

Notice of Meeting and Agenda Finance, Resources and Customer Services Policy Board

Date	Time	Venue
Thursday, 18 April 2024	10:00	Via Teams Platform,

MARK CONAGHAN
Head of Corporate Governance

Membership

Councillor John Shaw (Convener): Councillor Fiona Airlie-Nicolson (Depute Convener):

Councillor Alison Ann-Dowling: Councillor Jacqueline Cameron: Provost Lorraine Cameron:
Councillor Graeme Clark: Councillor Audrey Doig: Councillor Chris Gilmour: Councillor Edward
Grady: Councillor Neill Graham: Councillor Robert Innes: Councillor Bruce MacFarlane:
Councillor David McGonigle: Councillor Sam Mullin: Councillor Iain Nicolson:

Further Information - online meetings only

This meeting is on-line only but is a meeting which is open to members of the public by prior arrangement. A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online at <http://renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx>

For further information, please email democratic-services@renfrewshire.gov.uk

Webcasting of Meeting

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<https://renfrewshire.public-i.tv/core/portal/home>

Items of business

Apologies

Apologies from members.

Declarations of Interest and Transparency Statements

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

- | | | |
|----------|---|----------------|
| 1 | Joint Consultative Board (Non-Teaching) | 5 - 6 |
| | Note of inquorate meeting of the Joint Consultative Board (Non-Teaching) held on 8 February 2024. | |
| 2 | Revenue and Capital Budget Monitoring as at 5 January 2024 | 7 - 19 |
| | Report by the Director of Finance and Resources. | |
| 3 | Revenue and Capital Budget Monitoring – Council Overview as at 5 January 2024 | 20 - 31 |
| | Report by the Director of Finance and Resources. | |
| 4 | Business Services Performance Report | 32 - 41 |
| | Report by the Director of Finance and Resources. | |
| 5 | Customer Services Performance Report | 42 - 46 |
| | Report by the Director of Finance and Resources. | |
| 6 | Civic Hospitality | 47 - 51 |
| | Report by the Director of Finance and Resources. | |
| 7 | Administration of Medication and Medical Treatments Policy | 52 - 64 |
| | Report by the Director of Finance and Resources. | |
| 8 | Facilities and Property Services - Service Update Report | 65 - 74 |
| | Report by Director of Environment, Housing & Infrastructure. | |

9	Contract Authorisation Report for an Automated Assistant for Customer Services (Reference: RC-CPU-23-330)	75 - 79
	Report by the Director of Finance & Resources.	
10	Contract Authorisation Report for The Provision of a Microsoft 365 Backup Solution	80 - 84
	Report by the Director of Finance and Resources.	
11	Contract Award: Hire of 5 x 18T Gritters (RC-CPU-23-254)	85 - 89
	Joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure.	
12	Installation and Replacement Streetlighting (5 and 6 metres)	90 - 93
	Joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure.	
13	Prieston Road, Bridge Of Weir New Streetlighting Installation	94 - 97
	Joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure.	
14	Provision of Community Based Alcohol & Drug Prevention & Treatment Service (RC-CPU-23-204)	98 - 102
	Joint report by the Director of Finance & Resources and the Chief Officer, Renfrewshire Health and Social Care Partnership.	
15	Contract Award: Sheltered Housing Warden Call General and Reactive Maintenance MTC (RC-CPU-23-154)	103 - 108
	Joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure.	
16	Contract Award: Lot 2 – Asbestos Removal and Disposal (RC-CPU-23- 005)	109 - 115
	Joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure.	

- 17 **City Deal and Infrastructure Projects – Notification of Cost Increases on External Consultant Appointments**
Not available - copy to follow.
- 18 **Contract Authorisation Report - Replacement of running track, On-X Sports Centre Linwood (RC-CPU-23-209)** 116 - 121
Joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure.
- 19 **National Framework Contract for the Supply of Water and Waste Water Billing Services** 122 - 125
Joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure.
- 20 **Scottish Procurement Framework for the Supply of Electricity** 126 - 129
Joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure.
- 21 **Contract Award: Our Lady of Peace Primary School Rewire (RC-CPU- 23-190)** 130 - 134
Joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure.
- 22 **Castlehead Roof Strengthening Works**
Not available - copy to follow.

Note of Inquorate Meeting Joint Consultative Board (Non-Teaching)

Date	Time	Venue
Thursday, 08 February 2024	15:00	Via Teams Platform,

Present: Councillor Fiona Airlie-Nicolson, Councillor Audrey Doig, Councillor Chris Gilmour, Councillor Lisa-Marie Hughes, Councillor Sam Mullin

In Attendance

C Dalrymple, Head of Facilities & Property Services (Environment, Housing & Infrastructure); L Cameron, Operations Manager (Locality Teams) and K Hampsay, Strategic Business Delivery Manager (both Health & Social Care Partnership); M Boyd, Head of People & OD, R Cree, OD & Workforce Planning Manager, S Fanning, Principal HR & OD Adviser and J Barron, Committee Services Officer (all Finance & Resources).

Representing Trades Unions

M McIntyre (UNISON).

Quorum

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



To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: Director of Finance and Resources

Heading: Revenue and Capital Budget Monitoring as at 5 January 2024

1. Summary of Financial Position

- 1.1. The projected revenue outturn at 31 March 2024 for those services reporting to the Finance, Resources and Customer Services Policy Board is an overspend position of £2.610m (2.7%) against the revised budget for the year.
- 1.2. The projected capital outturn at 31 March 2024 for projects reporting to the Finance, Resources and Customer Services Policy Board 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.

Division	Revised Annual Budget £000	Projected Outturn £000	Budget Variance (Adv)/Fav £000	Budget Variance %
Finance and Resources	43,606	43,606	0	0.0%
Environment, Housing and Infrastructure	21,082	24,492	(3,410)	(16.2%)
Chief Executive's Service (Estates)	(278)	(278)	0	0.0%
Miscellaneous	31,706	30,906	800	2.5%
Total	96,116	98,726	(2,610)	(2.7%)

Table 2: Capital				
Division	Revised Annual Budget £000	Projected Outturn £000	Budget Variance (Adv)/Fav £000	Budget Variance %
Finance, Resources and Customer Services Policy Board	£9,695	£9,695	0	0

2. Recommendations

Members are requested to:

- 2.1. Note the projected Revenue outturn position detailed in Table 1 above;
- 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 overspend of £2.610m (2.7% of total budget) for all services reporting to this Policy Board. Detailed division service reports can be found at the end of this report, along with an explanation of any significant projected variances.
- 3.2. The projected outturn is based on information currently available, and assumptions made by service budget holders.
- 3.3. The main reasons 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).
- 3.4. The projections assume that additional staff costs as a result of the non-teaching pay settlement for 2023/24 will be fully funded for the services reporting to this board. At the time of writing, there is still some outstanding detail on the Council's share of the funding package from the Scottish Government to support this position.

4. Revenue Budget Adjustments

- 4.1. Members are requested to note, from Appendix 1, that budget adjustments totalling **-£0.308m** have been processed since the last report at Period 8, with the main reasons as follows:
 - **-£0.426m** transferred from Miscellaneous into Children's Services mainly relating to a realignment of non-domestic rates budgets.

- **+£0.170m** comprising largely of transfers into Public Buildings Repairs from other services for work on various properties (£54k) plus a drawdown from earmarked reserves (£100k) in respect of costs for Breakfast Clubs, as agreed by the Fairer Renfrewshire Sub-Committee;
- **+£0.106m** transferred into Miscellaneous from Finance and Resources relating to Right for Renfrewshire savings.
- **-£0.083m** transferred from the Chief Executive's Service (Estates) into Miscellaneous in respect of realignment of property costs, including £0.050m for the Strategic Property Review.

5. Capital

- 5.1. The Capital Investment Programme 2023/24 to 2027/28 was approved by the Council on 2 March 2023. For Finance, Resources and Customer Services the revised capital spend for 2023/24 is £9.695m.

6. Capital Budget Adjustments

- 6.1. Since the last report, budget changes totalling **£0.853m** for Lifecycle Capital Maintenance Fund have arisen, which reflect the following:
- Budget brought forward from 2024/25 into 2023/24 in relation to timing of works at Castlehead High (structural remediation works) of £0.030m;
 - Budget carried forward from 2023/24 into 2024/25 (£0.477m) as a result of updated cashflows to reflect work to be completed by the end of summer 2024 for the following projects:
 - Wallneuk Records Store Roof Replacement (£0.090m);
 - Brediland PS - Roof Replacement (£0.100m);
 - Renewal of Fire and Security Systems - Various Schools (£0.095m);
 - Renfrewshire House - Car Park Works (£0.192m);
 - Budget increase in 2023/24 in relation to Kitchen Refurbishment for the Expansion of Universal Free School Meals - £1.3m grant award from the Scottish Government.
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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 overspend of £2.610m (2.7%). 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.

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 noted in this report 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** - None directly arising from this report.
 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** - None directly arising from this report.
 13. **Climate Risk** - None directly arising from this report.
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List of Background Papers

Revenue Budget and Council Tax 2023/24, Council 2 March 2023

The Capital Investment Programme 2023/24 to 2027/28, Council 2 March 2023

Authors: Valerie Howie / Lisa Dickie / Alison Burns / Linsey McGregor

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2023/24
1 April 2023 to 5 January 2024

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES

Objective Summary	Annual Budget at Period 8	Budget Adjustments	Revised Annual Budget at Period 10	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Finance and Resources	43,712	(106)	43,606	43,606	0	0.0%	0	0
Environment, Housing and Infrastructure	20,912	170	21,082	24,492	(3,410)	(16.2%)	(2,789)	(621)
Chief Executive's Service (Estates)	(195)	(83)	(278)	(278)	0	0.0%	0	0
Miscellaneous	31,995	(289)	31,706	30,906	800	2.5%	800	0
NET EXPENDITURE	96,424	(308)	96,116	98,726	(2,610)	(2.7%)	(1,989)	(621)

Subjective Summary	Annual Budget at Period 8	Budget Adjustments	Revised Annual Budget at Period 10	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Employees	75,812	(386)	75,426	75,326	100	0.1%	196	(96)
Premises Related	11,692	(362)	11,330	12,961	(1,631)	(14.4%)	(895)	(736)
Transport Related	2,042	(1)	2,041	2,505	(464)	(22.7%)	(488)	24
Supplies and Services	29,497	676	30,173	31,399	(1,226)	(4.1%)	(4,591)	3,365
Third Party Payments	1,900	0	1,900	1,878	22	1.2%	22	0
Transfer Payments	56,976	537	57,513	56,653	860	1.5%	857	3
Support Services	190	(1)	189	188	1	0.4%	25	(24)
Depreciation and Impairment Losses	7,957	0	7,957	7,957	0	0.0%	0	0
GROSS EXPENDITURE	186,066	463	186,529	188,867	(2,338)	(1.3%)	(4,874)	2,536
Income	(89,642)	(771)	(90,413)	(90,142)	(271)	(0.3%)	2,885	(3,156)
NET EXPENDITURE	96,424	(308)	96,116	98,726	(2,610)	(2.7%)	(1,989)	(621)

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2023/24
1 April 2023 to 5 January 2024

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES

Objective Summary	Annual Budget at Period 8	Budget Adjustments	Revised Annual Budget at Period 10	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Finance and Resources Directorate	(1,249)	1	(1,248)	(1,248)	0	0.0%	0	0
Audit Services	638	0	638	615	23	3.6%	23	0
Corporate Governance	3,070	(1)	3,069	3,053	16	0.5%	11	5
Digital, Transformation & Customer Services	22,002	(1)	22,001	21,988	13	0.1%	9	4
Finance and Procurement	5,765	0	5,765	5,762	3	0.1%	(7)	10
Business Services	9,112	(12)	9,100	9,103	(3)	0.0%	0	(3)
Housing Benefits	1,226	0	1,226	1,224	2	0.2%	2	0
People & Organisational Development	2,330	(93)	2,237	2,290	(53)	(2.4%)	(43)	(10)
Social care (non-delegated)	818	0	818	819	(1)	(0.1%)	5	(6)
NET EXPENDITURE	43,712	(106)	43,606	43,606	0	0.0%	0	0

Objective Heading	Key Reasons for Significant Projected Variances
Finance and Resources	While there are some minor variances projected within the service, Finance and Resources overall is forecast to break even by the end of the financial year.

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2023/24
1 April 2023 to 5 January 2024

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

Subjective Summary	Annual Budget at Period 8	Budget Adjustments	Revised Annual Budget at Period 10	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Employees	34,736	(13)	34,723	34,651	72	0.2%	(5)	77
Premises Related	1,343	68	1,411	1,422	(11)	(0.8%)	(22)	11
Transport Related	127	0	127	114	13	10.2%	16	(3)
Supplies and Services	9,473	(2)	9,471	9,552	(81)	(0.9%)	(108)	27
Third Party Payments	1,875	0	1,875	1,853	22	1.2%	22	0
Transfer Payments	45,267	(2)	45,265	45,213	52	0.1%	41	11
Support Services	605	0	605	619	(14)	(2.3%)	9	(23)
Depreciation and Impairment Losses	0	0	0	0	0	0.0%	0	0
GROSS EXPENDITURE	93,426	51	93,477	93,424	53	7.7%	(47)	100
Income	(49,714)	(157)	(49,871)	(49,818)	(53)	(0.1%)	47	(100)
NET EXPENDITURE	43,712	(106)	43,606	43,606	0	0.0%	0	0

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2023/24
1 April 2023 to 5 January 2024

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

Objective Summary	Annual Budget at Period 8	Budget Adjustments	Revised Annual Budget at Period 10	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Building Services	(472)	0	(472)	(472)	0	0.0%	0	0
Public Building Repairs	3,883	54	3,937	6,141	(2,204)	(56.0%)	(1,557)	(647)
Soft Facilities Management Services	17,356	116	17,472	18,678	(1,206)	(6.9%)	(1,232)	26
Property Services	145	0	145	145	(0)	(0.2%)	0	(0)
NET EXPENDITURE	20,912	170	21,082	24,492	(3,410)	(16.2%)	(2,789)	(621)

Objective Heading	Key Reasons for Significant Projected Variances
Building Services	The service is currently forecast to break even this year; however, it is recognised that costs are under considerable pressure from supply price increases. This impacts on the Housing Revenue Account and Public Building Repairs as the two main recharges of Building Services costs.
Public Building Repairs	There is an anticipated overspend being forecast for the service as a result of the expected deficit within Building Services, in addition to the inflationary and cost pressures currently being experienced by the service. This deficit will be allocated to both Public Building Repairs and HRA. A further review of the costs and the inflationary impact has resulted in the projected overspend increasing. The position continues to be closely monitored with mitigating action being taken by management, such as the move late last year to reduce the service to emergency repairs only.
Soft Facilities Management Services	As in the previous reporting period, the service is forecasting an anticipated overspend. This is largely due to an under-recovery of income, and inflationary pressure on the cost of provisions and cleaning materials, which is partially offset by vacancies across the service. The position will continue to be closely monitored with mitigating action being taken by Management where possible.

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2023/24
1 April 2023 to 5 January 2024

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

Subjective Summary	Annual Budget at Period 8	Budget Adjustments	Revised Annual Budget at Period 10	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Employees	29,762	38	29,800	29,772	28	0.1%	201	(173)
Premises Related	3,386	70	3,456	5,076	(1,620)	(46.9%)	(873)	(747)
Transport Related	1,515	(1)	1,514	1,991	(477)	(31.5%)	(504)	27
Supplies and Services	9,868	678	10,546	11,691	(1,145)	(10.9%)	(4,483)	3,338
Third Party Payments	0	0	0	0	0	0.0%	0	0
Transfer Payments	123	0	123	115	8	6.8%	16	(8)
Support Services	985	(1)	984	969	15	1.5%	16	(1)
Depreciation and Impairment Losses	0	0	0	0	0	0.0%	0	0
GROSS EXPENDITURE	45,639	784	46,423	49,614	(3,191)	(6.9%)	(5,627)	2,436
Income	(24,727)	(614)	(25,341)	(25,123)	(218)	(0.9%)	2,838	(3,056)
NET EXPENDITURE	20,912	170	21,082	24,492	(3,410)	(16.2%)	(2,789)	(621)

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2023/24
1 April 2023 to 5 January 2024

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES - CHIEF EXECUTIVE'S SERVICE (ESTATES)

Subjective Summary	Annual Budget at Period 8	Budget Adjustments	Revised Annual Budget at Period 10	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Employees	0	0	0	0	0	0.0%	0	0
Premises Related	1,101	(83)	1,018	1,018	0	0.0%	0	0
Transport Related	0	0	0	0	0	0.0%	0	0
Supplies and Services	4	0	4	4	0	0.0%	0	0
Third Party Payments	0	0	0	0	0	0.0%	0	0
Transfer Payments	66	0	66	66	0	0.0%	0	0
Support Services	0	0	0	0	0	0.0%	0	0
Depreciation and Impairment Losses	0	0	0	0	0	0.0%	0	0
GROSS EXPENDITURE	1,171	(83)	1,088	1,088	0	0.0%	0	0
Income	(1,366)	0	(1,366)	(1,366)	0	0.0%	0	0
NET EXPENDITURE	(195)	(83)	(278)	(278)	0	0.0%	0	0

Subjective Heading	Key Reasons for Significant Projected Variances
Chief Executive's Service (Estates)	No significant projected year end variances to report.

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2023/24
1 April 2023 to 5 January 2024

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES - MISCELLANEOUS

Subjective Summary	Annual Budget at Period 8	Budget Adjustments	Revised Annual Budget at Period 10	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Employees	11,314	(411)	10,903	10,903	0	0.0%	0	0
Premises Related	5,862	(417)	5,445	5,445	0	0.0%	0	0
Transport Related	400	0	400	400	0	0.0%	0	0
Supplies and Services	10,152	0	10,152	10,152	0	0.0%	0	0
Third Party Payments	25	0	25	25	0	0.0%	0	0
Transfer Payments	11,520	539	12,059	11,259	800	6.6%	800	0
Support Services	(1,400)	0	(1,400)	(1,400)	0	0.0%	0	0
Depreciation and Impairment Losses	7,957	0	7,957	7,957	0	0.0%	0	0
GROSS EXPENDITURE	45,830	(289)	45,541	44,741	800	1.8%	800	0
Income	(13,835)	0	(13,835)	(13,835)	0	0.0%	0	0
NET EXPENDITURE	31,995	(289)	31,706	30,906	800	2.5%	800	0

Subjective Heading	Key Reasons for Significant Projected Variances
Miscellaneous Services	The forecast underspend of £0.8m relates to anticipated uptake of Council Tax Reduction for 2023/24. Some of this will be earmarked and carried into 2024/25 to deliver budget decisions on Scottish Welfare Fund and Winter School Clothing funding.

RENFREWSHIRE COUNCIL
CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES
1 April 2023 to 5 January 2024
POLICY BOARD: FINANCE, RESOURCES & CUSTOMER SERVICES

Project Title	Prior Years' Expenditure to 31/03/2023 £000	Current Year 2023/24						Full Programme - All years				
		Budget at P8 2023/24 £000	Budget Adjustments 2023/24 £000	Revised Budget 2023/24 £000	Projected Outturn 2023/24 £000	Budget Variance (Adverse) or Favourable £000 %		Total Approved Budget to 31-Mar-27 £000	Projected Outturn to 31-Mar-27 £000	Budget Variance (Adverse) or Favourable £000 %		
CORPORATE PROJECTS												
ICT Infrastructure Maintenance & Renewal Programme	0	1,916	0	1,916	1,916	0	0%	3,516	3,516	0	0%	
Energy Efficiency Programme	0	66	0	66	66	0	0%	66	66	0	0%	
Lifecycle Capital Maintenance (LCM) Fund	0	4,793	853	5,646	5,646	0	0%	14,179	14,179	0	0%	
Artificial Pitch Upgrades	741	1,059	0	1,059	1,059	0	0%	1,800	1,800	0	0%	
Digital Infrastructure Provision	1,904	32	0	32	32	0	0%	1,936	1,936	0	0%	
Community Empowerment Fund	399	552	0	552	552	0	0%	951	951	0	0%	
Greenspaces and Parks	1,223	0	0	0	0	0	0%	1,224	1,224	0	0%	
Villages Improvement Fund	53	297	0	297	297	0	0%	550	550	0	0%	
Retail Improvement Fund	23	127	0	127	127	0	0%	150	150	0	0%	
TOTAL FINANCE, RESOURCES & CUSTOMER SERVICES POLICY BOARD	4,343	8,842	853	9,695	9,695	0	0%	24,372	24,372	0	0%	

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



To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: Director of Finance and Resources

Heading: Revenue and Capital Budget Monitoring – Council Overview as at 5 January 2024

1. Summary of Financial Position

1.1. The projected Revenue outturn at 31 March 2024 for all services is an overspend of £8.652m.

1.2. The projected Capital outturn at 31 March 2024 for all services is an underspend of £0.143m.

This is split between General Fund Services and the Housing Revenue Account (HRA) in the tables below, with further analysis provided in the Appendices.

