

## Notice of Meeting and Agenda

### Finance, Resources and Customer Services Policy Board

Date	Time	Venue
Wednesday, 01 September 2021	14:00	Council Chambers, Renfrewshire House, Paisley & Teams (Hybrid),

KENNETH GRAHAM  
Head of Corporate Governance

### Membership

Councillor Tom Begg: Councillor Bill Brown: Provost Lorraine Cameron: Councillor Audrey Doig: Councillor Neill Graham: Councillor Jim Harte: Councillor John Hood: Councillor Kenny MacLaren: Councillor Iain Nicolson: Councillor Jim Paterson: Councillor Jim Sharkey: Councillor James Sheridan: Councillor Andy Steel:

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

### Recording of Meeting

With effect from 1 September 2021, all meetings of the Finance, Resources & Customer Services Policy Board will be webcast live and can be accessed here: <https://www.renfrewshire.gov.uk/article/10978/Council-boards>  
Webcasts can be viewed as a recording on [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk). For further information contact: [democratic.services@renfrewshire.gov.uk](mailto:democratic.services@renfrewshire.gov.uk) or call 0141 618 7014/7015 during office hours.

### Apologies

Apologies from members.

### Declarations of Interest

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

## **Minutes**

- |          |  |               |
|----------|--|---------------|
| <b>1</b> | <b>Joint Consultative Board (Non-teaching)</b>   | <b>5 - 8</b>  |
|          | <p>Minute of the meeting of the Joint Consultative Board (Non-teaching) held on 2 June 2021.</p> |               |
| <b>2</b> | <b>Investment Review Board</b>   | <b>9 - 12</b> |
|          | <p>Minute of the meeting of the Investment Review Board held on 9 June 2021.</p>                 |               |

## **Finance**

- |          |   |                |
|----------|---|----------------|
| <b>3</b> | <b>Revenue &amp; Capital Budget Monitoring Report as at 25 June 2021</b>            | <b>13 - 26</b> |
|          | <p>Report by the Director of Finance &amp; Resources.</p>                           |                |
| <b>4</b> | <b>Revenue &amp; Budget Monitoring Report - Council Overview as at 25 June 2021</b> | <b>27 - 40</b> |
|          | <p>Report by the Director of Finance &amp; Resources.</p>                           |                |

## **Performance**

- |          |  |                |
|----------|--|----------------|
| <b>5</b> | <b>Customer &amp; Business Services Performance Report</b>         | <b>41 - 56</b> |
|          | <p>Report by the Director of Finance &amp; Resources.</p>          |                |
| <b>6</b> | <b>Facilities Management Operational Performance Report</b>        | <b>57 - 66</b> |
|          | <p>Report by the Director of Environment &amp; Infrastructure.</p> |                |

## **Public Holidays**

<b>7</b>	<b>Public Holidays for Employees 2022</b>	<b>67 - 72</b>
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Report by the Director of Finance & Resources.

## **Conferences/Seminars**

<b>8</b>	<b>Conferences/Seminars</b>	<b>73 - 74</b>
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Report by the Director of Finance & Resources.

## **Contract Authorisation Reports**

<b>9</b>	<b>Asbestos Removal</b>	<b>75 - 80</b>
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Joint report by the Chief Executive and the Director of Communities & Housing Services.

<b>10</b>	<b>Council-wide Laundry Maintenance</b>	<b>81 - 86</b>
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Joint report by the Chief Executive and the Director of Finance & Resources.

<b>11</b>	<b>Framework Agreement for the Provision of Trades Contractors 2021/25</b>	<b>87 - 98</b>
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Joint report by the Chief Executive and the Directors of Environment & Infrastructure, Finance & Resources, and Communities & Housing Services.

<b>12</b>	<b>Measured Term Contract for the Provision of Scaffolding &amp; Associated Works</b>	<b>99 - 104</b>
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Joint report by the Chief Executive and the Director of Environment & Infrastructure.

- |           |  |                  |
|-----------|--|------------------|
| <b>13</b> | <b>Provision of a Carers Centre</b>  | <b>105 - 108</b> |
|           | <p>Joint report by the Chief Executive, the Chief Officer, Renfrewshire Health &amp; Social Care Partnership, and the Director of Children's Services.</p> |                  |
| <b>14</b> | <b>Purchase of 6 x 7.5 Tonne Hook Loader Vehicles</b>  | <b>109 - 112</b> |
|           | <p>Joint report by the Chief Executive and the Director of Environment &amp; Infrastructure.</p>   |                  |
| <b>15</b> | <b>Lease of Vans</b>   |                  |
|           | <p>Joint report by the Chief Executive and the Director of Environment &amp; Infrastructure. (Report not available - copy to follow).</p>                  |                  |
| <b>16</b> | <b>Advice Services</b>   |                  |
|           | <p>Report by the Chief Executive. (Report not available, copy to follow).</p>  |                  |
| <b>17</b> | <b>Framework Agreement for Insurance for Renfrewshire Council and Associated Bodies and Renfrewshire Valuation Joint Board</b>                             |                  |
|           | <p>Joint report by the Chief Executive and the Director of Finance &amp; Resources. (Report not available - copy to follow).</p>                           |                  |

## Minute of Meeting

### Joint Consultative Board (Non-Teaching)

Date	Time	Venue
Wednesday, 02 June 2021	15:00	Microsoft TEAMS Platform,

#### PRESENT

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

Representing Trade Unions – M Ferguson, J Boylan, , K Kernachan L Glover and M McIntyre (UNISON).

#### IN ATTENDANCE

G McKinlay, Head of Schools (Children's Services); D Gillies, Head of Facilities Management, G Hannah, Infrastructure, Transportation & Change Manager and D Kerr, Service Co-ordination Manager (all Environment & Infrastructure); R Laouadi, HR Manager, R Cree, OD & Workforce Planning Manager, S Fanning, Principal HR & OD Adviser, G Dickie, Partnering & Commissioning Manager, D Pole, End User Technician and R Devine and E Gray, both Senior Committee Services Officers (all Finance & Resources); and K Kilcaslan ( Renfrewshire Health & Social Care Partnership).

#### RECORDING OF MEETING

Prior to the commencement of the meeting members were reminded that this meeting would be recorded and that the recording would be available to watch on the Council's website.

#### APPOINTMENT OF CHAIRPERSON

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

**DECIDED:** That J Boylan (UNISON) chair the meeting.

#### APOLOGIES

Councillor J Paterson S Hicks (UNISON); S McAllister (Manual Workers Trade Union Spokesperson); and L Rennie, Operations Manager (Environment & Infrastructure).

## **DECLARATIONS OF INTEREST**

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

### **1 ABSENCE STATISTICS**

There were submitted a report by the Director of Finance & Resources relative to the Council's absence statistics for the period ending 31 March 2021.

The report provided information in relation to absence targets and how Services and categories of staff had performed against them. An analysis of the reasons for absence for the period was included within the report. Information was also provided on supporting attendance activity levels by Service and the overall number of days lost.

During discussion reference was made to the desirability of entering into dialogue regarding the impact of long Covid in terms of the Fair Worker Statement, which outlined fair work expectations during the transition out of lockdown.

**DECIDED:** That the reports on absence statistics for the fourth quarter of 2020/21 be noted.

### **2 DEVELOPMENTS IN HEALTH, SAFETY AND WELLBEING**

There was submitted a report by the Director of Finance & Resources relative to activity undertaken in relation to health, safety and wellbeing issues since the previous meeting of the JCB Non-Teaching.

The report focussed on actions and activities undertaken to support the Council's response and recovery plans. It was highlighted that the Health & Safety team had been an integral part of the Council's emergency management team providing guidance as documents had been released by the UK and Scottish Governments, the NHS and Health Protection Scotland.

The report also detailed guidance and policies that had been reviewed and/or issued, and outlined the support provided to front-line Services in the delivery of emergency and prioritised work and to other businesses. Updates were provided in respect of activities undertaken relative to support for the Vaccination Centres and Scottish Parliamentary Elections, the development of new guidance and supplemented by risk assessments and standing operating procedures relating to specific Service activities. It was noted that consultation and collaboration had been undertaken with the trade unions to ensure the health and wellbeing of those involved in these activities.

It was highlighted that meetings of the Corporate Health and Safety Committee had been reinstated.

Mention was made during discussion to the Cleaner Safer Schools Campaign which had been undertaken.

**DECIDED:** That the report be noted.

### 3 **DETAILS OF GRIEVANCES**

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

The report provided information on grievances at both the informal and formal stages. The report indicated that there was a total of 9 grievances as at May 2021. Members noted that the number of overall grievances had reduced from 15 in the previous report in March 2021. In addition, it was noted that hearings were held remotely, that appropriate protocols had been agreed in this connection and that relationship issues between employees had been identified as a trend when analysing reasons for grievances. It was highlighted that early intervention was used to resolve grievances where possible and trained mediators were available to help resolve matters if required.

M Ferguson (UNISON) made reference to the National disagreement regarding the pay award and advised that arrangements were in place locally to formally submit notices of dispute with individual employers and to conduct a ballot relative to possible industrial action ballot. It was noted that this course of action would be recorded as a formal grievance.

**DECIDED:** That the report be noted.

### 4 **AGENCY WORKERS**

There was submitted a report by the Director of Finance & Resources relative to the number of agency staff employed within the Council as at May 2021 and detailing the capacity and Services in which they were engaged. The report advised that as at May 2021, 156 agency workers were employed across all Services. It was noted that this was an increase of 58 since the previous report and the reasons for this increase were outlined. There then followed a general discussion regarding the Soft Facilities Management Review.

**DECIDED:** That the report be noted.

### 5 **DATE OF NEXT MEETING**

**DECIDED:** That it be noted that the next meeting of the JCB Non-Teaching was scheduled to be held at 3pm on 1 September 2021.





## Minute of Meeting

### Investment Review Board

Date	Time	Venue
Wednesday, 09 June 2021	11:00	Teams Meeting,

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

### Chair

Councillor Shaw, Convener, presided.

### In Attendance

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

### Also in Attendance

D Millar, Associate Consultant, (Hymans Robertson LLP) And Gair Brisbane Senior Charity Portfolio Manager and M Connor, Portfolio Manager (both Aberdeen Standard Capital Limited).

### Declarations of Interest

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

## 1 **Minute of Previous Meeting**

There was submitted the Minute of the meeting of the Investment Review Board held on 18 November 2020.

**DECIDED:** That the Minute be noted.

## 2 **Investment Policy Statement**

There was submitted a report by the Director of Finance & Resources relative to the scope and content of the proposed Investment Policy Statement

Reference was made to the report considered at the meeting of this Board held on 18 November 2020 which had suggested a 'pathway' to reflect climate change matters in the investment portfolios of the Paisley and Renfrew Common Good Funds. The pathway, prepared by the Council's Investment Manager, Aberdeen Standard Capital Limited (ASC) had set out a proposed approach that Members could use to develop an investment policy that would reflect the decision of the Council to support Climate Emergency measures. Thereafter members of the Board had attended a workshop, on 26 January 2021, along with Julie Hutchison (Charity Specialist) and Gair Brisbane (Senior Charity Portfolio Manager ), both of ASC, as well as officers of the Council, to discuss and develop appropriate updates to the investment policy. This updated policy took the form of a draft "Investment Policy Statement", a copy of which was appended to the report, which would replace the existing "Statement of Investment Principles".

The report highlighted the key changes, within the section entitled Investment Manager restrictions specifically updating the ethical screening criteria, that were intended to support the Council's decision to support Climate Emergency measures.

**DECIDED:** That the Investment Policy Statement a copy of which was appended to the report, be approved as a replacement for the existing Statement of Investment Principles thereby implementing updates to the ethical screening criteria.

## 3 **Paisley and Renfrew Common Good Funds: review of investment and income performance**

There was submitted a report by the Director of Finance & Resources relative to the performance of the Paisley and Renfrew Common Good Funds during the six-month period to 31 March 2021.

A performance review by Hymans Robertson LLP was attached as an appendix to the report. D Millar, Associate Consultant, (Hymans Robertson LLP) advised that there had been a significant fall in the equity and corporate bond markets as a result of the coronavirus pandemic. However there had been a significant recovery resulting in only UK equities and property had remained in negative territory for the year. There had been continued recovery in the equities market during 2021 however bonds had fallen back. The Associate Consultant (Hymans Robertson LLP) indicated that the value of the Paisley Common Good Fund had increased slightly from £4.40m on 30

September 2020 to £4.75m on 31 March 2021. During the same period, the Renfrew Common Good Fund assets had risen from £14.87m to £16.07m. Both portfolios had met their income targets. He indicated that the asset allocation had not changed significantly in the last 12 months, and that the portfolios had performed well, outperforming the benchmark during challenging economic conditions. In addition, the Associate Consultant, (Hymans Robertson LLP) provided information on the performance of the markets from 31 December 2020 to 27 May 2021 which indicated continuing recovery. The Associate Consultant, (Hymans Robertson LLP) was then heard in answer to questions from members on the report.

The Senior Charity Portfolio Manager ASC then provided a presentation relative to the performance of the Paisley and Renfrew Common Good Fund investments.

The presentation included information in relation to investment guidelines for Common Good Funds; long term performance of the Funds; asset contribution to Common Good Funds; and investment restrictions.

During a general discussion relative to contribution to performance by asset class it was proposed and agreed that a report be prepared and submitted to the next meeting of the Board outlining the historical rationale for, the implications of altering the threshold and options in terms of the portfolio investment restriction which required a minimum of 15% of the portfolio to be held in fixed interest stocks.

**DECIDED:** That the report and presentations be noted; and that a report be prepared and submitted to the next meeting of the Board outlining the historical rationale for, the implications of altering the threshold and options in terms of the portfolio investment restriction which required a minimum of 15% of the portfolio to be held in fixed interest stocks.

#### 4 **Investment Management**

There was submitted a report by the Director of Finance & Resources relative to the proposed transfer of a proportion of existing Paisley Common Good Fund and Renfrew Common Good Fund cash balances to the investments currently managed by Aberdeen Standard Capital Limited.

The report reminded members that Aberdeen Standard Capital Limited managed the investments of the Paisley and Renfrew Common Good Funds and that the performance of the Funds was monitored by the Investment Review Board.

Investment of the Funds was undertaken in accordance with the Investment Policy Statement agreed by the Board, which recognised that investment in equities and fixed interest bonds was not without risk. However, the return available generally exceeded that available from holding the funds in cash (ie in bank deposits or money market funds) managed by the Council. Investing in equities and fixed interest stocks also allowed capital growth in addition to dividend or interest returns. In recent years the level of income to the Common Good Funds had exceeded that disbursed, to the point where the cash balance managed by the Council, as at 31 March 2021, was £0.6m for the Paisley Common Good Fund and £4.8m for the Renfrew Common Good Fund. The interest currently generated on these balances was about 0.4% owing to the low interest rate environment which had been experienced for some time. An increase in the bank rate was not anticipated in the near future. The yield on the balances managed by ASC had averaged 3-3.5% over the previous 3 years, excluding capital growth. As a consequence, it was proposed in order to secure an

improved overall return on fund balances, that a proportion of the funds currently held in cash were transferred to the management of ASC. To balance risk and manage liquidity, a cash balance would continue to be managed by the Council. It was considered that maintaining a cash balance of £0.3m in the Paisley Fund and £1.5m in the Renfrew Fund would achieve a prudent balance of liquidity and longer-term investment return.

**DECIDED:**

(a) That it be agreed that funds from the Paisley Common Good Fund and Renfrew Common Good Fund cash balance currently managed by the Council of £0.3m and £3.3m respectively be added to the investments currently managed by Aberdeen Standard Capital Ltd;

(b) That authority be delegated to the Director of Finance and Resources to execute the funds transfer; and

(c) That a report be submitted to the next meeting regarding appropriate revised increased income targets.

**5 Date of Next Meeting**

It was noted that the next meeting of the Investment Review Board was scheduled for Wednesday 19 November 2021 at 10am.

**DECIDED:** That the information be noted.




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

**On:** 1 September 2021

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

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**Heading:** Revenue and Capital Budget Monitoring as at 25 June 2021

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## 1. Summary of Financial Position

- 1.1. The projected Revenue outturn at 31 March 2022 for Finance, Resources and Customer Services is an overspend position of £0.608m (0.7%) against the revised budget for the year.
- 1.2. The projected Capital outturn at 31 March 2022 for Finance, Resources and Customer Services is a break-even position.
- 1.3. This is summarised over the relevant services in the table below and further analysis is provided in the Appendices.
- 1.4. For the financial year 2021/22, the projected outturn position is split into Core (or business as usual) and COVID-19 related variances to help readers understand the impact of the pandemic on service finances.

<b>Table 1: Revenue</b>						
<b>Division</b>	<b>Revised Annual Budget £000</b>	<b>Projected Outturn Core £000</b>	<b>Projected Outturn COVID-19 £000</b>	<b>Total Projected Outturn £000</b>	<b>Budget Variance (Adv)/Fav £000</b>	<b>Budget Variance %</b>
Finance and Resources	£36,037	£35,603	£519	<b>£36,122</b>	(£85)	0.2%
Environment and Infrastructure	£16,296	£16,024	£795	<b>£16,819</b>	(£523)	3.2%
Miscellaneous	£37,527	£37,527	£0	<b>£37,527</b>	£0	0.0%
<b>Total</b>	<b>£89,860</b>	<b>£89,154</b>	<b>£1,314</b>	<b>£90,468</b>	<b>(£608)</b>	<b>0.7%</b>

<b>Table 2: Capital</b>						
<b>Division</b>	<b>Revised Annual Budget £000</b>	<b>Projected Outturn Core £000</b>	<b>Projected Outturn COVID-19 £000</b>	<b>Total Projected Outturn £000</b>	<b>Budget Variance (Adv)/Fav £000</b>	<b>Budget Variance %</b>
Finance, Resources and Customer Services, including Environment and Infrastructure	£8,717	£8,717	£0	<b>£8,717</b>	£0	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 £0.608m (0.7% of total budget) for Finance, Resources and Customer Services. This position results from the fact that all additional government funding related to the Covid19 pandemic is currently held within central Miscellaneous budgets and has not been allocated to departments. Detailed division service reports can be also be found here, along with an explanation of each significant projected variance.
- 3.2. The projected outturn is based on information currently available and assumptions made by service budget holders. Any changes to these projections will be detailed in future reports to this Board.
- 3.3. The main reason for the projected outturn position are indicated below the tables showing both the subjective analysis (what the budget is spent on) and the objective analysis (which division is spending the budget).

