

Minute of Meeting

Finance, Resources and Customer Services Policy Board

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

Present: Councillor Fiona Airlie-Nicolson, 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 Iain Nicolson, Councillor John Shaw

Chair

Councillor Shaw, Convener, presided.

In Attendance

A MacArthur, Director of Finance & Resources; J Bowles, Corporate Procurement Manager, R Park and L Gillan, both Strategic Category Managers, G Beattie, Strategic Commercial Category Manager and S Ford, Senior Procurement Specialist (all Chief Executive's); C Dalrymple, Head of Facilities & Property Services, L Feely, Head of Housing Services, G Hannah, Head of Climate, Public Protection & Roads and D Viola, Lead Facilities Manager (Support Services) (all Environment, Housing & Infrastructure); M Conaghan, Head of Corporate Governance, C McCourt, Head of Finance & Procurement, P Murray, Head of Digital, Transformation & Customer Services, G Innes, Senior Service Delivery Manager (Customer & Digital Operations), E Shields, Business Services Manager, S Fanning, Strategic Lead Partner (Health & Safety), R Davison, Category Manager (ICT), E Gray Senior Committee Services Officer and D Cunningham, Committee Services & Licensing Officer (all Finance & Resources).

Apologies

Councillor McGonigle and Councillor Mullin.

Webcasting of Meeting

Prior to the commencement of the meeting the Convener intimated that this meeting of the Policy Board would be filmed for live or subsequent broadcast on the Council's internet site.

Declarations of Interest and Transparency Statements

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

1 Joint Consultative Board (Non-Teaching)

There was submitted the note of the inquorate meeting of the Joint Consultative Board (Non-Teaching) held on 8 February 2024, a copy of which forms the Appendix to this document.

DECIDED: That the note of the inquorate meeting be noted.

2 Revenue and Capital Budget Monitoring as at 5 January 2024

There was submitted a revenue and capital budget monitoring report by the Director of Finance & Resources as at 5 January 2024.

The report stated that the projected revenue outturn as at 31 March 2024 for all services reporting to this Policy Board was an overspend position of £2.610 million against the revised budget for the year. The projected capital outturn as at 31 March 2024 for projects reporting to this Policy Board was a breakeven position against the revised budget for the year. Appendices to the report provided detailed analysis of expenditure and budget adjustments were listed at sections 4 and 6 of the report.

DECIDED:

(a) That the projected revenue outturn position, detailed in Table 1 in the report, be noted;

(b) That the projected capital outturn position, detailed in Table 2 in the report, be noted; and

(c) That the budget adjustments, detailed at sections 4 and 6 of the report, be noted.

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

There was submitted an update report by the Director of Finance & Resources relative to an overview of revenue and capital budget expenditure for the Council as at 5 January 2024.

Tables 1 and 2 of the report detailed that the projected revenue outturn position for all services as at 31 March 2024 was an overspend of £8.652 million and the projected capital outturn position for all services was an underspend of £0.143 million, split between General Fund services and the Housing Revenue Account. Further analysis was detailed in the appendices to the report.

DECIDED:

(a) That the projected revenue outturn position detailed in Table 1 of the report be noted, considering that the forecast position was based on best estimates at that point in time;

(b) That the substantial risks to the budget position as outlined in section 3 of the report be noted;

(c) That the projected capital outturn position, detailed in Table 2 of the report, be noted; and

(d) That the prudential indicators detailed in section 6 of the report be noted.

4 Business Services Performance Report

There was submitted a report by the Director of Finance & Resources relative to the performance of key business services functions, including revenue collection and benefit administration, for the period ending 28 February 2024.

The report provided an update on the funding and expenditure position for Discretionary Housing Payments and the Scottish Welfare Fund. Appendices to the report provided information on revenue collection and key performance indicators.

DECIDED: That the content of the report be noted.

5 Customer Services Performance Report

There was submitted a report by the Director of Finance & Resources relative to the performance of key customer services functions including call centre, face-to-face and digital support for customers to February 2024.

The report provided an update on the overall contact centre call handling volumes and indicated that face-to-face services continued in Renfrewshire House. Details of customer volumes were provided in the report. The report advised that demand for digital services remained high and provided an update on the level of online transactions being completed.

DECIDED: That the content of the report be noted.