Division	Revised Annual Budget £000	Projected Outturn £000	Budget Variance (Adv)/Fav £000	Budget Variance %
General Fund Services	510,885	519,536	(8,652)	(1.7%)
Housing Revenue Account (HRA)	0	0	0	0.0%
Total	510,885	519,536	(8,652)	(1.7%)

Division	Revised Annual Budget £000	Projected Outturn £000	Budget Variance (Adv)/Fav £000	Budget Variance %
General Fund Services	117,216	117,073	143	0.1%
Housing Revenue Account	20,378	20,378	0	0.0%
Total	137,594	137,451	143	0.1%

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 at this point in time; and also note the substantial risks to this position as outlined in section 3 of the report;
- 2.2. Note the projected Capital outturn position detailed in Table 2 above;
- 2.3. Note the prudential indicators detailed in section 6 of the report.

3. Revenue Monitoring

- 3.1. The Revenue Budget Monitoring report at Appendix 1 identifies a projected annual overspend of £8.652m (1.7% of total budget) for all Services. Details for all services can be found here, along with an explanation of significant projected variances. Excluding the projected overspend of £0.822m for Adult Services (HSCP), the Council is currently forecast to overspend by £7.830m this year.
- 3.2. The projected outturn is based on information currently available, and assumptions made by service budget holders.
- 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 (what division is spending the budget).
- 3.4. In line with last year, there are ongoing cost pressures within Children's Services, Soft Facilities Management, Waste Services, Parking and Streetscene. Reasons for significant variances are included within Appendix 1.
- 3.5. The projections assume that additional staff costs as a result of the non-teaching pay settlement for 2023/24 will be fully funded for the services reporting to this board. At the time of writing, there is still some outstanding detail on the Council's share of the funding package from the Scottish Government to support this position.
- 3.6. The projection does not currently include any variance relating to the collection of Council Tax, as current data suggests only minor variance to the approved budget by the end of the financial year. Council Tax Reduction awards have increased by around 6% this year compared to 2022/23, but this still represents an underspend compared to the 2023/24 budget, and this is reflected in the Miscellaneous Services projection.

- 3.7. The latest spend data on electricity and gas costs have been analysed to inform the forecast position, and based on current data, costs are now expected to be contained within budget. Centrally held utility budgets will be allocated to services where required before the financial year-end.
- 3.8. Directors and management teams are closely monitoring their costs and are aiming to mitigate increases where possible; however, as noted in the Revenue Estimates 2023/24 report, the Council is expected to use reserve balances in order to break even at year-end, particularly in relation to children's residential care and parking income shortfalls.

4. Capital Monitoring: Housing Services Programme

- 4.1. The HRA Capital Investment Programme 2023/24 to 2027/28 was approved by the Council on 2 March 2023. For 2023/24, the current revised programme totals £20.378m and there have been no changes since the last report.
- 4.2. Capital expenditure to 5 January 2024 amounted to £14.595m, representing 72% of available resources, compared to 59% for the same period in 2022/23. The difference relates to the timing of works carried out to improve existing properties.
- 4.3. 79% of expected capital income has been received to date, compared to 1% for the equivalent period in 2022/23. This difference relates to the timing of receipt of grant for external improvements and council house new build.
- 4.4. The projected outturn position, after budget changes, is for the Housing Services Programme to break even (see Appendix 2). However, inflationary impacts of delays to work and related cost estimates are still being experienced and may result in a different outturn position.

5. Capital Monitoring: Non-Housing Services Programme

- 5.1. The General Services Capital Investment Programme 2023/24 to 2027/28 was approved by Council on 2 March 2023. For 2023/24, the current revised programme totals £117.216m, which is a decrease of £3.675m since the last report resulting from the net effect of:
- budget increase of £1.569m as result of a grant award of £1.3m from Scottish Government for kitchen equipment upgrades for schools and for AMIDS South reflecting anticipated drawdown from the Investment Capital Fund in 2023/24 £0.269m
 - projects brought forward from 2024/25 to 2023/24 to reflect timing of work of £1.219m, including Paisley Public Realm projects (County Square, Abbey Close and Junctions) £0.939m and Paisley Town Hall Redevelopment £0.250m

- projects re-profiled from 2023/24 into 2024/25 of £6.463m mainly due to the timing of works/ expected cash flow including:
 - St James Playing Fields Development £2.699m
 - City Deal Clyde Waterfront & Renfrew Riverside Project £2.437m
 - Lifecycle Capital Maintenance Fund £0.477m
 - Nature Restoration Fund including Biodiversity £0.475m
 - RCGF PACE Theatre £0.210m
- 5.2. Capital expenditure to 5 January 2024 totals £68.521m, representing 58% of the available resources, compared to 49% for the equivalent period in 2022/23. The differences have arisen due to Paisley cultural infrastructure works now approaching completion.
- 5.3. Capital income totalling £21.328m has been received to 05 January 2024. This represents 56% of the total anticipated income, compared to 31% for the equivalent period in 2022/23. The differences relate to the timing of receipt of grants.
- 5.4. The projected outturn position after these budget changes is an underspend of £0.143m (see Appendix 2). However, the full impact of inflation on capital costs on each project is not yet finalised. This current forecast underspend will be reallocated within the Education capital investment programme.

6. Capital Overview: Prudential Indicators

- 6.1. The Council is required to set prudential indicators to ensure that its capital investment plans are affordable, proportionate, prudent and sustainable. The current prudential indicators were approved alongside the Treasury Management and Prudential Indicators Mid-Year Review 2023/24 by the Council on 14 December 2023.
- 6.2. The CIPFA Prudential Code 2021 recommends that from 2023/24, a regular update is provided to members noting the current forecasts for prudential indicators compared to those approved at the start of the financial year. These are outlined in 6.3 to 6.7 below.
- 6.3. **Capital Expenditure:** The approved level of capital expenditure that the Council has set for 2023/24 is shown in the table below. This is based on the resources available to fund the capital programmes, split between Housing and Non-Housing Services, but excludes the Private Sector Housing Grant, as this is not considered to be capital spend for the Council.

	Approved Plan £m	Forecast Expenditure £m
Non-Housing	118	117
Housing	20	20
Total	138	137

- 6.4. **Capital Finance Requirement (CFR):** The CFR originally planned by the Council for 2023/24 is shown in the table below and is split between Housing and Non-Housing Services. The projected outturn at 31 March 2024 is also shown. Any significant increase in the capital expenditure without planned funding at the point of spend will result in an increase to the CFR.

	Approved CFR to 31 March 2024 £m	Projected CFR to 31 March 2024 £m
Non-Housing	407	406
Housing	120	115
Total	527	521

- 6.5. **Operational Boundary:** This is the focus of day-to-day treasury management activity within the Council and is an estimate of the most likely, but not worst case, scenario in terms of cashflow. Risk analysis and risk management strategies are taken into account, as are plans for capital expenditure, estimates of the CFR and estimates of cashflow requirements for all purposes. It is possible that this boundary could be breached occasionally and this should not be regarded as significant. However, a sustained or regular trend of such would be significant and require investigation and action.

	Approved Operational Boundary to 31 March 2024 £m	Projected Operational Boundary to 31 March 2024 £m
Borrowing	434	428
Other Long-Term Liabilities	94	94
Total	528	522

- 6.6. **Authorised Limit:** This is based on the same assumptions as the Operational Boundary, with additional headroom to ensure sufficient capacity to allow for both planned and exceptional cashflow requirements, without breaching the limit.

	Approved Authorised Limit to 31 March 2024 £m	Projected Authorised Limit to 31 March 2024 £m
Borrowing	455	449
Other Long-Term Liabilities	94	94
Total	549	543

- 6.7. **Ratio of Financing Costs to Net Revenue:** A key measure of affordability is the incremental impact of investment decisions on Council Tax or housing rents. Estimates of the ratio of financing costs to net revenue stream provide an indication of how much of the Council's revenue budget is committed to the repayment of debt.

	Approved Ratio of Financing Costs to Net Revenue 2023/24 %	Projected Ratio of Financing Costs to Net Revenue 2023/24 %
Non-Housing	3.64	3.54
Housing	28.97	28.97

Financing costs include the interest payable with respect to forecast borrowing levels, interest payable on finance leases, interest and investment income, loans fund and finance lease principal repayments and gains/losses on the repurchase or early settlement of borrowing.

Revenue streams relate either to the amounts received in terms of government grant and local taxpayers for Non-housing, or to the amounts received from tenants in respect of housing rents for Housing.

7. Private Sector Housing Grant Programme

- 7.1. 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 capital budget monitoring procedures.
- 7.2. The Council approved expenditure up to £1.117m for 2023/24. The programme currently stands at £1.073m with changes of £0.044m since the last report. This reflects budget reprofiled from 2023/24 into 2024/25 for timing of payments in relation to owners in Council House Schemes.
- 7.3. The programme is expected to fully spend by 31 March 2024 and will be contained within the budget.

Implications of this report

1. **Financial** – The projected budget outturn position for General Fund Services Revenue budget is an overspend of £8.652m (1.7%) and break-even for the HRA Revenue budget. Income and expenditure will continue to be monitored closely for the rest of the financial year and, where possible, steps will be taken to mitigate overspends.

The projected outturn position for General Fund Services Capital budget is an underspend of £0.143m and break-even for the HRA Capital budget. The Capital programme will continue to be monitored closely for the rest of the financial year.

The final outturn position will be reported to the Council in June 2024.

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. **Information Technology** - None directly arising from this report.
6. **Equality and Human Rights** - None directly arising from this report.
7. **Health and Safety** - None directly arising from this report.
8. **Procurement** - None directly arising from this report.
9. **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.
10. **Privacy Impact** - None directly arising from this report.
11. **Cosla Policy Position** - N/a.
12. **Climate Risk** - None directly arising from this report.

List of Background Papers

Revenue Budget and Council Tax 2023/24. Council, 2 March 2023.

Non-Housing Capital Investment Programme 2023/24 to 2027/28. Council, 2 March 2023.

HRA Capital Investment Programme 2023/24 to 2027/28, Council on 2 March 2023.

Treasury Management and Prudential Indicators Mid-Year Review 2023/24, Council on 14 December 2023

Authors: Alison Burns, Corporate Finance Manager and Geoff Borland, Finance Manager

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2023/24
1 April 2023 to 5 January 2024

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES - OVERVIEW

Policy Board	Annual Budget at Period 8	Budget Adjustments	Revised Annual Budget at Period 10	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Communities and Housing Services	14,453	(16)	14,437	14,458	(21)	(0.1%)	0	(21)
Education and Children's Services	246,964	383	247,347	249,235	(1,888)	(0.8%)	(2,074)	186
Infrastructure, Land and Environment	32,485	(222)	32,262	35,583	(3,321)	(10.3%)	(3,160)	(161)
Finance, Resources and Customer Services	96,424	(308)	96,116	98,726	(2,610)	(2.7%)	(1,989)	(621)
Adult Services	97,500	0	97,500	98,322	(822)	(0.8%)	(1,548)	726
Planning	625	0	625	658	(33)	(5.3%)	(35)	2
Economy and Regeneration	3,413	(8)	3,405	3,366	39	1.1%	33	6
Chief Executive's Service	19,172	20	19,192	19,189	3	0.0%	6	(3)
GENERAL SERVICES NET EXPENDITURE	511,035	(151)	510,885	519,536	(8,652)	(1.7%)	(8,767)	115
Housing Revenue Account (HRA)	0	0	0	0	0	0.0%	0	0
NET EXPENDITURE	511,035	(151)	510,885	519,536	(8,652)	(1.7%)	(8,767)	115

Policy Board	Key Reasons for Significant Projected Variance
Education and Children's Services	The projected year-end overspend is mainly due to a forecast £2.858m overspend within Children and Families due to external Residential Accommodation placements, as the number of complex, expensive packages has increased significantly. The service continually reviews external placements to ensure they remain appropriate considering both costs and the specific support required. The service has also projected additional costs, net of grant funding received in relation to the Scottish Government national recommended maintenance allowance for foster carers and kinship carers. Additional overspends in premises costs across secondary schools arise from refuse collection and janitorial supplies cost increases. There is also an increase in transport costs for secondary schools and additional support for learning due to an increase in the mainstream School Transport Contract. Overspends have been partially offset by underspends in employee costs within Early learning and Childcare due to staff vacancies, and within Teachers' Salaries, reflecting an increase in Teacher Induction Scheme funding compared to previous assumptions.
Infrastructure, Land and Environment	The main drivers of the projected year-end overspend are the loss of parking income, as has been the case since the beginning of the pandemic; refuse collection costs largely driven by inflationary costs and absence cover as a result of annual leave carried forward from the pandemic; and the impact of the anticipated energy increases on areas such as street and traffic lighting. All areas continue to be closely monitored.
Finance, Resources and Customer Services	The projected year-end overspend is largely comprised of £2.204m for Public Building Repairs, due to a projected deficit within Building Services. This deficit will be allocated to both Public Building Repairs and HRA. Costs within the services are also under considerable pressure from supply price increases and contractor inflation. There is also a projected overspend of £1.206m for Soft Facilities Management Services, mainly due to an under-recovery of income, and inflationary pressure on the cost of provisions and cleaning materials, all partially offset by a high level of vacancies across the service. Within Miscellaneous Services there is a forecast underspend in the Council Tax Reduction budget of £0.800m, most of which will be earmarked for Budget Motion initiatives in 2024/25.
Adult Services	The projected overspend within Adult Services is primarily related to Older People with increased costs for care at home and for three HSCP care homes due to more hospital patients discharged with complex needs and requiring intensive care packages. The overspend is partially offset by an underspend mainly within Mental Health reflective of the current client portfolio within adult care placements as well as ongoing recruitment and retention challenges. The reduction in overspend within Older People since last period reflects a number of focused pieces of work and mitigating actions put in place by the Senior Management Team over the past few months, as well as the impact of non-recurring monies, including £1.968m of winter pressures reserves.
Planning	The projected overspend of £0.033m is related to Building Standards projecting an overspend of £0.231m, which is offset by Development Management projecting an over-recovery related to Planning fee income of £0.146m and a higher level of staffing turnover than anticipated.
Economy and Regeneration	The projected underspend is related to a higher level of staff turnover than expected within Regeneration.
Housing Revenue Account (HRA)	Overall, the HRA is projecting a break-even position at the year-end. An underspend in employee costs is projected due to the timing of recruitment of vacancies within the service. Property costs are projected to overspend, reflecting ongoing demands for repair and maintenance provision, particularly in void properties, as well as additional Council Tax costs for these properties. Transfer payments are forecast to overspend, owing to the impact of repairs pressures on void rent loss. These overspends are expected to be offset by reduced loan charges and additional interest received on balances.

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2023/24
1 April 2023 to 5 January 2024

POLICY BOARD : FINANCE, RESOURCES & CUSTOMER SERVICES - OVERVIEW

Subjective Summary	Annual Budget at Period 8	Budget Adjustments	Revised Annual Budget at Period 10	Total Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Employees	350,244	1,498	351,742	348,326	3,416	1.0%	2,241	1,175
Premises Related	45,009	118	45,127	50,891	(5,764)	(12.8%)	(4,544)	(1,220)
Transport Related	13,741	49	13,790	16,288	(2,498)	(18.1%)	(2,826)	328
Supplies and Services	96,073	1,044	97,117	101,209	(4,093)	(4.2%)	(6,262)	2,169
Third Party Payments	100,736	890	101,626	106,083	(4,457)	(4.4%)	(5,555)	1,098
Transfer Payments	88,914	586	89,500	89,877	(377)	(0.4%)	(236)	(141)
Support Services	3,265	14	3,279	3,194	85	2.6%	90	(5)
Depreciation and Impairment Losses	27,023	0	27,023	26,650	373	1.4%	(5)	378
GROSS EXPENDITURE	725,006	4,198	729,204	742,519	(13,316)	(1.8%)	(17,097)	3,781
Income	(213,971)	(4,348)	(218,318)	(222,982)	4,664	2.1%	8,330	(3,666)
NET EXPENDITURE	511,035	(150)	510,886	519,538	(8,652)	(1.7%)	(8,767)	115

RENFREWSHIRE COUNCIL
CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES
1st April to 5th January 2024
POLICY BOARD: FINANCE, RESOURCES & CUSTOMER SERVICES

	Prior Years Expenditure to 31/03/2023*	Current Year 2023-24						Full Programme - All years					
		Budget at P8 2023-24	Budget Adjustments in 2023-24	Revised Budget 2023-24	Projected Outturn 2023-24	Budget Variance (Adverse) or Favourable		Total Approved Budget to 31-Mar-27	Projected Outturn to 31-Mar-27	Budget Variance (Adverse) or Favourable			
		£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	
EDUCATION & CHILDREN'S SERVICES													
Education & Children's Services	38,822	6,086	0	6,086	5,943	143	2%	124,850	124,707	143	0%		
TOTAL	38,822	6,086	0	6,086	5,943	143	2%	124,850	124,707	143	0%		
COMMUNITIES, HOUSING & PLANNING													
Housing(HRA)	46,651	20,378	0	20,378	20,378	0	0%	318,781	318,781	0	0%		
Housing(PSHG)	0	1,117	(44)	1,073	1,073	0	0%	1,117	1,117	0	0%		
TOTAL	46,651	21,495	(44)	21,451	21,451	0	0%	319,898	319,898	0	0%		
INFRASTRUCTURE, LAND & ENVIRONMENT													
Environment & Infrastructure	77,888	17,494	(475)	17,019	17,019	0	0%	98,287	98,287	0	0%		
TOTAL	77,888	17,494	(475)	17,019	17,019	0	0%	98,287	98,287	0	0%		
ECONOMY & REGENERATION													
Economy and Development	53,025	36,510	(2,039)	34,471	34,471	0	0%	106,182	106,182	0	0%		
TOTAL	53,025	36,510	(2,039)	34,471	34,471	0	0%	106,182	106,182	0	0%		
FINANCE, RESOURCES & CUSTOMER SERVICES													
Corporate Projects	4,343	8,842	853	9,695	9,695	(0)	0%	24,372	24,372	0	0%		
TOTAL	4,343	8,842	853	9,695	9,695	(0)	0%	24,372	24,372	0	0%		
LEADERSHIP													
Leisure Services	24,736	1,085	154	1,239	1,239	0	0%	4,633	4,633	0	0%		
Chief Executives	111,559	50,874	(2,168)	48,706	48,706	0	0%	361,691	361,691	0	0%		
TOTAL	136,295	51,959	(2,014)	49,945	49,945	0	0%	366,324	366,324	0	0%		
TOTAL ALL BOARDS	357,024	142,386	(3,719)	138,667	138,524	143	0.1%	1,039,913	1,039,770	143	0%		
MADE UP OF :-													
Non-Housing Programme	310,373	120,891	(3,675)	117,216	117,073	143	0.1%	720,015	719,872	143	0%		
Housing Programme(HRA)	46,651	20,378	0	20,378	20,378	0	0.0%	318,781	318,781	0	0%		
Housing Programme(PSHG)	0	1,117	(44)	1,073	1,073	0	0.0%	1,117	1,117	0	0%		
PROGRAMME TOTAL	357,024	142,386	(3,719)	138,667	138,524	143	0.1%	1,039,913	1,039,770	143	0%		

RENFREWSHIRE COUNCIL
2023/24 CAPITAL BUDGETS MONITORING SUMMARY REPORT TO 5th JAN 2024

	2023/24							
	Housing Services		Non Housing Services		PSHG Programme		Total	
	£000		£000		£000		£000	
A. RESOURCES AVAILABLE TO FUND CAPITAL PROGRAMME								
1. Prudential Borrowing	14,138		77,097		0		91,235	
2a General Capital Grant	0		17,615		600		18,215	
2b. Specific Capital Grant	1,786		2,136		0		3,922	
3. Usable Capital Receipts	530		18,677		0		19,207	
4. Contribution From Current Revenue (CFCR)	3,924		1,691		473		6,088	
5 Total Resource Availability	20,378		117,216		1,073		138,667	
B. CAPITAL PROGRAMME								
6. Resources Available	20,378		117,216		1,073		138,667	
7. Current Programme	20,378	100%	117,216	100%	1,073	100%	138,667	100%
C. ACTUAL EXPENDITURE VS PROJECTED								
8. Resource Availability	20,378		117,216		1,073		138,667	
9. Cash Spent at 05 January 2024	14,595	72%	68,521	58%	785	73%	83,901	61%
10. Cash to be Spent by 31 March 2024	5,783		48,695		288		54,766	
D. ACTUAL RECEIPTS VS PROJECTED								
11. Current Programme (total receipts expected)	2,316		38,428		600		41,344	
12. Actual Cash Received at 5 January 2023	1,834	79%	21,328	56%	509	85%	23,671	57%
13. Receipts to be received by 31 March 2024			17,100		91		17,673	



To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: Director of Finance and Resources

Heading: Business Services Performance Report

1. Summary

1.1 This report details performance across key Business Services functions including revenue collection and benefit administration for the period ending 28 February 2024.