## **4. Revenue Budget Adjustments**

- 4.1. Members are requested to note from Appendix 1 that budget adjustments totalling £2.534m have been processed since the last report. These related mainly to:
  - Finance and Resources:
    - £0.280m transferred into Finance and Resources from Miscellaneous to for ICT contract costs;

- £0.222m transferred into Finance and Resources from Miscellaneous in relation to project management staffing;
- Environment and Infrastructure:
  - (£0.137m) transferred to other departments of Environment and Infrastructure relating to management and admin costs;
- Miscellaneous:
  - (£1.000m) transferred from Miscellaneous into Chief Executive Services relating to the Future Paisley programme;
  - (£0.280m) transferred from Miscellaneous into Finance and Resources to allocate budgets set aside to fund ICT contract costs;
  - (£0.222m) transferred from Miscellaneous into Finance and Resources in relation to project management staffing
  - £0.255m transferred into Miscellaneous reflecting budget savings realised under the Right for Renfrewshire programme

## **5. Capital**

- 5.1. The Capital Investment Programme 2021/22 to 2025/26 was approved by the Council on 4<sup>th</sup> March 2021. For Finance, Resources and Customer Services the approved capital spend for 2021/22 is £11.691m.
- 5.2. The Capital Monitoring report at Appendix 2 indicates a reduction in the approved capital programme for Finance, Resources and Customer Services for the year of £2.974m. This mainly arises from budget transfers from the Strategic Asset Management Fund and Lifecycle Capital Maintenance, offset by ICT brought forward from 2020/21.
- 5.3. Further detail, including reasons for significant variances, can be found at Appendix 2.

## **6. Capital Budget Adjustments**

- 6.1. Since the last report, budget changes totalling £2.974m have arisen, which reflect the following:
  - Budget carried forward from 2020/21 to 2021/22 (£0.656m):
    - ICT Infrastructure & Renewal (£0.433m) due to cash flow timings;
    - Lifecycle Capital Maintenance Budget (£0.223m) reflecting updated cashflows for various roof replacement, refurbishments and boiler replacements in which the timing of work had largely been affected by the COVID-19 pandemic;
  - Budget brought into 2020/21 from 2021/22 of £0.300m:

- Digital Infrastructure Provision (£0.300m) to reflect timing of work completed in March 2021.
- Budget transfers 2021/22 of £3.330m:
  - Strategic Asset Management Fund (£2.500m) transfers to Outdoor Access and Play Area, £1.500m, School & Early Learning Estate £0.750m, Safe Road Crossing Facilities, £0.250m, as approved by Council on 4 March 2021;
  - Lifecycle Capital Maintenance Fund (£0.790m) to Education & Children for the Bishopton Primary Refurbishment project which contains Lifecycle Maintenance works within the project, £0.750m, and the Communities Halls Refurbishment projects, £0.040m, for the McKillop Institute;
  - Greenspaces and Parks (£0.040m) to reflect award to Parks Improvement Programme for Barwood Park.

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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 £0.608m. Income and expenditure will continue to be monitored closely for the rest of the financial year and, as far as possible, steps will be taken to mitigate any overspend.

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

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

2. **HR and Organisational Development**  
None directly arising from this report.
3. **Community/Council Planning**  
None directly arising from this report.
4. **Legal**  
None directly arising from this report.
5. **Property/Assets**  
The Capital expenditure in this board will result in lifecycle maintenance improvements to existing properties and replacement of ICT assets and infrastructure.



- 6. Information Technology**  
None directly arising from this report.
- 7. Equality and Human Rights**  
The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
- 8. Health and Safety**  
None directly arising from this report.
- 9. Procurement**  
None directly arising from this report.
- 10. Risk**  
The potential risk that the Council will overspend its approved budgets for the year will be managed at a Council-wide level by the Chief Executive and Directors.
- 11. Privacy Impact**  
None directly arising from this report.
- 12. Cosla Policy Position**  
N/a.
- 13. Climate Risk**  
None directly arising from this report.

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### **List of Background Papers**

Revenue Budget and Council Tax 2021/22. Council, 4th March 2021.

Non-Housing Capital Investment Programme, Prudential Framework and Treasury Management Strategy, and Capital Strategy 2021/22 – 2025/26. Council, 4th March 2021.

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



**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2021/22**  
**1 April 2021 to 25 June 2021**

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

Objective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Finance and Resources	35,424	613	36,037	35,603	519	36,122	(85)	(0.2%)
Environment and Infrastructure	16,434	(138)	16,296	16,024	795	16,819	(523)	(3.2%)
Miscellaneous	38,755	(1,228)	37,527	37,527	0	37,527	0	0.0%
<b>NET EXPENDITURE</b>	<b>90,613</b>	<b>(753)</b>	<b>89,860</b>	<b>89,154</b>	<b>1,314</b>	<b>90,468</b>	<b>(608)</b>	<b>(0.7%)</b>

Subjective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Employees	80,184	3,105	83,289	83,097	449	83,546	(257)	(0.3%)
Premises Related	8,381	209	8,590	7,906	0	7,906	684	8.0%
Transport Related	828	444	1,272	1,413	0	1,413	(141)	(11.1%)
Supplies and Services	18,219	1,073	19,292	19,208	(92)	19,116	176	0.9%
Third Party Payments	1,953	0	1,953	1,949	0	1,949	4	0.2%
Transfer Payments	52,366	304	52,670	53,047	0	53,047	(377)	(0.7%)
Support Services	6,497	(777)	5,720	5,635	0	5,635	85	1.5%
Depreciation and Impairment Losses	11,807	3,000	14,807	14,807	0	14,807	0	0.0%
<b>GROSS EXPENDITURE</b>	<b>180,235</b>	<b>7,358</b>	<b>187,593</b>	<b>187,062</b>	<b>357</b>	<b>187,419</b>	<b>174</b>	<b>0.1%</b>
Income	(89,622)	(8,111)	(97,733)	(97,908)	957	(96,951)	(782)	(0.8%)
<b>NET EXPENDITURE</b>	<b>90,613</b>	<b>(753)</b>	<b>89,860</b>	<b>89,154</b>	<b>1,314</b>	<b>90,468</b>	<b>(608)</b>	<b>(0.7%)</b>

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2021/22**  
**1 April 2021 to 25 June 2021**

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

Objective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Finance and Resources Directorate	(349)	(5)	(354)	(443)	0	(443)	89	25.1%
Corporate Governance	2,976	(11)	2,965	2,891	49	2,940	25	0.8%
Finance Services	3,407	0	3,407	3,312	0	3,312	95	2.8%
ICT Services	9,406	441	9,847	9,705	0	9,705	142	1.4%
HR, OD and Workforce Strategy	2,532	222	2,754	2,838	0	2,838	(84)	(3.1%)
Customer and Business Services	13,999	(34)	13,965	13,834	328	14,162	(197)	(1.4%)
Housing Benefits	1,559	0	1,559	1,659	0	1,659	(100)	(6.4%)
Property Services	467	0	467	467	0	467	0	0.0%
Social care (non-delegated)	818	0	818	758	0	758	60	7.3%
Change Fund	19	0	19	19	142	161	(142)	(747.4%)
Finance projects	0	0	0	0	0	0	0	0.0%
Audit Services	590	0	590	563	0	563	27	4.6%
<b>NET EXPENDITURE</b>	<b>35,424</b>	<b>613</b>	<b>36,037</b>	<b>35,603</b>	<b>519</b>	<b>36,122</b>	<b>(85)</b>	<b>(0.2%)</b>

Objective Heading	Key Reasons for Significant Projected Variances
Corporate Governance	COVID-19 projection relates to reduced income in the Registration function, primarily due to a decrease in the number of weddings taking place.
ICT Services	Projected underspend is primarily due to staffing vacancies. Anticipated overspends in telephony costs are offset by software cost savings.
HR, OD and Workforce Strategy	It is anticipated that HR will overspend on staffing costs due to ongoing budget pressures.
Customer and Business Services	COVID-19 projection relates to an expected reduction in Statutory Additions income on Council Tax and Non-Domestic Rates. Other projected overspends relate to staffing costs, primarily in frontline services where the need to fill vacancies as they arise is essential, meaning that budgeted turnover targets are not being achieved.
Housing Benefits	An overspend is projected in relation to overpayments of Housing Benefits, based on prior year trends.
Change Fund	COVID-19 projection arises from additional staff costs and overtime across Finance and Resources that has been necessary in order to effectively respond to the pandemic.

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2021/22**  
**1 April 2021 to 25 June 2021**

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

Subjective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Employees	31,785	416	32,201	33,522	134	33,656	(1,455)	(4.5%)
Premises Related	2,551	159	2,710	1,997	0	1,997	713	26.3%
Transport Related	82	(1)	81	51	0	51	30	37.0%
Supplies and Services	8,673	440	9,113	8,567	8	8,575	538	5.9%
Third Party Payments	1,652	0	1,652	1,648	0	1,648	4	0.2%
Transfer Payments	53,617	49	53,666	54,014	0	54,014	(348)	(0.6%)
Support Services	595	(6)	589	504	0	504	85	14.4%
Depreciation and Impairment Losses	0	0	0	0	0	0	0	0.0%
<b>GROSS EXPENDITURE</b>	<b>98,955</b>	<b>1,057</b>	<b>100,012</b>	<b>100,303</b>	<b>142</b>	<b>100,445</b>	<b>(433)</b>	<b>78.7%</b>
Income	(63,531)	(444)	(63,975)	(64,700)	377	(64,323)	348	0.5%
<b>NET EXPENDITURE</b>	<b>35,424</b>	<b>613</b>	<b>36,037</b>	<b>35,603</b>	<b>519</b>	<b>36,122</b>	<b>(85)</b>	<b>(0.2%)</b>

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2021/22**  
**1 April 2021 to 25 June 2021**

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

Objective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Building Services	(83)	(160)	(243)	(243)	290	47	(290)	119.3%
Street Lighting Maintenance Work	373	0	373	544	0	544	(171)	(45.8%)
Public Building Repairs	3,472	16	3,488	3,488	0	3,488	0	0.0%
Soft Facilities Management Services	12,672	6	12,678	12,235	505	12,740	(62)	(0.5%)
<b>NET EXPENDITURE</b>	<b>16,434</b>	<b>(138)</b>	<b>16,296</b>	<b>16,024</b>	<b>795</b>	<b>16,819</b>	<b>(523)</b>	<b>(3.2%)</b>

Objective Heading	Key Reasons for Significant Projected Variances
Building Services	The price of materials have increased significantly, due to supply issues because of the ongoing pandemic.
Street Lighting Maintenance Work	The street lighting cabling infrastructure, including control panels and safety boxes is getting older resulting in an increased need for essential repairs and maintenance. Investment options will be evaluated, with a view to potentially reducing the increasing cost of ongoing repairs.

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2021/22**  
**1 April 2021 to 25 June 2021**

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

Subjective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Employees	19,086	3,911	22,997	21,484	315	21,799	1,198	5.2%
Premises Related	3,108	51	3,159	3,188		3,188	(29)	(0.9%)
Transport Related	734	446	1,180	1,350		1,350	(170)	(14.4%)
Supplies and Services	5,496	2,893	8,389	8,851	(100)	8,751	(362)	(4.3%)
Third Party Payments	0	0	0	0		0	0	0.0%
Transfer Payments	1	0	1	31		31	(30)	(3000.0%)
Support Services	866	228	1,094	1,094		1,094	0	0.0%
Depreciation and Impairment Losses	0	0	0	0		0	0	0.0%
<b>GROSS EXPENDITURE</b>	<b>29,291</b>	<b>7,529</b>	<b>36,820</b>	<b>35,998</b>	<b>215</b>	<b>36,213</b>	<b>607</b>	<b>1.6%</b>
Income	(12,857)	(7,667)	(20,524)	(19,974)	580	(19,394)	(1,130)	(5.5%)
<b>NET EXPENDITURE</b>	<b>16,434</b>	<b>(138)</b>	<b>16,296</b>	<b>16,024</b>	<b>795</b>	<b>16,819</b>	<b>(523)</b>	<b>(3.2%)</b>

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2021/22**  
**1 April 2021 to 25 June 2021**

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

Subjective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Employees	29,314	(1,223)	28,091	28,091	0	28,091	0	0.0%
Premises Related	2,721	0	2,721	2,721	0	2,721	0	0.0%
Transport Related	12	0	12	12	0	12	0	0.0%
Supplies and Services	4,050	(2,260)	1,790	1,790	0	1,790	0	0.0%
Third Party Payments	301	0	301	301	0	301	0	0.0%
Transfer Payments	(1,253)	255	(998)	(998)	0	(998)	0	0.0%
Support Services	5,037	(1,000)	4,037	4,037	0	4,037	0	0.0%
Depreciation and Impairment Losses	11,807	3,000	14,807	14,807	0	14,807	0	0.0%
<b>GROSS EXPENDITURE</b>	<b>51,989</b>	<b>(1,228)</b>	<b>50,761</b>	<b>50,761</b>	<b>0</b>	<b>50,761</b>	<b>0</b>	<b>0.0%</b>
Income	(13,234)	0	(13,234)	(13,234)	0	(13,234)	0	0.0%
<b>NET EXPENDITURE</b>	<b>38,755</b>	<b>(1,228)</b>	<b>37,527</b>	<b>37,527</b>	<b>0</b>	<b>37,527</b>	<b>0</b>	<b>0.0%</b>



1 April 2021 to 25 June 2021

## POLICY BOARD : FINANCE, RESOURCES &amp; CUSTOMER SERVICES

Project Title	Current Year 2021/22							Full Programme - All years	
	Prior Years Expenditure to 31/03/2021*	Approved Budget 2021/22	Budget Adjustments 2021/22	Revised Budget 2021/22	Projected Outturn 2021/22	Budget Variance (Adverse) or Favourable		Total Approved Budget to 31 March 2026	Budget Variance (Adverse) or Favourable
	£000	£000	£000	£000	£000	£000	%	£000	%
<b>CORPORATE PROJECTS</b>									
ICT Infrastructure Maint & Renewal Programme	0	1,955	433	2,388	2,388	0	0%	3,988	0%
Strategic Asset Management Fund	0	2,500	(2,500)	0	0	0	0%	0	0%
Energy Efficiency Programme	0	147	0	147	147	0	0%	147	0%
Lifecycle Capital Maintenance (LCM) Fund	0	5,663	(567)	5,096	5,096	0	0%	9,852	0%
Digital Infrastructure Provision	1,936	300	(300)	0	0	0	0%	1,936	0%
Community Empowerment Fund	124	534	0	534	534	0	0%	951	0%
Greenspaces and Parks	396	442	(40)	402	402	0	0%	1,036	0%
Villages Improvement Fund	0	150	0	150	150	0	0%	150	0%
<b>TOTAL</b>	<b>2,456</b>	<b>11,691</b>	<b>(2,974)</b>	<b>8,717</b>	<b>8,717</b>	<b>0</b>	<b>0%</b>	<b>18,060</b>	<b>0%</b>

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

Objective Heading	Key Reasons for Significant Projected Variances

<I:\aa Service Accounting\Budget Monitoring\2020-2021\Board Reports from Services\Period 3\Finance and Resources\Capital FARCS Board Report Figures P3 2020-21.xlsx>






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

**On:** 1 September 2021

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

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**Heading:** Revenue and Capital Budget Monitoring – Council Overview as at 25 June 2021

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## **1. Summary of Financial Position**

- 1.1. The projected Revenue outturn at 31 March 2022 for all services is an overspend of £5.872m.
- 1.2. The projected Capital outturn at 31 March 2022 for all services is an underspend of £0.400m against the revised budget for the year.
- 1.3. This is split between General Fund Services and the Housing Revenue Account (HRA) in the table below, with further analysis is provided in the Appendices.
- 1.4. For the financial year 2021/22, the projected outturn position is split into Core (or business as usual) and COVID-19 related variances to help readers understand the impact of the pandemic on service finances.
- 1.5. Included in the Projected Outturn relating to COVID-19, but not detailed in the service figures in the appendices is a projected under-recovery in Council Tax income of £0.500m arising from the economic impact of the pandemic. This figure represents around 0.5% of budgeted council tax income in the year. This forecast will continue to be kept under close review and will be updated as the year closes.

<b>Table 1: Revenue</b>						
<b>Division</b>	<b>Revised Annual Budget £000</b>	<b>Projected Outturn Core £000</b>	<b>Projected Outturn COVID-19 £000</b>	<b>Total Projected Outturn £000</b>	<b>Budget Variance (Adv)/Fav £000</b>	<b>Budget Variance %</b>
General Fund Services	452,192	449,398	8,691	<b>458,089</b>	(5,897)	(1.3%)
Housing Revenue Account	0	5	(30)	<b>(25)</b>	25	0.0%
<b>Total</b>	<b>452,192</b>	<b>449,403</b>	<b>8,661</b>	<b>458,064</b>	<b>(5,872)</b>	<b>(1.3%)</b>

<b>Table 2: Capital</b>						
<b>Division</b>	<b>Revised Annual Budget £000</b>	<b>Projected Outturn Core £000</b>	<b>Projected Outturn COVID-19 £000</b>	<b>Total Projected Outturn £000</b>	<b>Budget Variance (Adv)/Fav £000</b>	<b>Budget Variance %</b>
General Fund Services	98,601	98,201	0	<b>98,201</b>	400	0.4%
Housing Revenue Account	25,266	25,266	0	<b>25,266</b>	0	0.0%
<b>Total</b>	<b>123,867</b>	<b>123,467</b>	<b>0</b>	<b>123,467</b>	<b>0</b>	<b>0.00%</b>

## 2. Recommendations

Members are requested to:

- 2.1. Note the projected Revenue outturn position detailed in Table 1 above, considering that the forecast position is based on best estimates and confirmed government support at this point in time; and
- 2.2. Note the projected Capital outturn position detailed in Table 2 above.