6 Civic Hospitality

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

The report proposed the type and cost of civic hospitality to be provided in respect of each civic event and sought authorisation for the Director of Finance & Resources, in consultation with the Provost, to make the necessary arrangements to provide civic hospitality, or in the case of events that had already been arranged, to homologate the action taken by the Head of Corporate Governance, in consultation with the Provost, to provide civic hospitality as detailed below:-

- (i) St Vincent's Hospice - £450 for the purchase of a table at their 'An audience with' event;
- (ii) Evelyn Hood - £1,100 for a Provost's Distinction Certificate presentation ceremony and book launch;
- (iii) Paisley Rotary Club - £900 for a welcome lunch for the Fürth Rotarians;
- (iv) Lilybank Bowling Club - £500 for a civic reception to mark the 100-year anniversary of the Houstoun Square War Memorial;
- (v) Renfrewshire's Chamber of Commerce - £3,000 for a civic reception to mark the Chamber's 60th Anniversary;
- (vi) Lilybank Bowling Club - £2,500 for a civic reception to mark the Club's 150th anniversary;
- (vii) Action for Children - £2,000 for a civic reception to mark the charity's 25th anniversary;
- (viii) Bridge of Weir Community Council - £1,200 for a civic reception at the dedication event for the addition of James Reynolds DCM to the Bridge of Weir War Memorial;
- (ix) Royal British Legion - £1,000 to provide hospitality for the event to mark the Paisley Cenotaph's 100th anniversary;
- (x) Dates-n-Mates - £450 for the purchase of a table at their 2024 Celebration Night Awards event; and
- (xi) 102 Field Squadron together with the Royal British Legion Scotland Paisley Comrades Branch - £2,000 to provide hospitality for their Armed Forces Day event.

The report advised that the budget provision for 2024/25 for civic hospitality (including international links) was £46,460. Should the above be agreed, and taking account of previous decisions, the remaining balance would be approximately £23,690.

DECIDED:

- (a) That the provision of hospitality, as detailed in section 1 of the report, for the Fürth 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; and the purchase of a table at the Dates-n-Mates awards be approved;
- (b) That the Director of Finance & Resources, in consultation with the Provost, be authorised to make the necessary arrangements for the provision of hospitality and purchase of tickets;
- (c) That the action taken in respect of the civic reception for the Evelyn Hood Distinction Presentation and book launch be homologated; and
- (d) That 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 be noted.

7 **Administration of Medication and Medical Treatments Policy**

There was submitted a report by the Director of Finance & Resources relative to the proposed Administration of Medication and Medical Treatments Policy, which was attached at Appendix 1 to the report.

The report advised that the policy had been developed to reflect legislative changes and best practice and to ensure that the Council continued to meet the requirements of the Health and Safety at Work etc. Act 1974 and the Care Inspectorate guidance. The aim of the policy was to: control the medication and medical treatment risks to employees and others who may be affected by their Service's undertakings; assist employees to act appropriately and safely, maintaining best practice; and outline the principles governing medication and medical treatments.

The application of the policy would apply to all services, including educational settings as well as those services delivered by the Renfrewshire HSCP. It was noted that Trade Unions had agreed the development of the policy.

DECIDED: That the Administration of Medication and Medical Treatments Policy be approved.

8 **Facilities and Property Services - Service Update Report**

There was submitted an update report by the Director of Environment, Housing & Infrastructure relative to the operational performance of Facilities Management (Hard and Soft Services, including Building Services) and Property Services as delivered by Environment, Housing & Infrastructure since the last meeting of this Policy Board.

DECIDED: That the content of the report be noted.

9 **Contract Authorisation Report for an Automated Assistant for Customer Services (Reference: RC-CPU-23-330)**

There was submitted a report by the Director of Finance & Resources relative to the award of a contract for the provision of an Automated Assistant for Customer Services to ICS.AI Ltd.

DECIDED:

(a) That the Head of Corporate Governance be authorised 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;

(b) That the initial term of the contract of three years with the option for the Council to extend the contract (extension period) for up to 12 months be authorised;

(c) That it be noted that the proposed start date was 13 May 2024 and that the actual date would be formally confirmed in the Crown Commercial Services G-Cloud 13 Framework Agreement RM1557.13 Call-Off Contract (Order Form); and

(d) That the contract value of £433,590 excluding VAT for the initial three-year term and total contract value of £560,000 excluding VAT if the option extension period was utilised be authorised.

10 **Contract Authorisation Report for The Provision of a Microsoft 365 Backup Solution**

There was submitted a report by the Director of Finance & Resources relative to the award of a contract for the Provision of a Microsoft 365 Backup Solution to Phoenix Software Limited.