2. Recommendations

2.1 It is recommended that the Board:

- Note the contents of the report.

3. Revenue Collection

3.1 Council Tax

3.1.1 This section details the collection performance as at 28 February 2024 for Council Tax. It also provides details of the total sums collected for the previous financial year.

3.1.2 The billable sum for 2023/24 is £101,125,992.

- 3.1.3 The sums collected to date for 2023/24 are £93,865,122 which is 92.82% of the billable sum (94.16% last year). This represents a decrease of 1.34% in cash collection as a proportion of net charges billed compared with the same position for 2022/23.
- 3.1.4 The lower comparable position is due to Scottish Government funded Cost of Living Awards (COLA) being credited to Council Tax accounts in 2022/23, but no such provision has been made for 2023/24. These awards totalled £9,432,000 by 28 April 22. It is anticipated that the percentage decrease will lessen during March.
- 3.1.5 Over and above the COLA effect the ongoing cost of living crisis appears to be having some impact on the level of collection this year. There are a greater volume of customers asking to spread instalments over 12 months and collection from customers who have partial support from Council Tax Reduction is less than last year. These are indicators that customers are struggling to pay and as a result, projections are that the collection rate is likely to be around 1% lower this year.
- 3.1.6 The Council Tax Reduction (CTR) awarded is £13,864,263, amounting to 12.06% of the billable sum, which is 0.18% less than at the same point last year.
- 3.1.7 The Service continues to encourage the take-up of CTR, and process claims following notification of Universal Credit awards being in place. Take-up activities are ongoing including tracking of potential applications, data matching and analysis to maximise CTR awards and support customers, where possible.

3.2 Non-Domestic Rates

- 3.2.1 This section details the collection performance as at 28th February 2024 for Non-Domestic Rates (NDR). It also provides details of the total sums collected for the last financial year.
- 3.2.2 Non-Domestic Rates (NDR) bills were raised in two phases for 2023/24 due to complex legislative changes to the Small Business Bonus Scheme (SBBS) and the Transitional Relief which will apply to some ratepayers following revaluation.
- 3.2.3 Revaluation, reviewing the value of all 9834 business properties in Renfrewshire, was carried out by Renfrewshire Valuation Joint Board and effective from 1 April 2023.
- 3.2.4 In relation to the SBBS, under the previous regulations, all properties received fixed percentage SBBS awards. Those with rateable values (RVs) of up to £15,000 were eligible for 100% relief. Those over £15,000, but not exceeding £18,000, received 25% relief. From 1st April 2023, the threshold for 100% relief has been reduced to £12,000.

The complexity lies with properties with RVs between £12,000 and £20,000, which will now receive relief on a sliding scale between 100% and 0%. Different rules apply where a customer is liable for rates on multiple properties within Scotland.

- 3.2.5 The Non-Domestic Rates (NDR) charges billed for 2023/24 amount to £118,634,891 following revaluation, lower than the levied amount of £122,903,743 for 2022/23.
- 3.2.6 Cash receipts to date amount to £113,714,580 which is 95.85% of the sum billed. This is an increase in cash collection as a proportion of net charges billed of 0.38% compared with the same position for 2022/23.

4. Benefit administration

This section details the processing performance in relation to Housing Benefit and the Scottish Welfare Fund, as at the end of February 2024. Also provided is an update on the funding and expenditure position in relation to Discretionary Housing Payments (DHP) and the Scottish Welfare Fund.

4.1 Workload and Performance

- 4.1.1 The Service aims to balance the varied and changing workload resulting from the impacts of the ongoing Cost of Living Crisis and any post-pandemic effects.
- 4.1.2 The Service continues with a progressing trend; this is reflected in the performance data below showing all indicators within target for the period.
- 4.1.3 The additional temporary resource support which was deployed to the service to provide critical support during 2023 ended early in January, with the teams now managing the current workload.
- 4.1.4 Training and support remains in place for new and less experienced staff members. Training for benefits work is an extensive process, taking several weeks for a new team member to become proficient in a single process, and many months to be fully trained in all areas and be fully productive.
- 4.1.5 The Service continues to strive to sustain improved performance.

4.2 Speed of Processing – Housing/Council Tax Benefit

- 4.2.1 As detailed in Table 1 below, processing speed for New Claims is well within target for the period, showing a further improved position from 17 days reported at the last cycle.
- 4.2.2 In relation to New Claims processed within 14 days of all information received, this measure is also within target for the period.
- 4.2.3 Processing of Changes in Circumstance (CIC) is within target for the reporting period.

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

Table 1 – Performance Summary

Performance measure	4 Week Reporting Period 9 February 2024 to 7 March 2024	Year to date position	Annual Target
New Claims – processing time (no. of days)	13 days	19 days	24 days
New Claims - % processed within 14 days of all information received	97%	92%	92%
Changes in Circumstance – processing time (no. of days)	7 days	8 days	10 days

4.3 Discretionary Housing Payments

- 4.3.1 The total budget for Discretionary Housing Payments for 2023/24 is shown in Table 2 below. This includes an additional amount of £241k allocated by the Council during 2022/23, and a top-up of £80.6k, provided by Scottish Government during 2022/23, both of which were carried forward to 2023/24 and reflects the position reported at the last cycle.
- 4.3.2 The DHP budget has been calculated to include the full Scottish Government estimate of the amount of funding required to fully mitigate the effect of both the Benefit Cap and the Bedroom Tax. These estimates include a 20% reserve allocation, which will be paid in May 2024, if required.
- 4.3.3 In line with DHP Policy and DHP Regulations, the Service makes awards to fully mitigate the effect of the Benefit Cap and the Bedroom Tax and maximise spend within the year.
- 4.3.4 Table 3 shows the performance information in relation to DHPs. The table shows that the average processing time in relation to DHP is within target.

Table 2 – DHP Budget

Funding – indicative allocations	Amount
Renfrewshire Council (brought forward from 2022/23)	£265,258
Financial Hardship – Scottish Government	£545,998
Benefit Cap* – Scottish Government	£136,600
Bedroom Tax* – Scottish Government	£2,354,497
Total budget for the year	£3,302,353

*These figures represent the maximum amount required to cover the estimated shortfall of customers impacted by the Benefit Cap or Bedroom Tax.

Table 3 – DHP Performance Summary

Measure	1 April 2023 to 29 February 2024
Volume of DHP applications received	5,226 applications
Volume of DHP decisions made	5,121 decisions
Number of DHP awards	4,832 awards
Average processing time (target 29 days)	10 days
Total amount committed/paid	£3,181,030

4. The Scottish Welfare Fund

- 4.4.1 The Scottish Welfare Fund (SWF) provides a safety net for vulnerable people on low incomes through the provision of Community Care Grants and Crisis Grants. The Scottish Welfare Fund is a national scheme, underpinned by law and delivered on behalf of the Scottish Government by all local councils. The SWF replaced elements of the Social Fund abolished by the Department for Work and Pensions in 2013.
- 4.4.2 The Service makes awards in 2023/24 in line with Scottish Government guidance and had spent 92% of its total budget for the Scottish Welfare Fund (SWF) by the end of February 2024. The service remains on track to spend its full budget by the end of March 24.
- 4.4.3 The total budget for the Scottish Welfare Fund for 2023/24 is shown in Table 4 below. This includes an additional amount of £501,771 allocated by the Council, £201,771 of which was brought forward from 2022/23. The additional £100,000 approved by the Board in November has been incorporated.
- 4.4.4 The performance data relating to the Fund is presented in Table 4 below. The Service processed both Crisis Grants and Community Care Grants within target for the period.

Table 4 – SWF Performance Summary (Crisis & Community Care Grants)

Measure	1 April 2023 to 29 February 2024
Number of Crisis Grant applications received	8,890
Number of Crisis Grant Awards	5,935
Total amount paid for Crisis Grants	£694,432.65
Average Processing time year to date (2 working days target)	2 days
Average Processing time within February	2 days
Number of Community Care Grant applications received	2,281
Number of Community Care Grant Awards	1,402
Total amount paid for Community Care Grant	£912,545.17
Average processing time year to date (15 working days target)	10 days
Average processing time within February	7 days
Total amount paid/committed from the fund	£1,606,977.82
Budget from Council brought forward from 2022/23	£201,771
Budget from Council 2023/24	£300,000
Budget provided by Scottish Government	£1,252,119
Total Budget	£1,753,890

Implications of the Report

1. **Financial** - The level of collection of Local Taxation continues to provide funding for the delivery of Council services throughout Renfrewshire.
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** –
 - Our Renfrewshire is fair - An effective Benefits service is vital to the quality of life of many of our citizens as it provides vital support for low income households to sustain tenancies and meet their rent obligations.
 - Working together to improve outcomes - An efficient and effective billing and administrative process for the collection of local taxes is vital for ensuring the recovery of income to the Council to support the provision of local services. This is supported by a range of payment opportunities for the public, including electronic and digital payments (e.g. Direct Debit, Website and Telephone).

- Working together to improve outcomes – Efficient and effective customer service is vital to ensuring that citizens have equality of access to Council services, whether this is digitally, by telephone or face to face.
4. **Legal** – None.
 5. **Property/Assets** – None.
 6. **Information Technology** – None.
 7. **Equality & Human Rights** - The recommendations contained within this report in relation to performance updates has been considered in relation to its impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for consideration of performance only.
 8. **Health & Safety** – None.
 9. **Procurement** – None.
 10. **Risk** – None.
 11. **Privacy Impact** – None.
 12. **Cosla Policy Position** – None.
 13. **Climate Risk** – None.

List of Background Papers

None

Author: Emma Shields, Strategic Service Delivery Manager

Appendix 1

RENFREWSHIRE COUNCIL

REVENUES COLLECTION STATEMENT AS AT 28 FEBRUARY 2024

COUNCIL TAX	2022/23	2023/24
	£m	£m
Projected Yield	100.788	108.473
Gross Charges	107.214	114.990
Less rebates	13.088	13.864
Net Charges Billed	<u>94.126</u>	<u>101.126</u>
Cash Collected	89.764	93.865
Rebate Grant	13.088	13.864
	<u>102.852</u>	<u>107.729</u>
Cash collected as % of Net Charges	95.37%	92.82%
Income as % of Projected Yield	102.05%	99.31%

NON DOMESTIC RATES	2022/23	2023/24
	£m	£m
Projected Yield	120.446	116.262
Gross Charges	146.027	143.572
Less reliefs	23.123	24.937
Net Charges Billed	<u>122.904</u>	<u>118.635</u>
Cash Collected	121.021	113.715
Cash collected as % of Net Charges	98.47%	95.85%
Cash collected as % of Projected Yield	100.48%	97.81%

APPEALS

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

Target processing speed (number of days)	60		
Result: last 3 months (days)	December: 72 days	January: 49 days	February: 1 day
Average (12 months to date)	49 days		
Average Appeals Completed	4 Appeals per month		

Comment:- Appeals volumes are very low, which is expected due to reducing Housing Benefit caseload. December performance was affected by one case which had been miscategorised when first received, excluding that case the processing time would have been 37 days. February appeals workload consisted of a single straightforward case.

REVISIONS

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

Target	28 days		
Result last report	October 23: 21	November 23: 27	December 23: 21
Result Last 3 months	December 23: 21	January 24: 24	February 24: 20

Comment:- Revisions processed well within target.

ACCURACY

The Service proactively monitors the accuracy of benefits decisions made through a robust audit checking programme. The Service targets to audit a minimum of 4% of calculations.

	Target %	Actual %
Volume of Audits 2023/24	4%	23%
Accuracy – February 2024	95%	96%
Accuracy – 2023/24	95%	89%

Comment:- The Service continues to analyse errors and action trends/patterns by providing additional guidance/training where needed. While accuracy was above target for the period, this is recognised as a key priority for sustained improvement, targeted training takes place following errors being identified and a detailed training matrix is being developed as more capacity for training activity emerges as the processing times recover.

HOUSING BENEFIT OVERPAYMENTS

The service is responsible for raising overpayments where Housing Benefit has been paid in error. If these have resulted from errors made by claimants, the cost is partially funded by the DWP. The service attempts to recover both newly raised and historic debts from claimants or landlords as appropriate.

Overpayments raised 2023/24	£994,314
Overpayments raised and recovered in year	£434,190
% Recovery	43.67%
All recovery in year	£1,089,044
All recovery vs raised in year	110%
All recovery vs all debt	13.19%
Total debt outstanding at end of reporting period	£7,165,311



To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: Director of Finance and Resources

Heading: Customer Services Performance Report

1. Summary

1.1 This report details performance across key Customer Service functions including Call Centre, E-mail, Face to Face and Digital Support for customers during February 2024 and the current year to date position.

2. Recommendations

2.1 It is recommended that the Board:

- Note the contents of the report.
-

3. Customer Service Provision

3.1 This section details the performance of the customer service centre for February 2024, and the current year to date position. The report provides an update on the overall contact centre call and e-mail volumes.

Face to Face services continue in Renfrewshire House, and details of customer volumes are provided in this report.

Demand for Digital Services remains high, and this report will update members on the level of online transactions being completed.

3.2 Contact Centre Performance

- 3.2.1 High level monthly summary – for the month of February, the contact centre received 25,654 calls and answered 96% against a primary target of 90% for the period.

Table 1 – Customer Service Unit – Primary Target (call handling)

Primary target	Year	Calls Received	February Performance	Year to Date
90% calls answered	2024	25,654	96%	95%
	2023	29,340	93%	95%

- 3.2.2 The contact centre achieved the primary target of answering 90% of all calls.

- 3.2.3 The secondary target is to respond to 70% of all calls within 40 seconds.

Table 2 – Customer Service Unit – Secondary Target (call handling)

Secondary target	Year	February Performance	Year to Date
70% calls in 40 seconds	2024	73%	71%
	2023	68%	64%

- 3.2.4 The contact centre achieved the secondary target of answering 70% of calls within 40 seconds and remains above target year to date.

The team have also processed 4,596 applications for Free School Meals and Clothing grants and paid £777,150 in clothing grants for 5,828 children.

In the same period last year 5166 applications were processed with £803,460 paid to 6,465 children.

- 3.2.5 In addition to the calls outlined above, customers also contact the Council using e-mail as their preferred channel. Since the new contact system was implemented, this has given greater visibility to the volumes handled through this route.

The e-mails received in the last three months for each service are outlined in table 3 below.

Table 3 – E-mail contact volumes

Service	December 2023	January 2024	February 2024
Blue Badge	243	319	371
General Enquiry	900	1036	988
Environmental	35	46	60
Free School Meals / Clothing Grants	66	47	55
Housing Repairs	699	972	770
Licensing	395	419	530
Mybins	506	858	483
Roads and Lighting Faults	146	253	193
Garden Waste	33	25	506
Total e-mails handled	3,023	3,975	3,956

3.3 Face to face provision

3.3.1 The Customer Service Centre offers face to face support to customers by appointment where this is required.

3.3.2 Table 4 below shows the volume of customers who received face to face support during the month of February 2024.

Table 4 – Face to Face Customer Volumes

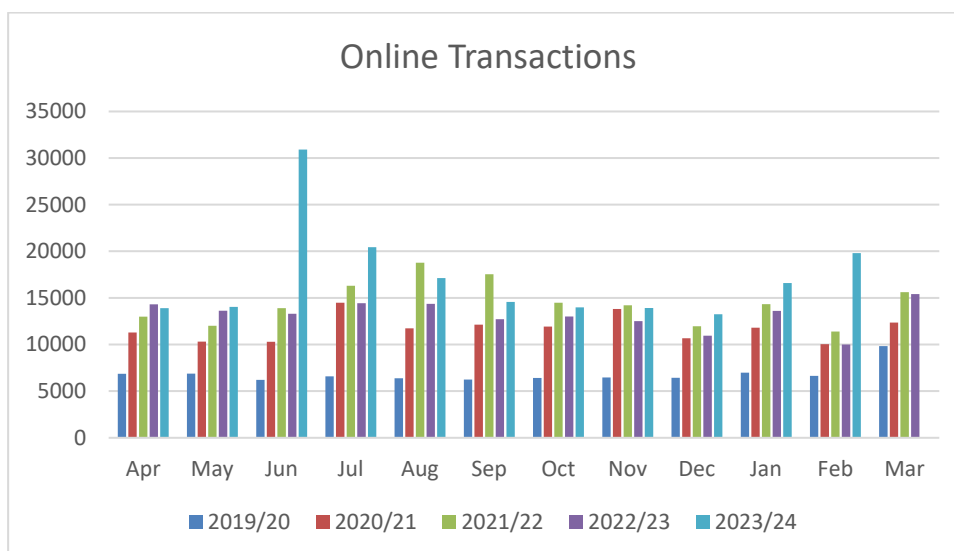
Service	Total Customers
Birth Registration	137
Marriage Registration	65
Licensing	71
TOTAL	273

3.4 Digital Services

3.4.1 The Council continues to see a high level of requests processed through the online platform, with an additional 5,302 customers registered since the start of the financial year. The total number of registered users on the MyAccount platform is now 103,153.

3.4.2 The level of online transactions, shown in the graph below, is significantly higher for the month than the same period last year with the platform supporting 20,929 requests in February. This can be attributed to the launch of the Garden waste permit scheme for the next financial year on the 19th of February, with 8,387 applications processed by the end of the month.

3.4.3 Since the start of the financial year, 189,595 transactions have been completed online, which is 46,827 higher than the same period last year and on track to be the highest transaction volumes in a year since the platform launched.



Implications of the Report

1. **Financial – None**
2. **HR & Organisational Development – None**
3. **Community/Council Planning –**
 - *Working together to improve outcomes – An efficient and effective Customer Services Unit is vital to ensuring citizens have equality of access to Council services whether this is digitally, by telephone or face to face.*
 -
4. **Legal - None**
5. **Property/Assets - None**
6. **Information Technology - None -**
7. **Equality & Human Rights -** The 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 consideration of performance only.

If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – None
9. **Procurement** - None.
10. **Risk** - None
11. **Privacy Impact** - None
12. **Cosla Policy Position** – Non applicable.
13. **Climate Risk** – none.

List of Background Papers

- (a) None

Author: Gary Innes, Senior Service Delivery Manager (Customer and Digital Operations)



To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: Director of Finance and Resources

Heading: Civic Hospitality

1. Summary

1.1 The following requests for civic hospitality have been received for the financial year 2023/24 and 2024/25.

- a) Correspondence was received from St Vincent's Hospice in relation to their 'an audience with' event being held in the Glynhill Hotel on Friday 8th March 2024 requesting the possibility of taking a table at this charity event.

Following consultation with the Provost, the Head of Corporate Governance used his delegated authority to approve the request and made the necessary arrangements at the cost of £450 for a table of 10.

- b) A book launch to celebrate the life of renowned Paisley author Evelyn Hood took place at Paisley Central Library on 27th March 2024. A Provost's Distinction Certificate presentation was arranged to coincide with this book launch to honour and recognise Evelyn's contribution to Literary Arts within Renfrewshire posthumously.

Following consultation with the Provost, the Director of Finance & Resources made the necessary arrangements to provide hospitality in the form of a wine and canape reception for approximately 75 people at the cost of £1100 and the Board is asked to homologate the action taken.

- c) Correspondence was received from Paisley Rotary Club proposing a welcome lunch for the visit of our twin town of Furth's Rotarians on Friday 3rd May 2024 at the Glynhill Hotel in Renfrew for approximately 30 people.

Following consultation with the Provost, it is proposed that the Board agree to the civic hospitality as detailed above at the cost of approximately £900 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- d) Correspondence has been received from Lilybank Bowling Club requesting the possibility of a civic reception in the form of a buffet to accompany an event being held at Houstoun Square in Johnstone to mark the 100-year anniversary of the War Memorial on Friday 10th May 2024.

Following consultation with the Provost, it is proposed that the Board agree to providing a buffet for 100 people at the cost of approximately £500 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- e) Correspondence has been received from Renfrewshire's Chamber of Commerce requesting the possibility of a civic reception in the form of a buffet and drinks reception to mark the occasion of the Chamber's 60th Anniversary. It is proposed the event for approximately 250 people be held in Paisley Town Hall on Thursday 20th June 2024.