## 3. Revenue Monitoring

- 3.1. The Revenue Budget Monitoring report at Appendix 1 identifies a projected annual overspend of £5.372m (1.2% of total budget) for all Services. Details for all services can be also be found here, along with an explanation of significant projected variances.
- 3.2. The projected outturn is based on information currently available, and assumptions made by service budget holders. Any changes to these projections will be detailed in future reports to this board.
- 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. The most significant areas to bring to member's attention relate to the projected impact of COVID19 on both Renfrewshire Leisure and the HSCP.

- RL is likely to continue to experience a degree of operational restrictions over the coming year following the Scottish Government route map out of the pandemic, as well as the potential impact from both temporary and more permanent behavioural changes across society that may emerge as the recovery process progresses across the country. There is therefore an expectation that RL will continue to experience increased costs and reduced revenue generation in the short to medium term. It is projected that the Council may require to provide RL with up to an additional £1.3m of financial support over 2021/22. The Board and management team of RL will continue to try to put in place appropriate mitigation measures over the course of the year and support the overall recovery of their operations and services as restrictions relax. However the level of support from the furlough scheme secured last financial year will reduce as UK government support for the scheme unwinds over the course of 2021/22 and this is expected to result in a greater financial pressure being experienced in 2021/22 in comparison to 2020/21.
- Within adult services managed by Renfrewshire HSCP, the service continues to take significant action in response to the pandemic, including providing substantial levels of support to external care providers in order to ensure their ongoing financial sustainability. As at period 3, the service estimates that costs of £6.2m will be incurred specifically in relation to COVID-19 by the end of the financial year, with this cost predominantly being related to financial sustainability payments to private adult and elderly care providers. The Scottish Government has again provided confirmation that all reasonable additional costs associated specifically with the crisis will be fully funded and funding will be allocated to the HSCP's on this basis, once all Covid related reserves have been fully utilised. In this context, additional costs specifically relating to the COVID response are not therefore included within this report with the clear expectation that these costs will be funded directly by the Scottish Government. Outwith COVID19 specific costs, the service is forecasting a £1.44m underspend on core service provision primarily due to vacancies across a range of service areas.

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

4.1. The General Services Capital Investment Programme 2021/22 to 2025/26 was approved by the Council on 4 March 2021. For General Fund Services the approved capital spend for 2021/22 is £98.601m.

- 4.2. The Capital Monitoring report at Appendix 2 indicates a projected underspend of £0.400m in the approved capital programme for General Fund Services for the year.
- 4.3. The HRA Capital Investment Programme 2021/22 to 2023/24 was approved by the Council on 4 March 2021. For the HRA the approved capital spend for 2021/22 is £25.266m.
- 4.4. The Capital Monitoring report at Appendix 3 indicates a break-even position in the approved capital programme for the HRA for the year. Further detail, including reasons for significant variances, can be found at Appendix 3.

However, it should be noted that due to significant pressures that are emerging in construction commodities and supply chains (in particular steel) it is anticipated that a second wave of COVID19 driven cost pressures will emerge on capital projects. Greater clarity in the scale and reach of this emerging risk is expected to emerge over coming weeks and months, however it is expected that there will be a requirement to earmark a proportion of the Council's flexible COVID19 reserves to manage this risk moving forward. Further details in this regard will be provided in future reports as well as part of the Council's financial outlook update to Council in late September.

## 5. Capital Overview

- 5.1. The Council must determine and keep under review the maximum amount it can afford to allocate to capital expenditure. In addition, the Council must also keep under review its Capital Financing Requirement (CFR) i.e. the level of resources that are used to fund capital expenditure over the longer term, rather than at point of spend. It is also the duty of the Council to have regard to the Prudential Code in setting its capital expenditure limit and its capital expenditure requirement.
- 5.2. The limit on capital expenditure that the Council has set for 2021/22 is shown in the table below. The limit is based on the resources available to fund the capital programmes, split between Housing and Non-Housing Services, but excludes the Public Sector Housing Grant, as this is not considered to be capital spend.

	<b>Approved Plan £m</b>	<b>Forecast Expenditure £m</b>
Non-Housing	115.679	98.601
Housing	25.602	25.266
<b>Total</b>	<b>141.281</b>	<b>123.867</b>

- 5.3. The CFR set by the Council for 2021/22 is shown in the table below and is split between Housing and Non-Housing Services. The projected outturn at 31 March 2022 is also shown. Any significant increase in the capital expenditure limit that is not funded at point of spend will result in an increase in the CFR.

	<b>Approved CFR to 31 March 2022 £m</b>	<b>Projected CFR to 31 March 2022 £m</b>
Non-Housing	341	298
Housing	119	112
<b>Total</b>	<b>460</b>	<b>410</b>

## **6. Housing Services Programme**

- 6.1. The programme approved by the Council on 4 March 2021 totalled £25.602m. The revised programme currently stands at £25.266m, a reduction of £0.336m resulting from the net effect of budget brought forward from 2020/21 of £0.664m and projects re-profiled to 2022/23 of £1.000m. These projects relate mainly to cash flow timings for the Council House New Build projects.
- 6.2. Capital expenditure to 25 June 2021 amounted to £1.827m and represents 9% of the available resources, compared to 5% for the same period in 2020/21. Spending was lower in the first quarter of 2020/21 as a result of the lack of activity during the first wave of the COVID-19 pandemic.
- 6.3. Capital income totalling £0.250m has been received to 25 June 2021. This represents 5% of the total anticipated income and compares with 7% for the equivalent period in 2020/21.
- 6.4. The projected outturn position, after the budget changes, is for the Housing Services Programme to break even. However, inflationary impacts of delay to work and estimates of costs complying with new guidelines, such as social distancing sites, are still ongoing and may result in this being revised at a future date.

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

- 7.1. The programme approved by Council on 4 March 2021 totalled £114.129m. The current programme totals £98.601m, a decrease of £15.528m resulting from the net effect of budget increases of £1.991m, mainly from increases to Strathclyde Passenger Transport grant and Clyde Mission Fund Grant. Net budget brought forward from 2020/21 to 2021/22 of £8.938m and projects re-profiled from 2021/22 to 2022/23 of £26.457m. The projects re-profiled into 2022/23 centre around City Deal and the Paisley Town Centre and Infrastructure Projects due to the revised cash flows of the projects.

- 7.2. Capital expenditure to 25 June 2021 totals £8.999m and represents 9% of the available resources, compared to 5% for the equivalent period in 2020/21.
- 7.3. Capital income totalling £7.905m has been received to 25 June 2021. This represents 20% of the total anticipated income, compared to 43% for the equivalent period in 2020/21. Capital grant for Early Years Expansion and Town Centre Capital Fund had been received in advance of expenditure in 2020/21.
- 7.4. The projected outturn position after the budget changes is an underspend of £0.400m. However, as in 6.4, the full impact of the COVID-19 on capital costs has not been determined with increased costs through inflation and compliance expected to increase the risk of overspends within the capital programme.
- 7.5. It is anticipated that due to emerging pressures in capital building projects in relation to construction supplies costs (particularly steel) that additional funding may require to be allocated to a number of projects funded from Covid specific reserve balances. Future reports will provide further detail as discussion with contractors on these issues develops.

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

- 8.1. The overall budget provision for this programme is included within the revenue budget. However, in order to monitor the performance of the individual programmes, it is included within capital budget monitoring procedures.
- 8.2. The Council approved expenditure up to £1.550m for 2021/22. The programme currently stands at £1.390m, a decrease in budget of £0.160m as a result of projects re-profiled into 2022/23.
- 8.3. The programme is expected to fully spend by 31 March 2022 and will be contained within the overall resources.

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## **Implications of this report**

- 1. **Financial** – The projected budget outturn position for General Fund Services Revenue budget is an overspend of £5.897m and for the HRA Revenue budget is an underspend of £0.025m. Income and expenditure will continue to be monitored closely for the rest of the financial year and, where necessary, steps will be taken to mitigate overspends.

The projected outturn position for General Fund Services Capital budget is an underspend of £0.400m and for the HRA Capital budget is break-even.



The Capital programme will continue to be monitored closely for the rest of the financial year and, where necessary, steps will be taken to mitigate any overspend.

Any changes to current projections in either Revenue or Capital budgets will be detailed in the Annual Accounts outturn report to Council in June.

**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.

**6. Information Technology**

None directly arising from this report.

**7. Equality and Human Rights**

The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

**8. Health and Safety**

None directly arising from this report.

**9. Procurement**

None directly arising from this report.

**10. Risk**

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

**11. Privacy Impact**

None directly arising from this report.

**12. Cosla Policy Position**

N/a.

**13. Climate Risk**

None directly arising from this report.

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**List of Background Papers**

Revenue Budget and Council Tax 2021/22. Council, 4th March 2021.

Non-Housing Capital Investment Programme, Prudential Framework and Treasury Management Strategy, and Capital Strategy 2021/22 – 2025/26. Council, 4th March 2021.

Housing Revenue Account Budget & Rent Levels 2021/22 and Housing Capital Investment Plan 2021/22 to 2023/24. Council, 4th March 2021.

A Prudential Framework for Capital Finance – Progress Report. Council, 17 December 2020

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

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2021/22**  
**1 April 2021 to 25 June 2021**

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

Policy Board	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Communities, Housing and Planning Services	12,060	504	12,564	12,564	149	12,713	(149)	(1.2%)
Education and Children's Services	219,092	1,078	220,170	220,910	687	221,597	(1,427)	(0.6%)
Infrastructure, Land and Environment	31,102	903	32,005	31,754	3,205	34,959	(2,954)	(9.2%)
Finance, Resources and Customer Services	90,612	(752)	89,860	89,154	1,314	90,468	(608)	(0.7%)
Adult Services	74,359	(3)	74,356	72,916	0	72,916	1,440	1.9%
Chief Executive's Service	20,906	2,331	23,237	22,101	2,835	24,936	(1,699)	(7.3%)
<b>GENERAL SERVICES NET EXPENDITURE</b>	<b>448,131</b>	<b>4,061</b>	<b>452,192</b>	<b>449,398</b>	<b>8,191</b>	<b>457,589</b>	<b>(5,397)</b>	<b>(1.2%)</b>
Housing Revenue Account (HRA)	0	0	0	5	(30)	(25)	25	0.0%
<b>NET EXPENDITURE</b>	<b>448,131</b>	<b>4,061</b>	<b>452,192</b>	<b>449,403</b>	<b>8,161</b>	<b>457,564</b>	<b>(5,372)</b>	<b>(1.2%)</b>

Policy Board	Key Reasons for Significant Projected Variance
Communities, Housing and Planning Services	The projected year end overspend is £0.149m. This is due to Public Protection and an under-recovery in rental of halls, etc, for Community Learning, which is a direct result of Covid.
Education and Children's Services	The projected year end overspend is £1.427m. This is due to overspends in employee costs for Additional Support Needs and Children and Families.
Infrastructure, Land and Environment	<p>The projected year end overspend is £2.954m. This is mostly due to overspends in Refuse Collection and Disposal. The pandemic continues to result in increased costs of absence and holiday cover, and additional employee and vehicle costs for adherence to social distancing measures. At present these additional measures are forecast to remain in place for the full financial year. There is also an expected overspend on the supply of household waste bins, partly due to increased prices.</p> <p>There continues to be a significant increase in household waste for both residual and recycling tonnages, resulting in a forecast increase in the costs of disposal, compared to pre pandemic years. In addition, there is an expected loss of income from both scrap metal and textile contracts.</p> <p>Further overspends incurred in Parking. Off street parking charges are currently suspended and at present this is forecast to remain in place for the full year. In addition, both on street parking and fine recovery is forecast to remain significantly lower due to the pandemic</p> <p>These overspends have been offset with underspends in Social Care Transport with increased income recovery and Sustainability and Place due to vacancy management.</p>
Finance, Resources and Customer Services	The projected year end overspend is £0.608m. This is due to additional staff costs and overtime across Finance and Resources that has been necessary in order to effectively respond to the pandemic. Overspends in Building Services is due to price increases affected by supply due to Covid pandemic. The street lighting cabling infrastructure, including control panels and safety boxes is getting older resulting in an increased need for essential repairs and maintenance. Investment options will be evaluated, with a view to potentially reducing the increasing cost of ongoing repairs.
Adult Services	The projected year end underspend is £1.440m. This is due to employee costs reflecting vacancies due to recruitment issues and under occupancy in external care homes due to COVID pandemic.

Policy Board	Key Reasons for Significant Projected Variance
Chief Executives	The projected year end overspend is £1.699m. The adverse variance reflects the projected costs of support Renfrewshire Leisure with a revised level of requisition resulting from the continued limitations on service delivery over the coming year (in following the Scottish Government route map out of the pandemic). Furthermore, the is overspend in the Cultural Infrastructure Programme which will be drawn down from earmarked reserves as required.
Housing Revenue Account (HRA)	The projected year end overspend is £0.025m due to reduced debt/arrears recovery costs as a result of Covid. It should be noted that within the HRA, employee costs are projected to be underspent by £175K and this underspend will be offset by additional Legal Costs.

## REVENUE BUDGET MONITORING STATEMENT 2021/22

1 April 2021 to 25 June 2021





## POLICY BOARD : FINANCE, RESOURCES &amp; CUSTOMER SERVICES - OVERVIEW

Subjective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	£000	£000	%
Employees	303,969	13,674	317,644	316,843	3,426	320,268	(2,624)	(0.8%)
Premises Related	35,424	408	35,832	35,702	215	35,917	(85)	(0.2%)
Transport Related	12,306	768	13,074	13,512	301	13,813	(739)	(5.7%)
Supplies and Services	85,084	(2,250)	82,834	82,445	1,822	84,267	(1,433)	(1.7%)
Third Party Payments	79,725	3,523	83,248	82,439	3,121	85,560	(2,312)	(2.8%)
Transfer Payments	77,701	1,749	79,450	78,593	2,723	81,316	(1,866)	(2.3%)
Support Services	10,584	(480)	10,104	10,025	1	10,026	78	0.8%
Depreciation and Impairment Losses	33,605	3,470	37,075	37,075	0	37,075	0	0.0%
<b>GROSS EXPENDITURE</b>	<b>638,398</b>	<b>20,862</b>	<b>659,261</b>	<b>656,633</b>	<b>11,609</b>	<b>668,242</b>	<b>(8,981)</b>	<b>(1.4%)</b>
Income	(190,267)	(16,802)	(207,069)	(207,230)	(3,448)	(210,678)	3,609	1.7%
<b>NET EXPENDITURE</b>	<b>448,131</b>	<b>4,060</b>	<b>452,192</b>	<b>449,403</b>	<b>8,161</b>	<b>457,564</b>	<b>(5,372)</b>	<b>(1.2%)</b>

**RENFREWSHIRE COUNCIL**  
**CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES**  
 1st April to 25th June 2021  
**POLICY BOARD: FINANCE, RESOURCES & CUSTOMER SERVICES**

		Current Year 2021-22						Full Programme - All years			
	Prior Years Expenditure to 31/03/2021*	Approved Budget 2021-22	Budget Adjustments in 2021-22	Revised Budget 2021-22	Projected Outturn 2021-22	Budget Variance (Adverse) or Favourable		Total Approved Budget to 31-Mar-26 £000	Projected Outturn to 31-Mar-26 £000	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000						
<b>EDUCATION &amp; CHILDREN'S SERVICES</b>											
Education & Children's Services	73,723	13,062	(1,388)	11,674	11,274	400	3%	136,603	136,203	400	0%
<b>TOTAL</b>	<b>73,723</b>	<b>13,062</b>	<b>(1,388)</b>	<b>11,674</b>	<b>11,274</b>	<b>400</b>	<b>3%</b>	<b>136,603</b>	<b>136,203</b>	<b>400</b>	<b>0%</b>
<b>COMMUNITIES, HOUSING &amp; PLANNING</b>											
Housing(HRA)	28,128	25,602	(336)	25,266	25,266	0	0%	154,807	154,807	0	0%
Housing(PSHG)	0	1,550	(160)	1,390	1,390	0	0%	1,686	1,686	0	0%
Development & Housing	0	70	0	70	70	0	0%	70	70	0	0%
<b>TOTAL</b>	<b>28,128</b>	<b>27,222</b>	<b>(496)</b>	<b>26,726</b>	<b>26,726</b>	<b>0</b>	<b>0%</b>	<b>156,563</b>	<b>156,563</b>	<b>0</b>	<b>0%</b>
<b>INFRASTRUCTURE, LAND &amp; ENVIRONMENT</b>											
Environment & Infrastructure	19,100	14,181	6,198	20,379	20,379	0	0%	53,116	53,116	0	0%
<b>TOTAL</b>	<b>19,100</b>	<b>14,181</b>	<b>6,198</b>	<b>20,379</b>	<b>20,379</b>	<b>0</b>	<b>0%</b>	<b>53,116</b>	<b>53,116</b>	<b>0</b>	<b>0%</b>
<b>FINANCE, RESOURCES &amp; CUSTOMER SERVICES</b>											
Corporate Projects	2,456	11,691	(2,974)	8,717	8,717	0	0%	18,060	18,060	0	0%
<b>TOTAL</b>	<b>2,456</b>	<b>11,691</b>	<b>(2,974)</b>	<b>8,717</b>	<b>8,717</b>	<b>0</b>	<b>0%</b>	<b>18,060</b>	<b>18,060</b>	<b>0</b>	<b>0%</b>
<b>LEADERSHIP</b>											
Leisure Services	56,019	2,474	944	3,418	3,418	0	0%	59,937	59,937	0	0%
Chief Executives	69,202	72,651	(18,308)	54,343	54,343	0	0%	406,290	406,290	0	0%
<b>TOTAL</b>	<b>125,221</b>	<b>75,125</b>	<b>(17,364)</b>	<b>57,761</b>	<b>57,761</b>	<b>0</b>	<b>0%</b>	<b>466,227</b>	<b>466,227</b>	<b>0</b>	<b>0%</b>
<b>TOTAL ALL BOARDS</b>	<b>248,628</b>	<b>141,281</b>	<b>(16,024)</b>	<b>125,257</b>	<b>124,857</b>	<b>400</b>	<b>0%</b>	<b>830,569</b>	<b>830,169</b>	<b>400</b>	<b>0%</b>
<b>MADE UP OF :-</b>											
Non-Housing Programme	220,500	114,129	(15,528)	98,601	98,201	400	0%	674,076	673,676	400	0%
Housing Programme(HRA)	28,128	25,602	(336)	25,266	25,266	0	0%	154,807	154,807	0	0%
Housing Programme(PSHG)	0	1,550	(160)	1,390	1,390	0	0%	1,686	1,686	0	0%
<b>PROGRAMME TOTAL</b>	<b>248,628</b>	<b>141,281</b>	<b>(16,024)</b>	<b>125,257</b>	<b>124,857</b>	<b>400</b>	<b>0.3%</b>	<b>830,569</b>	<b>830,169</b>	<b>400</b>	<b>0%</b>