DECIDED:

(a) That the Head of Corporate Governance be authorised to award the contract for the Provision of a Microsoft 365 Backup Solution to Phoenix Software Limited, being 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;

(b) That the initial term of the contract of three years with the option for the Council to extend the contract (extension period) for a period of one year be authorised;

(c) That it be noted that the proposed call-off start date was 3 June 2024 and that the actual start date and expiry date would be confirmed in the order form in accordance with the Framework Call-Off Award Procedure; and

(d) That the a contract value not exceeding £280,000 excluding VAT, inclusive of the optional extension period, be authorised.

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

There was submitted a joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure relative to the award of a contract for the Hire of 5 x 18T Gritters to Econ Engineering Limited.

DECIDED:

(a) That the Head of Corporate Governance be authorised to award a contract for the Hire of 5 x 18T Gritters (RC-CPU-23-254) to Econ Engineering Limited;

(b) That the contract sum of £474,090 excluding VAT (the approved contract value) be authorised;

(c) That it be noted that the starting date was anticipated to be 18 September 2024, with the date for completion anticipated to be 14 April 2027 and that the actual dates would be confirmed in the Council's letter of acceptance to Econ Engineering Limited.

12 **Installation and Replacement Streetlighting (5 and 6 metres)**

There was submitted a joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure relative to the award of a contract for the Installation and Replacement Streetlighting (5 and 6 metres) to Pegasus Power and Communications Ltd.

DECIDED:

(a) That the Head of Corporate Governance be authorised to award a contract for the Installation and Replacement Streetlighting (5 and 6 metres), reference RC-CPU-23-242, to Pegasus Power and Communications Ltd;

(b) That the contract sum of £195,141.52 excluding VAT (the approved contract value) be authorised; and

(c) That it be noted that the starting date was anticipated to be 8 May 2024, with the date for completion anticipated to be 7 August 2024, and that the actual dates would be confirmed in the Council's letter of acceptance to Pegasus Power and Communications Ltd.

13 **Prieston Road, Bridge Of Weir New Streetlighting Installation**

There was submitted a joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure relative to the award of a contract for Prieston Road, Bridge Of Weir, New Streetlighting Installation to Pegasus Power and Communications Ltd.

DECIDED:

(a) That the Head of Corporate Governance be authorised to award a contract for the Prieston Road, Bridge Of Weir, New Streetlighting Installation, reference RC-CPU-23-216, to Pegasus Power and Communications Ltd;

(b) That the total contract value of £214,368 excluding VAT (the approved contract value) be authorised; and

(c) That it be noted that the starting date was anticipated to be 8 May 2024, with the date for completion anticipated to be 3 July 2024, and that the actual dates would be confirmed in the Council's letter of acceptance to Pegasus Power and Communications Ltd.

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

There was submitted a joint report by the Director of Finance & Resources and the Chief Officer, Renfrewshire Health & Social Care Partnership relative to the award of a contract for the Provision of Community Based Alcohol & Drug Prevention & Treatment Service to RCA Trust (Company Registration Number SC097520).

DECIDED:

(a) That the Head of Corporate Governance be authorised to award a contract for the Provision of Community Based Alcohol & Drug Prevention & Treatment Service, reference RC-CPU-23-204, to RCA Trust;

(b) That it be noted that the commencement date of the contract was anticipated to be 1 May 2024 for a contract period of three years with no option to extend and that the actual commencement date for this contract would be confirmed in the Council's letter of acceptance; and

(c) That the 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 be authorised.

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

There was submitted a joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure relative to the award of a contract for Sheltered Housing Warden Call General and Reactive Maintenance to Robertson-Acom Limited.

DECIDED:

(a) That the Head of Corporate Governance be authorised 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 Limited;

(b) That the contract period of three years, with the Council having the option to extend the contract period for a further 12 months on two separate occasions, be authorised;

(c) That it be noted that the contract was anticipated to start on 20 May 2024 and that the actual start date would be confirmed in the letter of acceptance;

(d) That the approved contract value up to £300,000 excluding VAT for the contract period (initial and both extension periods, where used) be authorised and note that any orders to carry out works would be raised by the Council as and when required ; and

(e) That it be noted Robertson-Acom Limited was required to enter into a Data Processor Agreement with the Council.

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

There was submitted a joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure relative to the award of a contract for Lot 2 – Asbestos Removal and Disposal (RC-CPU-23-005) to Aspect Contracts Limited.