Following consultation with the Provost, it is proposed that the Board agree to provide a contribution of £3000 towards the cost of a civic event as detailed above and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- f) Correspondence has been received from Lilybank Bowling Club in relation to their 150th anniversary requesting the possibility of a civic reception in the form of a three-course meal with welcome drink within their club grounds on Saturday 29th June 2024.

Following consultation with the Provost, it is proposed that the Board agree to provide the hospitality detailed above for 100 people at the cost of £2500 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- g) Correspondence has been received from the charity organisation Action for Children requesting the possibility of a civic reception in June 2024 to accompany their 25 year anniversary providing practical care and emotional support to children throughout Renfrewshire. They plan to celebrate this success with a formal event for approximately 100 people followed up with an event that focuses on the children who are not able to attend the formal event.

Following consultation with the Provost, it is proposed that the Board agree to provide a contribution of £2000 towards the cost of hospitality at both of the planned events and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- h) Correspondence has been received from Bridge of Weir Community Council advising of a dedication event for the addition of James Reynolds DCM to the Bridge of Weir War Memorial on Sunday 18th August 2024, and have requested the possibility of a civic reception to accompany this event for approximately 120 people. Guardsman James Reynolds lost his life in the Falklands War after assuming responsibility for his platoon after the platoon commander was also killed, he was subsequently honoured posthumously with the Distinguished Conduct Medal (DCM) for his bravery in the field.

Following consultation with the Provost, it is proposed that the Board agree to provide hospitality in the form of a buffet for 120 people at Cargill Hall, Bridge of Weir at the cost of approximately £1200 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- i) This year Paisley Cenotaph reaches its 100-year anniversary, it is proposed that the event be marked by a small service led by the Royal British Legion which will also coincide with Renfrewshire's Armed Forces Day Flag raising service on Friday 21st June 2024, followed by a light buffet lunch at Paisley Abbey for approximately 100 people.

Following consultation with the Provost, it is proposed that the Board agree to provide hospitality as detailed above at the cost of approximately £1000 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- j) Correspondence has been received from Dates-n-Mates in relation to their 2024 Celebration Night Awards taking place at the Glynhill Hotel, Renfrew. They are requesting the possibility of taking a table of 10 on 15th May 2024 at the cost of £450.

Following consultation with the Provost, it is proposed that the Board agree to take a table at Dates-n-Mates's charity event at the cost of £450 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements

- k) The 102 Field Squadron together with the Royal British Legion Scotland Paisley Comrades Branch are collaborating on a family fun day for our local Armed Forces community and families on Armed Forces Day at the Army Barracks on Saturday 29th June and have suggested the possibility of a contribution towards the costs of a buffet for approximately 200 people.

Following consultation with the Provost, it is proposed that the Board agree to provide a contribution of £2000 towards hospitality as detailed above for an Armed Forces Family Fun Day and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- 1.2 The budget provision for 2024/25 for Civic Hospitality (including international Links) is £46,460. Should the above be agreed, and taking account of previous decisions, the remaining balance would be approximately £23,690.
-

2. Recommendations

- 2.1 That the Board agrees to: (a) provide the hospitality as detailed above for the Furth Rotary Club visit, the rededication of the war memorials at Paisley, Johnstone and Bridge of Weir, Lilybank Bowling Club, Renfrewshire Chamber of Commerce, Action for Children and the Armed Forces Family Fun Day (b) agree to take a table at the Dates-n-Mates awards and; (c) that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.
- 2.2 That the Board homologate the action taken in respect of the civic reception for the Evelyn Hood Distinction Presentation and book launch.
- 2.3 That the Board note the action taken by the Head of Corporate Governance in terms of his delegated authority in respect of the St Vincent's 'An audience with' event.
-

Implications of the Report

1. **Financial** – The costs of the request from civic hospitality will be met from the 2023/24 and 2024/25 budget provision.
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** – Civic receptions provide recognition of the contributions made by individuals and organisations to the fabric of life in Renfrewshire.
4. **Legal** - None.
5. **Property/Assets** - None.
6. **Information Technology** – None.
7. **Equality & Human Rights**
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – None.
 9. **Procurement** – None.
 10. **Risk** – None.
 11. **Privacy Impact** - None.
 12. **Climate Risk** – None.
 13. **Cosla Policy Position** – Not applicable.
-

List of Background Papers

- (a) Background Paper 1 – Email correspondence from St Vincent’s Hospice
- (b) Background Paper 2 – Email correspondence from Paisley Rotary Club
- (c) Background Paper 3 – Email correspondence from Lilybank Bowling Club
- (d) Background Paper 4 – Email correspondence from Renfrewshire Chamber of Commerce
- (e) Background Paper 5 – Email correspondence from Lilybank Bowling Club
- (f) Background Paper 6 – Email correspondence from Action for Children
- (g) Background Paper 7 – Email correspondence from Bridge of Weir Community Council
- (h) Background Paper 8 – Email correspondence from Environment & Infrastructure in relation to the Paisley Cenotaph anniversary
- (i) Background Paper 9 – Email correspondence from Dates-N-Mates

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 487 1115, e-mail – donna.gallagher-pt@renfrewshire.gov.uk

Author: Donna Gallagher – Member Services Officer. Tel: 0141 487 1115
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To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: Director of Finance and Resources

Heading: Administration of Medication and Medical Treatments Policy

1 Summary

- 1.1 The Council recognises the importance of effective identification, evaluation, and control of any risks which employees and others affected by the Council's undertakings may be exposed to. The Administration of Medication and Medical Treatments Policy has been developed to reflect legislative changes and best practice and to continue to meet the requirements of the Health and Safety at Work etc. Act 1974 and the Care Inspectorate guidance.
- 1.2 The aim of this policy is to provide a framework which defines corporate responsibility around the administration of Medication and Medical Treatments and assists Services to:
- control the medication and medical treatments risks to employees and others who may be affected by their Service 's undertakings.
 - assist employees to act appropriately and safely, maintaining best practice.
 - outlines the principles governing medication and medical treatments.
-

2 Recommendations

- 2.1 That the Board approve the Administration of Medication and Medical Treatments Policy document.
-

3.0 Background

- 3.1 This policy serves to ensure consistency in the approach to the management and control medication and medical treatments, Services can develop and implement specific policies or guidance documents to clearly outline how they practically implement this policy appropriate to their service requirements.
- 3.2 The application of this policy applies to all services, including educational settings as well as those services delivered by the RHSCP.
- 3.3 Trade Unions have agreed the development of this policy.

Implications of the Report

1. **Financial** – this policy provides a framework of controls that may reduce the impact of a financial burden that could arise from a serious medical incident.
2. **HR & Organisational Development** - This report supports the Council's commitment to the health, safety and wellbeing of employees and the People Strategy.
3. **Community/Council Planning** – This policy provides arrangements to ensure the safe delivery of our services.
4. **Legal** – This policy ensures legal compliance with Health and Safety legislation and medicines legislation.
5. **Property/Assets** - none
6. **Information Technology** – none
7. **Equality & Human Rights**
 - (a) 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** – This document demonstrates the council’s commitment to ensuring effective health and safety management.
9. **Procurement** -
10. **Risk** - minimal impact as legal and statutory requirements are being maintained.
11. **Privacy Impact** - minimal impact as legal and statutory requirements are being maintained.
12. **Cosla Policy Position** – not applicable

List of Background Papers

- (a) none

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Issue Number: HS/01/24

Issue Date: 03/24

Review Date: 03/27

This document is
available in alternative
formats on request.

Renfrewshire Council's Administration of Medication and Medical treatments Policy.

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1.0 Introduction

- 1.1 The administration of medication and medical treatments is an essential component of the overall care and support provided to service users in a number of Services. It is therefore important employees who engage any form of administration of medication or medical treatments are fully aware of this policy to ensure that the safety of the client is paramount whilst ensuring that risks to themselves and others are minimised.
- 1.2 In discharging its duty to care for vulnerable people in various settings, Renfrewshire Council must ensure that the level of care provided promotes the fundamental importance of sensitive caring relationships, and acknowledges individuals' value, dignity, confidentiality, and independence.
- 1.3 Employees have a responsibility to ensure their practice is in accordance with legal and work setting requirements, and this includes ensuring medication is administered and authorised treatments are provided safely and that appropriate records are accurately maintained.
- 1.4 Guidance for managers to support this policy will be available .

2.0 Purpose and Aims

- 2.1 The purpose of this policy is to support Services to manage administering medicine and medical treatments activities effectively through the provision of fair and transparent processes.
- 2.2 This policy aims to:
 - Ensure consistent practices are applied when administering medicine and medical treatments.
 - Meet all legislative requirements and demonstrate best practice.
 - Comply with the National Institute for Health and Care Excellence's guidance on the six rights of medicine administration which are:
 - Right person.
 - Right medicine.
 - Right route.
 - Right dose.
 - Right time.
 - Right to decline.

3.0 Scope

- 3.1 The principles of this policy apply to all council employees and those carrying out administering medicine and medical treatments duties on behalf of the council.

4.0 Terminology used in this policy.

4.1 In the context of this policy, the terms:

Service user denotes any person being supported with medication by a Council employee, for example a client, a pupil, a resident, or a young person.

Administering worker refers to the employee carrying out the administration of medication.

Unit manager/headteacher refers to the person with day-to-day operational responsibility for the Service provided within defined parameters. This includes residential home managers, head teachers and others with the direct responsibility for the premises where such activities take place.

Service manager denotes the person with authority over a group of unit managers. In social work Services, this will be the person serving as the registered manager. In an education setting, this will be the Head Teacher.

Senior manager refers to the Head of Service or Director that the relevant Service manager reports to.

5.0 Principles

5.1 Service users have freedom of choice in relation to pharmaceutical care and medication, and this includes choosing to look after and administer their own medicine where they have capacity; being included in decisions about their own treatment (for example, whether to receive a 'flu vaccination; giving consent to receive medication).

5.2 Service users who require medication to be administered and/or authorised medical treatment must have this information recorded via the appropriate recording system within their Service, this could be paper based or electronic. Medication must be administered as per the instructions given by the prescriber. It is the responsibility of all employees involved in the management and administration of medication and medical treatments to ensure that up-to-date, clear records are maintained. These records must include a risk assessment which is regularly reviewed.

5.3 Employees may be involved in prompting service users to take medication, assisting service users to take medication, or administering medication to service users. These three distinct tasks are defined in Care Inspectorate guidance as follows:

5.3.1 **Prompting of medication** is reminding the service user of the time and asking if they have or are going to take their medicines. The person is still in

control of their medicines and may decide not to take them or to take them later. Prompting can be useful when a person knows what medicines to take and how to take them but may simply forget the time.

5.3.2 **Assisting with medication** occurs where a service user may be able to retain control of his or her medicines but need assistance with simple mechanical tasks. Assisting can include:

- collecting dispensed medicines from the pharmacy.
- bringing packs of medicines to a person **at their request** so that the person can take the medicines.
- opening bottles or packaging, including Multi-compartmental Compliance Aids (sometimes referred to as dosette boxes) **at the request and direction of the person who is going to take the medicine.**
- reading labels and checking the time **at the request of the person receiving the Service.**
- ensuring the individual has a drink to take with their medication.

As with prompting above, the service user is assessed as being able to self-medicate and is in control of their medicines. This independence should be supported. The service user's GP or local pharmacist may be able to offer options for support in self-managing medicines based on the identified needs of the service user requiring care.

5.3.3 **Administration of medication** occurs where a service user cannot take responsibility for managing their medication and employees may be needed to ensure that the service user gets offered or is given the correct medication, at the correct time and in the correct way. Administration of medicines is one, all, or a combination of the administering worker doing the following:

- deciding which medicine(s) have to be taken or applied and when this should be done.
- being responsible for selecting the medicines.
- giving a service user medicine to swallow, apply or inhale, where the person receiving them does not have the capacity to know what the medicine is for or identify it.
- giving medicines (*even at the request of the service user*) where a degree of skill is required to be exercised by the administering worker to ensure it is given in the correct way.

The level of support a person requires may vary, with the person taking more or less responsibility over time depending on their health and capability and with the medicine itself. For example, a person may self-administer an inhaler, require care staff to give tablets and nursing staff to give an injection.

6.0 Roles and Responsibilities

6.1 Managers and Supervisors are responsible for

- Ensuring that appropriate training is available for all employees involved in prompting, assisting with or administering medication or medical treatments within their Service.
- Having arrangements to monitor compliance with this policy within their Service.
- Having arrangements to ensure that all medications administered, and all medical treatments carried out within their Service, are covered by the Council's insurance policies.
- Ensuring that any serious incidents (eg where medication was incorrectly administered) are reported appropriately and timeously.

7 Training

7.1 Specific instruction on policies and procedures for the administration of medicine or medical treatments will be given to all relevant employees before they are required to assist with or administer medicines. Employees may also have access to training from the supplying pharmacist and other healthcare employees.

8 Storage and Disposal of Medication on Council Premises

8.1 All medication must come to the Service in its original packaging and clearly show the service user's name, date of prescription, name of medication and when it should be administered. It should also detail an expiry date that employees should check. The medication must be stored in the locked medication cabinet or fridge as appropriate.

8.2 In the event of any medication going missing, employees should immediately report this to their line manager.

8.3 All medication must be appropriately disposed of when the recommended expiry date is reached, or the time stipulated in days/weeks the medication can be open has elapsed. Drug stock no longer required by the Service, or which is out of date should be returned to the pharmacy for safe disposal.

8.4 Where needles are in use, an appropriate sharps container must be available to ensure safe disposal. Arrangements should be made with an appropriate provider to ensure the safe and correct disposal of these containers.

9 Self-Administered Medication

- 9.1 Service users should self-administer, or be supported to self-administer, medication, in all cases where this is appropriate. Appropriateness will be based on assessment of the Service user's physical and mental capacity to self-administer.

10 Administering Medication

- 10.1 The administering worker should administer medication in a way that ensures the privacy and dignity of the Service user is maintained and that risk assessment guidance is followed.
- 10.2 Employees should not administer injections (unless it is part of a rescue medicine). Injections should be carried out by a community nurse. In children's residential premises or the additional support needs educational establishments, injections may be administered by appropriately trained employees as part of their care-giving responsibility.
- 10.3 The use of EpiPens and glucometers may be undertaken by staff who have had appropriate training and where the Service user would be unable to do this task themselves (for example, blood glucose testing of very young children in an early year's placement or the early years of primary school).

11 Rescue/As Required Medication

- 11.1 The administration of any rescue or as required medication must adhere to the procedures, be part of the task risk assessment and where appropriate, guidance in the individual's care plan, although if it is for a member of the public this may not be possible.

12 Failure to Administer Medication

- 12.1 If a service user refuses to take medication, the administering worker should seek the assistance of another member of the team. If the service user still refuses to accept the medication, advice should be sought as noted in a personal support plan at service level or on a Medication Administration Record (for example, from Service user's GP, from NHS24, from pharmacist).

If the service user spits out medication or the medication is contaminated in any other way, then this medication must be discarded. Advice should be sought as to whether another dosage should be provided, given that the service user may have ingested some. The incident must be recorded so that all medication is accounted for, and additional medication can be obtained if necessary, and the senior manager must be informed.

13 Administration of Homely Remedies, Alternative Medicines, and Alternative Therapies

- 13.1 Homely remedies are medicines used for the treatment of minor ailments. They may not have been prescribed for an individual, but they are medicines which are available for over-the-counter purchase in pharmacies.
- 13.2 Employees should not administer any non-prescribed medicines without the written agreement of the service user's GP and/or prescribing health professional.
- 13.3 Alternative medicines should not be administered unless they are accompanied by a prescription.
- 13.4 Alternative therapies may be carried out by an external practitioner who is qualified with the appropriate professional body and should be covered by risk assessments.

14 Covert Medication

- 14.1 Covert medication refers to the administration of medication in a disguised form, usually by disguising it in food or drink so that the patient is unknowingly taking the medication. Service/unit managers/headteachers must make it clear to employees that covert medication must be authorised by a general practitioner and explain the reasons for using covert medication.
- 14.2 All cases of unauthorised covert medication must be investigated by the Service and reported to the Care Inspectorate.

15 Notification of Errors

- 15.1 "Medication errors" refers to a range of incidents including errors by the GP or pharmacist which are identified by council employees, missed doses, or the wrong medication being given. Any serious incidents of medication being administered wrongly must be immediately reported to the line manager. Guidance must then be sought from the Service user's prescriber or pharmacist, or from NHS 24 if the others are not available. Any advice or guidance given from the health professional should be followed and recorded?.
- 15.2 Serious incidents must be reported to the Care Inspectorate within 24 hours. The Care Inspectorate define a serious incident as "a serious unplanned event that had the potential to cause harm or loss, physical, financial or material". Incidents which are RIDDOR reportable should be notified to NHS Greater Glasgow and Clyde and to the council's Health and Safety Team in addition to their line manager.

16 Medical Treatments

- 16.1 Employees must not undertake any medical intervention or treatment that is not authorised. If employees are in any doubt, they should raise this with the senior person on duty before undertaking the task.
- 16.2 All employees carrying out medical treatments must have been trained by an appropriate health professional and assessed as competent to carry out this task.
- 16.3 Some service users may use a direct payment to employ a personal assistant to assist with medical treatments and other care tasks. The Council is not responsible for monitoring medication administering or medical treatments carried out by personal assistants or other care employees not employed by the Council. Where employees are asked to assist with treatment being carried out by non-Council care employees, they should only do so where the treatment is clearly part of the care plan, been authorised by the relevant care professional and complies with all Council policies.

17. Monitoring of Medicine Administration Practice

- 17.1 Practice in relation to the administration of medication should be regularly monitored to ensure compliance with this policy.
- 17.2 Heads of Service, whose employees are involved in supporting or administering medication, should ensure they have adequate arrangements to monitor the practices within their Service.
- 17.3 This policy will be monitored and updated to reflect any legislative changes at least every three years.

18. Confidentiality

- 18.1 We will treat all information confidentially and restrict access to this information to those involved directly in the process and its administration.
- 18.2 Information relating to the administration of medicine and medical treatments and should be recorded, maintained, and processed confidentially and securely by the relevant Service, any information recorded and maintained will be used only to monitor the effectiveness of this policy.
- 18.3 Information processed may include paper or electronic records and will be done so in line with the General Data Protection Regulation (Regulation EU 2016/679) (“GDPR”), the Privacy and Electronic Communications (EC Directive) Regulations 2003 (as may be amended by the proposed Regulation on Privacy and Electronic Communications) and any legislation that, in respect of the United Kingdom, replaces, or enacts into domestic law, or any law relating to data protection, the processing of personal data and privacy as a consequence of the United Kingdom leaving the European Union.

19 Service specific policies and guidance.

Services can develop and implement specific policies or guidance documents to clearly outline how they practically implement this policy appropriate to their service requirements..



To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: Director of Environment, Housing & Infrastructure

Heading: Facilities and Property Services - Service Update Report

1 Summary

1.1 Environment, Housing & Infrastructure brings together a range of Council services and activities, with both strategic and operational responsibilities. This report provides an operational performance update on Facilities Management (Hard and Soft Services) and Property Services delivered by Environment, Housing & Infrastructure since the last Policy Board in February 2024.

2 Recommendations

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

2.1 Notes the content of this report.

3 Operational Update

3.1 Service Reviews

As noted in the February 2024 Service Update report, Officers within the service continue to progress the work areas below:

- Void property management process and potential remodelling
- Productivity Analysis and initial measurement process design
- Business Plan framework for Building Services

- Job costings - options analysis
- Organisational design
- Review of call handling from the Customer Contact Centre

3.1.1 Updates will be provided via Service Update Reports and following completion of this work, a further report on Building Services will be brought to this Policy Board later this year.

Hard FM

3.2 **Compliance – Key Performance Indicators (KPIs)**

Overall performance continues to meet 90% target; however, ongoing governance is required to ensure this trend remains. To help deliver this, and to drive contractor performance and best practice, Officers continue to hold regular contractor review meetings (monthly) to ensure planned tasks are met and certification is issued timely. New separate maintenance contracts are now in place for smoke vents, sprinklers systems and dry risers. The current performance is 87% due to delays in the fall arrest contract award which has impacted the overall performance. Officers continue to work with colleagues in procurement to ensure the new contract is in place.

3.3 **Public Buildings Repairs data**

The repairs profile remains as expected, as detailed below:

2023/24	Education	Core	Prestige	OneRen	Total
Repairs	6,776	2,609	690	248	10,323

3.4 **Capital/Life Cycle Projects**

3.4.1 Hard FM Support Services Officers continue to be involved in discussions regarding the entire public building portfolio, including new schools. The recent focus was to develop the SIMP (Standard Information Management Plan) which will assist the Service moving forward. This exercise helps establish the documentation that will be presented by the contractor at handover, to ensure information is suitable and accurate, and to allow ongoing maintenance plans/replacement works to be developed.