**RENFREWSHIRE COUNCIL**  
**2021/22 CAPITAL BUDGETS MONITORING SUMMARY REPORT TO 25 JUNE 2021**

	2021/22			
	Housing Services	Non Housing Services	PSHG Programme	Total
<b>A. RESOURCES AVAILABLE TO FUND CAPITAL PROGRAMME</b>	£'000	£'000	£'000	£'000
1. Prudential Borrowing	20,065	58,743		78,808
2a. General Capital Grant		11,871	200	12,071
2b. Specific Capital Grant	5,201	3,936		9,137
3. Usable Capital Receipts	0	23,468		23,468
4. Contribution From Current Revenue (CFCR)	0	583	1,190	1,773
5. Total Resource Availability	<b>25,266</b>	<b>98,601</b>	<b>1,390</b>	<b>125,257</b>
<b>B. CAPITAL PROGRAMME</b>				
6. Resources Available	25,266	98,601	1,390	125,257
7. Current Programme	25,266 100%	98,601 100%	1,390 100%	125,257 100%
<b>C. ACTUAL EXPENDITURE VS PROJECTED</b>				
8. Resource Availability	25,266	98,601	1,390	125,257
9. Cash Spent at 25 June 2021	1,827 7% 	8,999 9% 	131 9%	10,957 9%
10. Cash to be Spent by 31 March 2022	23,439	89,602	1,259	114,300
<b>D. ACTUAL RECEIPTS VS PROJECTED</b>				
11. Current Programme (total receipts expected)	5,201	39,275	200	44,676
12. Actual Cash Received at 25 June 2021	250 5% 	7,905 20% 	50 25%	8,205 18%
13. Receipts to be received by 31 March 2022	4,951	31,370	150	36,471





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

**On:** 01 September 2021

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

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**Heading:** Customer & Business Services Performance Report

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**1. Summary**

- 1.1 This report details performance across key Customer & Business Service (CBS) functions including revenue collection and benefit administration for the period ending 28 July 2021 (including an update on the funding and expenditure position in relation to Discretionary Housing Payments (DHP) and the Scottish Welfare Fund) as well as an update on delivery of the low Income Pandemic Payment. This report also provides a performance update in relation to customer services provision for July and year to date.

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**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<sup>th</sup> July 2021 for Council Tax. It also provides details of the total sums collected for the previous financial year.
- 3.1.2 The billable sum for 2021/22 is £88,544,063.
- 3.1.3 The sums collected to date for 2021/22 are £36,975,286 which is 41.76% of the billable sum. This represents an increase of 1.22% in cash collection as a proportion of net charges billed compared with the same position for 2020/21. Aligned with other local authorities, recovery action had been suspended during the earlier part of the previous financial year leading to reduced/delayed income.
- 3.1.4 The Council Tax Reduction awarded is £13,859,433 amounting to 13.53% of the billable sum, which is 1.05% less than at the same point last year.
- 3.1.5 The Service continues to encourage the take-up of Council Tax Reduction. Activities include close tracking of potential applications and data matching to maximise Council Tax Reduction awards.

#### **3.2 Non-Domestic Rates**

- 3.2.1 This section details the collection performance as at 28<sup>th</sup> July 2021 for Non-Domestic Rates (NDR). It also provides details of the total sums collected for the last financial year.
- 3.2.2 The Non-Domestic Rates (NDR) charges billed for 2021/22 amount to £91,961,149, this is significantly higher the levied amount of £79,433,625 for 2020/21. Reduced take-up of Covid-19 reliefs by larger retailers largely accounts for the increase.
- 3.2.3 The cash receipts to date amount to £23,421,370 which is 25.47% of the sum billed. This is an increase in cash collection as a proportion of net charges billed of 23.60% compared with the same position for 2020/21.
- 3.2.4 During 2020/21 the introduction of Covid-19 reliefs, and delays in the provision of software changes to deal with these, delayed the billing of Non-Domestic Rates till July. Consequently, payment collection only commenced in August 2020 as opposed to the normal May date.

### **4. Benefit administration**

- 4.1. This section details the processing performance in relation to Housing Benefit and the Scottish Welfare Fund, as at the end of July 2021. Also provided is an update on the funding and expenditure position in relation to Discretionary Housing Payments (DHP) and the Scottish Welfare Fund.
- 4.2 The Service continues to successfully balance the varied and changing workload resulting from the impact of the pandemic.

#### 4.3 **Speed of Processing – Housing/Council Tax Benefit**

- 4.3.1 As detailed in Table 1 below, processing speed for New Claims is well within target, due to a revised, improved process.
- 4.3.2 In relation to New Claims processed within 14 days of all information received, this measure is also within target for the period.
- 4.3.3 Processing of Changes in Circumstance (CIC) is well within target for the year to date but slightly over target for the reporting period during which period resource was diverted to processing increased volumes of Self-Isolation Support Grants.

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

**Table 1 – Performance Summary**

<b>Performance measure</b>	<b>5 Week Reporting Period 11 June 2021 to 15 July 2021</b>	<b>Year to date position</b>	<b>Annual Target</b>
New Claims – processing time	15 days	13 days	24 days
New Claims - % processed within 14 days of all information received	95%	95 %	92%
Changes in Circumstance – processing time	12 days	5 days	10 days

#### 4.4 **Discretionary Housing Payments**

- 4.4.1 The total budget for Discretionary Housing Payments for 2021/22 is shown in table 2 below.
- 4.4.2 Funding for DHP was previously provided to Local Authorities by the Department for Work and Pensions, following the new social security powers devolved to the Scottish Government (SG), DHP funding is now provided entirely by SG. The total budget is detailed in table 2 below and shows the indicative spending split provided to the Council.
- 4.4.2 The DHP budget has been calculated to include the full Scottish Government estimate of the amount of funding required to fully mitigate the effect of the Bedroom Tax. This estimate includes a 20% reserve allocation which will be paid in May 2022, if required.
- 4.4.3 In line with DHP Policy and DHP Regulations, the Service makes awards to fully mitigate the effect of the Bedroom Tax and maximise spend within the year.

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

**Table 2 – DHP Budget**

<b>Funding – indicative allocations</b>	<b>amount</b>
Renfrewshire Council	£100,000
Financial Hardship (non Benefit Cap) – Scottish Government	£93,733
Financial Hardship (Benefit Cap) – Scottish Government	£180,862
Bedroom Tax* – Scottish Government	£2,468,924
<b>Total budget for the year</b>	<b>£2,843,519</b>

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

**Table 3 – DHP Performance Summary**

<b>Measure</b>	<b>1 April 2021 to 31 July 2021</b>
Volume of DHP applications received	3,832 applications
Volume of DHP decisions made	3,348 decisions
Number of DHP awards	3,321 awards
Average processing time (target 29 days)	10 days
<b>Total amount committed/paid</b>	<b>£2,008,768</b>

## 4.5 The Scottish Welfare Fund

- 4.5.1 The Scottish Welfare Fund (SWF) provides a safety net for vulnerable people on low incomes through the provision of Community Care Grants and Crisis Grants. The Scottish Welfare Fund is a national scheme, underpinned by law and delivered on behalf of the Scottish Government by all local councils. The SWF replaced elements of the Social Fund abolished by the Department for Work and Pensions in 2013.
- 4.5.2 The Service makes awards in 2021/22 in line with Scottish Government guidance and had spent 33% of its total budget for the Scottish Welfare Fund (SWF) by the end of July 2021.

- 4.5.3 The Scottish Government allocated additional resources of £22 million across Scotland to meet additional demand for Crisis Grants and Community Care Grants, arising because of COVID-19. This resulted in an additional £0.782M being allocated to Renfrewshire, £0.424M of which is available in the 2021/22 budget.
- 4.5.4 The performance data relating to the Fund is presented in table 4 below. The Service has processed Crisis and Community Care Grants within target.
- 4.5.5 From October 2020, the Scottish Government committed to providing a grant of £500 to individuals who are in receipt of low-income benefits and who lost income because they are required to self-isolate to prevent the spread of COVID-19.
- 4.5.7 The Scottish Welfare Fund was determined to be the legislative and delivery mechanism for Self-Isolation Support Grants (SISGs) in the form of Crisis Grants, as they are designed to provide occasional support to people facing immediate financial need which poses a risk to their health and wellbeing.
- 4.5.8 The Service made necessary operational arrangements to support the assessment, processing, and payment of SISGs. During July 1,088 applications were received which represents an 898% increase from the monthly average received during April and May. Table 5 below outlines the key performance information.

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

<b>Measure</b>	<b>1 April 2021 to 31 July 2021</b>
Number of Crisis Grant applications received	2,898
Number of Crisis Grant Awards	2,142
<b>Total amount paid for Crisis Grants</b>	<b>£222,481</b>
<b>Average Processing time (2 working days target)</b>	<b>2 days</b>
<b>Average Processing time within July</b>	<b>2 days</b>
Number of Community Care Grant applications received	766
Number of Community Care Grant Awards	446
<b>Total amount paid for Community Care Grant</b>	<b>£336,383</b>
<b>Average processing time year to date (15 working days target)</b>	<b>10 days</b>
<b>Average processing time within July</b>	<b>12 days</b>
<b>Total amount paid/committed from the fund</b>	<b>£558,864</b>
<b>Budget provided by Scottish Government</b>	<b>£1,675,804</b>

**Table 5 – SWF Performance Summary (Self-Isolation Support Grants) (SISG)**

<b>Measure</b>	<b>1 April 2021 to 31 July 2021</b>
Number of SISG applications received	1,901
Number of SISG Awards	1,184
<b>Average Processing time (1 working day target)</b>	<b>4 days</b>
<b>Average Processing time within July</b>	<b>5 days</b>
<b>Total amount paid/committed from the fund</b>	<b>£592,000</b>
<b>Budget provided by Scottish Government</b>	<b>£592,000</b>

## **5. Low Income Pandemic Payment**

- 5.1 Scottish Government and COSLA have agreed that local authorities will act as the Scottish Government delivery agent for the Low Income Pandemic Payment; a £130 Low Income Pandemic Payment (LIPP) will be made to each household in receipt of Council Tax Reduction in April 2021 and to additional households who are either exempt from Council Tax or who have no liability.
- 5.2 It is anticipated that around 20,000 Renfrewshire households will benefit from this payment. The payment is intended to support the wellbeing of people living on low incomes and help them to manage the ongoing impacts of the pandemic on their household finances.
- 5.3 The payment can be used by recipients as they see fit and there is no requirement or expectation that payments received are used for a particular purpose. Common uses may include purchasing essentials, such as food and fuel.
- 5.4 LIPP payment will be made to households that meet the eligibility criteria by 31 October 2021.
- 5.5 At the middle of July, information letters were issued to 19,936 eligible households, advising them that they are eligible for the payment and explaining that they will be invited by letter to complete an on-line form to provide their bank account information.
- 5.6 To support effective delivery of this payment, invitation letters are currently being issued in batches giving guidance on how to access the form and explaining what information is required. The letters also explain how customers can request assistance to complete the form. Once the on-line form is completed by the council tax reduction recipient, validation checks will be carried out to minimise the risk of fraud before payments are issued, normally within 2 working days.

- 5.8 It is expected that following the deployment of this batch process full delivery will be completed in a 12-14 week period.
- 5.9 By 20<sup>th</sup> August 2021 9,072 invitation letters had been issued and 3,940 payments, totalling £512,200, had been paid to customers.

## 6. Customer Service Provision

- 6.1 This section details the performance of the customer service for July 2021, and the current year to date position.
- 6.1.1 The report provides an update on the overall contact centre call handling volumes and response times. Face-to-face services remain closed because of the pandemic; however, plans are progressing to start a phased re-introduction of critical face to face services from mid-August.
- 6.1.2 COVID-19 continues to see an increase in demand for Digital Services and this report will update members on the level of online transactions being completed.
- 6.2 **Telephone Call handling**
- 6.2.1 High level monthly summary – for the month of July, the contact centre received 28,281 calls and answered 96% against a primary target of 90% for the period.

**Table 6 – Customer Service Unit – Primary Target (call handling)**

Primary target	Year	Calls Received	July Performance	Year to Date
90% calls answered	2021	28,281	96%	97%
	2020	29,089	99%	97%

- 6.2.3 The contact centre achieved the primary target of answering 90% of all calls. The percentage of calls answered has dropped slightly for the month however the year-to-date position remains consistent with last year's performance.
- 6.2.4 Noting that calls for the month were slightly below July 2020 levels, year to date, the contact centre has received 11,482 calls more than the same period last year (a 10% increase in demand). Further information is provided in section 5.2.5 on the main services contributing to this increase.
- 6.2.5 The secondary target is to respond to 70% of all calls within 40 seconds

**Table 7 – Customer Service Unit – Secondary Target (call handling)**

Secondary target	Year	July Performance	Year to Date
70% calls in 40 seconds	2021	54%	57%
	2020	66%	78%

- 6.2.6 The Service has continued to respond to an increase in demand for certain services which were always going to have an impact as restrictions relaxed and more services became available to customers.
- 6.2.7 The lockdown in the early part of this year created backlogs in customer demand which are now materialising in an overall increase, as reported earlier. Although the overall increase appears relatively modest, there are some services which are experiencing a considerable increase in call volumes, impacting on the call centre's ability to answer the calls within the 40 second target. The services which are more significantly impacted in the first four months of this year are:
- Waste and Recycling – a 11% increase in demand compared to the same period last year due to issues with supply of bins resulting in extended lead times to fulfil customer requests for new and replacement bins, as reported to the Infrastructure, Land and Environment board in May 2021.
  - Council Tax – a 36% increase in demand compared to last year due to the resumption of all collection activity which was paused during the same period last year.
  - Housing Repairs – a 57% increase in demand due to restart of all repair activity following period of lockdown which limited activity to essential repairs only.
  - Blue Badges – a 77% increase in demand caused by an inability to conduct face to face assessments which is extended the decision making for all applications where the customer is not automatically eligible to receive the badge.
- 6.2.8 This overall increase in demand is anticipated to continue for several months and will become more challenging as we move into the autumn / winter period which is, in normal years, already a busier time of the year for the contact centre.
- 6.2.9 In July specifically, the service level was also impacted by Free School Meals and Clothing grants, with 5 staff supporting the processing of 3,139 applications for 5,218 children. This has meant that the available resources to support call handling have been reduced during this period.
- 6.2.10 The call centre is also experiencing a resumption of staff turnover and movement to other jobs within and outside the Council. This turnover was not present last year due to the job market slowing during the early months of the pandemic. Recruitment is underway to fill these vacancies and a small number of agency temporary staff have been deployed to support some of the less complex services, releasing experienced staff to handle the higher volume and more complex calls.

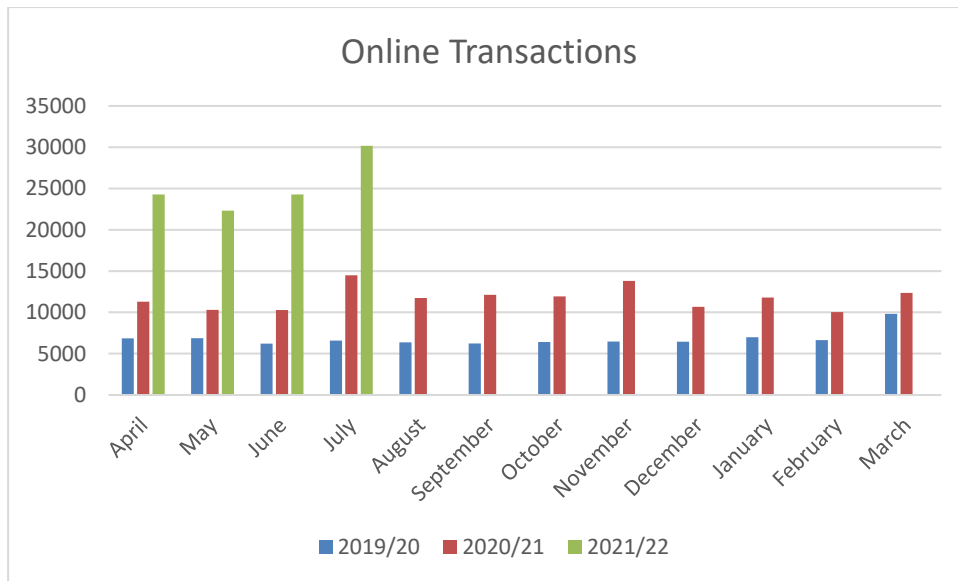


### **6.3 Face to face provision**

- 6.3.1 The Customer Service Centres in Paisley, Johnstone and Renfrew were closed on 23<sup>rd</sup> March 2020 due to the Coronavirus Pandemic. All services continued with support being given to customers over the telephone or through online services. The team continued to support the Registration and Licensing services using an adapted operating model.
- 6.3.2 In total, the team have carried out 523 birth registrations and 657 death registrations and have processed 350 licensing applications since the start of April 2021. These services have been delivered through a mix of telephone and online interaction with customers, with birth registrations also including a short face to face visit to validate and sign certificates.
- 6.3.3 Preparations are ongoing to support the phased restart of face-to-face services from mid-August. The first phase will be the move of Registration and Licensing from 5 High Street back to Renfrewshire House and the second phase will re-open Housing Benefits, Council Tax and Blue Badge support for customers who require it. All services will be managed on an appointment basis and initial support will be offered over the telephone in all cases.

