1 Revenue Budget Monitoring Report to 4 January 2019

There was submitted a revenue budget monitoring report by the Director of Finance & Resources in respect of Finance & Resources, Corporate Landlord and Miscellaneous expenditure for the period to 4 January 2019.

DECIDED: That the report be noted.

2 Revenue Budget Monitoring - Council Overview to 4 January 2019

There was submitted a revenue budget monitoring report by the Director of Finance & Resources relative to an overview of expenditure on general fund services and the Housing Revenue Account for the period to 4 January 2019.

DECIDED: That the report be noted.

3 Capital Budget Monitoring Report

There was submitted a capital budget monitoring report by the Director of Finance & Resources relative to capital expenditure on corporate issues for the period to 4 January 2019.

DECIDED: That the report be noted.

4 Capital Budget Monitoring Report - Overview

There was submitted a capital budget monitoring report by the Director of Finance & Resources relative to an overview of expenditure on the Housing and Non-housing Capital Programmes to 4 January 2019.

DECIDED: That the report be noted.

5 Customer & Business Services Performance Report

There was submitted a report by the Director of Finance & Resources relative to the Customer & Business Services Performance Report.

The report detailed performance across key Customer & Business Service functions including revenue collection and benefit administration for the period ending 28 February 2019.

The report also included an update on delivery of the Customer Strategy 2017/22 under the five themes of: Customer; Service Fulfilment; Access to Services; Communication; and Digital Skills.

DECIDED:

(a) That the report be noted; and

(b) That progress to deliver the Customer Strategy 2017/22 be noted.

6 Operational Performance Report: Integrated Facilities Management

There was submitted an update report by the Director of Environment & Infrastructure relative to the performance of services delivered by Integrated Facilities Management (Hard & Soft Services) since January 2019.

The report provided performance information on building services; repairs over the last three years; compliance tasks; housing repairs; housing repairs satisfaction levels; street lighting; external works; compliance regime; early years and childcare; cashless catering; attendance at work; and free school meals.

DECIDED: That the operational performance update be approved.

7 Chief Executive's Service Improvement Plan 2019/22

There was submitted a report by the Chief Executive relative to the Chief Executive's Service Improvement Plan 2019/22, a copy of which was appended to the report.

The Plan set out a comprehensive statement of the service aims and objectives for the next three years, based on the resources likely to be available, and took account of the themes, actions, outcomes and targets contained within the Council Plan, Single Outcome Agreement and Community Plan. The report highlighted that at the core of the Service Improvement Plan process was an action plan which detailed the priorities, the key tasks to be implemented, the implementation timetable and the outcomes against which progress would be measured.

DECIDED:

(a) That the Chief Executive's Service Improvement Plan 2019/22, as appended to the report, be approved; and

(b) That progress to deliver this Service Improvement Plan 2019/22 be reported to this Board in November 2019.

8 Environment & Infrastructure Service Improvement Plan 2019/22

There was submitted a report by the Director of Environment & Infrastructure relative to the Environment & Infrastructure Service Improvement Plan 2019/22 (the Plan), a copy of which was appended to the report.

The Plan set out a comprehensive statement of the service aims and objectives for the next three years, based on the resources likely to be available, and took account of the themes, actions, outcomes and targets contained within the Council Plan, Single Outcome Agreement and Community Plan. The report highlighted that at the core of the Service Improvement Plan process was an action plan which detailed the priorities, the key tasks to be implemented, the implementation timetable and the outcomes against which progress would be measured.

The report advised that although the Plan covered all areas of service activity, only the areas of activity that fell within the scope of this Policy Board's remit should be considered.

DECIDED:

- (a) That the Environment & Infrastructure Service Improvement Plan 2019/22, as appended to the report and as specific to the areas of activity within the remit of this Policy Board, be approved;
- (b) That, progress in respect of areas of activity within the remit of this Policy Board, be reported to the Board in November 2019; and
- (c) That it be noted that this Service Improvement Plan had also been submitted to the Infrastructure, Land and Environment Policy Board for approval of the areas of activity that fell within the remit of that Policy Board.

9 Finance & Resources Service Improvement Plan 2019/22

There was submitted a report by the Director of Finance & Resources relative to the Finance & Resources Service Improvement Plan 2019/22, a copy of which was appended to the report.