3.5 **Life Cycle Replacement works**

3.5.1 **Completed Commissions**

- St Annes Primary School – renewal of road surface/hard standing
- Mile End Centre – platform lift renewal.
- Johnstone Bowling Club – retaining wall renewal
- Langbank Primary School – part renewal of road surface/hard standing

3.5.2 **New Commissions**

- St Mary's Primary School – Boiler renewal.
- Paisley Pre 5 Centre – Boiler renewal.
- Heriot Primary School – complete renewal of all heating pipes.
- Johnstone Community Centre – part renewal of roof covering and cladding (stage area).
- Hillview Nursery – Intruder Alarm renewal.
- Brown Institute – demolition of unsafe structure.
- Beechwood Community Centre – part renewal of roof covering.
- Arkleston Primary School – structural remediation and roof cladding works at boiler house.
- Our Lady of the Peace Primary School – structural remediation and roof cladding works at boiler house.
- Rashielea Primary School – structural remediation and roof cladding works at boiler house.

3.5.3 Moving forward, the service hopes to establish a longer-term strategy for the Life Cycle Maintenance works, including the proactive replacement of key elements of properties. To that end, discussions are ongoing with service partners and contractors to develop boiler replacement programme for the next few years. The service is also reviewing fire and security systems across the estate for any potential replacements/upgrades.

3.6 **Legionella Control**

3.6.1 To ensure on-going compliance with regards to legislation and Approved Codes of Practice, Officers within Facilities and Property Services undertook refresher training and obtained the Level 3 Award in Legionella Control for Responsible Persons.

3.6.2 This ensures that staff are adequately trained to monitor and maintain the water systems across Renfrewshire Council's building portfolio.

3.7 **Fire Safety**

3.7.1 A new group has been formed with service partners and Health and Safety colleagues to focus on fire safety within properties with sleeping accommodation. This will involve an overall review of fire safety management and mitigation within Care Homes and Children's Homes. Works are currently ongoing to review of fire/smoke travel prevention and fire stopping in these properties.

3.8 **Building Responsible Persons**

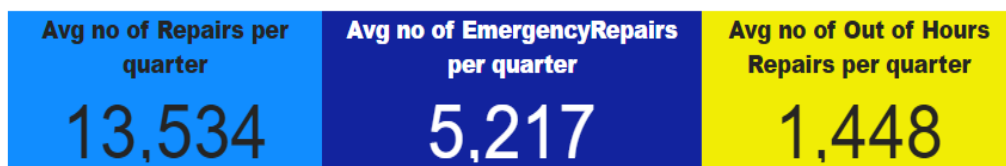
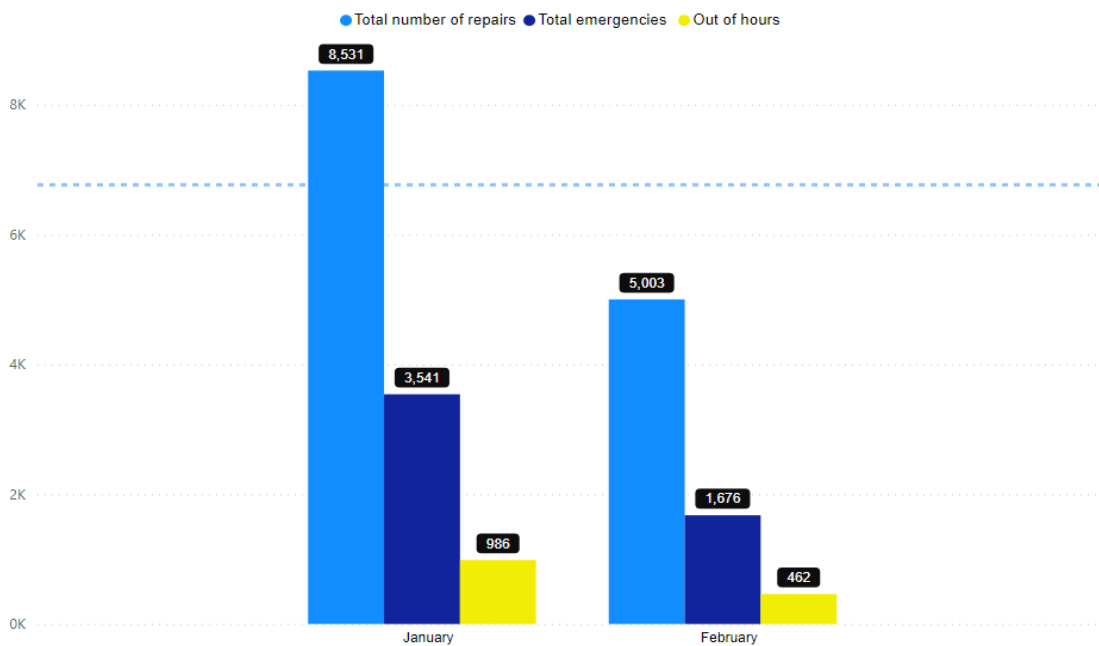
3.8.1 A review of the responsible persons for properties is currently underway. An internal Officer Group has been established between Facilities and Property Services (Hard FM, Soft FM, Property Services), Corporate Health and Safety and HSCP. This will

ensure that all responsibilities are understood and maintenance is actioned quickly via the Corporate Asset Management Information System (CAMIS).

3.9 **Responsive Repairs**

3.9.1 The chart below shows the volume of the January/ February 2024 for responsive repairs reported by tenants. These are only the repairs that Building Services attended as there are other repairs that will be issued directly to other contractors.

Repairs overview by week commencing



3.9.2 The January/ February figures show that of the total number of repairs issued for the period is 13,534 and 39% these have been classed as emergency or next day attendance which is proportionally less than in the previous months.

3.9.3 In addition, of the total number of emergencies issued, 28% are out of hours.

Total number of repairs	Financial Year	Quarter
16,482	2022/23	Quarter 1
17,282	2022/23	Quarter 2
21,413	2022/23	Quarter 3
22,121	2022/23	Quarter 4

Total number of repairs	Financial Year	Quarter
16,340	2023/24	Quarter 1
16,989	2023/24	Quarter 2
19,397	2023/24	Quarter 3
13,534	2023/24	Jan/ Feb

3.9.4 The requests for repairs follow seasonal trends and the figures for January/ February are in line with expectations.

3.10 Domestic Gas Servicing

3.10.1 In January/ February (1 Jan to 29 Feb 2024), the domestic gas servicing and repairs team carried out 2,268 gas services.

Total number of services	Financial Year	Quarter
2,952	2022/23	Quarter 1
3,533	2022/23	Quarter 2
2,379	2022/23	Quarter 3
3,780	2022/23	Quarter 4

Total number of Services	Financial Year	Quarter
3,083	2023/24	Quarter 1
3,202	2023/24	Quarter 2
2,771	2023/24	Quarter 3
2,268	2023/24	Jan/ Feb

3.10.2 The figure in January/ February this year has risen against the same period last year with around 3% more gas services being completed. However, all annual gas servicing will be completed within 365 days.

GAS SERVICE/INSPECTIONS	Target	January	February
Gas Certificates Obtained before Previous Expiry % (charter)	100%	100%	100%

3.11 Voids

3.11.1 Building Services continue to work closely with our colleagues in Housing Services to maximise the number of houses that are returned to the letting pool. The new interim single voids team are being located shortly within Underwood Road with a view of working closer together to enable more houses to be returned to the letting pool quicker. This will include all voids currently undertaken by external contractors.

3.11.2 The figures below are only for Building Services and does not include any external contractors.

Financial Year	Quarter	Total number of completed voids	*Inclusive Gas Central Heating (GCH) install	*Inclusive Asbestos Removal (ASB RE)	Preliminary Works
2022/23	Quarter 1	183	25	27	176
2022/23	Quarter 2	199	38	22	138
2022/23	Quarter 3	144	19	20	126
2022/23	Quarter 4	208	19	3	210

3.11.3 The volume of void houses returned by Building Services in Jan/ Feb 2024 is shown below. For 2023/24 so far, this is showing an increase of over 13% in the number of houses Building Services have returned to the letting pool and there is still another full month to be factored in before a full year figure can be ascertained.

Financial Year	Quarter	Total number of completed voids	*Inclusive Gas Central Heating (GCH) install	*Inclusive Asbestos Removal (ASB RE)	Preliminary Works
2023/24	Quarter 1	245	26	13	141
2023/24	Quarter 2	208	25	25	145
2023/24	Quarter 3	243	34	9	190
2023/24	Jan/Feb	135	19	4	198

3.12 Electrical Testing programme

3.12.1 As part of the on-going electrical compliance requirement of landlords, Building Services, and other external contractors, have been working in partnership with Housing colleagues to carry out the statutory 5-year check of electrics within every tenanted household across Renfrewshire (approx.12,200 houses).

3.12.2 On behalf of Housing Services, Building Services have fully electrically tested 1,979 houses since the start of the programme in 2021. It should also be noted that following these tests there are often remedial electrical works requiring to be undertaken. This follow on work is carried out on an appointment basis with the tenant.

Financial Year	Quarter	Number of electrical tests competed
2022/23	Quarter 1	639
2022/23	Quarter 2	280
2022/23	Quarter 3	42
2022/23	Quarter 4	187

Financial Year	Quarter	Number of electrical tests competed
2023/24	Quarter 1	77
2023/24	Quarter 2	163
2023/24	Quarter 3	471
2023/24	Jan/ Feb	120

3.12.3 Building Services complete the electrical testing based on the number of appointments booked in by the tenants via the letter process carried out by our colleagues in Housing Services.

3.12.4 Unfortunately, there are now a number of houses that have been through the whole lettering process and have failed to book an appointment for the electrical check to be carried out. A forced entry process is now in place in line with the gas servicing process.

3.13 **Apprentices**

3.13.1 Two of our current apprentices were successful in reaching the finals of the Scottish finals of the APSE apprentice of the year awards.

3.13.2 Work is underway with the Head of Housing and Services and Finance Business Partner (HRA) to establish the number of apprentices required for intake for the new college semester. Given the current challenges around recruitment, consideration is being given to increasing the number of Electrical apprentices in the coming years.

4 **Soft FM (Facilities Management)**

4.1 **Capital Works**

4.1.1 The tender award for the £876,000 Scottish Government capital funding has been completed. The investment in improvements works in kitchen facilities in Barsail Primary, Erskine, Bushes Primary, Glenburn, and Mossvale/St James Campus, Paisley are now complete, and kitchens are fully operational.

4.1.2 Discussions continue with the Scottish Government around appropriate funding for Universal Free School meals and the change to those eligible for free school meals via the Scottish Child Payment.

4.1.3 Work will continue to assess the relevant funding with a priority being Heriot Primary School becoming a production/cooking kitchen.

4.1.4 Facilities Management (Soft FM) have been shortlisted for 2 awards at the Assist Awards which will be announced at the ASSIST Conference on 16-17 May 2024. One is for the "Suited Locks project" allowing easier access to properties and the other is for an Officer who has been nominated Outstanding Contribution to Catering Services.

5 **Property Services**

Property Services is a multi-disciplinary design consultancy commissioned by Facilities Management or Council Departments to deliver projects. An update of some of the work currently being undertaken is detailed below. The Members are

asked to note that whilst an operational update is provided below, the progress of major projects will be reported through the relevant policy board.

5.1 Reinforced Autoclaved Aerated Concrete (RAAC)

5.1.1 As previously noted to Board, subsequent reassurance/validation checks have identified RAAC panels within Castlehead HS gym areas. These further checks have now been completed with a structural engineering consultant appointed to verify other high-level gym and other areas within the school estate and no RAAC has been identified elsewhere within the learning estate.

5.1.2 Property Services Officers, in conjunction with an external engineering consultant, has now developed a remedial strengthening solution and tender documents have now been issued to market and returned. The required building warrant has now been approved with proposed work starting in June 2024 and continuing over the Summer 2024 (contract timeline dependent).

5.2 Paisley Learning and Cultural Hub

5.2.1 This project, jointly managed by Property Services and HubWest Scotland, was completed and handed over to OneRen in September 2023 and feedback by users has been positive to date.

5.2.2 On 29 February 2024, The Paisley Learning and Cultural Hub won the ESG Refurbishment of the Year Award at the Scottish Property Awards. This is a massive achievement for the project and is recognition of the challenges in refurbishing a derelict, high street property.

5.3 Paisley Arts Centre

5.3.1 This project has been completed and handed back to colleagues in OneRen in early April 2024. Work continues to finalise snagging works and final account with the contractor.

5.4 Brown Institute

5.4.1 Following the service of a Dangerous Buildings Notice from colleagues in Building Standards, a decision was taken by colleagues in Economy and Development to demolish the Brown Institute due to being classified as a dangerous building. Property Services have been commissioned to oversee the demolition and tender documents have now been prepared and tender returns received.

5.5 Renfrewshire House: Car Park Ramp Remedial Works

5.5.1 Works have now commenced on replacing the supporting steel structure and will continue for a period of at least two months. Traffic management alterations to pedestrian and vehicle routes have been set in place to minimise potential hazards associated with the ongoing works.

5.6 Children's Services Estate

- 5.6.1 Property Services continues to be heavily involved across the Learning Estate within Renfrewshire.
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Implications of the Report

1. **Financial** – Any financial elements referenced in this report will be progressed through the Council's financial & budget planning process.
2. **HR & Organisational Development** – None
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 detailed within the report in relation to work on the Council property portfolio.
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** – As noted within the report.
10. **Risk** – None
11. **Privacy Impact** – None
12. **COSLA Policy Position** – None
13. **Climate Change** – None

List of Background Papers – None

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To: Finance, Resources and Customer Service Policy Board

On: 18 April 2024

Report by: Director of Finance and Resources

Heading: Contract Authorisation Report for the Provision of an Automated Assistant for Customer Services (Reference: RC-CPU-23-330)

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 Provision of an Automated Assistant for Customer Services to ICS.AI Ltd.

1.2 The recommendation to award the Contract follows a procurement exercise conducted in accordance the Crown Commercial Services G-Cloud 13 Framework Agreement RM1557.13 Framework Schedule 5: Award Procedure and the Customer Guidance issued for Lots 1-3 and the Council's Standing Orders Relating to Contracts for an above Threshold Services contract.

1.3 A Contract Strategy was approved by the Head of Digital, Transformation and Customer Services and the Corporate Procurement Manager on the 21 March 2024.

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 Contract for the Provision of an Automated Assistant for Customer Services to ICS.AI Ltd, being a Call-Off Contract made under the Crown Commercial Services G-Cloud 13 Framework Agreement RM1557.13, in accordance with the award procedure for this Framework.
 - 2.2 The initial term of the Contract of 3 years with the Council's option to extend the Contract (extension period) for up to 12 months. The proposed Start Date is 13 May 2024. However, the actual date will be formally confirmed in the Crown Commercial Services G-Cloud 13 Framework Agreement RM1557.13 Call-Off Contract (Order Form).
 - 2.3 The Contract value for the initial 3-year term will be £433,590 excluding VAT. Where the option extension period is utilised, the total contract value will be £560,000 excluding VAT.
-

3. **Background**

- 3.1 The Council has a new requirement for the Provision of an Automated Assistant for Customer Services. As part of the Council's Customer Strategy approved in November 2023, there is an action to adopt an Automated Assistant to further enhance the choice the Council offers its customers via the Customer Service Centre, and expand the service currently provided to a truly 24/7 operation for routine transactional services. A successful implementation of an automated assistant will support further reduction in telephone demand to the Council and has the potential to release recurring savings from the Customer Operations team.
- 3.2 The Council identified the Crown Commercial Services G-Cloud 13 Framework Agreement RM1557.13 (the Framework) as a suitable route to market. The Framework consists of 4 Lots and Lot 2 of this Framework offers a suite of cloud provisioned software and associated services.
- 3.3 Following the Framework Schedule 5: Award Procedure and the Crown Commercial Services RM1557.13 G-Cloud 13 Lots 1-3 Customer Guidance Buying Process, the Council followed the steps 1-3 using search criteria and filters as detailed below:

Search Criteria Number	Search criteria and filter applied	Search Result (Suppliers)
1	Chatbot	240
2	Not a reseller	123
3	Pre-trained	25
4	Council	1

3.4 After applying all relevant filter and search criteria, only ICS.AI Ltd were identified. ICS.AI Ltd's service offering was reviewed against the Council's requirements and were deemed to have met all those requirements.

3.5 ICS.AI Ltd has committed to deliver the following Community Benefits as part of this Contract:

Community Benefit	Number of People / Activities
Business advice/support to an SME /Social Enterprise/ Voluntary organisation	1
Non-financial support for a Community Project/Group	1

Implications of the Report

1. **Financial** – the costs associated with this contract will be met from the Finance and Resources Capital and Revenue budgets. The Contract value for the initial 3-year term will be £433,590, excluding VAT. Where the option extension period of one year is utilised, the total contract value will be £560,000 excluding VAT. These figures include one-off implementation costs of £60,000.
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 implement Artificial Intelligence Software to improve the service the Council provides to all who call the Council and to move to a 24/7 operation.

4. **Legal** - The procurement was carried out in accordance with Framework Schedule 5: Award Procedure and Customer Guidance issued for Lots 1-3 of the Crown Commercial Services G Cloud 13 Framework Agreement RM1577.13 and the Council's Standing Orders Relating to Contracts.
5. **Property/Assets** - No property/assets implications have arisen or are anticipated.
6. **Information Technology** – ICT Staff have been involved in this procurement exercise as the outcome of this contract involves the implementation of new software that must be compatible with the Council's current infrastructure.
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** - There are no health and safety implications associated with the award of this Contract.
9. **Procurement** – The procurement exercise was conducted in accordance with Framework Schedule 5: Award Procedure and the Customer Guidance issued for Lots 1-3 of the Crown Commercial Services G-Cloud 13 Framework Agreement RM1557.13 and Renfrewshire Council's Standing Orders Relating to Contracts.
10. **Risk** - The insurance cover held by ICS.AI Ltd were assessed as part of their appointment on to the Framework.
11. **Privacy Impact** – ICS.AI Ltd are required to adhere to the Framework conditions and Call-Off terms which include provision for Data Protection and GDPR and will also be reviewed by the Council's Information Governance team as part of the award process and agree to the Data Protection requirements as noted within the Order Form and Call-Off Contract Schedule 7.

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.

List of Background Papers

None

Author: Rachel Davison, Category Manager (ICT), Corporate Procurement Unit, rachel.davison@renfrewshire.gov.uk



To: Finance, Resources and Customer Service Policy Board

On: 18 April 2024

Report by: Director of Finance and Resources

Heading: Contract Authorisation Report for The Provision of a Microsoft 365 Backup Solution (Reference: RC-CPU-23-257)

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 Provision of a Microsoft 365 Backup Solution to Phoenix Software Limited.
 - 1.2 The procurement exercise was conducted in accordance with the Call Off award procedure as a further competition under the Crown Commercial Services (CCS) Framework Agreement for Technology Products & Associated Services 2 RM6098 Lot 3 (Software) and Renfrewshire Council's Standing Orders Relating to Contracts for an above Threshold contract.
 - 1.3 A Contract Strategy was approved by the Head of Digital, Transformation and Customer Services and Corporate Procurement Manager on 9 February 2024.
-

2. Recommendations

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

- 2.1 The Head of Corporate Governance to award the Contract for a Microsoft 365 Backup Solution to Phoenix Software Limited, a Call-Off Contract under Lot 3 of the Crown Commercial Services Framework Agreement for Technology Products & Associated Services 2, RM6098 in accordance with the Framework Call-Off Award Procedure.
 - 2.2 The initial term of the Contract of 3 years with the Council's option to extend the Contract (extension period) for a period of one year. The proposed Call-off Start Date is 3 June 2024. However, the actual Start Date and Expiry Date will be confirmed in the Order Form in accordance with the Framework Call-Off Award Procedure.
 - 2.3 The Contract value shall not exceed £280,000 excluding VAT, inclusive of the optional extension period.
-

3. **Background**

- 3.1 Renfrewshire Council's ICT Services have a requirement for the Provision of a Microsoft 365 Backup Solution for its current Microsoft 365 tenancy to ensure that if the Council's Microsoft 365 tenancy was to be compromised by ransomware or malware, the Council would be able to restore the data held within the components of the Microsoft 365 platform such as Exchange Online, Teams, SharePoint, OneDrive, and other tools such as OneNote, Forms, Power BI etc.
- 3.2 The Microsoft 365 product suite was rolled out across the Council in 2017. It does not include backup/restore functionality and at time of migration products to address this were limited. The Microsoft 365 platform does include "Recycle bin" capabilities which were deemed fit for purpose when the product suite was introduced, enabling deleted or corrupted files, emails etc to be restored. However, the evolving threats from cyber-attacks increase the risk that Recycle Bin functionality would not be adequate to provide "clean" restores for bulk data, should Microsoft 365 data be compromised for example, by Ransomware. The Architecture & Technology team within ICT Services reviewed the risks versus the restore capabilities currently available natively on the Microsoft 365 platform and recommended the procurement of a more robust Microsoft 365 backup and restore solution to address potential compromise through cyber-attack. The market for such products is significantly more mature than in 2017.