### **6.4 Digital Services**

- 6.4.1 The council continues to see an increase in the use of their online services with a further 1,781 new users registered on the platform since 1<sup>st</sup> April 2021. This continues the trend seen throughout last year, with a total of 15,697 new users since the start of the pandemic. The Council's MyAccount service is now used by 89.7% of all households in Renfrewshire, compared to 69% of households in March 2020.
- 6.4.2 The level of online transactions also continues to rise, with a 281% increase in customers using the MyAccount platform to request Council Services compared to the same period in 2019. The graph below shows the level of online transactions per month since the start of April 2019.
- 6.4.3 Since the start of April this year there have been 101,030 transactions supported on the MyAccount platform, compared to 140,771 the whole of the last financial year.



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## 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. In relation to the LIPP, Scottish Ministers have committed to fully fund the payments and committed to an allocation of administration funding for local authorities in recognition of the administration overhead that will be required to deliver the payments. The administration funding allocated to Renfrewshire Council is £147,820.
2. **HR & Organisational Development** –temporary resources are being recruited to provide support to customers who require it to access the LIPP. The recruitment and recruitment mechanism have been agreed with the Council's HR team.
3. **Community/Council Planning –**
  - Our Renfrewshire is fair - An effective Benefits service is vital to the quality of life of many of our citizens as it provides vital support for low income households to sustain tenancies and meet their rent obligations
  - Working together to improve outcomes - An efficient and effective billing and administrative process for the collection of local taxes is vital for ensuring the recovery of income to the council to support the provision of local services. This is supported by a range of payment opportunities for the public, including electronic and digital payments (e.g. Direct Debit, Website and Telephone).
  - Working together to improve outcomes – An efficient and effective Customer Service Unit is vital to ensuring citizens have equality of access to Council services whether this is digitally, by telephone or face to face
4. **Legal** – None
5. **Property/Assets** - None
6. **Information Technology** – None
7. **Equality & Human Rights** - The 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. In terms of the LIPP, Renfrewshire Council is acting as delivery agent for Scottish Government policy and is following Scottish Government guidance on how to implement and delivery the LIPP. As such the equality and human rights impacts of this policy are a matter for Scottish Government.

8. **Health & Safety** - None
9. **Procurement** – None
10. **Risk** - None
11. **Privacy Impact** – – A Privacy Impact Assessment will be developed as part of the delivery arrangements for the Low Income Pandemic payment and privacy notices included on the form used to gather information from eligible customers
12. **Cosla Policy Position** – COSLA leaders have agreed that councils will act as the Scottish Government delivery agent for payment of the Low Income Pandemic Payment to those that meet the SG eligibility criteria
13. **Climate Risk** – None

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#### **List of Background Papers**

- (a) None

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**Author:** Rhona McGrath Ext 6879

## Appendix 1

### RENFREWSHIRE COUNCIL

#### REVENUES COLLECTION STATEMENT AS AT 28<sup>th</sup> July 2021

COUNCIL TAX		
	2020/21 £m	2021/22 £m
Projected Yield	97.740	98.307
Gross Charges	100.853	102.403
Less rebates	14.347	13.859
Net Charges Billed	<u>86.506</u>	<u>88.544</u>
Cash Collected	81.912	36.975
Rebate Grant	14.347	13.859
	<u>96.259</u>	<u>50.835</u>
Cash collected as % of Net Charges	94.69%	41.76%
Income as % of Projected Yield	98.48%	51.71%

NON DOMESTIC RATES		
	2020/21 £m	2021/22 £m
Projected Yield	77.845	90.122
Gross Charges	145.689	145.717
Less reliefs	66.256	53.756
Net Charges Billed	<u>79.434</u>	<u>91.961</u>
Cash Collected	72.589	23.421
Cash collected as % of Net Charges	91.38%	25.47%
Cash collected as % of Projected Yield	93.25%	25.99%

## Customer & Business Services Performance Report – Appendix 2 Supplementary KPIs – Finance & Resources Policy Board

### APPEALS

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

<b>Target processing speed (number of days)</b>	60		
<b>Result: last 3 months (days)</b>	May: 83 days	June: 160 days	July: 75 days
<b>Average (12 months to date)</b>	57 days		
<b>Average Appeals Completed</b>	3 Appeals per month		

**Comment:-** Appeals volumes very low, which is expected due to reducing Housing Benefit caseload. Monthly targets were missed due to staff being utilised for processing Self-Isolation Support Grants.

### 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.

<b>Target</b>	28 days		
<b>Result last report</b>	January 21: 44	February 21: 27	March 21: 34
<b>Result Last 3 months</b>	May 21: 20	June 21: 42	July 21: 29

**Comment:-** The Service has missed target for revisions processing as a result of balancing workloads, including the processing of Self-Isolation Support Grants.

### ACCURACY

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

	Target %	Actual %
<b>Volume of Audits 2021/22</b>	4%	30 %
<b>Accuracy – July 21</b>	95%	93 %
<b>Accuracy – 2021/22</b>	95%	92 %

**Comment:-** The Service has set a stretching target for Accuracy with current performance being slightly below target. The service continues to analyse errors and action trends/patterns by providing additional guidance/training where needed.

## Customer & Business Services Performance Report – Appendix 2 Supplementary KPIs – Finance & Resources Policy Board

### 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. In year collections performance is detailed below.

<b>Overpayments raised 2021/22</b>	£411,208
<b>Overpayments raised and recovered in year</b>	£82,779
<b>% recovery</b>	20.13%
<b>All recovery in year</b>	£400,148
<b>All recovery vs raised in year</b>	97.31%
<b>All recovery vs all debt</b>	4.97%
<b>Total debt outstanding at end of reporting period</b>	£7,654,594








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

**On:** 1 September 2021

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

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**Heading:** Facilities Management Operational Performance Report

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## **1. Summary**

- 1.1 Environment & Infrastructure brings together a range of Council services and activities, with both strategic and operational responsibilities. This report provides an operational performance update on Facilities Management (Hard and Soft Services) delivered by Environment & Infrastructure since the last Policy Board in June 2021.
- 

## **2. Recommendations**

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

- 2.1 Approves the content of this report
  - 2.2 Approves the investment and placement of defibrillators for emergency resuscitation purposes at every school in Renfrewshire, accessible for community use at all times of the day and night as set out in paragraph 4.13 of this report.
- 

## **3. Facilities Management - Hard Services**

### **Building Services**

- 3.1 Building Services has operated a reduced service during the COVID-19 pandemic as all routine and non-emergency repairs were suspended at the beginning of the first lockdown in March 2020 and suspended again through the further lockdown periods when only statutory, compliance and emergency repairs were being carried out.

However, as restrictions started to lift at the end of April 2021 the service has been actively managing the transition back to carrying out a normal repair service within the constraints of the Scottish Government guidance.

- 3.2 In conjunction with Housing Services it was agreed that the backlog of repairs on hold would be targeted from those repairs with the longest waiting time to the most recent. Following this decision Building Services has been working closely with Business Support and the Customer Contact Centre to contact tenants who have had repairs on hold to arrange appointments to carry out the works.

During the crisis it has been difficult to contact many tenants as the current contact details held on the system were found to be inaccurate. We are looking at each trade strategically in conjunction with Housing and are sending out letters to tenants asking them to make contact with our admin team to arrange appointments. If, however, we have not received a response following a 28 day period, the job will be cancelled and closed.

This targeted approach will be used to reduce the number of outstanding repairs on the system. Once completed only current repairs reported by the tenants will be on the system.

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## 4.0 Operational Update

- 4.1 **Gas** – The domestic gas servicing and repair team have been working actively through the back log of works and have tried to contact those tenants who have been waiting for repairs for some time. The contact letters described above have been issued to tenants reporting gas related repairs that we have not been able to contact by phone. Appointments have been made with those tenants who have responded.

From 28 June all diaries have been opened for tenants to make appointments for new repairs. In the first quarter of 2021/22 the domestic gas servicing and repairs team carried out the following: -

- gas services to domestic boilers – 1034 appointments completed
- gas repairs and follow on works from servicing – 467 appointments completed
- gas emergency/ same day call outs – 1399 attended
- gas Urgent 5 days response – 51 attended

- 4.2 **Aids and Adaptations** - The service is working with Housing and Social work to actively programme disabled adaptations. Bespoke risk assessments are required to be carried out for vulnerable tenants. This is to ensure tenants needs and considerations are being met while the work is being carried. There remains a significant backlog of works to be carried out, however, works have been prioritised by social work into various levels of urgency based on service user's needs. We are working with housing to prioritise these works whilst accommodating smaller more recent requests.

- 4.3 **Double Glazed Units** – Since lockdown restrictions were lifted in January 2021, we have reduced 'on hold' double glazing works from 12 to 4. The remaining 4 have been measured and ordered and will be fitted as soon as these have been received.

Unfortunately, due to the current market conditions, there is a longer than normal waiting time for the production of double glazed units.

- 4.4 **Renewal of UPVC** - As the restrictions lifted on the 26 of April we have been working actively to address the backlog of doors and windows renewal with priority given to those waiting longest. As of the 30 June we can confirm that most of these jobs have been completed.

Outstanding works are detailed below:

- 9 doors/windows still to be fitted, we are contacting tenants to make arrangements for these fittings.
- 34 new doors and windows are awaiting delivery - there is currently a 10-12 week waiting time on all UPVC goods.

4.5 **Electrical Programme Q1**

Smoke detector programme –

- 136 installations completed.

Electrical testing programme for domestic housing –

- Jobs raised – 1016
- Tests completed – 910
- No access given by tenant – 106
- Follow on works after testing – 401

- 4.6 **Boiler Replacement Programme** – This programme recommenced after restrictions were lifted on 26 April.

- 34 full gas central heating installations in void properties.
- 18 full gas central heating installations in tenanted properties. 3 houses per week now programmed in for full installations.

- 4.7 **SHQS Tenanted houses** – have been on hold due to the large volume of work required and the disruption to tenants. since the 26 April the focus has been on delivering the SHQS void programme with very low demand for the SHQS tenanted property works due to the pandemic.

4.8 **Voids**

Building Services continues to work on void houses and undertake full compliance checks for the Homeless Persons Units (HPU). This has allowed people presenting as homeless to be accommodated.

**220** voids have been completed during Q1 2021/22.

Void Returns Q1 2021/22			
Full Void Works*	*Inclusive Gas Central Heating (GCH) install	*Inclusive Asbestos Removal (ASB RE)	Preliminary Works
220	34	26	191

Prelim works include:

- Full property clear outs
- Removal of full kitchens for asbestos contractor
- Removal of bathroom suites for asbestos contractor
- Removal of gas central heating systems for asbestos contractor
- Temporary electricity boards fitted for asbestos contractor
- Full reinstatements after asbestos removal

- 4.9 **SHQS Voids** - Building Services has been allocated additional SHQS Voids, which were previously carried out by an external contractor. This has increased from 2 to 4 properties a week since 26 April 2021.
- 4.10 **PPE Hub** - Building Services is now managing the Renfrewshire HSCP distribution hub for PPE at Unit 5 in Underwood Road. In partnership with HSCP we are now servicing over 100 care facility properties per week and supplying Lateral Flow test kits to care homes.
- 4.11 **Water Management** - Building Services operatives have continued to carry out water management testing throughout the pandemic. They test and inspect various water outlets within any school or public building. This involves taking water samples and checking the temperatures of both hot and cold outlets as well as at calorifiers and storage tanks. Samples are then taken to our specialist company to test for contaminates such as legionella. This is recorded and upload to our electronic system. They will also carry out remedial and alteration works to compromised pipe work and water systems.
- 2,983 tests
  - 34 properties for samples taken
  - 21 remedial repairs
- 4.12 **Commercial Gas** - Specialist facilities engineers carry out all compliance works which include gas servicing, F-Gas servicing (air conditioning), AHU servicing and the cleaning of kitchen canopies and filters.

Gas servicing is carried out in schools, public buildings and domestic properties i.e. Janitors houses, this can also lead to various faults being found with boiler parts and subsequent maintenance requirements.

#### Commercial Gas

- 23 properties
- 58 boilers serviced

#### Domestic Gas

- 5 properties
- 5 boilers serviced

- 12 water heaters serviced
- 26 tightness tests carried out

F-Gas servicing includes cleaning of filters, leak testing and repairs where required.

- 10 properties
- 96 units serviced including cleaning filters

AHUs (air handling units) require filters and belts changed and repairs where required.

- 9 properties
- 53 AHUs
- 220 filters changed

Kitchen canopies are cleaned both inside and out and all filters are cleaned.

- 16 properties
- 17 canopies cleaned inside and out
- 114 filters cleaned

In addition, specialist facilities engineers are currently fitting new commercial boilers at the McKillop Institute in Lochwinnoch as part of the Council boiler replacement programme.

**4.13 Defibrillator Installation Programme** – Currently there are defibrillators for emergency resuscitation purposes at each of the secondary schools in Renfrewshire. This paragraph sets out to expand the number of defibrillators available for school and community use in Renfrewshire by locating a defibrillator at all Primary schools in Renfrewshire. The location of these will be around the entrance gates/ fencing to the school so that they are accessible by the local community in addition to use by the school. For secondary schools if the current location is not accessible by communities, a second unit will be located around the entrance to the school. The procurement process is currently underway and the units will be installed during 2021 at the earliest opportunity. This programme will ensure that communities have access to a defibrillator 24 hours per day, 7 days per week.

**4.14 Streetlighting** - Throughout lockdown the street lighting maintenance service has continued to provide a 24-hour emergency service to Renfrewshire residents. The Street Lighting team has been fully operational and has completed the following works during Q1 2021/22:

- 264 Emergencies attended during working hours
- 11 Emergencies attended out of hours
- 943 Dark lamps put in lighting (attended)
- 349 Planned maintenance completed
- 23 Excavations completed

#### Performance Indicators

Reported street lighting faults which were attended within the 7-day timescale - Q1 2021/22

100% were attended within the 7day period against a target of 95%.

- 4.15 **Contracts** - The delivery of several larger scale construction projects was severely impacted by the COVID-19 pandemic and were suspended for several months during lockdown. However, these have recommenced, and work has been on going to complete these projects.

- Works have commenced on the large toilet upgrade plans for schools across Renfrewshire. West Primary is the first school to commence with 4 out of the 10 toilet areas now completed. Material for St Mary's Primary will commence shortly.

- 4.16 **Apprentice Programme** - Building Services working in partnership with Housing Services are recruiting new youth and adult apprentices. There were 104 youth and 15 adult apprentice applications. Interviews were held during July and 10 apprentices been offered the position with a breakdown as follows:

3 Painters (youth apprenticeship)

1 Joiner (adult apprenticeship)

3 Electricians (2 youth apprenticeships and 1 adult apprenticeship)

3 Plumbers (2 youth apprenticeships and 1 adult apprenticeship)

The 3 painters and the 1 joiner started their college placement on 16 August. The other 6 candidates recruited are waiting on PVG before official start dates at college in September/October.

We are very pleased to be in a position to offer these apprenticeship opportunities within Renfrewshire. This builds on our existing complement of apprentices.

- 4.17 **Stores and Materials**

Building Services has continued to carry out emergency, compliance, and void works in line with Scottish Government guidance. Following the move the Level 0, there has been changes in the supply and pricing of the materials that we use on a daily basis.

Building Services has so far managed the shortages of materials across the construction industry by utilising all contacts we have locally and nationally. However, as the rest of the construction industry also gets back to a more normal level, the supply chains have been further stretched.

Brexit has had a significant impact on the supply chain with normal channels further elongated by border controls and import paperwork. This is having a huge effect on the timescales for delivery and the costs of the materials.

Covid 19 has also had an impact on the manufacturing of goods across the globe with factories having to reduce the outputs or close completely during the various lockdowns and restrictions within their own countries.

A report commissioned by Scotland Excel published in June 2021 confirms that the Construction Leadership Council (CLC) continues to report shortages of construction materials and forecasts this disruption to continue for the foreseeable future.

In addition, ongoing engagement with suppliers confirmed that:

*“material shortages, longer lead times and steep price increases will continue to impact the supply chain. This represents a significant risk to Scotland’s construction-led recovery and the planning of a backlog of maintenance and repair programmes now permissible with the easing of restrictions.”*

Scotland Excel have also confirmed that they are experiencing an unprecedented level of price increase requests across the building and timber framework. Suppliers are currently experiencing weekly increases on timber from importers. In addition, the framework suppliers have issued warnings that currently key products are on limited allocation and over the coming months there may be reduced availability of key items.

## **5. Risks to on-going recovery.**

Due to the market position described above there is a risk that some of the works that Building Services carry out may not be able to be carried out or completed due to the materials issues highlighted above. However, we are working to ensure we secure as many supplies as possible and find alternative products where required.

As a consequence of the current and on-going market conditions, there will be a need to increase the budget available for the purchase of materials as prices rise to unpredictable and unprecedented levels. Building Services are working with Finance and Procurement to identify the impact this will have on budgets and are keeping this under constant review.