The Plan set out a comprehensive statement of the service aims and objectives for the next three years, based on the resources likely to be available, and took account of the themes, actions, outcomes and targets contained within the Council Plan, Single Outcome Agreement and Community Plan. The report highlighted that at the core of the Service Improvement Plan process was an action plan which detailed the priorities, the key tasks to be implemented, the implementation timetable and the outcomes against which progress would be measured.

DECIDED:

- (a) That the Chief Executive's Service Improvement Plan 2019/22, as appended to the report, be approved; and
- (b) That progress to deliver this Service Improvement Plan 2019/22 be reported to this Board in November 2019.

10 Complaints Handling Policy

There was submitted a report by the Chief Executive relative to the outcome of a council-wide review of the Complaints Handling Procedure (CHP) as part of a commitment to improve customer service by learning from others, improving satisfaction levels for complaints handling and to align social work complaints with the council-wide procedure.

The report detailed the current CHP and advised that structural changes to service departments, the creation of Children's Services, the establishment of Renfrewshire Health & Social Care Partnership and technological changes to recording and monitoring of complaints had necessitated a review of current practise. The report outlined the findings and recommendations of the review and the appendix to the report set out a revised Complaints Handling Policy.

DECIDED:

- (a) That the key findings and recommendation from the complaints handling review be noted; and
- (b) That the Complaints Handling Policy, as appended to the report, be approved.

11 Chief Executive's Service - Health & Safety Action Plan 2019/22

There was submitted a report by the Chief Executive relative to the annual Health & Safety Action Plan 2019/20 for the Chief Executive's Service. A copy of the Action Plan was appended to the report.

The report advised that the action plan identified areas for future and continued action. Progress to deliver the action plan would be monitored every six months and an annual progress report would be submitted to this Policy Board in Spring 2020.

DECIDED: That the Chief Executive's Service Health & Safety Action Plan 2019/20, as set out in the Appendix to the report, be approved.

12 Revised Finance & Resources Health & Safety Policy 2019

There was submitted a report by the Director of Finance & Resources relative to the implementation of a revised Finance & Resources Health & Safety Policy 2019 (the Policy), a copy of which was appended to the report.

The report explained that the Policy had been revised to reflect service changes in recent years and the current health and safety risk profile for the service. The Policy supported the corporate policy and set out the service arrangements, including roles and responsibilities.

DECIDED: That the Finance & Resources Health & Safety Policy 2019, as appended to the report, be approved.

13 Town Twinning – 50th Anniversary Visit from Fürth, Germany

There was submitted a report by the Director of Finance & Resources relative to a proposal to host a four-day visit by a delegation of members and officers from Fürth, Germany, to celebrate the 50th anniversary of the establishment of formal town twinning links with Renfrewshire.

DECIDED:

(a) That it be agreed to host a visit by a delegation from Fürth in April 2019; and

(b) That the Director of Finance & Resources, in consultation with the Provost, be authorised to make the necessary arrangements.

14 Civic Hospitality

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

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

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

Recovery Across Mental Health (RAMH) Dinner Dance – £350

Paisley & District Bowling Clubs Ex-Presidents Association - £3,000

Visit by pupils and teachers from Gladsaxe, Denmark - £1,900

Scottish Fire and Rescue Service - £950

Rainbow Flag raising - £400

CONTRACT AUTHORISATION REPORTS

15 Active Multi-asset Investment Manager

There was submitted a joint report by the Chief Executive and the Director of Finance & Resources relative to the award of a contract for an Active Multi Asset Investment Manager (RC-CPU-19-197).

Following a procurement exercise conducted in accordance with the Council's procedures, 15 tenders were submitted and after evaluation the tender submitted by Aberdeen Standard Capital Limited was found to be the most economically advantageous.

DECIDED: That the Head of Corporate Governance be authorised to award a contract for an Active Multi Asset Investment Manager to Aberdeen Standard Capital Limited for a period of three years with an option to extend for up to a further two years at a cost based on a percentage against the investments and up to £466,370.00 excluding VAT for the full five years.

16 Construction of the Spateston Pre-five Centre, Johnstone

There was submitted a joint report by the Chief Executive and the Director of Finance & Resources relative to the award of a works contract for construction of the Spateston Pre-five Centre, Johnstone (RC-CPU-18-285).