- 3.3 A review of the procurement options identified that the Crown Commercial Services (CCS) Framework Agreement Technology Products & Associated Services 2, RM6098 (“the Framework”) could be utilised. The procurement exercise for this Contract was conducted in accordance with the Call-Off Award Procedure as a further competition under Lot 3 of the Framework and in accordance with the procedures for use of a third party framework under the Council’s Standing Orders Relating to Contracts.
- 3.4 The further competition documentation was issued to all 43 Suppliers on Lot 3 of the Framework via the Public Contracts Scotland – Tender portal on 9 February 2024 with the submission deadline of 12 noon on 4 March 2024. Four Supplier responses were received in response to this further competition.
- 3.5 The Supplier selection requirements contained in the SPD were already met at the Framework Award stage.
- 3.7 All tender submissions received were evaluated against the further competition Award Criteria of 70% Quality and 30% Price. The scores relative to the Award Criteria for the tender responses are noted below:

Tenderers Name	Quality Score (70%)	Price Score (30%)	Total Score (100%)
Phoenix Software Limited	52.50%	29.60%	82.10%
Boxxe Limited trading as Boxxe	62.50%	3.38%	65.88%
Bytes Software Services Limited	31.75%	30.00%	61.75%
Sumillion Limited	30.50%	22.27%	52.77%

- 3.7 It is recommended that the Call-Off Contract under Lot 3 of the Framework, is awarded to Phoenix Software Limited, who based on evaluation, have provided the most economically advantageous tender. The Contract will be formed in accordance with the Framework Award Procedure.
- 3.8 The cost for this Call-Off Contract will be funded by the ICT Revenue Budget.
- 3.9 Community benefits were requested as part of the Further Competition Procedure and Phoenix Software Limited have committed to deliver the following community benefits as part of this Contract:

Community Benefit	Number of People/Activity
Industry Awareness Events	2
Industry Skill Transfer to Schools	2
Business advice/support to an SME /Social Enterprise/ Voluntary organisation	1

Implications of the Report

1. **Financial** – The cost for this Call-Off Contract will be funded by the ICT Revenue Budget at an annual of cost for licences of £53,400.53 plus potential professional services fees, for initial period of 3 years plus optional 1 year extension. The total Contract value shall not exceed £280,000 excluding VAT over the four-year period.
2. **HR & Organisational Development** - No HR and Organisation Development implications for the Council have arisen or are anticipated.
3. **Community/Council Planning** - Working together to improve outcomes – this Contract will provide a backup solution to ensure that if the Council's Microsoft 365 tenancy was to be compromised by ransomware or malware, the Council would be able to restore the data held on the Microsoft 365 platform.
4. **Legal** - The procurement for this Contract was carried out in accordance with the further competition requirements under the CCS Framework Agreement for Technology Products & Associated Services 2, RM6098 and Renfrewshire Council's Standing Orders Relating to Contracts for a Supplies contract above GPA Threshold.
5. **Property/Assets** - No property/assets implications have arisen or are anticipated.
6. **Information Technology** – This Contract will provide necessary software which will enable the Council to back up data held on its Microsoft 365 platform.

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** - There are no health and safety implications associated with the award of this Contract.
9. **Procurement** – The procurement exercise was conducted in accordance with the Call-Off award procedure as a further competition under the Crown Commercial Services (CCS) Framework Agreement for Technology Products and Associated Services 2, RM6098 Lot 3 (Software) and Renfrewshire Council’s Standing Orders Relating to Contracts.
10. **Risk** – The insurance cover held by Phoenix Software Limited was assessed as part of their appointment on to the Framework.
11. **Privacy Impact** - No Privacy Impact implication has arisen or is anticipated.
12. **Cosla Policy Position** – No Cosla policy position implications have arisen or are anticipated.
13. **Climate Risk** - The level of impact associated with this Contract has been assessed using the Scottish Government Sustainability Test and is considered to be low risk with no climate change implications noted as part of this Contract.

List of Background Papers

None

Author: Rachel Davison, Category Manager (ICT), Corporate Procurement Unit, Rachel.davison@renfrewshire.gov.uk



To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: The Director of Finance and Resources and the Director of Environment, Housing and Infrastructure

Heading: Contract Award: Hire of 5 x 18T Gritters (RC-CPU-23-254)

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 Hire of 5 x 18T Gritters to Econ Engineering Limited.
- 1.2 The procurement exercise was conducted as a direct award to contract for the supply of 5 x 18T Gritters to Econ Engineering Limited under Lot 3 (Hire of HGV's from 7.5T and Above) of the Crown Commercial Services (CCS) Framework Agreement for Vehicle Hire Solutions, reference RM6265, and in accordance with the Council's Standing Orders Relating to Contracts.
- 1.3 A Contract Strategy was approved by the Director of Environment, Housing and Infrastructure and the Corporate Procurement Manager on 14 March 2024.
-

2. **Recommendations**

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

- (a) Authorise the Head of Corporate Governance to award a Contract for the Hire of 5 x 18T Gritters (RC-CPU-23-254) to Econ Engineering Limited;
- (b) Authorise the award of the Contract for the Contract Sum of £474,090 excluding VAT (the approved contract value);
- (c) Note that Starting Date is anticipated to be 18 September 2024, with the date for Completion anticipated to be 14 April 2027. The actual dates will be confirmed in the Council's Letter of Acceptance to Econ Engineering Limited.

3. **Background**

- 3.1 Renfrewshire Council have a requirement for the Hire of 5 x18T Gritters for a period of 3 gritting seasons to assist with the Council's winter gritting programme. Renfrewshire Council's Environment, Housing and Infrastructure Service has a statutory obligation to have gritters in place to assist with the Council's winter gritting programme. This contract will support the Council's current fleet in order to carry out the winter gritting programme therefore ensuring roads within the Council's responsibility are managed and maintained and are safe during the winter months.
- 3.2 Crown Commercial Services established a framework for the Vehicle Hire Solutions (RM6265) on 21 March 2023. The Framework Agreement allows for Direct Awards to be conducted.
- 3.3 As per the terms of the framework, the Council contacted the Suppliers on Lot 3 (Hire of HGV's from 7.5T and Above) for pricing and technical information. This exercise demonstrated that only Econ Engineering Limited would be able to meet the Council's requirements for the Hire of 5 x 18T Gritters. In this instance it was determined that a Direct Award would demonstrate best value to the Council.
- 3.4 The costs for this contract shall be met from the Environment, Housing and Infrastructure Revenue – General Services budget.
- 3.5 Community benefits were requested as part of the procurement exercise and Econ Engineering Limited have committed to the following Community Benefits:

Community Benefit Description	No of People / Activity
Work Experience Placement for an individual 16+ years of age (who is not currently in employment, education or training) and preferably from an identified priority group.	5

Implications of the Report

1. **Financial**
The contract value of £474,090 excluding VAT covering the period 18 September 2024 to 14 April 2027 shall be met from the Environment, Housing and Infrastructure revenue (External Vehicle Hire) budget. This is a lease contract, therefore International Financial Reporting Standards 16 implications have been noted.

2. **HR & Organisational Development**
None arising from this report.

3. **Community/Council Planning –**
The proposed Contract will support the delivery of the following outcomes:
 - Place**
Ensuring all roads managed and maintained by the Council in Renfrewshire are maintained to the highest possible standard during the winter months, keeping all road users safe

 - Economy**
Supporting our citizens, particularly those furthest from the jobs market, into fair work - well paid, fulfilling employment through Community Benefits

 - Green**
Working across partners and communities to deliver the priority areas highlighted in our Plan for Net Zero, working towards a net zero Renfrewshire by 2030

 - Living our Values**
Ensuring Renfrewshire Council delivers Best Value for our citizens and customers, that we are a well governed, effective organisation

4. **Legal**

The procurement of this Contract was conducted in accordance with the requirements for a direct award under Lot 3 (Hire of HGV's from 7.5T and Above) of the Crown Commercial Services (CCS) Framework Agreement for Vehicle Hire Solutions, reference RM6265, and the Council's Standing Orders relating to Contracts.
5. **Property/Assets**

This contract will ensure that the Council's roads network is maintained to a safe standard during the winter months.
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**

Econ Engineering Limited's health and safety credentials were evaluated by Corporate Health and Safety and met the Council's requirements regarding Health and Safety.
9. **Procurement**

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

Econ Engineering Limited's insurances have been assessed and evaluated to confirm that they have met the minimum requirements regarding insurable risk.
11. **Privacy Impact**

No Privacy Impact Assessment requirements were identified within this procurement.
12. **Cosla Policy Position**

No Cosla Policy Position implications have arisen or are anticipated.

13.

Climate Risk

The vehicles will be Euro 6 compliant and equipped with Ad blu, which is a diesel exhaust fluid. This particulate filter further reduces solid particulates from the vehicles exhaust emissions.

List of Background Papers

None

Author: *Aileen Ross, Procurement Advisor, aileen.ross@renfrewshire.gov.uk*



To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: The Director of Finance and Resources and the Director of Environment, Housing and Infrastructure

Heading: Installation and Replacement Streetlighting (5 and 6 metres)

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 Installation and Replacement Streetlighting (5 and 6 metres), reference RC-CPU-23-242, to Pegasus Power and Communications Ltd.
- 1.2 The tendering procedure for this Works Contract followed the Open Procedure in accordance with Renfrewshire Council's Standing Orders Relating to Contracts.
- 1.3 A Contract Strategy was approved by the Strategic Commercial Category Manager and the Head of Climate, Public Protection & Roads on 9 February 2024.
-

2. **Recommendations**

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board:
- (a) Authorise the Head of Corporate Governance to award a Contract for Installation and Replacement Streetlighting (5 and 6 metres), reference RC-CPU-23-242, to Pegasus Power and Communications Ltd.

- (b) Authorise the award of the Contract for the total of the Prices of £195,141.52 excluding VAT (the approved contract value);
- (c) Note that the *starting date* is anticipated to be 8 May 2024 with the date for Completion anticipated to be 7 August 2024. The actual dates will be confirmed in the Council’s Letter of Acceptance to Pegasus Power and Communications Ltd.

3. Background

- 3.1 The Council requires a suitably experienced and qualified contractor to assist with the installation of 79 replacement street lighting columns on the Council’s road network.
- 3.2 The Contract will be formed from the NEC3 Engineering and Construction Short Contract April 2013 with bespoke Z Clauses.
- 3.3 The Contract was published as a Open Tender through Public Contract Scotland Tender Website. During the tendering live period, seven (7) organisations expressed an interest in the Contract. By the closing date set for return of electronic tenders of 12 noon on Friday 8 March 2024, two (2) organisations (Tenderers) had submitted a response. During the evaluation one (1) Tender Submission was rejected due to their Tender Submission exceeding a limit stated for fee percentages. The Invitation to Tender stipulated that Tenderers who tendered a fee percentage in excess of this limit would have their bid rejected.
- 3.4 In accordance with the Council’s Standing Orders Relating to Contracts 1 January 2024 order 11.5, Tenderers were required to complete a Single Procurement Document (SPD) to be submitted with their Tender Submission. The Tenderer satisfied the Council’s requirements in respect of their responses to the SPD (Scotland).
- 3.5 The technical and commercial responses in the Tender Submission were then scored against the award criteria of 60% technical (Quality) and 40% commercial (Price).
- 3.6 The scores relative to the award criteria of the Tenderer are noted below:

		Price (40%)	Quality (60%)	Total (100%)
1	Pegasus Power and Communications Ltd.	40.00%	57.00%	97.00%

- 3.7 Evaluation of the bid received from Pegasus Power and Communications Ltd. was within the Council's set budget and was therefore deemed to be value for money. As they were the only Tenderer, the value for money assessment is required to ensure there is no need to go back out to market.
- 3.8 Community Benefits were requested as part of the procurement process and Pegasus Power and Communications Ltd. has committed to the following Community Benefits:

Community Benefit Description	No of People / Activity
Work Experience Placement for an individual 16+ years of age (who is not currently in employment, education or training) and preferably from an identified priority group.	1

Implications of the Report

1. **Financial**
The contract value of £195,141.52 excluding VAT costs for this Contract will be met by the Environment, Housing and Infrastructure Capital budget.
2. **HR & Organisational Development**
None
3. **Community/Council Planning**
Reshaping our place, our economy and our future - the works proposed will support the delivery of this outcome.
4. **Legal**
The procurement of this works Contract has been conducted in accordance Renfrewshire Council's Standing Orders Relating to Contracts for a below Regulated value Works Contract.
5. **Property/Assets**
The contract will improve streetlighting assets as they will replace expired assets with new units.
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**

Pegasus Power and Communications Ltd. health and safety submission has been evaluated by Renfrewshire Council's Health and Safety section. Pegasus Power and Communications Ltd. has met the minimum requirements regarding health & 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**

Pegasus Power and Communications Ltd.'s insurances 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 provision of this service has been assessed using the Scottish Government Sustainability Test and is considered to be low risk.

List of Background Papers - None

Author: *Andrew Green, Procurement Advisor, Corporate Procurement Unit*



To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: The Director of Finance and Resources and the Director of Environment, Housing and Infrastructure

Heading: Prieston Road, Bridge Of Weir New Streetlighting Installation

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 Prieston Road, Bridge Of Weir, New Streetlighting Installation, reference RC-CPU-23-216, to Pegasus Power and Communications Ltd.
- 1.2 The tendering procedure for this Works Contract followed the Quick Quote Procedure in accordance with Renfrewshire Council's Standing Orders Relating to Contracts.
- 1.3 A Contract Strategy was approved by the Strategic Commercial Category Manager and the Head of Climate, Public Protection & Roads on 22 November 2023.
-

2. Recommendations

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board:
- (a) Authorise the Head of Corporate Governance to award a Contract for Prieston Road, Bridge Of Weir, New Streetlighting Installation, reference RC-CPU-23-216, to Pegasus Power and Communications Ltd.

- (b) Authorise the award of the Contract for the total of the Prices of £214,368 excluding VAT (the approved contract value).
- (c) Note that *starting date* is anticipated to be 8 May 2024 with the date for Completion anticipated to be 3 July 2024. The actual dates will be confirmed in the Council's Letter of Acceptance to Pegasus Power and Communications Ltd.

3. Background

- 3.1 The Council requires a suitably experienced and qualified contractor to assist with the installation of 48 new street lighting columns with new energy efficient LED lanterns within Prieston Road, Bridge of Weir. The works will also include the installation of underground cabling with associated ducting and trenching for each of the new street lighting columns and the removal of the existing columns and lanterns.
- 3.2 The Contract will be formed from the NEC3 Engineering and Construction Short Contract April 2013 with bespoke Z Clauses.
- 3.3 A contract was published as a Quick Quote inviting five (5) tenderers through the Public Contract Scotland Tender website. By the closing date set for return of electronic tenders, 12 noon on 20 December 2023, one (1) Tenderer submitted a response, one (1) tenderer declined to respond, and three (3) Tenderers did not respond.
- 3.4 In accordance with the Council's Standing Orders Relating to Contracts Order 11.5, Tenderers were required to complete a Single Procurement Document (SPD) to be submitted with their Tender Submission. The Tenderer satisfied the Council's requirements in respect of their responses to the SPD (Scotland).
- 3.5 The technical and commercial responses in the Tender Submission were then scored against the award criteria of 30% technical (Quality) and 70% commercial (Price).
- 3.6 The scores relative to the award criteria of the Tenderer are noted below:

		Price (70%)	Quality (30%)	Total (100%)
1	Pegasus Power and Communications Ltd.	70.00%	27.00%	97.00%

- 3.7 Evaluation of the bid received from Pegasus Power and Communications Ltd. was within the Council's set budget and was therefore deemed to be value for money. As they were the only Tenderer, the value for money assessment is required to ensure there is no need to go back out to market.
- 3.8 Community Benefits were requested as part of the procurement process and Pegasus Power and Communications Ltd. has committed to the following Community Benefits:

Community Benefit Description	No of People / Activity
Work Experience Placement for an individual 16+ years of age (who is not currently in employment, education or training) and preferably from an identified priority group.	1

Implications of the Report

1. **Financial**
The cost of £214,368.00 excluding VAT for this Contract will be met by the Environment, Housing and Infrastructure Capital budget.
2. **HR & Organisational Development**
None
3. **Community/Council Planning**
Reshaping our place, our economy and our future - the works proposed will support the delivery of this outcome.
4. **Legal**
The procurement of this Contract has been conducted in accordance Renfrewshire Council's Standing Orders Relating to Contracts for a below Regulated value Works Contract.
5. **Property/Assets**
The Contract will improve streetlighting assets as they will replace expired assets with new units.
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**

Pegasus Power and Communications Ltd. health and safety submission has been evaluated by Renfrewshire Council's Health and Safety section. Pegasus Power and Communications Ltd. has met the minimum requirements regarding health and safety.

9. **Procurement**

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

10. **Risk**

Pegasus Power and Communications Ltd. insurances 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 provision of this service has been assessed using the Scottish Government Sustainability Test and is considered to be low risk.

List of Background Papers - None

Author: *Andrew Green, Procurement Advisor, Corporate Procurement Unit*



To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

**Report by: Director of Finance and Resources and the Chief Officer,
Renfrewshire Health and Social Care Partnership**

**Heading: Provision of Community Based Alcohol & Drug Prevention &
Treatment Service (RC-CPU-23-204)**

1. Summary

- 1.1 The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to enter into a contract for the Provision of Community Based Alcohol & Drug Prevention & Treatment Service with RCA Trust (Company Registration Number SC097520).
- 1.2 The recommendation to award this Contract follows a procurement exercise which was conducted as a Negotiated Procedure in accordance with the Procurement Reform Rules and the Council's Standing Orders relating to Contracts for a Health or Social Care Services contract.
- 1.3 A Contract Strategy for this Contract was approved by the Head of Mental Health, Learning Disability and Alcohol and Drugs Recovery Services on 22 February 2024, the Chief Finance Officer on 21 February 2024 and the Strategic Commercial Category Manager on 12 February 2024.
-

2. **Recommendations**

2.1 It is recommended that the Finance, Resources and Customer Services Policy Board authorises the Head of Corporate Governance to award this Contract:

- i) for the Provision of Community Based Alcohol & Drug Prevention & Treatment Service, reference RC-CPU-23-204, to RCA Trust;
- ii) the Commencement Date of the Contract is anticipated to be 1 May 2024 for a contract period of 3 years with no option to extend; the actual Commencement Date for this Contract will be confirmed in the Council's Letter of Acceptance; and
- iii) for a contract value of up to a maximum of £417,757 for the full contract period excluding VAT, comprising £125,919 per annum plus a £40,000 one-off cost for an Alcohol Screening and Brief Intervention worker for a one-year fixed period, all funded by the Alcohol and Drug Partnership earmarked reserve.

3. **Background**

3.1 This new contract will replace an existing contract for the Provision of Community Based Alcohol & Drug Prevention & Treatment Service that is due to expire on 30 April 2024.

3.2 The Community Based Alcohol & Drug Prevention & Treatment Service will provide a community-based service which will focus on recovery-based outcomes in respect of alcohol/drug misuse. The aim of the service is to identify and reduce hazardous or harmful alcohol and/or drug use, lower level/binge drinking, and experimental non dependant drug use and recreational drug use and any related behaviour which impacts on the totality of individuals' lives and the community. It is anticipated that the service will provide a range of inclusive programmes of intervention based on individual assessed needs and development of recovery groups.

3.3 The services under this contract will respond to individual's needs and work in close partnership with Renfrewshire Alcohol and Drug Recovery Services and other local services as part of a Recovery-oriented system of care.