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

- 6.1 The service continues to work closely with Children’s Services and Health and Safety to ensure that it provides a safe and clean environment for pupils and staff in all educational establishments. The service works closely with Health & Safety colleagues to ensure that it meets the requirements detailed within the Scottish Government’s published Coronavirus (COVID-19): guidance on reducing the risks in schools.
- 6.2 Since August 2021, children in primary 4 are now eligible for a free school meal as part of the Scottish Government’s extension to the Universal Free School Meal Provision. The service is working closely with schools to ensure the lunch service is delivered efficiently with the expected increase in numbers.
- 6.3 This Universal Free School Meal Provision is to be extended to all pupils in primary 5 from January 2022 and for primary 6, and 7 pupils from August 2022. The service is working with colleagues from Hard FM to survey school kitchens to determine the

capital works required to ensure that there is capacity across the school estate to deliver the additional meals required. A capital bid will be submitted for funding from the Scottish Government as part of this national initiative.

- 6.4 The service is also working on plans for the additional staffing and for other resource requirements arising from the delivery of these additional free school meals. An additional recruitment exercise is being developed to ensure there are adequate Facilities Operative resources in schools at lunchtimes to ensure the effective delivery of this increase in service. The service will work with head teachers to address the challenges in delivering the additional meals across the lunch service.
- 6.5 New school menus have been introduced to meet the requirements of the revised Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020, which were introduced earlier in the year. These menus are aligned more closely to the Scottish Government's Scottish Dietary Goals and are centred around four key themes to make school meals even healthier. As these regulations apply to the whole of the school day and not just to the lunch service, an informative training package on the guidelines has been developed to raise awareness to all staff working in schools.
- 6.6 The remodelled Soft FM service has now been fully integrated into schools and Early Learning Centres. Training plans continue to be delivered to ensure that all employees have the skills and knowledge to enable them to carry out their new roles. Regular meetings continue to take place with head teachers to address any issues or concerns which may arise.
- 6.7 Soft FM continues to support the delivery of the Community Meals' service. This service supports around 500 vulnerable residents on a daily basis.
- 6.8 The service is working closely with colleagues from HSCP to ensure that the housekeeping service delivery in care homes meets all national guidelines relating to COVID-19. Additional temporary management and housekeeping staff are still in place to ensure the service can maintain safe levels of service delivery, whilst ensuring that all changes in national guidelines are addressed.
- 6.9 Soft FM is actively involved in a number of Right for Renfrewshire projects. The service is providing ongoing managerial input to ensure the successful delivery of these corporate projects.
- 6.10 The service is working with CoSLA to ensure the provision of free sanitary products within education premises across Renfrewshire as part of the Scottish Government's Period Poverty programme.
- 6.11 On June 24, 2021 Council approved a motion to conduct an inquiry into the cleanliness of schools. This inquiry has commenced and is being undertaken by internal audit. The outcomes from the inquiry will be reported back to this policy board for consideration.



- 6.12 The service has been shortlisted as finalists in the 2021 BICSc Annual Awards - Excellence in Training and Assessment (UK). The winners will be announced at their annual award ceremony at the end of September 2021.
- 6.13 The management team at BICS have also approached the service to ask if they can highlight the review of the Soft FM remodelling journey in as a case study of good practice.
- 6.14 A tender has been awarded for the installation of a new suited lock system across the school estate. This will ensure that keys for all schools are controlled centrally and that the service can ensure that all schools can be opened on time in the event of any staff absence. The installation of the infrastructure is already underway.

## **7. APSE Service Awards 2021**

- 7.1 Facilities Management has been shortlisted as finalists in the 2021 APSE Service Awards in the category of Best Community and Neighbourhood initiative for the COVID-19 Support Hubs. The winners will be announced at APSE's annual seminar on 8 - 9 September 2021.

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## **Implications of the Report**

1. **Financial** – Any financial impact from COVID-19 referenced in this report will be progressed through the Council's financial & budget planning process. The investment and installation in defibrillators as set out in recommendation 2.2 and paragraph 4.13 of the report will be met from existing resources.
2. **HR & Organisational Development** – Any staffing changes from COVID-19 referenced in this report will be progressed through the Council's HR policies, including home working and flexible working.
3. **Community/Council Planning** – the report details a range of activities which reflect local community and council planning themes.
4. **Legal** – None
5. **Property/Assets** - as facilities start to open in line with the Scottish Government Routemap, adjustment may have to be made to physical spaces to allow for physical distancing and to comply with relevant guidance.
6. **Information Technology** - None
7. **Equality & Human Rights** – The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – Advice and guidance is being given to protect the health and safety of employees and service users when carrying out priority services for the Council in line with government and health guidance.
9. **Procurement** – The ongoing COVID-19 pandemic and possible issues arising from Brexit has and will continue to have a significant impact on existing contractual obligations and on the procurement of future goods and services required by the Council.
10. **Risk** – As noted in section 5, the CRMG are currently reviewing the Council's risk profile in light of the coronavirus pandemic.
11. **Privacy Impact** – None
12. **COSLA Policy Position** – None
13. **Climate Change** – The installation of electric vehicle charging points will support the Council's climate change goals. Building Services repairs in line with new standards for renewable energy.

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**List of Background Papers** - none

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**Author:** Diane Gillies, Head of Facilities Management (Hard & Soft Services)



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

**On:** 1 September 2021

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

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**Heading:** Public Holidays for Employees 2022

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## **1. Summary**

- 1.1 In line with the Council's statement of particulars of employment for local government employees, employees shall be granted 12 public holidays and one day of no work requirement per annum.
- 1.2 The Council approves the dates of 12 public holidays for employees and one day of no work requirement each year. The public holidays follow a traditional bank holiday pattern established over many years and the day or no work requirement occurs post-Christmas to facilitate the closure of Council offices for the Festive season.
- 1.3 However, a Royal Proclamation was issued by HM the Queen on 11 November 2020 announcing that the late Spring bank holiday on Monday, 30 May 2022 would move to Thursday, 2 June 2022 and an additional bank holiday had been granted on Friday, 3 June 2022. These changes would facilitate celebrations to mark HM the Queen's 70<sup>th</sup> anniversary as monarch, her Platinum Jubilee.
- 1.4 It is proposed that the public holidays in 2022 reflect these changes, that an additional day of no work requirement on Friday, 3 June 2022 be approved, and that any employee required to work on that day be given a day off in lieu at a later date. The Scottish Government has adopted this approach and it also reflects the arrangements that were put in place to celebrate the Diamond Jubilee in 2012.

- 1.5 The appendix to this report lists the date of each of the 12 public holidays, the additional day of no work requirement on Friday, 3 June 2022 and the post-Christmas day of no work requirement for 2022.
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## **2. Recommendations**

- 2.1 As previously agreed for the Queen's Diamond Jubilee, which took place in 2012, an additional day of no work requirement on Friday, 3 June 2022 be approved, and that any employee required to work on that day be given a day off in lieu at a later date; and
- 2.2 That the list of public holidays and days of no work requirement for Renfrewshire Council employees for 2022 as set out in the Appendix to this report be approved.
- 

## **3. Background**

- 3.1 The day of no work requirement between Christmas and New Year came into effect in October 2009 following the implementation of revised terms and conditions for local government employees. The Council closes for all non-essential services for three days between the Christmas and New Year public holidays. Employees are required to retain and use two days of their annual leave to cover the first two days of closure with the third day allocated as a day of no work requirement. The day of no work requirement will vary each year but is normally the working day preceding New Year's Day.
- 3.2 To mark 70 years of the Queen's reign the Platinum Jubilee will take place from Thursday, 2 June 2022 to Sunday, 5 June 2022. The UK Government and Scottish Government have announced that an additional bank holiday will take place on Friday, 3 June 2022 and the late May bank holiday has been moved to Thursday, 2 June 2022.
- 3.3 Within Renfrewshire Council, there is no contractual entitlement to the public holiday for the Queen's Platinum Jubilee; it is therefore for the Board to determine whether to recognise the day as a day of no work requirement as it did for the Diamond Jubilee in 2012.
- 3.4 The Board is asked to note that if the day was approved as an additional public holiday, as opposed to a day of no work requirement, this would attract enhanced rates and additional costs for any employee required to work.
- 3.5 A day of no work requirement, similar to the festive shutdown, the Royal Wedding in April 2011 and the Queen's Diamond Jubilee in 2012, would require essential services to work on 5 June 2012, with any employee required to work on that day being given a day off at a later date.
- 3.6 Employees in schools and term-time establishments will have public holidays set in accordance with the arrangements in the establishment and will be the

subject to a separate report to the Education and Children's Services Policy Board.

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### **Implications of the Report**

1. **Financial** – None
2. **HR & Organisational Development** – As detailed in the report.
3. **Community/Council Planning** – None
4. **Legal** – None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights**  

The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - None
9. **Procurement** - None
10. **Risk** - None
11. **Privacy Impact** - None
12. **Cosla Policy Position** – None
13. **Climate Risk** – None.

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

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0141 618 7104



# **RENFREWSHIRE COUNCIL**

## **PUBLIC HOLIDAYS FOR EMPLOYEES 2022**

<b>Holiday</b>	<b>2022</b>
<b>New Year</b>	Monday, 3 January 2022 Tuesday, 4 January 2022 Wednesday, 5 January 2022
<b>Good Friday</b>	Friday, 15 April 2022
<b>Easter Monday</b>	Monday, 18 April 2022
<b>Early May</b>	Monday, 2 May 2022
<b>Late Spring</b>	Thursday, 2 June 2022
<b>Platinum Jubilee</b> (Day of no work requirement)	Friday, 3 June 2022
<b>Paisley Fair</b>	Monday, 1 August 2022
<b>Late Autumn</b>	Friday, 23 September 2022 Monday, 26 September 2022
<b>Christmas</b>	Monday, 26 December 2022 Tuesday, 27 December 2022
<b>Day of no work requirement</b>	Friday, 30 December 2022

### **Non-teaching staff in schools**

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





## COURSE REQUEST

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### REQUEST FOR ATTENDANCE AT CONFERENCES/SEMINARS

#### Conference Details:

(a) Memory Skills & Mind Mapping – 10am to 12noon – 16<sup>th</sup> September

(b) Speed Reading & Retention – 2pm to 4pm – 16<sup>th</sup> September

Local Government Information Unit Venue: Online

#### Brief Description of Content For Elected Members –

(a) Interactive session that has been developed for Councillors and Officers who want to improve their ability to store and retain information

(b) Seminar focuses on the different types of reading styles and encourages better retention of written material through the use of specific techniques.

Cost per person: £120.00 per course





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

**On:** 1<sup>st</sup> September 2021

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**Report by:** Joint Report by the Chief Executive and the Director of Communities and Housing Services

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**Heading:** Asbestos Removal RC-CPU-21-083

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**1. Summary**

- 1.1 The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to award a Works Contract for Asbestos Removal (RC-CPU-21-083) to Clarke's Environmental 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 for a below Regulated Threshold (Works) contract using the Open Tender Procedure.
  - 1.3 A Contract Strategy was approved by the Housing Asset and Investment Manager on behalf of the Head of Housing and the Strategic Commercial and Procurement Manager on Wednesday 30<sup>th</sup> June 2021.
-

## **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 Asbestos Removal (RC-CPU-21-083) to Clarke's Environmental Limited;
  - b) authorise the award of a Term Service Contract up to a value of £720,000;
  - c) authorise a Contract period of one (1) year with the starting date anticipated to be 1<sup>st</sup> October 2021 but shall be confirmed in the Letter of Acceptance and with the Council having, at its sole discretion, the option to extend the Contract period for further periods. The length of any extension periods awarded will be determined by the Council, but the total of any extension periods awarded will not exceed twelve (12) months.
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## **3. Background**

- 3.1 This procurement is for the appointment of a suitably experienced contractor to carry out carry out asbestos removal within domestic and non-domestic properties within Renfrewshire
- 3.2 A contract notice for this procurement process was published via the Public Contracts Scotland advertising portal on Wednesday 30<sup>th</sup> June 2021 with the tender documentation available for downloading from the Public Contracts Scotland – Tender platform from this date.
- 3.3 During the live tendering period seventeen (17) organisations expressed an interest in the tender. By the closing date set (Friday 16<sup>th</sup> July 2021 at 4pm), for return of electronic tender submissions, twelve (12) companies submitted a tender response, one (1) declined to respond and four (4) failed to respond.
- 3.4 In accordance with the Council's Standing Order Relating to Contracts 11.5 all twelve (12) tender submissions were evaluated against a pre-determined set of criteria in the form of the Single Procurement Document (SPD) by representatives from Property Services, the Corporate Procurement Unit, Corporate Risk and Corporate Health and Safety.

3.5 All twelve (12) tenderers complied with the minimum selection criteria of the SPD and progressed to the Award Stage which was based on an Award Criteria weighting of 60% Quality and 40% Price.

3.6 The scores relative to the award criteria for each tenderer are noted below:

		<b>Price (40%)</b>	<b>Quality (60%)</b>	<b>Total (100%)</b>
<b>1</b>	<b>Clarke's Environmental Limited</b>	40.00	56.75	<b>96.75</b>
<b>2</b>	<b>Rhodar Ltd</b>	30.54	58.75	<b>89.29</b>
<b>3</b>	<b>Erith Contractors Limited</b>	32.75	56.50	<b>89.25</b>
<b>4</b>	<b>Northern Asbestos Services Limited</b>	35.96	53.00	<b>88.96</b>
<b>5</b>	<b>Enviraz (Scotland) Ltd</b>	33.44	51.50	<b>84.94</b>
<b>6</b>	<b>Chamic Industrial Services Limited</b>	37.33	40.75	<b>78.08</b>
<b>7</b>	<b>Carymar construction services Ltd</b>	37.34	35.25	<b>72.59</b>
<b>8</b>	<b>Aspect Contracts Limited</b>	20.34	50.25	<b>70.59</b>
<b>9</b>	<b>Damada (Asbestos Removals) Limited</b>	22.32	45.50	<b>67.82</b>
<b>10</b>	<b>Reactive Integrated Services Limited</b>	29.75	30.75	<b>60.50</b>
<b>11</b>	<b>Nichol Associates Limited</b>	15.14	40.75	<b>55.89</b>
<b>12</b>	<b>Greenair Environmental Limited</b>	12.28	35.75	<b>48.03</b>

3.7 The evaluation of tender submissions received identified that the tender submission by Clarke's Environmental Limited was the most economically advantageous tender submission.

3.8 HRA capital programme budget of £720,000 has been made available for this Contract.

- 3.9 Community Benefits were requested as part of this procurement process and Clarke's Environmental 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 an unemployed individual	1
Modern Apprenticeship (will be office based at their office in Hillington)	1
Non financial support for a Community Project	1

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### Implications of the Report

1. **Financial** - The cost for these works will be met by HRA Capital Programme.
2. **HR & Organisational Development** - No TUPE implications
3. **Community/Council Planning –**  
*Our Renfrewshire is well* - The properties included in this contract are void and tenanted properties. These properties need to be accessible to the public along with Council staff therefore, these properties need to be safe to use. The removal of asbestos at these properties ensure that the properties are safe for members of the public to live in and Council staff to carry out necessary repairs.
4. **Legal** - The procurement of this Contract was conducted as a below Regulated (Works) Open Procurement Procedure in accordance with the Council's Standing Orders Relating to Contracts.
5. **Property/Assets** - This contract will assist the Council in its legal obligation to ensure that properties under its control are safe to use.
6. **Information Technology** - No Information Technology implications have arisen or are anticipated.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be

reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** - Clarke's Environmental Limited health and safety credentials were evaluated by Corporate Health and Safety and met the Council's minimum requirements regarding health and safety.
9. **Procurement** – The procurement procedures outlined within this report shall ensure that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government.
10. **Risk** - Clarke's Environmental Limited 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 Position implications have arisen or are anticipated.
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 to be low risk. Contractors are required to provide documented procedures for dealing with waste due to the nature of this contract (e.g. waste management plans, waste segregation, recycling etc.).

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### List of Background Papers

(a) None

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**Author:** Jenny Thomson, Procurement Advisor, Corporate Procurement Unit,  
Tel: 0141 618 7245







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

**On:** 1 September 2021

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

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**Heading:** Contract Award: Council-Wide Laundry Maintenance (RC-CPU-20-096)

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**1. Summary**

- 1.1 The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to award a Services Contract for the Council-Wide Laundry Maintenance (RC-CPU-20-096) to WashCo Limited.
- 1.2 The recommendation to award a Contract follows a procurement process conducted in accordance with the Public Contracts (Scotland) Regulations 2015 for an above EU Threshold contract using the Open procedure (Services) and the Council's Standing Orders Relating to Contracts. This procurement was carried out prior to the United Kingdom's EU Exit on 30 December 2020 and continues to be subject to the EU procurement procedures in place prior to that date.
- 1.3 A Contract Strategy was approved by the Head of Property Services and the Strategic Commercial Category Manager on 17 December 2020.
-

## 2. **Recommendations**

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

- (a) Authorise the Head of Corporate Governance to award a Services Contract for Council-Wide Laundry Maintenance to WashCo Limited;
  - (b) Authorise the award of a Contract up to a total contract value of £350,000.00 excluding VAT for the period of contract (initial and both extension periods);
  - (c) Authorise the initial period of contract of three (3) years with the option to extend on two (2) separate occasions each for a period of twelve (12) months. The contract is anticipated to commence on the 27 October 2021. In the event that the Contract does not commence on 27 October 2021, the Contract period shall run from the actual date of commencement as stated in the Letter of Acceptance; and
  - (d) Note that WashCo Limited is required to enter into a Data Processor Agreement with the Council.
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## 3. **Background**

- 3.1 The Council require to appoint a suitably experienced Service Provider to provide servicing and maintenance for the current Council owned laundry equipment and provide reactive repairs across various properties within the Council area.
- 3.2 There is a range of communal launderette facilities in 120 locations across Renfrewshire, some serving high rise blocks and others in outhouses and other buildings grouped near certain tenement and maisonette flatted blocks. These facilities are used by Council tenants and occupiers of former Council houses sold through Right to Buy. A service charge is applied for each property in terms of the Councils lease agreement or the property owners Title Deeds. To ensure that machines are operational and accessible, a flexible repair and maintenance contract is required. This contract will provide the Council with rapid access to a competent contractor to carry out reactive repairs and maintenance as and when instructed by the Contract Administrator (CA).
- 3.3 Due to the anticipated value of the Contract a contract notice was dispatched via the Public Contracts Scotland advertising portal to the Official Journal of the European Union (OJEU) with the notice

published on OJEU on 15 December 2020 and the tender documentation available for downloading from the Public Contracts Scotland – Tender platform. This procurement was carried out prior to the United Kingdom's EU Exit on 30 December 2020 and continues to be subject to the EU procurement procedures in place prior to that date.