Following a two-stage restricted procurement exercise conducted in accordance with the Council's procedures, six tenders were submitted and after evaluation the tender submitted by Fleming Buildings Limited was found to be the most economically advantageous

DECIDED:

(a) That the Head of Corporate Governance be authorised to award a design and build contract for the construction of the Spateston Pre-five Centre, Johnstone, to Fleming Buildings Limited at a cost of £1,909,793.22 excluding VAT, subject to the provision of a performance bond and collateral warranties as indicated within the tender document; and

(b) That it be noted that the dates of possession and completion of Section 1 and Section 2 of this contract were 3 June 2019 and 26 March 2020 and 27 March and 31 March 2020 respectively, or as confirmed in the letter of acceptance.

17 Design & Construction Works for the Glasgow airport Investment Area (GAIA) Project

There was submitted a report by the Chief Executive relative to the award of a contract for design and construction works for the Glasgow Airport Investment Area Project (RC/OC/348/18).

Following a procurement exercise conducted in accordance with the Council's procedures, five tenders were submitted and after evaluation the tender submitted by Wills Bros Civil Engineering Limited was found to be the most economically advantageous.

DECIDED:

(a) That the Head of Corporate Governance be authorised to award the contract for design and construction works for the Glasgow Airport Investment Area Project to Wills Bros Civil Engineering Limited, subject to approval of the Glasgow Area Investment Area Full Business Case by Glasgow City Region Chief Executives Group on 28 March 2019, the provision of a performance bond and the provision of a parent company guarantee, at a cost of £21,024,195.94 excluding VAT, for a period of 84 weeks starting June 2019 and ending December 2020, or on the dates confirmed in the formal contract; and

(b) That a total contract value of up to £26,367.000 including unquantifiable risk and contingency and excluding VAT, be approved.

18 Framework Agreement for Catering Services

There was submitted a joint report by the Chief Executive and the Director of Finance & Resources relative to the establishment of a framework agreement for the provision of Catering Services (RC-CPU-16-153) to the Council and Renfrewshire Leisure Limited.

Following a procurement exercise conducted in accordance with the Council's procedures, two tenders were submitted and after evaluation It's All Food Group Limited was ranked first and Est Ecosse Limited, trading as Taste Buds Paisley, was ranked second. The report explained that it was anticipated that the first ranked supplier would receive most catering orders. Should the first supplier be unable to deliver, the order would then be offered to the second supplier.

DECIDED: That the Head of Corporate Services be authorised to establish a framework agreement for catering services on behalf of the Council and Renfrewshire Leisure Limited with It's All Food Limited (ranked first) and Est Ecosse Limited trading as Taste Buds Paisley (ranked second) at a maximum value of up to £175,000.00 excluding VAT for an initial two-year period commencing 16 April 2019 until 15 April 2021 with an option to extend on two separate occasions for 12 months on each occasion until no later than 15 April 2023 at an additional maximum annual cost of £87,500.00 excluding VAT for each extension period.

19 Framework Agreement for Renfrewshire Council Early Learning and Childcare Places

This item was withdrawn.

20 Nursery and Primary School Electrical Upgrades

There was submitted a joint report by the Chief Executive and the Director of Finance & Resources relative to the award of three individual contracts for Nursery and Primary School electrical updates at Houston Primary School (Lot 2), Wallace Primary School (Lot 3) and East Fulton Primary School (Lot 4) (RC-CPU-18-266).

The report explained that the contract had also included St Margaret's Nursery (Lot 1) which had been withdrawn given that more substantial alterations and adaptations were required.

Following a procurement exercise conducted in accordance with the Council's procedures, nine tenders were submitted for Lot 2, eight for Lot 3 and seven for Lot 4 and after evaluation the tenders submitted by Atalian Servest AMK Limited (formerly, Servest Arthur McKay Limited) for Lot 2, Lot 3 and Lot 4 were found to be the most economically advantageous.

DECIDED:

(a) That the Head of Corporate Governance be authorised to award three separate contracts for Nursery and Primary School electrical upgrades in respect of Lot 2 Houston Primary School, Lot 3 Wallace Primary School and Lot 4 East Fulton Primary School, which was also subject to the provision of a performance bond, to Atalian Servest AMK at a cost of £364,799.31 for Lot 2; £303,083.98 for Lot 3 and £588,333.05 for Lot 4, all excluding VAT; and

(b) That the planned sectional completion dates of 9 August and 18 October 2019 for Lot 2, 9 August and 18 October 2019 for Lot 3 and 9 August, 13 September, 11 October, 8 November and 29 November for Lot 4, be noted.