- 3.4 In addition to the Community Based Alcohol & Drug Prevention & Treatment Service and as part of this contract, the provider will employ an Alcohol Brief Intervention (ABI) worker for a period of 12 months. The ABI worker will offer screening and deliver appropriate ABI to patients/clients with harmful and hazardous drinking patterns presenting in a variety of settings with the aim of reducing their alcohol consumption to safe and healthier levels.
- 3.5 The procurement process for this Contract was conducted as a Negotiated Procedure in accordance with the Procurement Reform Rules and the Council's Standing Orders Relating to Contracts.
- 3.6 RCA Trust was invited to respond to the Council's Invitation to Contract which was published on 22 February 2024 with a return deadline of 12 noon on 7 March 2024.
- 3.7 In accordance with Council's Standing Order relating to Contracts 11.5 a Single Procurement Document (Scotland) (SPD (Scotland)) was required to be completed, the Tender submission from RCA Trust was evaluated and met the predetermined criteria in the SPD (Scotland).
- 3.8 RCA Trust's submission was evaluated by the Renfrewshire Health and Social Care Partnership, Corporate Procurement Unit, Risk Management and Health and Safety, and met the Award Criteria for both Quality and Price as set out within the Invitation to Contract.
- 3.9 Community Benefits were requested as part of this procurement process. RCA Trust has confirmed the following Community Benefits will be delivered as part of the Contract:

Community Benefit	Number Offered
1 X Graduate	1
1 X Industry Awareness Events • Schools • Invest in Renfrewshire – Employability • Further Education	1
1 X Event to promote supply chain opportunities	1

Implications of the Report

1. **Financial** - Service costs of a maximum of £417,757 excluding VAT will be met by the Alcohol and Drug Partnership earmarked reserves. This includes £125,919 per annum for three years, and £40,000 one-off cost for an Alcohol Screening and Brief Intervention worker for a one-year fixed period.

2. **HR & Organisational Development** - One fixed-term post of Alcohol Screening and Brief Intervention worker will be funded for a year as part of this contract approval.
3. **Community/Council Planning –**
 - Place – working together to enhance wellbeing across communities
 - Developing local plans that reflect the voices of our communities, alongside strengthening our local partnerships, working together to deliver local priorities.
 - Fair – nurturing bright, happy and healthy futures for all –
 - Reducing inequalities in Renfrewshire.
 - Working with a range of partners to support the improved health and wellbeing of our citizens.
4. **Legal** - The procurement of the contract follows a procurement exercise which was conducted as a Negotiated Procedure in accordance with the Procurement Reform Rules and the Council Standing Orders relating to Contracts.
5. **Property/Assets** - None directly arising from this report.
6. **Information Technology** - None directly arising from this report.
7. **Equality & Human Rights** -

The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. 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** – RCA Trust Health and Safety submission has been evaluated by Corporate Health and Safety and meets the Council's requirements.
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** – RCA Trust insurances have been assessed by Renfrewshire Council's Risk Officer and meet the minimum requirements regarding insurable risk.
11. **Privacy Impact** - The Contract contains Renfrewshire Council's General Conditions of Contract including Data Protection, Security and Recording. RCA Trust will be a Data Controller and, as such, have a legal responsibility to comply with Data Protection legislation when collecting, processing and storing personal data to those receiving a service under this Contract.
12. **Cosla Policy Position** – None directly arising from this report.
13. **Climate Risk** – None directly arising from this report.

List of Background Papers

None.

Author: Amy Crumb, Procurement Assistant, Corporate Procurement Unit
Amy.Crumb@renfrewshire.gov.uk



To: Finance, Resource and Customer Services Policy Board

On: 18 April 2024

Report by: The Director of Finance and Resources and the Director of Environment, Housing and Infrastructure

Heading: Contract Award: Sheltered Housing Warden Call General and Reactive Maintenance MTC (RC-CPU-23-154)

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 Measured Term Contract for Sheltered Housing Warden Call General and Reactive Maintenance (RC-CPU-23-154) to Robertson-Acom Limited.
- 1.2 The recommendation to award a Measured Term Contract follows a procurement exercise conducted in accordance with the Public Contracts (Scotland) Regulations 2015 for an above Threshold Services contract and the Council's Standing Orders Relating to Contracts January 2024 using the Open Procedure.
- 1.3 A Contract Strategy was approved by the Interim Corporate Procurement Manager and the Head of Facilities and Property Services on 21 December 2023.
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2. **Recommendations**

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

- (a) Authorises the Head of Corporate Governance to award a Services Contract in the form of SBCC Measured Term Contract for use in Scotland, MTC/Scot (2011 Edition) incorporating the Council's Employer's Amendments for Sheltered Housing Warden Call General and Reactive Maintenance MTC (RC-CPU-23-154) to Robertson-Acom Ltd;
 - (b) Authorise the Contract Period of 3 years, with the Council having the option to extend the Contract Period for a further 12 months on two separate occasions. The Contract is anticipated to start on 20 May 2024. The actual start date will be confirmed in the Letter of Acceptance;
 - (c) Authorise an Approved Contract value up to £300,000 excluding VAT for the Contract Period (initial and both extension periods, where used); any Orders to carry out works will be raised by the Council as and when required and;
 - (d) Note that Robertson-Acom Limited is required to enter into a Data Processor Agreement with the Council.
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3. **Background**

- 3.1 This procurement exercise is for the appointment of a suitably experienced contractor to provide maintenance for the current Warden Call system and provide reactive repairs at the Council Sheltered Housing complexes.
- 3.2 Warden Call is the generic term for the system (hardware and software) which allows residents in the Council sheltered accommodation units to be linked 24 hours a day via alarms, when triggered either via pull cords/handsets located within the property or pendants worn by the residents. The sheltered housing officer who will be situated either in the same unit or in an adjacent sheltered accommodation unit is alerted and is then able to provide emergency assistance on receipt of the alarm notification. Environment, Housing and Infrastructure Services are responsible for the maintenance and management of all reporting.

- 3.3 To initiate this procurement process, a Contract Notice was published on Find-a-Tender Service via the Public Contracts Scotland advertising portal on 12 January 2024, with the tender documentation available for downloading from the Public Contract Scotland – Tender portal from this date.
- 3.4 During the live tender period, ten organisations expressed an interest. By the closing date set for the return of electronic tender submissions, 12 noon on 16 February 2024, four organisations submitted a response, four declined to respond and two organisations failed to respond.
- 3.5 Tenderers were required to complete a Single Procurement Document (SPD) to be submitted with their submission. All four tender submissions were evaluated against a pre-determined set of criteria in the form of the SPD by representatives from the following Council services: Property Services, the Corporate Procurement Unit, Corporate Risk and Corporate Health & Safety.
- 3.6 All four tender submissions complied with the minimum criteria within the SPD. The four tender submissions were each evaluated against the Award Criteria of 40% Quality and 60% Price.
- 3.7 The scores relative to the Award Criteria for each of the four tender submissions are noted below:

		Quality (40%)	Price (60%)	Total (100%)
1	Robertson-Acom Limited	40.00%	60.00%	100.00%
2	Legrand Electric Limited	24.50%	59.10%	83.60%
3	Invincible Security Ltd.	23.25%	47.11%	70.36%
4	Tunstall Healthcare (UK) Limited	23.75%	44.15%	67.90%

- 3.8 The evaluation of tender submissions received identified that the tender submission by Robertson-Acom Limited was the most economically advantageous tender.
- 3.9 The form of Contract is SBCC Measured Term Contract for use in Scotland, MTC/Scot (2011 Edition) incorporating the Council's Employer's Amendments.

- 3.10 The costs for the Sheltered Housing Warden Call General and Reactive Maintenance Contract will be met from the Environment, Housing and Infrastructure Services revenue budget.
- 3.11 Community Benefits were requested from Tenderers as part of the tender process and Robertson-Acom Limited has committed to delivering the following community benefits:

Community Benefit Description	No of People / Activity
Work Experience Placement for an individual aged 14+ years of age	2
Industry Awareness Events	2
Business advice/support to an SME / Social Enterprise / Voluntary Organisation	1
Financial Support for a Social Enterprise within Renfrewshire	1
Financial Support for a Community Project/Group	1

Implications of the Report

1. **Financial** - The cost of up to £300,000 excluding VAT (over the initial 3 year period plus a further two extension periods of one year each) will be met through the Housing Revenue Account budget.
2. **HR & Organisational Development** – None directly arising from this report.
3. **Community/Council Planning** –
 - **Place** – working together to enhance wellbeing across communities – Sheltered Housing Warden Call General and Reactive Maintenance contract will ensure a safe environment for the residents.
 - **Economy** – building an inclusive, green and resilient economy (matching people, skills and opportunities) - Community Benefits contribute to creating sustainable employment opportunities for people who live in Renfrewshire and encourage growth of businesses already operating ensuring that all people can benefit from the inclusive growth in Renfrewshire.

- **Fair** – nurturing bright, happy and healthy futures for all - Working with a range of partners to support the improved health and wellbeing of our citizens and reducing inequalities in Renfrewshire, focusing on supporting our communities through the cost-of-living crisis with dignity and empowering people to live fulfilled lives. Tenderers were assessed within the procurement process regarding their approach to Fair Work First throughout their organisation and supply chain i.e. payment of the living.
 - **Green** - leading Renfrewshire to Net Zero.
 - **Living our values** – making a difference together – Robertson-Acom Limited has committed to deliver Community Benefits as set out within 3.9 of this report.
4. **Legal** – The Procurement of this Contract was conducted in accordance with The Public Contracts (Scotland) Regulations 2015 and the Council’s Standing Orders relating to Contracts January 2024.
 5. **Property/Assets** - By awarding this Measured Term Contract, the Council will have the ability to carry out statutory maintenance and repairs on a reactive basis to the current warden call equipment within sheltered housing complexes. The Sheltered Housing complexes are already assets of the Council.
 6. **Information Technology** – None directly arising from this report
 7. **Equality & Human Rights** – the recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals’ human rights have been identified arising from the recommendations contained in the report. 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** – Robertson-Acom Limited health and safety credentials were evaluated by Corporate Health and Safety and met the Council’s requirements regarding health and safety.
 9. **Procurement** – The procurement procedures outlined within this report ensures that the Council meets its statutory requirements in respect of procurement procedures, efficiency, and modern Government.
 10. **Risk** – Robertson-Acom Limited insurances have been evaluated by Corporate Risk and Robertson-Acom Limited insurances meet the requirements regarding insurable risk prior to contract award.

11. **Privacy Impact** – A Data Processor Agreement has been included as a requirement for this Contract. Robertson-Acom Limited have confirmed compliance with the form of the Data Processor Agreement. No Data Protection Impact Assessment (DPIA) is required for this contract, as this does not involve new technologies or other ways of processing personal data.
12. **Cosla Policy Position** - None directly arising from this report
13. **Climate Risk** – The level of impact associated with provision of these works have been assessed using the Scottish Government Sustainability Test and is considered to be overall low risk.

Author: Joanna Tannock, Assistant Category Manager, Corporate Procurement Unit, Joanna.tannock@renfrewshire.gov.uk



To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: The Director of Finance and Resources and the Director of Environment, Housing and Infrastructure

Heading: Contract Award: Lot 2 – Asbestos Removal and Disposal (RC-CPU-23-005)

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 Works Contract for Lot 2 – Asbestos Removal and Disposal (RC-CPU-23-005) to Aspect Contracts Limited.
- 1.2 The recommendation to award the Contract follows a procurement exercise conducted as a Mini-Competition under Lot 2 (Asbestos Removal and Disposal) of the Scotland Excel Asbestos Related Works and Services Framework Agreement (Reference 0722).
- 1.3 A Contract Strategy was approved by the Corporate Procurement Manager on 21 February 2024 and the Head of Housing Services on 27 February 2024.
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2. **Recommendations**

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

- (a) the Head of Corporate Governance to award a Works Contract in the form of NEC4 Term Service Short Contract June 2017 (as amended January 2019, October 2020 and January 2023) and 'Z' Clauses for Lot 2 – Asbestos Removal and Disposal reference RC-CPU-23-005 to Aspect Contracts Limited following a Mini-Competition under Lot 2 (Asbestos Removal and Disposal) of the Scotland Excel Asbestos related Works and Services Framework Agreement (Reference 0722);
- (b) the approved contract value of up to £2,160,000 excluding VAT for the Service Period, including use of any extension periods, for all Task Orders made under this Contract;
- (c) a Service Period of 2 years with the option to extend by 12 months on 2 separate occasions. The Starting Date anticipated to be 21 May 2024. Any changes to this date will be confirmed in the Council's Letter of Acceptance; and
- (d) notes the award of this Contract requires the provision of a Data Processor Agreement as indicated within the tender documentation.

3. **Background**

- 3.1 A central requirement of the Environment, Housing and Infrastructure Service is to ensure Council properties are free of asbestos and are properly maintained in a manner that complies with statutory legislative standards and that the appropriate records are maintained.
- 3.2 Renfrewshire Council requires a suitably qualified and specialist contractor for the provision of asbestos removal and disposal within Council domestic and non-domestic properties within Renfrewshire Council area.
- 3.3 Scotland Excel has an Asbestos related Works and Services Framework Agreement (Reference 0722) ("Framework") that has been in place since 14 December 2023. The Framework has a Lot specific to the Removal and Disposal of Asbestos (Lot 2). This procurement exercise was conducted as a mini competition under Lot 2 of this Framework.

- 3.4 In accordance with the Scotland Excel Asbestos related Works and Services Framework Agreement (Reference 0722), the Council invited all ten contractors appointed to Lot 2 to participate in the Council’s Mini Competition issued via Public Contracts Scotland – Tender Portal (PCS-T) on 27 February 2024.
- 3.5 By the closing date set for the return of electronic tender submissions, 12 noon, Tuesday 12 March 2024, five contractors submitted a tender response to the mini competition and five contractors failed to respond.
- 3.6 During the evaluation period two Contractors were excluded from the tender process. The Scotland Excel Framework Agreement for Asbestos related Works and Services (Reference 0722) Terms allows contractors to submit rates equivalent to or lower than the Framework rates. Each of the two contractors submitted rates higher than the Framework rates and therefore each tender submission was rejected as non-compliant.
- 3.7 The remaining three Contractors continue to meet the requirements of the Single Procurement Document (SPD) they each had completed when applying for a place on the Framework.
- 3.8 The three tender submissions were each evaluated against the Award Criteria of 60% Price and 40% Quality.
- 3.9 The scores relative to the Award Criteria for each tender submission are noted below:

Tenderer	Price (60%)	Quality (40%)	Total
Aspect Contracts Limited	60.00%	36.50%	96.50%
Clarke’s Environmental Limited	40.74%	36.63%	77.37%
Carymar Construction Services Limited	33.38%	21.38%	54.75%

- 3.10 The evaluation of tender submissions received identified that the tender submission by Aspect Contracts Limited was the most economically advantageous tender.
- 3.11 The form of Contract is NEC4 Term Service Short Contract June 2017 (as amended January 2019, October 2020 and January 2023) with ‘Z’ Clauses.

3.12 The costs for this Contract will be met from the Housing Revenue Account Capital Budget.

3.13 Community Benefits were requested as part of this procurement exercise and Aspect Contracts Limited confirmed that the following Community Benefits would be made available to the Council for this Contract:

Community Benefit Description	No of People / Activity
Job for a young person (age 16-24) from a recognised priority group e.g. from the councils' most deprived data zones.	3
Industry Awareness Events	4
Industry Skill Transfer to Schools	4
Business advice/support to a local SME /Social Enterprise/ Voluntary organisation	4
Commitment to ensure that supply chain opportunities are prioritised for Renfrewshire based businesses	4

Implications of the Report

1. **Financial** – Contract costs of up to £2,160,000 over 4 years excluding VAT (including extension periods) will be met through the Housing Revenue Account (HRA) Capital Programme Budget.
2. **HR & Organisational Development** – None directly arising from this report.
3. **Community/Council Planning** –
 - **Our Renfrewshire is thriving** – maximising economic growth, which is inclusive and sustainable.
 - **Our Renfrewshire is well** – supporting the wellness and resilience of our citizens.
 - **Our Renfrewshire is fair** – addressing the inequalities which limit life chances.
 - **Our Renfrewshire is safe** – protecting vulnerable people and working together to manage the risk of harm.

Place:

- Working with partners to ensure our neighbourhoods are safe, vibrant, and attractive places to live.

Economy:

- Creating sustainable opportunities for people who live in Renfrewshire, attracting good employers to the area and encouraging growth of businesses already operating here, ensuring that all people can benefit from the inclusive growth in Renfrewshire.
- Supporting our citizens, particularly those furthest from the jobs market, into fair work – well paid, fulfilling employment.
- Matching the skills developed in Renfrewshire with the opportunities available in Renfrewshire and equipping all children and young people to achieve success in life.

Fair:

- Working with a range of partners to support the improved health and wellbeing of our citizens, including for people experiencing loneliness and isolation.

Green:

- Working across partners and communities to deliver the priority areas highlighted in our Plan for Net Zero, working towards a net zero Renfrewshire by 2030.
- Ensuring our journey to net zero is a just transition with climate justice and fairness at the heart, finding opportunities to challenge inequalities in new green ways as we tackle the climate crisis.
- Empowering colleagues, organisations, businesses, and communities to access the information they need to make informed and positive green choices.

Living our Values:

- Ensuring Renfrewshire Council delivers best value for our citizens and customers, that we are well governed, effective organisation.

4. **Legal** – The Procurement of this Contract was conducted in accordance with the requirements for a Mini Competition under Lot 2 of the Scotland Excel Asbestos Related Works and Services Framework Agreement (Reference 0722) and the Council's Standing Orders Relating to Contracts.
5. **Property/Assets** – This Contract will ensure that Council properties and assets meet statutory legislative standards and that appropriate records are maintained.

6. **Information Technology** – None directly arising from this report.
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. 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** - Aspect Contracts Limited health and safety credentials were evaluated by Corporate Health and Safety and met the Council's minimum requirements regarding health and safety.
9. **Procurement** – The procurement procedures outlined within this report ensures that the Council meets its statutory requirements in respect of procurement procedures, efficiency, and modern Government.
10. **Risk** - Aspect Contracts Limited insurances have been assessed and evaluated to confirm that they meet the requirements regarding insurance risk.
11. **Privacy Impact** – A Data Processor Agreement will be in place between Renfrewshire Council and Aspect Contracts Limited.
12. **Cosla Policy Position** – None directly arising from this report.
13. **Climate Risk** – The level of impact associated with provision of these works have been assessed using the Scottish Government Sustainability Test and is considered High Risk.

To mitigate against the High Risk, impact the contractor is:

- ISO 14001 Accredited

The contractor is also required as per the Scope:

- Must comply with all aspects of the Environmental Protection Act 1990 as amended or superseded, and in particular, must ensure that all relevant asbestos waste arising from work is removed to a licensed disposal point using registered carriers.
- The transportation and disposal of this asbestos waste shall comply with the Control of Pollution (Special Waste) Regulations 1996.

- All contamination removed during the removal operations shall immediately be placed in approved polythene bags or sheets and be clearly marked as asbestos waste.
- The Contractor shall ensure that a consignment note is completed, and the procedure strictly adhered to. The asbestos waste is to be disposed of at a licensed site ensuring that the copies of the consignment note are distributed correctly in accordance with Section 17 of the Control of Pollution Act 1974.
- The Contractor must state the licensed site that they will use in the consignment note. The Contractor must inform the Client of the licenced site that they will use.
- The Classification, Packaging and Labelling of Dangerous Substances Regulations 1984 apply in these circumstances. The regulations make special provisions for the labelling of such dangerous substances, including all types of asbestos waste.

List of Background Papers

(a) None

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To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Joint Report by: Director of Finance and Resources and Director of Environment, Housing and Infrastructure

Heading: Contract Authorisation Report - Replacement of running track, On-X Sports Centre Linwood (RC-CPU-23-209)

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 Works Contract for Replacement of running track, On-X Sports Centre Linwood (RC-CPU-23-209) to Allsports Construction & Maintenance Limited.
 - 1.2 The recommendation to award the Contract follows a procurement exercise conducted in accordance with the Council's Standing Orders Relating to Contracts 1 January 2024 for a below GPA Quick Quote procedure for a works contract.
 - 1.3 A Contract Strategy was approved by the Strategic Commercial Category Manager on 11 January 2024 and approved by the Head of Facilities and Property Services on 15 January 2024.
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2. Recommendations

- 2.1 It is recommended that the Finance, Resources and Customer Service Policy Board authorises:

- (a) the Head of Corporate Governance to award a Building Contract in the form of SBCC Design and Build Contract for use in Scotland (DB/Scot) (2011 Edition) as supplemented by the Employer's Amendments for the Replacement of running track, On-X Sports Centre Linwood (RC-CPU-23-209) to Allsports Construction & Maintenance Limited.
 - (b) the Tendered Contract Sum of £339,789.08 excluding VAT;
 - (c) a contingency spend of £45,000 excluding VAT, which equates to 13.24% of the Contract Sum;
 - (d) a total Approved Contract Value of £384,789.08 excluding VAT (which is the total of the Contract Sum plus the contingency spend).
- 2.2 and notes the Date for Commencement of the Works is anticipated to be 3 June 2024 and the Date for Completion of the Works is anticipated to be 26 August 2024. Any changes to these dates will be confirmed in the Council's Letter of Acceptance.
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3. Background

- 3.1 Renfrewshire Council requires a specialist experienced contractor to carry out the installation of a new Polyurethane Athletics Running Track Surface at the On-X Sports Centre in Linwood. The Contractor will be required to install the running track surface to Work Athletics and International Association of Athletics Federations accreditation standards.
- 3.2 7 organisations were invited to submit a quote on 15 January 2024 and the tender documentation was available for downloading from the Public Contracts Scotland Tender portal from this date.
- 3.3 The Contract was tendered using the Quick Quote procedure for a works contract in accordance with the Council's Standing Orders relating to Contracts 1 January 2024.
- 3.4 By the closing date set for tender submissions, 12 noon on 12 February 2024, 4 organisations had submitted a tender submission.
- 3.5 In accordance with section 11.5 of the Council's Standing Orders Relating to Contracts 1 January 2024, Bidders were required to complete a Single Procurement Document (Scotland) (SPD) to be submitted with their tender submission.