During the tendering live period ten (10) companies expressed an interest in the tender. By the closing date set (12 noon, 08 February 2021) for return of electronic tender submissions six (6) companies made a tender submission and four (4) companies did not respond.

- 3.4 All six (6) tender submissions were evaluated against a pre-determined set of criteria in the form of the European Single Procurement Document (ESPD) by representatives from the following Council services: Property Services, the Corporate Procurement Unit, Corporate Risk and Corporate Health and Safety.
- 3.5 All six (6) tenderer submissions complied with the minimum selection criteria of the ESPD and progressed to evaluation of the Award Criteria which was based on a weighting of 40% Quality 60% Price.
- 3.6 The scores relative to the award criteria for each of the tender submissions are noted below:

		<b>Quality (40%)</b>	<b>Price (60%)</b>	<b>Total (100%)</b>
<b>1</b>	<b>WashCo Limited</b>	32.88%	52.17%	<b>85.05%</b>
<b>2</b>	<b>Electrolux Professional Limited</b>	30.25%	50.36%	<b>80.61%</b>
<b>3</b>	<b>Girbau UK Limited</b>	19.00%	60.00%	<b>79.00%</b>
<b>4</b>	<b>Professional Dosing Solutions Limited</b>	26.00%	50.88%	<b>76.88%</b>
<b>5</b>	<b>Thain Commercial Limited</b>	20.75%	53.82%	<b>74.57%</b>
<b>6</b>	<b>MAG Equipment Limited</b>	3.50%	46.80%	<b>50.30%</b>

- 3.7 The evaluation of tender submissions received identified that the tender submission by WashCo Limited was the most economically advantageous to the Council.

- 3.8 Community Benefits were requested as part of the procurement process and WashCo Limited confirmed that the following Community Benefits would be made available to the Council for this Contract:

Community Benefit Description	No of People / Activity
S/NVQ (or equivalent) for <ul style="list-style-type: none"><li>• New Employee</li><li>• Existing Employee</li><li>• Supply Chain Employee</li></ul>	1
Financial Support for a Community Project	1

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### Implications of the Report

1. **Financial** – The costs for this Contract will be met by the Housing Revenue Account (HRA).
2. **HR & Organisational Development** – No TUPE implications have arisen or are anticipated.
3. **Community/Council Planning –**
  - Building strong, safe and resilient communities – Protecting vulnerable people, and ensuring people receive the care and support they need to live safely and independently within their own homes and communities.
  - Creating a sustainable Renfrewshire for all to enjoy – WashCo Limited has committed to deliver numerous Community Benefits as detailed within section 3.8 of this report.
4. **Legal** – The procurement of this Contract has been conducted as an above EU Threshold (Services) Open Procurement Procedure in accordance with the Council's Standing Orders Relating to Contracts and the Public Contracts (Scotland) Regulations 2015. The procurement exercise was carried out prior to the United Kingdom EU exit and continues to be subject to the relevant Service contract EU procurement procedures for a contract of this value.

5. **Property/Assets** – By awarding this Contract, the Council will have the ability to carry out statutory maintenance and repairs on a reactive basis to the current installed laundry equipment.
6. **Information Technology** – No Information Technology implications have arisen or are anticipated.
7. **Equality & Human Rights**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – WashCo Limited's health and safety credentials were evaluated by Corporate Health and Safety and met the Council's minimum requirements regarding health and safety.
9. **Procurement** – The procurement procedures outlined within this report shall ensure that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government.
10. **Risk** – WashCo Limited's insurances have been assessed and evaluated to confirm that they have met the minimum requirements regarding insurable risk.
11. **Privacy Impact** - No Data Protection Impact Assessment (DPIA) is required for this contract, as this does not involve new technologies or other ways of processing personal data. However, the contract will be GDPR compliant as there may be a requirement for WashCo Limited to handle personal information when a fault is reported and a Data Processor Agreement has been included as a requirement of this contract. WashCo Limited have confirmed compliance with the form of the Data Processor Agreement.
12. **Cosla Policy Position** – No COSLA Policy Position implications have arisen or are anticipated.

13. **Climate Risk** – The level of impact associated with provision of this service has been assessed using the Scottish Government Sustainability Test and is considered to be low risk.

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**Renfrewshire Council**

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

**On:** 1<sup>st</sup> September 2021

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**Report by:** Joint report by the Chief Executive, the Director of Environment & Infrastructure, the Director of Finance and Resources and the Director of Communities & Housing Services,

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**Heading:** Contract Authorisation Report for a Framework Agreement for the Provision of Trades Contractors (2021 - 2025)

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## **1. Summary**

- 1.1 The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to enter into a Framework Agreement for the Provision of Trades Contractors (RC-CPU-20-392).
  - 1.2 The procurement exercise was conducted in accordance with the Council's Standing Orders Relating to Framework Agreements and in compliance with the above GPA threshold Procurement Rules.
  - 1.3 A Contract Strategy was approved by the Head of Facilities Management (Hard and Soft Services), the Head of Property Services, the Head of Housing and the Procurement Manager in June 2021.
- 

## **2. Recommendations**

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board authorise:
  - 2.1.1 the Head of Corporate Governance to enter into a Framework Agreement for the Provision of Trades Contractors (RC-CPU-20-392) with the Suppliers listed in Appendix 1 attached to this report.

- 2.1.2 a spend under the Framework Agreement of up to £35,040,000.00 excluding VAT.
    - 2.1.3 a Framework Agreement period of 4 years starting on the 30th October 2021.
  - 2.2 It is recommended that the Finance, Resources and Customer Services Policy Board note:
    - 2.2.1 that the Framework Agreement includes thirteen (13) Lots.
    - 2.2.2 that the Framework Agreement will be awarded on a ranked basis per Lot - the ranking will be based on the total score tenderers were awarded during the evaluation process. Appendix 1 to this report details the ranking of tenderers per Lot and Appendix 2 to this report details the scores achieved by tenderers per Lot.
    - 2.2.3 that the Council has an option to carry out mini-competitions under the framework to further drive best value on larger scale work packages. Mini-competitions will be carried out on a Lot by Lot basis and with the suppliers awarded onto the specific Lot applicable to the work required by the particular work package.
    - 2.2.4 that the Council has an option to direct award larger scale work packages (up to a value of £180,000.00) for essential works where time is of the essence and timescales preclude the carrying out of a mini-competition or a tendering procedure.
- 

### **3. Background**

- 3.1 The Council has a portfolio of properties which it requires to maintain to an acceptable standard. These properties range from domestic properties to schools, town halls, office buildings, community centres, care homes, children's homes etc.
- 3.2 The Council maintains these properties through its own in house trades people employed within the Facilities Management section of the Environment & Infrastructure Directorate. These trades people work within a subsection of Facilities Management known as Building Services.
- 3.3 Building Services have various trades at their disposal such as Electricians, Joiners, Plumbers, Builders etc. and carry out works when requested by other Council Services. Where Building Services do not have capacity, or a trade is required that is not available in-house, the Council can call on external suppliers to supplement in-house resources as and when required through a Framework Agreement for the Provision of Trades Contractors.



- 3.4 This Framework Agreement will be formed under the NEC3 Framework Contract terms and conditions incorporating the Councils amendments (Z Clauses). All call-offs from the Framework Agreement will be governed by the SBCC Minor Works Contract terms and conditions incorporating the Councils amendments (Employers Amendments).
- 3.5 The Framework Agreement will have 13 Lots as detailed below;
- Lot 1 Electrical Works
  - Lot 2 Joinery Works
  - Lot 3 Plumbing Works
  - Lot 4 Plastering and Ceramic Tiling Works
  - Lot 5 Painting and Decorating Works
  - Lot 6 Glazier Works
  - Lot 7 Tile and Slate Roofing Works
  - Lot 8 Flat Roofing Works
  - Lot 9 Blacksmith and Metal Fencing Works
  - Lot 10 Suspended Ceiling Works
  - Lot 11 Heating Engineer Works
  - Lot 12 General Builders Works
  - Lot 13 Multi Trades Works
- 3.6 The Framework Agreement was tendered as an above GPA Threshold Works Framework Agreement using the Open Procedure. The Contract notice was dispatched via the Public Contracts Scotland portal on the 21<sup>st</sup> June 2021 and advertised in the Find a Tender (FTS) on the same date. The tender documents were available for download through the Public Contracts Scotland – Tender portal.
- 3.7 During the tendering period, fifty one (51) companies expressed an interest in the Framework. By the closing date set for return of electronic tenders, 12 noon on Thursday, 22nd July 2021, twenty (20) companies submitted a response, five (5) declined to respond and twenty six (26) failed to respond. The Tender Submissions received were evaluated by a panel comprising representatives from Facilities Management (Support Services). Property Services, Housing Services and the Corporate Procurement Unit.
- 3.8 The Tenderers were initially evaluated against a pre-determined set of criteria in the form of the Single Procurement Document, SPD (Scotland). All twenty (20) Tenderers satisfied the Council's requirements in respect of their responses to the SPD (Scotland).
- 3.9 During the evaluation of the commercial responses, one (1) Tenderers response could not be fully evaluated and was excluded from the evaluation process as they had not submitted a bid for any of the trades Lots.

- 3.10 The technical and commercial responses of the remaining nineteen (19) bidders were scored against Award Criteria of 40% technical and 60% commercial. The scores achieved by the Tenderers per Lot are as set out in Appendix 2 (attached to this report).
- 3.11 All Tenderers accepted onto this Framework Agreement have committed to providing Community Benefits. The level of Community Benefits provided will be based on the value of any contractual spend through each supplier (successful Tenderer). The level of spend will be monitored on a 6 monthly basis and the types of Community Benefits achieved will be in line with the Council's Community Benefits Outcome Menu.
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## **Implications of the Report**

### **1. Financial**

The cost of all work issued under this Framework Agreement will be met from existing budgets held by the various Council Services who will utilise this Framework.

### **2. HR & Organisational Development**

None.

### **3. Community/Council Planning –**

Our Renfrewshire is well –

The properties included in this contract range from domestic properties to schools, community centres, town halls and offices. These properties need to be maintained to an acceptable standard and any repairs carried out to prescribed timescales. This framework agreement will assist the Council in maintaining and repairing these properties to ensure that they are acceptable and safe for all tenants / users of the various types of properties.

### **4. Legal**

The tendering procedure for this Framework Contract was conducted in accordance with the Public Contracts (Scotland) Regulations 2015 under the Open Procedure and Renfrewshire Council's Standing Orders Relating to Contracts for above GPA Threshold works contracts.

### **5. Property/Assets**

This Framework Agreement will ensure that the Council will have access to appropriately experienced contractors to ensure that the Council's assets are properly maintained.

### **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**

All Suppliers accepted onto this Framework will require to have effective Health and Safety procedures in place which are acceptable to the Council's Health and Safety Section. Suppliers will require to have a Health and Safety Policy, endorsed by their Chief Executive Officer (or equivalent), be accredited to BS OHSAS 18001 (or equivalent) or can evidence that they have the appropriate Health and Safety management and procedures in place relative to the work required by the specific Lot they have been accepted onto.

**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**

All Suppliers accepted onto this Framework will require to have in place, and maintain throughout the term of this Framework Agreement, the level of insurance cover noted within the tender documents.

**11. Privacy Impact**

None.

**12. Cosla Policy Position**

None.

**13. Climate Risk**

No climate risk implications have arisen or are anticipated.

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**List of Background Papers**

None

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## Appendix 1

<b>Lot 1 - Electrical Works</b>	
Supplier	Ranking on Lot
City Gate Construction (Scotland) Limited	1 <sup>st</sup>
Magnus Electrical Services Limited	2 <sup>nd</sup>
City Building (Contracts) LLP	3 <sup>rd</sup>
G D Chalmers Limited	4 <sup>th</sup>
Consilium Contracting Services Ltd	5 <sup>th</sup>
Totalis Solutions Limited	6 <sup>th</sup>

<b>Lot 2 - Joiner Works</b>	
Supplier	Ranking on Lot
City Gate Construction (Scotland) Limited	1 <sup>st</sup>
City Building (Contracts) LLP	2 <sup>nd</sup>
Consilium Contracting Services Ltd	3 <sup>rd</sup>
Totalis Solutions Limited	4 <sup>th</sup>
Anderson Property Services (Scotland) Limited	5 <sup>th</sup>
H Clarke Sons Limited T/A HCS Mechanical Services	6 <sup>th</sup>

<b>Lot 3 - Plumber Works</b>	
Supplier	Ranking on Lot
City Gate Construction (Scotland) Limited	1 <sup>st</sup>
City Building (Contracts) LLP	2 <sup>nd</sup>
Totalis Solutions Limited	3 <sup>rd</sup>
Anderson Property Services (Scotland) Limited	4 <sup>th</sup>
Valley Group Limited	5 <sup>th</sup>
H Clarke Sons Limited T/A HCS Mechanical Services	6 <sup>th</sup>

<b>Lot 4 - Plastering and Ceramic Tiling Works</b>	
Supplier	Ranking on Lot
City Gate Construction (Scotland) Limited	1 <sup>st</sup>

<b>Lot 5 - Painting and Decorating Works</b>	
Supplier	Ranking on Lot
Trident Maintenance Services Ltd	1 <sup>st</sup>
MITIE Property Services (UK) Limited	2 <sup>nd</sup>
Dumbreck Decorators Limited	3 <sup>rd</sup>
Bell Decorating Group Limited	4 <sup>th</sup>
City Gate Construction (Scotland) Limited	5 <sup>th</sup>
Totalis Solutions Limited	6 <sup>th</sup>

<b>Lot 6 - Glazier Works</b>	
Supplier	Ranking on Lot
City Gate Construction (Scotland) Limited	1 <sup>st</sup>

<b>Lot 7 - Tile and Slate Roofing Works</b>	
Supplier	Ranking on Lot
City Gate Construction (Scotland) Limited	1 <sup>st</sup>
Faskin Group Ltd	2 <sup>nd</sup>

<b>Lot 8 - Flat Roofing Works</b>	
Supplier	Ranking on Lot
City Gate Construction (Scotland) Limited	1 <sup>st</sup>
Faskin Group Ltd	2 <sup>nd</sup>
Sennit Construction Ltd	3 <sup>rd</sup>
Braedale Roofing Limited	4 <sup>th</sup>

<b>Lot 9 - Blacksmith and Metal Fencing Works</b>	
Supplier	Ranking on Lot
City Gate Construction (Scotland) Limited	1 <sup>st</sup>
Lux Fabrication Ltd	2 <sup>nd</sup>

<b>Lot 10 - Suspended Ceiling Works</b>	
Supplier	Ranking on Lot
City Gate Construction (Scotland) Limited	1 <sup>st</sup>
Totalis Solutions Limited	2 <sup>nd</sup>

<b>Lot 11 - Heating Engineer Works</b>	
Supplier	Ranking on Lot
City Gate Construction (Scotland) Limited	1 <sup>st</sup>
Valley Group Limited	2 <sup>nd</sup>
H Clarke Sons Limited T/A HCS Mechanical Services	3 <sup>rd</sup>

<b>Lot 12 - General Builders Works</b>	
Supplier	Ranking on Lot
City Gate Construction (Scotland) Limited	1 <sup>st</sup>
Totalis Solutions Limited	2 <sup>nd</sup>
H Clarke Sons Limited T/A HCS Mechanical Services	3 <sup>rd</sup>

<b>Lot 13 - Multi Trades Works</b>	
Supplier	Ranking on Lot
City Gate Construction (Scotland) Limited	1 <sup>st</sup>
City Building (Contracts) LLP	2 <sup>nd</sup>
Bell Decorating Group Limited	3 <sup>rd</sup>
Totalis Solutions Limited	4 <sup>th</sup>
H Clarke Sons Limited T/A HCS Mechanical Services	5 <sup>th</sup>

## Appendix 2

<b>Lot 1 - Electrical Works</b>			
Tenderer	Price	Quality	Total
City Gate Construction (Scotland) Limited	60.00	40.00	100.00
Magnus Electrical Services Limited	48.67	40.00	88.67
City Building (Contracts) LLP	46.72	35.00	81.72
G D Chalmers Limited	41.22	40.00	81.22
Consilium Contracting Services Ltd	38.30	40.00	78.30
Totalis Solutions Limited	34.35	40.00	74.35
Valley Group Limited	26.25	40.00	66.25
James Frew Limited	35.94	30.00	65.94
H Clarke Sons Limited T/A HCS Mechanical Services	29.82	35.00	64.82

<b>Lot 2 - Joiner Works</b>			
Tenderer	Price	Quality	Total
City Gate Construction (Scotland) Limited	60.00	40.00	100.00
City Building (Contracts) LLP	48.32	35.00	83.32
Consilium Contracting Services Ltd	39.18	40.00	79.18
Totalis Solutions Limited	35.53	40.00	75.53
Anderson Property Services (Scotland) Limited	37.17	35.00	72.17
H Clarke Sons Limited T/A HCS Mechanical Services	30.84	35.00	65.84

<b>Lot 3 - Plumber Works</b>			
Tenderer	Price	Quality	Total
City Gate Construction (Scotland) Limited	60.00	40.00	100.00
City Building (Contracts) LLP	48.32	35.00	83.32
Totalis Solutions Limited	35.53	40.00	75.53
Anderson Property Services (Scotland) Limited	37.17	35.00	72.17
Valley Group Limited	27.15	40.00	67.15
H Clarke Sons Limited T/A HCS Mechanical Services	30.84	35.00	65.84