DECIDED:

(a) That the Head of Corporate Governance be authorised 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) That the approved contract value of up to £2,160,000 excluding VAT for the service period, including use of any extension periods, be authorised for all task orders made under this contract;

(c) That the service period of two years, with the option to extend by 12 months on two separate occasions, be authorised;

(d) That it be noted that the starting date was anticipated to be 21 May 2024 and that any changes to this date would be confirmed in the Council's letter of acceptance; and

(e) That it be noted that the award of this contract required the provision of a Data Processor Agreement as indicated within the tender documentation.

17 City Deal and Infrastructure Projects – Notification of Cost Increases on External Consultant Appointments

The Convener advised that the report for this item had been withdrawn and would now be considered at the next meeting of this Policy Board.

DECIDED: That it be noted that this item had been withdrawn and would now be considered at the next meeting of this Policy Board.

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

There was submitted a joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure relative to the award of a contract for Replacement of running track, On-X Sports Centre Linwood (RC-CPU-23-209) to Allsports Construction & Maintenance Limited.

DECIDED:

(a) That the Head of Corporate Governance be authorised 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) That the tendered contract sum of £339,789.08 excluding VAT, with a contingency spend of £45,000 excluding VAT, which equated to 13.24% of the contract sum, be authorised;

(c) That the total approved contract value of £384,789.08 excluding VAT (which was the total of the contract sum plus the contingency spend) be authorised; and

(d) That it be noted that the date for commencement of the works was anticipated to be 3 June 2024, the date for completion of the works was anticipated to be 26 August 2024 and that any changes to these dates would be confirmed in the Council's letter of acceptance.

19 **National Framework Contract for the Supply of Water and Waste Water Billing Services**

There was submitted a joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure relative to the new National Framework Contract for the Supply of Water and Waste Water Billing Services established by Scottish Procurement. The Framework Contract was awarded to Scottish Water Business Stream Limited trading as Business Stream.

DECIDED:

(a) That it be noted that 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 and that the Council's total spend under this Framework Contract (including the extension period) was estimated to be approximately £4,466,000;

(b) That it be noted that a three-month payment in advance of £276,492.50 would be paid every three months throughout the Framework Contract duration; and

(c) That the content of the report be noted.

20 **Scottish Procurement Framework for the Supply of Electricity**

There was submitted a joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure relative to the new National Framework Contract for the Supply of Electricity established by Scottish Procurement. The Framework Contract was awarded to EDF Energy Customers Limited.

DECIDED:

(a) That it be noted that the Council's spend for electricity under this Framework was approximately £6.5 million per annum, excluding VAT and that the Council's total estimated spend under this Framework (including the extension period) was £32.5 million, excluding VAT; and

(b) That the content of the report be noted.

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

There was submitted a joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure relative to the award of a contract for Our Lady of Peace Primary School Rewire to A. Alexander & Son (Electrical) Limited.

DECIDED:

(a) That the Head of Corporate Governance be authorised 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) That the Contract for the Tendered Total (Approved Contract Value) of £533,914.28 excluding VAT be authorised;

(c) That it be noted that the date of possession was anticipated to be 28 June 2024, the date for completion was anticipated to be 13 August 2024 and that the actual dates would be confirmed in the Council's letter of acceptance to A. Alexander & Son (Electrical) Limited.

22 **Contract Award: Castlehead High School Roof Strengthening (RC-CPU-23-301)**

There was submitted a joint report by the Directors of Finance & Resources and Environment, Housing & Infrastructure relative to the award of a contract for Castlehead High School Roof Strengthening to Hugh LS McConnell Limited.

DECIDED:

(a) That the Head of Corporate Governance be authorised to award a works contract in the form of SBCC Minor Works Building Contract for use in Scotland, (SBC/MW/Scot (2011 Edition)) incorporating the Council's Employer's Amendments for Castlehead High School Roof Strengthening (RC-CPU-23-301) to Hugh LS McConnell Limited;

(b) That the award of the contract for the contract sum of £825,752.57 excluding VAT be authorised;

(c) That a contingency spend of £82,575.26 excluding VAT, which equates to 10% of the contract sum, be authorised;

(d) That a total approved contract value of £908,327.83 excluding VAT (which is the total of the contract sum plus the contingency spend) be authorised; and

(e) That it be noted that the date of possession of the site was anticipated to be 3 June 2024, the date for completion of the works was 17 weeks from the date of possession of the site and that the actual date of possession would be confirmed in the letter of acceptance.