All 4 tender submissions were evaluated against a predetermined set of criteria in the form of the SPD by representatives from the following Council Services: Property Services, the Corporate Procurement Unit, Corporate Risk and Corporate Health & Safety.

- 3.6 3 of the tender submissions received, complied with the minimum selection criteria of the SPD(Scotland).
- 3.7 1 of the tender submissions received was incomplete, and that Tenderer was excluded from the tender process as the tender submission did not comply with the information and instructions to tenderers detailed in the Invitation To Tender.
- 3.8 The remaining 3 tender submissions were each evaluated against the Award Criteria of 40% Quality and 60% Price.
- 3.9 The scores relative to the Award Criteria for each tender submission are noted below:

Tenderer	Quality (40%)	Price (60%)	Total Score
Allsports Construction & Maintenance Limited	35.00%	56.94%	91.94%
Tony Patterson Sports Grounds Ltd	30.50%	60.00%	90.50%
Sportmasters (UK) Limited	28.00%	52.35%	80.35%

- 3.10 The evaluation of tender submissions received identified that the submission by Allsports Construction & Maintenance Limited was the most economically advantageous tender submission.
- 3.11 The Form of Contract is SBCC Design and Build Contract for use in Scotland (DB/Scot) (2011 Edition) as supplemented by the Employer's Amendments.
- 3.12 Community Benefits were requested as part of the procurement process and Allsports Construction & Maintenance Limited confirmed that the following Community Benefits would be made available to the Council for this Contract:

Community Benefit Description	No of People/ Activities
Industry Awareness Events	1
Business advice/support to an SME /Social Enterprise/ Voluntary organisation	1
Non-financial support for a Community Project	1

Implications of the Report

1. Financial – The cost for this Building Contract will be up to £384,789.08 exclusive of VAT met by the Capital General Services budget, which is currently £354k. Further to this, additional external funding of £100k has been secured and is in the process of being signed off.

2. HR & Organisational Development – None arising directly from this report.

3. Community/Council Planning –

- **Our Renfrewshire is thriving** – maximising economic growth, which is inclusive.
- **Our Renfrewshire is well** – supporting the wellness and resilience of our citizens.
- **Place**
 - Working together to ensure our neighbourhoods are safe, vibrant, and attractive places to live.
 - Developing our relationships with and working alongside communities on decisions that affect them.
- **Economy**
 - Linking opportunities to enhance economic benefits for Renfrewshire.
 - Ensuring that all people can benefit from the inclusive growth in Renfrewshire.
 - Equipping all children and young people to achieve success in life.
- **Fair**
 - Reducing inequalities.
 - Supporting improved health and wellbeing for our citizens.
 - Creating inclusive and supportive learning environments for children and young people.

- **Green**
 - Protecting, enhancing and supporting equal access to nature across all our communities.
- **Living our Values**
 - Ensuring our organisation is financially sustainable.
 - Delivering Best Value for our citizens and customers.

4. Legal - The Procurement of this Contract was conducted as a below GPA Quick Quote procedure for a works contract in accordance with the Council's Standing Orders Relating to Contracts 1 January 2024.

5. Property/Assets - The Contract will facilitate the replacement of the running track at the On-X that will ensure the Council's assets are upgraded and maintained to a proper standard.

6. Information Technology – None arising directly from this report.

7. Equality & Human Rights - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report.

8. Health & Safety – Allsports Construction & Maintenance Limited health and safety credentials were evaluated by Corporate Health and Safety and met the Council's requirements regarding health and safety.

9. Procurement – The procurement procedures outlined within this report ensures that the Council meets its statutory requirements in respect of procurement procedures, efficiency, and modern Government.

10. Risk – Allsports Construction & Maintenance Limited insurances have been assessed and evaluated to confirm that they meet the Council's requirements regarding insurance risk.

11. Privacy Impact – No Privacy Impact implications have been identified or are anticipated.

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 these works have been assessed using the Scottish Government Sustainability Test and is considered High Risk. The Scottish Procurement Document (SPD) Environmental Management question 4D was utilised and the Contractor is ISO 9001 and ISO 14001 accredited.

List of Background Papers - None

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To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: The Director of Finance and Resources and the Director of Environment, Housing and Infrastructure

Heading: National Framework Contract for the Supply of Water and Waste Water Billing Services

1. **Summary**

1.1 The purpose of this report is to inform the Finance, Resources and Customer Services Policy Board of the new National Framework Contract for the Supply of Water and Waste Water Billing Services (Reference SP-23-07) established by Scottish Procurement. Scottish Procurement is part of the Scottish Government and acts on behalf of Scottish Ministers.

1.2 The Framework Contract commenced on 1 April 2024 and will run until 31 March 2027, with the option for a further 1-year extension until 31 March 2028. The Framework Contract was awarded to Scottish Water Business Stream Limited trading as Business Stream.

1.3 The current Agency Agreement was made 'evergreen', which means that it will remain in force for all subsequent contracts, on this or future Framework Agreements for the Supply of Water and Waste Water Billing Services until it is terminated by either party.

The Finance, Resources and Customer Services Policy Board at its meeting on 4 September 2019 approved the Head of Policy and Commissioning to enter into an Agency Agreement with Scottish Ministers on the Council's behalf to allow the Scottish Procurement acting under the terms of the Agency Agreement to enter into any Contract for the supply of Water and Waste Water Billing from 1 March 2020 and until such time as the Agency Agreement is terminated.

- 1.4 On 10 December 2019, the Head of Policy and Commissioning on behalf of Renfrewshire Council signed the Agency Agreement currently in place between Renfrewshire Council and the Scottish Ministers.

2. **Recommendations**

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

- (a) notes the Council's spend for Supply of Water and Waste Water Billing through this Framework Contract of approximately £1,123,364 per annum, excluding VAT. The Council's total spend under this Framework Contract (including the extension period) is estimated to be approximately £4,466,000.
- (b) notes that a 3-month Payment in Advance of £276,492.50 will be paid every 3 months throughout the Framework Contract duration.
- (c) notes the contents of this Report.

3. **Background**

- 3.1 The Renfrewshire Council was a participant in the Authorities Buying Consortium Water and Energy Framework until 2010 when frameworks of this type were reclassified as "Category A" (contracts which cover a range of goods and services which can be used by central government and the wider public sector) and responsibility for such arrangements transferred to the Scottish Government Commercial & Procurement Directorate to be managed as a National Framework by Scottish Procurement.

- 3.2 Scottish Procurement awarded the re-let of the National Framework Contract for the Supply of Water and Waste Water Billing Services to Scottish Water Business Stream Limited trading as Business Stream (Framework Contract). The Framework Contract commenced on 1 April 2024 and will run until 31 March 2027, with the Scottish Procurement option to extend the Framework Contract for a further 1 year extension until 31 March 2028.
- 3.3 The Framework Contract is accessible to all public bodies in Scotland and some third sector organisations.
- 3.4 On 10 December 2019, Renfrewshire Council signed the current Agency Agreement between Renfrewshire Council and the Scottish Ministers. The Agency Agreement was made 'evergreen', which means that Scottish Ministers acting through Scottish Procurement (the National Procurement Centre of Expertise) can contract on behalf of Renfrewshire Council for this and all subsequent contracts, on this or any future Framework Agreements for the supply of water and waste water billing services until the Agency Agreement is terminated by either party.
- 3.5 Scottish Procurement has confirmed that they will sign the Supply Contract on behalf of Renfrewshire Council.
- 3.6 The Framework Contract provides a number of benefits, including:
- An early payment discount;
 - Value added services such as water efficiency surveys which help support the Council to identify opportunities to maximise savings and benefits from these services;
 - An active water management programme that highlights increases in water consumption, providing an early warning of potential leaks or burst pipes when compared to normal usage patterns.
- 3.7 The Framework Contract offers early payment discounts. A Payment in Advance (PIA) option allows the Council to make a one-off discounted payment covering 3 months of projected charges. A quarterly payment of £276,492.50 will be made to Scottish Water Business Stream Ltd trading as Business Stream. This secures a 1.1% discount on all charges from 1 May 2024. Utilising this discount option will save Renfrewshire Council circa £12,000 per annum.
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Implications of the Report

1. **Financial** – The annual forecasted spend of this Contract is £1,123,364. The overall forecasted spend for the period 1 April 2024 to 31 March 2028 (including the extension year) is £4,466,000, and will be met through existing revenue budgets across all council services.
2. **HR & Organisational Development** – None directly arising from this report.
3. **Community/Council Planning** – None directly arising from this report.
4. **Legal** – The Scottish Procurement Agency Agreement relating to the Supply of Water and Waste Water Billing Services between Renfrewshire Council and The Scottish Ministers details the level of authority Scottish Procurement is given by Renfrewshire Council on behalf of the Council.
5. **Property/Assets** – None directly arising from this report.
6. **Information Technology** – None directly arising from this report.
7. **Equality & Human Rights** – None directly arising from this report.
8. **Health & Safety** – None directly arising from this report.
9. **Procurement** – The procurement procedures outlined within this report shall ensure that the Council meets its statutory requirements in respect of procurement procedures.
10. **Risk** - None directly arising from this report.
11. **Privacy Impact** - None directly arising from this report.
12. **Cosla Policy Position** – None directly arising from this report.
13. **Climate Risk** – None directly arising from this report.

List of Background Papers

Scottish Procurement Agency Agreement relating to the supply of Water and Waste Water Billing Services, approved by the Finance, Resources and Customer Services Policy Board on 4 September 2019.

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To: Finance, Resources and Customer Services Policy Board

On: 18th April 2024

Report by: The Director of Finance and Resources and the Director of Environment, Housing and Infrastructure

Heading: Scottish Procurement Framework for the Supply of Electricity

1. **Summary**

- 1.1 The purpose of this report is to inform the Finance, Resources and Customer Services Policy Board of the new Framework for the Supply of Electricity established by Scottish Procurement, who is part of the Scottish Government and acts on behalf of Scottish Ministers, and to note the Council's estimated annual spend under this framework. The Council's electricity requirements are procured via this framework agreement.
- 1.2 The new Scottish Procurement Framework for the Supply of Electricity is for an initial period of 3 years, with options to extend for a further 3 annual extensions. Supply of electricity under the new Framework started on 1 April 2023 to 31 March 2026 (31 March 2029 including extension periods).
- 1.3 This is a sole supply framework, and the appointed provider is EDF Energy Customers Limited.
- 1.4 The Scottish Ministers acting through Scottish Procurement (the National Procurement Centre of Expertise), on behalf of Scottish Public Bodies, through the Agency Agreement, to ensure the cost effective procurement of electricity.

The existing Agency Agreement in place between Renfrewshire Council and the Scottish Ministers, which allowed Scottish Procurement to place any Contract on the Council's behalf under this Framework and is still operational was signed by the Chief Executive on behalf of Renfrewshire Council 13th March 2012.

- 1.5 Scottish Procurement on behalf of Renfrewshire Council will sign a Supply Contract with EDF Energy Customers Limited.
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2. **Recommendations**

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

- (a) note the Council's spend for electricity under this Framework of approximately £6.5 million per annum, excluding VAT. The Council's total estimated spend under this Framework (including the extension period) is £32.5 million, excluding VAT.
 - (b) note the contents of this Report.
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3. **Background**

- 3.1 Scottish Procurement formally known as Procurement Scotland was launched in March 2008 with a remit of developing and implementing procurement strategies for national commodities on behalf of all Scottish public bodies. Scottish Procurement manage national frameworks known as "Category A" requirements, contracts which cover a range of goods and services which can be used by central government and the wider public sector.
- 3.2 Scottish Procurement act on behalf of Scottish Public Bodies in a timely manner to ensure opportunities are not missed and that energy is being procured in the most cost effective manner.
- 3.3 On 13 March 2012, the Chief Executive on behalf of Renfrewshire Council signed up to the Scottish Procurement Agency Agreement relating to the supply of Electricity & Natural Gas.

- 3.4 The new Scottish Procurement Framework for the Supply of Electricity is for an initial period of 3 years, with options to extend for a further 3 annual extensions. Supply of electricity under the new Framework started on 1 April 2024, the initial 12 month trading commenced from 1 April 2023. The Framework period is 1 April 2023 to 31 March 2026 (31 March 2029 including extension periods).
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Implications of the Report

1. **Financial** – The annual forecasted spend of this contract over the period 1st April 2024 to 31st March 2027 is £19.5 million. The overall forecasted spend including the extension years is £32.5 million and will be met through existing revenue budgets across all council services.
 2. **HR & Organisational Development** – None directly arising from this report.
 3. **Community/Council Planning** – None directly arising from this report.
 4. **Legal** – The Scottish Procurement Agency Agreement relating to the supply of Electricity & Natural Gas between Renfrewshire Council and The Scottish Ministers details the level of authority Scottish Procurement is given by Renfrewshire Council on behalf of the Council.
 5. **Property/Assets** – None directly arising from this report.
 6. **Information Technology** – None directly arising from this report.
 7. **Equality & Human Rights** – None directly arising from this report.
 8. **Health & Safety** – None directly arising from this report.
 9. **Procurement** – The procurement procedures outlined within this report shall ensure that the Council meets its statutory requirements in respect of procurement procedures.
 10. **Risk** - None directly arising from this report.
 11. **Privacy Impact** - None directly arising from this report.
 12. **Cosla Policy Position** – None directly arising from this report.
 13. **Climate Risk** – None directly arising from this report.
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List of Background Papers

(a) None

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To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

Report by: The Director of Finance and Resources and the Director of Environment, Housing and Infrastructure

Heading: Contract Award: Our Lady of Peace Primary School Rewire (RC-CPU-23-190)

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 Works Contract for Our Lady of Peace Primary School Rewire to A. Alexander & Son (Electrical) Limited.

1.2 The recommendation to award the Contract follows a procurement exercise which was conducted in accordance with the Council's Standing Orders Relating to Contracts for a below Regulated (Works) contract using the Open Procedure.

1.3 A Contract Strategy was approved by the Interim Corporate Procurement Manager on 18 December 2023 and the Head of Facilities and Property Services on 17 December 2023.

2. **Recommendations**

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

- (a) Authorises the Head of Corporate Governance to award a Works Contract in the form of SBCC Standard Building Contracts Without Quantities 2011 Edition, for Our Lady of Peace Primary School Rewire in respect of the main works (RC-CPU-23-190) to A. Alexander & Son (Electrical) Limited.
 - (b) Authorises the award of the Contract for the Tendered Total (Approved Contract Value) of £533,914.28 excluding VAT.
 - (c) Notes that the Date of Possession is anticipated to be 28 June 2024, and the Date for completion is anticipated to be 13 August 2024. The actual dates will be confirmed in the Council's Letter of Acceptance to A. Alexander & Son (Electrical) Limited.
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3. **Background**

- 3.1 This procurement exercise is for the appointment of a competent and experienced contractor to carry out an electrical rewire within Our Lady of Peace Primary School. The rewiring will include General Electrical services rewire upgrades: renewal mains Low Voltage distribution, Low Voltage containments, small power, lighting, emergency lighting, external lighting, lighting controls, CCTV installation etc. The school will be unoccupied for duration of the site works over the school holiday period.
- 3.2 To initiate this procurement process, a Contract Notice was published on the Public Contracts Scotland advertising portal on 18 December 2023 with the tender documentation available for downloading from the Public Contracts Scotland - Tender portal from this date.
- 3.3 During the live tender period, eight organisations expressed an interest in the tender. By the closing date set for the return of electronic tender submissions, 12 noon on Monday 5 February 2024, three organisations submitted responses, one declined to respond, and four organisations did not respond.
- 3.4 In accordance with the Council's Standing Order relating to Contracts standing order 11.5, Tenderers were required to complete a Single Procurement Document (SPD) to be submitted along with their tender submission. All three tender submissions were evaluated against a pre-determined set of Criteria in the form of the SPD by representatives from the following Council services: Property Services, the Corporate Procurement Unit, Corporate Risk and Corporate Health & Safety.

3.5 All three tender submissions received complied with the minimum selection criteria of the SPD. The three tender submissions were each then evaluated against the Award Criteria of 60% Quality and 40% Price.

3.6 The scores relative to the Award Criteria for each of the three tender submissions are noted below:

Tenderer	Price (40%)	Quality (60%)	Total (100%)
A. Alexander & Son (Electrical) Limited	35.70%	51.25%	86.95%
OCS M&E Services Limited	40.00%	45.00%	85.00%
Clark Contracts Limited	22.07%	50.00%	72.07%

3.7 The evaluation of tender submissions received identified that the tender submission by A. Alexander & sons (Electrical) Limited was the most economically advantageous tender.

3.8 The form of Contract is SBCC Standard Building Contracts Without Quantities 2011 Edition (SBC/XQ/Scot), incorporating the Employer's Amendments.

3.9 The costs for the Our Lady of Peace Primary School Rewire will be met through the Capital Lifecycle Maintenance Budget.

3.10 Community Benefits were requested as part of the procurement process and A. Alexander & Sons (Electrical) Limited confirmed that the following Community Benefit would be made available to the Council for this Contract.

Community Benefit Outcome Description	No of People / Activities
Work Experience Placement for an Individual 16+ years of age	2
Non-Financial support for a Community Project/Group	2

Implications of the Report

1. **Financial** - The cost for these works will be £533,914.28 excluding VAT and will be met by the Capital Lifecycle Maintenance Budget.

2. **HR & Organisational Development-** None directly arising from this report.
3. **Community/Council Planning –**
 - **Place-** Working with partners to ensure our neighbourhoods are safe, vibrant and attractive places to live.
 - **Fair-** Raising educational attainment while ensuring equity for all our children and young people. Tenderers were assessed within the procurement process regarding their approach to Fair Work First throughout their organisation and supply chain i.e. payment of living wage, training and development opportunities and effective voice.
 - **Living our Values-** Ensuring Renfrewshire Council delivers Best Value for our citizens and customers, that we are a well governed, effective organisation.
 - **Economy-** Creating sustainable employment opportunities, ensuring that all people can benefit from the inclusive growth in Renfrewshire. A. Alexander & Son (Electrical) Limited has committed to deliver Community Benefits as set out within 3.10 of this report.
 - **Green-** Working across partners and communities to deliver the priority areas highlighted in our Plan for Net Zero, working towards a net zero Renfrewshire by 2030.
4. **Legal-** The Procurement of this Contract was conducted as a below Regulated (Works) Open Procedure in accordance with the Council's Standing Orders Relating to Contracts.
5. **Property/Assets-** The contract will facilitate the rewire of Our Lady of Peace Primary school which will ensure that the Council's assets are upgraded to a proper standard and maintained in a manner that complies with statutory regulations.
6. **Information Technology-** None directly arising from this report
7. **Equality & Human Rights** -The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. 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-** A. Alexander & son (Electrical) Limited health and safety credentials were evaluated by Corporate Health and Safety and met the Council's minimum requirements regarding health and safety.
9. **Procurement-** The procurement procedure outlined within this report ensures that the Council meets its statutory requirements in respect of procurement procedures, efficiency, and modern Government.
10. **Risk-** A. Alexander & son (Electrical) Limited insurances have been assessed and evaluated to confirm that they meet the minimum requirement regarding insurance risk.
11. **Privacy Impact-** None directly arising from this report.
12. **Cosla Policy Position-** None directly arising from this report.
13. **Climate Risk** - The level of impact associated with provision of these works has been assessed using the Scottish Government Sustainability Test and is considered high risk.
 - **Carbon Energy Consumption** – The contractor will be required to consider energy saving measures where possible. As part of the rewire all lighting is being changed to low energy LEDs.
 - **Waste Production** – Contractor will be required to consider waste reduction and recycling measures while undertaking these works. Contractors are required to provide details of their proposed Waste Carrier.

List of Background Papers

- (a) None

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