21 Provision of Renfrewshire Care at Home Scheduling and Monitoring Service

There was submitted a joint report by the Chief Executive and the Chief Officer, Renfrewshire Health & Social Care Partnership relative to the award of a contract for the provision of a Renfrewshire Care at Home Scheduling and Monitoring service.

The report explained that the Crown Commercial Services G-Cloud 10 Framework Agreement had been used to identify that one supplier, Totalmobile Limited, could meet the Council's requirements via a call off contract.

DECIDED:

(a) That the Head of Corporate Governance be authorised to award a call off contract via the Commercial Services G-Cloud 10 Framework Agreement for the provision of a Renfrewshire Care at Home Scheduling and Monitoring service to Totalmobile Limited, subject to the Order Form requirements including insurance being met, at a cost of £396,050.00 excluding VAT for year one and £228,600.00 excluding VAT for each subsequent year, the total cost being £1,081,850.00 excluding VAT; and

(b) That an initial contract period of two years, commencing on the date specified in the letter of acceptance, with an option to extend the contract period for a further 12 months on two separate occasions, be approved.

22 Redevelopment of Paisley Town Hall - hub West Scotland New Project Request and Advance Works Contract

Under reference to paragraph 17(h) of the Minute of the meeting of this Board held on 18 November 2017, there was submitted a joint report by the Chief Executive and the Head of Regeneration relative to the conclusion of Stage 0, Stage 1 and the design development stage of Stage 2 of the Renfrewshire Council - Paisley Town Hall Project Delivery Approach by hub West Scotland and setting out proposals to proceed with the remainder of Stage 2 of the project.

The report advised the elements to be taken forward to complete Stage 2, including further development of the design through the detailed technical design stage and accurate pricing of the project before entering into advance works and main works contracts. Estimated key dates for delivery of the project were also listed.

It was noted that the estimated cost of both the advance and main works, under hub West Scotland's management, was £19,400,661.00, other costs managed by Renfrewshire Council were £2,599,339.00 and the project remained within its £22 million budget.

Councillor Shaw, seconded by Councillor Paterson, moved that hub West Scotland be approved as the preferred procurement route to progress the project; that the issue of a New Project Request to hub West Scotland to commence Stage 2 of the project, including further development of the design through the detailed technical design stage and accurately pricing the project before entering into advance works and main works contracts, be approved; and that it be noted that a further report would be submitted to this Board in June 2019 relative to the award of an advance works contract, and in November 2019 relative to the award of the main works contract.

Councillor Harte, seconded by Councillor Sharkey, moved as an amendment, that this Policy Board agrees that we do not use West Hub Scotland on the town hall project. Instead this Council should be going through our own procurement in order to ensure transparency of the tendering process.

On the vote being called the following members voted for the amendment: Councillors Brown, Harte, Hood, Sharkey and Sheridan.

The following members voted for the motion: Provost Cameron and Councillors Audrey Doig, McNaughtan, Nicolson, Paterson, Shaw, Steel and Strang.

5 members having voted for the amendment and 8 members having voted for the motion, the motion was accordingly declared carried.

DECIDED:

(a) That hub West Scotland be approved as the preferred procurement route to progress the project;

(b) That the issue of a New Project Request to hub West Scotland to commence Stage 2 of the project, including further development of the design through the detailed technical design stage and accurately pricing the project before entering into advance works and main works contracts, be approved; and

(c) That it be noted that a further report would be submitted to this Board in June 2019 relative to the award of an advance works contract, and in November 2019 relative to the award of the main works contract.

23 Reroofing Contract for Lot 2 - Gallowhill Primary School

There was submitted a report by the Chief Executive and the Director of Finance & Resources relative to the award of a works contract for Lot 2 reroofing at Gallowhill Primary School (RC-CPU-18-159).

The report explained that the contract included Lot 1, St Fillans Primary School for which no tenders had been submitted that met the Council's requirements for an award of contract. Consequently, the contract being awarded was in respect of Lot 2 only.

Following a procurement exercise conducted in accordance with the Council's procedures, four tenders were submitted for Lot 2 and after evaluation the tender submitted by Hugh LS McConnell Limited was found to be the most economically advantageous.

DECIDED: That the Head of Corporate Governance be authorised to award a works contract for Lot 2, reroofing at Gallowhill Primary School only, to Hugh LS McConnell Limited at a cost of £579,873.61 excluding VAT and subject to the provision of a performance bond, to commence on the date specified in the letter of acceptance and to complete 25 weeks from the actual date of possession of the site.