<b>Lot 4 - Plastering and Ceramic Tiling Works</b>			
Tenderer	Price	Quality	Total
City Gate Construction (Scotland) Limited	60.00	40.00	100.00

<b>Lot 5 - Painting and Decorating Works</b>			
Tenderer	Price	Quality	Total
Trident Maintenance Services Ltd	60.00	40.00	100.00
MITIE Property Services (UK) Limited	36.51	40.00	76.51
Dumbreck Decorators Limited	25.56	37.50	63.06
Bell Decorating Group Limited	16.92	40.00	56.92
City Gate Construction (Scotland) Limited	13.69	40.00	53.69
Totalis Solutions Limited	6.77	40.00	46.77
Novus Property Solutions Limited	7.84	35.00	42.84
Anderson Property Services Limited	7.08	35.00	42.08
H Clarke Sons Limited T/A HCS Mechanical Services	5.87	35.00	40.87

<b>Lot 6 - Glazier Works</b>			
Tenderer	Price	Quality	Total
City Gate Construction (Scotland) Limited	60.00	35.00	95.00

<b>Lot 7 - Tile and Slate Roofing Works</b>			
Tenderer	Price	Quality	Total
City Gate Construction (Scotland) Limited	60.00	35.00	95.00
Faskin Group Ltd	54.81	27.50	82.31

<b>Lot 8 - Flat Roofing Works</b>			
Tenderer	Price	Quality	Total
City Gate Construction (Scotland) Limited	60.00	40.00	100.00
Faskin Group Ltd	54.81	27.50	82.31
Sennit Construction Ltd	49.86	30.00	79.86
Braedale Roofing Limited	33.90	10.00	43.90

<b>Lot 9 - Blacksmith and Metal Fencing Works</b>			
Tenderer	Price	Quality	Total
City Gate Construction (Scotland) Limited	60.00	40.00	100.00
Lux Fabrication Ltd	47.12	35.00	82.12

<b>Lot 10 - Suspended Ceiling Works</b>			
Tenderer	Price	Quality	Total
City Gate Construction (Scotland) Limited	60.00	40.00	100.00
Totalis Solutions Limited	34.35	40.00	74.35



<b>Lot 11 - Heating Engineer Works</b>			
Tenderer	Price	Quality	Total
City Gate Construction (Scotland) Limited	60.00	40.00	100.00
Valley Group Limited	30.29	40.00	70.29
H Clarke Sons Limited T/A HCS Mechanical Services	34.42	35.00	69.42

<b>Lot 12 - General Builders Works</b>			
Tenderer	Price	Quality	Total
City Gate Construction (Scotland) Limited	60.00	40.00	100.00
Totalis Solutions Limited	35.53	40.00	75.53
H Clarke Sons Limited T/A HCS Mechanical Services	30.84	35.00	65.84

<b>Lot 13 - Multi Trades Works</b>			
Tenderer	Price	Quality	Total
City Gate Construction (Scotland) Limited	60.00	40.00	100.00
City Building (Contracts) LLP	48.32	35.00	83.32
Bell Decorating Group Limited	41.42	40.00	81.42
Totalis Solutions Limited	35.53	40.00	75.53
H Clarke Sons Limited T/A HCS Mechanical Services	30.84	35.00	65.84





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

**On:** 1 September 2021

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

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**Heading:** Measured Term Contract for the Provision of Scaffolding and Associated Works – RC-CPU-20-390

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**1. Summary**

- 1.1 The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to award a Works Contract for the Provision of Scaffolding and Associated Works (RC-CPU-20-390) to Top Scaffolding 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.
  - 1.3 A Contract Strategy was approved by the Director of Environment and Infrastructure and the Strategic Commercial Category Manager on 27 May 2021.
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**2. Recommendations**

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

- 2.1.1 authorise the Head of Corporate Governance to award a contract for the Provision of Scaffolding and Associated Works (RC-CPU-20-390) to Top Scaffolding Limited.
- 2.1.2 authorise a spend under the contract of up to £500,000.00 excluding VAT.
- 2.1.3 The Contract Period will be 48 months anticipated to commence on 30 October 2021 but shall be confirmed in the Letter of Acceptance.

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### 3. Background

- 3.1 Facilities Management (Hard Services) are responsible for the maintenance and repair of Council properties. Facilities Management (Hard Services) directly employ trades people to carry out the maintenance and repair works. Where works at height are required a specialist contractor is appointed to erect a suitable working platform, or scaffolding. This allows the work to be carried out safely in compliance with the Health and safety Regulations for working at height. The Council does not have the inhouse resource to provide these works. This contract is therefore for the appointment of a specialist contractor to erect, maintain on site and dismantle and remove from site on job completion, scaffolding and associated works.
- 3.2 The form of Contract will be the SBCC Measured Term Contract for use in Scotland 2011, MTC/Scot (2011 Edition) incorporating the Employers Amendments.
- 3.3 A Contract Notice was published on the Public Contract Scotland advertising portal on Tuesday 8 June 2021 with the tender documentation available for downloading from the Public Contract Scotland – Tender platform.

During the tendering period Eight (8) companies expressed an interest in the Contract. By the closing date (12 noon, 5 July 2021) set for return of electronic tender submissions, three (3) companies submitted a tender submission and five (5) failed to respond.
- 3.4 Each of the tender submissions were evaluated against a pre-determined set of criteria in the form of the Single Procurement Document (SPD) and which they had completed as part of the tender submission by representatives from Environment & Infrastructure, the Corporate Procurement Unit, Corporate Risk and Corporate Health & Safety.

3.5 All three (3) tender submissions complied with the minimum requirements of the SPD and progressed to evaluation of the award criteria which was based on a weighting of 75% Price / 25% Quality.

3.6 The scores relative to the award criteria for each of the Tenderers who made a tender submission are noted below:

		<b>Price (75%)</b>	<b>Quality (25%)</b>	<b>Total (100%)</b>
<b>1</b>	<b>Top Scaffolding Limited</b>	73.95%	24.50%	<b>98.45%</b>
<b>2</b>	<b>JR Scaffolding Services Limited</b>	75.00%	22.00%	<b>97.00%</b>
<b>3</b>	<b>TM Scaffolding Limited</b>	52.57%	5.75%	<b>58.32%</b>

3.7 The evaluation of tender submissions received identified that the tender submission by Top Scaffolding Limited was the most economically advantageous to the Council.

3.8 Community Benefits were requested as part of the procurement process and Top Scaffolding Limited confirmed that the following Community Benefits would be made available to the Council for this Contract:

<b>Community Benefit Description</b>	<b>No of People / Activity</b>
Job for an unemployed individual from a Priority Group	1
Modern Apprenticeship (Top Scaffolding Limited will work with the Council to identify potential candidates; the successful candidate will join as a Modern Apprentice and work towards achieving their CISRS Scaffolder Part 1 and then onto Part 2, which would be funded by Top Scaffolding Ltd.)	1
Industry Skill Transfer to Schools	1
Financial Support for a Community Project	1

## Implications of the Report

1. **Financial** – The costs for this Contract will be met by the Hard Facilities Management revenue repairs budget.
2. **HR & Organisational Development** – No TUPE implications have arisen or are anticipated.
3. **Community/Council Planning** –
  - Our Renfrewshire is fair - ensuring all residents have safe, quality and affordable housing.
  - Our Renfrewshire is safe – the provision of the scaffolding allows Building Services to carry out works which will ensure that tenants living in Council domestic properties have safe homes to live in.
  - Building strong, safe and resilient communities – Housing is fundamental to quality of life and the scaffolding works allow the Council to provide quality, affordable housing to residents.
4. **Legal** – The procurement of this Contract has been conducted in accordance with the Council's Standing Orders Relating to Contracts.
5. **Property/Assets** - The Contract will facilitate the maintenance and repairs to 12,500 tenanted and operational properties within Renfrewshire.
6. **Information Technology** – No Information Technology implications have arisen or are anticipated
7. **Equality & Human Rights**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – Top Scaffolding Limited’s health and safety credentials were evaluated by Corporate Health and Safety and met the Council’s minimum requirements regarding health and safety.
9. **Procurement** – The procurement procedures outlined within this report shall ensure that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government.
10. **Risk** – Top Scaffolding Limited 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** – Not applicable.
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 to be low risk.

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**Author:** Aileen Ross, Procurement Advisor, Corporate Procurement Unit.







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

**On: 1<sup>st</sup> September 2021**

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**Report by: Joint Report by the Chief Executive and the Chief Officer  
Renfrewshire Health and Social Care Partnership and the Director  
of Children's Services**

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**Heading: Provision of a Carers Centre  
(RC-CPU-21-109)**

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**1. Summary**

- 1.1 The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to award a contract to Renfrewshire Carers Centre for the provision of a Carers Centre.
- 1.2 This procurement exercise has been conducted in accordance with Section 12 of the Procurement Reform (Scotland) Act 2014 (as amended) and Regulation 6 of the Procurement (Scotland) Regulations 2016 for a Regulated Contract for Health and Social Care Services and Standing Order 14 of the Council's Standing Orders Relating to Contracts.
- 1.3 A Contract Strategy for this contract was approved by the Strategic Commercial and Procurement Manager and the Head of Strategic Planning and Health Improvement, Renfrewshire Health and Social Care Partnership.
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**2. Recommendations**

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board authorise the Head of Corporate Governance:
- 2.1.1 To award the Contract for the Provision of a Carers Centre to Renfrewshire Carers Centre;
  - 2.1.2 To award the Contract for one (1) year from 1<sup>st</sup> October 2021 to 30<sup>th</sup> September 2022; and
  - 2.1.3 To award the Contract up to a maximum value of £523,783.58 excluding VAT for the entire contract period.

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3. **Background**

- 3.1 The service will provide a range of support for carers with an aim to support them in their caring role and provide opportunities to have a life outside of their caring responsibilities.
- 3.2 The service will support the Council and Renfrewshire Health and Social Care Partnership to meet its duties under the Carers (Scotland) Act 2016, specifically the duties relating to Adult Carer Support Plans and Information. Renfrewshire Carers Centre will also provide support to young carers as part of this contract.
- 3.3 The Head of Policy and Commissioning (HOPAC) approved the procedure for procurement of a negotiated contract without competition in accordance with the Council's Standing Orders Relating to Contracts order 14. (Negotiated contract without competition) for a contract made under Section 12 of the Procurement Reform (Scotland) Act 2014 (as amended) and Regulation 6 of the Procurement (Scotland) Regulations 2016 for a Regulated Health and Social Care Service.
- 3.4 This Invitation to tender was issued to Renfrewshire Carers Centre via the Public Contract Scotland Tender portal on 2<sup>nd</sup> July 2021 with a tender closing date of 12 noon on 30<sup>th</sup> July 2021.
- 3.5 The tender document included a Single Procurement Document (SPD) as required by the Council's Standing Orders relating to Contracts and the tender response submitted was evaluated against a pre-determined set of criteria by representatives from the following Council Services: Corporate Procurement Unit, Corporate Risk, Health and Safety and also by representatives of the Renfrewshire Health and Social Care Partnership – all requirements were met. Renfrewshire Carers Centre as part of the tender submission confirmed that they would deliver the service for the price as detailed in the Invitation to tender.

3.6 Community Benefits were sought as part of the procurement process and Renfrewshire Carers Centre advised within their tender submission that the following Community Benefits would be delivered as part of this Contract:

- 2 Jobs for unemployed individuals
- Participation in 1 Industry Awareness Event.

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## Implications of the Report

1. **Financial** – Using Dun & Bradstreet, the financial status of Renfrewshire Carers Centre was assessed which confirmed that the organisation satisfied the Council's requirements in relation to financial stability.
2. **HR & Organisational Development** - None
3. **Community/Council Planning** –
  - Our Renfrewshire is thriving – providing work to individuals from Renfrewshire
  - Our Renfrewshire is well - Supporting the wellness and resilience of our residents
  - Our Renfrewshire is fair - ensuring that those who require the service are supported to improve their health and wellbeing
  - Reshaping our place, our economy and our future – a strong community-based service that responds to the needs of people in Renfrewshire
  - Tackling inequality, ensuring opportunities for all – Providing carers with the support they need
  - Working together to improve outcomes – The services delivered helps to improve outcomes of service users within Renfrewshire.
4. **Legal** – The procurement of this contract has been conducted in accordance with the Procurement Reform (Scotland) Act 2014 (as amended), Regulation 6 of the Procurement (Scotland) Regulations 2016 and the Council's Standing Orders relating to Contract for a negotiated contract for the procurement of Health and Social Care Services.
5. **Property/Assets** - None
6. **Information Technology** - None

7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – The Renfrewshire Carers Centre 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** – The Renfrewshire Carers Centre insurances have been assessed and evaluated and meet the minimum requirements regarding insurable risk.
11. **Privacy Impact** - The contract contains Renfrewshire Council's General Conditions of Contract data protection provisions. Renfrewshire Carers Centre will be Data Controllers and, as such, have a legal responsibility to comply with Data Protection legislation when collecting, processing and storing personal data to those receiving the service under this contract.
12. **Cosla Policy Position** –Not Applicable.
13. **Climate Change** – No climate change implications were noted as part of this Contract.

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#### List of Background Papers

none

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

**On: 1 September 2021**

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

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**Heading: Contract Award: The Purchase of six (6) 7.5 Tonne Hook Loader Vehicles (RC-CPU-21-161)**

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## **1. Summary**

- 1.1 The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to award the contract for The Purchase of six (6) 7.5 Tonne Hook Loader Vehicles to Motus Group (UK) Limited trading as Motus Commercial as part of the Council's Vehicle Replacement Programme for 2021/2022.
  - 1.2 This procurement exercise was conducted as a direct award to contract for the Purchase of six (6) 7.5 Tonne Hook Loader Vehicles to Motus Group (UK) Limited trading as Motus Commercial under Lot 1 of the Scotland Excel Framework Agreement for Heavy Vehicles (ref: 03/17) and in accordance with the Council's Standing Orders relating to Contracts.
  - 1.3 A Contract Strategy was prepared by the Corporate Procurement Unit which covered the purchase of vehicles for the vehicle replacement programmes from 2018/19 to 2022/2023 and was approved by the Director of Environment and Communities (the predecessor service to Environment and Infrastructure) and the Corporate Procurement Manager in June 2018.
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## **2. Recommendations**

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board authorise:
  - 2.2 The Head of Corporate Governance to award a Contract for the Purchase of six (6) 7.5 Tonne Hook Loader Vehicles to Motus Group (UK) Limited trading as Motus Commercials;
  - 2.3 The contract value of £364,380 excluding VAT.
  - 2.4 Note that if an order is placed with Motus Group (UK) Limited trading as Motus Commercials before the 17<sup>th</sup> September 2021, Motus Group (UK) Limited trading as Motus Commercials has agreed to deliver these vehicles to the Councils Fleet Services, Underwood Road, Paisley before the end of May 2022.
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## **3. Background**

- 3.1 As part of the vehicle replacement programme Environment & Infrastructure Services identified a requirement to purchase six (6) 7.5 Tonne Hook Loader Vehicles. In accordance with Standing Order 29.5 of the Standing Order relating to Contracts, the Scotland Excel Framework Agreement for Heavy Vehicles (ref: 03/17) Lot 1 was identified as the best option for this vehicle purchase.
- 3.2 Scotland Excel established a Framework Agreement for Heavy Vehicles (ref: 03/17) on 1st January 2018. The Framework Agreement allows for "Direct Awards" to be utilised where the Council can demonstrate best value for money.
- 3.3 Analysis of the Suppliers on Lot 1 of the Scotland Excel Framework Agreement for Heavy Vehicles (ref: 03/17) was undertaken. The analysis demonstrated that best value for money could be achieved by making a direct award for the purchase of these 6 vehicles from Motus Group (UK) Limited trading as Motus Commercials. This analysis took into consideration the recent survey of other body and chassis vehicles previously supplied to the Council. Staff engagement has been important in the selection of these vehicles due to cab ergonomics, productivity and operational safety. These vehicles will aid operational and safety requirements and allow multi-use designed kit to be shared across services as operational requirements dictate.
- 3.4 The costs for this Contract will be met from the Environment & Infrastructure Capital budget allocation for the Vehicle Replacement Programme for

financial year 2021/22. These new vehicles will help to reduce escalating maintenance and fuel costs on the Council current ageing Roads Grounds and Street Scene fleet.

3.5 Motus Group (UK) Limited trading as Motus Commercials have committed to providing the following community benefits:

- 2 x Work Experience Placement for an individual aged 14 to 16 years of age.

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## Implications of the Report

### 1. Financial

The costs under this Contract will be funded from the Environment & Infrastructure Capital budget allocation for the Vehicle Replacement Programme for financial year 2021/2022

### 2. HR & Organisational Development

No TUPE implications for the Council have arisen or are anticipated.

### 3. Community/Council Planning

N/A

### 4. Legal

The procurement of this Contract was conducted in accordance with the requirements for a direct award under Lot 1 of the Scotland Excel Framework Agreement for Heavy Vehicles (ref: 03/17) and the Council's Standing Orders relating to Contracts.

### 5. Property/Assets

The Council will have the use of six (6) 7.5 tonne Hook Loader Vehicles.

### 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 because for example it is for noting only. If required following implementation, the actual impact of the

recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety**

Motus Group (UK) Limited trading as Motus Commercial's health and safety standards have been assessed and evaluated by Scotland Excel to confirm they meet the minimum requirements regarding insurable risk.

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**

Motus Group (UK) Limited trading as Motus Commercial's insurances have been assessed and evaluated to confirm they meet the minimum requirements regarding insurable risk.

11. **Privacy Impact**

No Privacy Impact Assessment requirements were identified within this procurement.

12. **Cosla Policy Position**

No Cosla Policy implications have been identified or are anticipated.

13. **Climate Risk**

The level of impact associated with provision of the supply of this product has been assessed by Scotland Excel using the Scottish Government Sustainability Test.

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**List of Background Papers**

None

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