

## Minute of Meeting

### Finance, Resources and Customer Services Policy Board

Date	Time	Venue
Wednesday, 30 August 2017	14:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

**Present:** Councillor Tom Begg, Councillor Bill Brown, Provost Lorraine Cameron, Councillor Audrey Doig, Councillor Alison Jean Dowling, Councillor Jim Harte, Councillor Kenny MacLaren, Councillor John McNaughtan, Councillor Iain Nicolson, Councillor Jim Paterson, Councillor Jim Sharkey, Councillor John Shaw, Councillor James Sheridan, Councillor Andy Steel, Councillor Jane Strang

#### Chair

Councillor Shaw, Convener, presided.

#### In Attendance

S MacDougall, Director of Community Resources; A Russell, Director of Finance & Resources; D Amos, Head of Policy & Commissioning, B Lambert, Strategic Commercial Category Manager and N Irvine-Brown, Policy Lead – Performance & Quality (all Chief Executive's); D Gillies, Head of Facilities Management, C Dalrymple, Regulatory & Enforcement Manager, C Grainger, Planning & Performance Manager and D McNab, Transportation Manager (all Community Resources); L Feely, Housing Asset & Investment Manager (Development & Housing Services); and K Graham, Head of Corporate Governance, J Lynch, Head of Property Services, A MacArthur, Head of Finance, R McGrath, Head of Customer & Business Services, T Olowe, Interim Head of HR, OD and Workforce Strategy, R Cree, OD & Workforce Planning Manager, D Farrell, Finance & Business Partner, P McDonald, Performance Assistant and A McNaughton, Senior Committee Services Officer (all Finance & Resources).

#### Declarations of Interest

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

## **1 Investment Review Board**

There was submitted the Minute of the meeting of the Investment Review Board held on 7 June 2017 which forms Appendix 1 hereto.

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

## **2 Joint Consultative Committee (Non-teaching)**

There was submitted the Minute of the meeting of the Joint Consultative Board (Non-teaching) held on 14 June 2017 which forms Appendix II hereto.

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

## **3 Revenue Budget Monitoring to 23 June 2017**

There was submitted a revenue budget monitoring report by the Director of Finance & Resources relative to an overview of expenditure on general fund services and the Housing Revenue Account for the period 1 April to 23 June 2017.

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

### **SEDERUNT**

Councillors Harte and Strang entered the meeting during consideration of the following item.

## **4 Revenue Budget Monitoring - Council Overview to 23 June 2017**

There was submitted a revenue budget monitoring report by the Director of Finance & Resources relative to an overview of expenditure on general fund services and the Housing Revenue Account for the period 1 April to 23 June 2017.

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

## **5 Capital Budget Monitoring Report**

There was submitted a capital budget monitoring report by the Director of Finance & Resources relative to capital expenditure on corporate issues for the period 1 April to 23 June 2017.

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

## **6 Capital Budget Monitoring Report - Overview**

There was submitted a capital budget monitoring report by the Director of Finance & Resources relative to an overview of expenditure on the Housing and Non-housing Capital Programmes for the period 1 April to 23 June 2017.

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

## **7 Annual Efficiency Statement 2016/17**

There was submitted a report by the Director of Finance & Resources relative to the publication of the Annual Efficiency Statement 2017. An appendix to the report summarised the efficiencies achieved during 2016/17.

**DECIDED**: That the Annual Efficiency Statement 2017 be approved.

## **8 Anti-money Laundering Policy**

There was submitted a report by the Director of Finance & Resources relative to the Council's Anti-money Laundering Policy to prevent money laundering within all the Council's dealings. A copy of the policy was appended to the report.

The policy ensured that the Council had appropriate and proportionate anti-money laundering safeguards and reporting arrangements in place to help maintain an anti-fraud culture and uphold high ethical standards in the administration of public funds.

The policy assisted the Council to meet its responsibilities under various legislation including the Terrorism Act 2000, Proceeds of Crime Act 2002, Money Laundering Regulations 2007 and Fraud Act 2006, and subsequent regulations.

**DECIDED**: That the Anti-money Laundering Policy, as set out in the appendix to the report, be approved.

## **9 Customer & Business Services Performance Report**

There was submitted an update report by the Director of Finance & Resources relative to performance across key Customer & Business Services functions from 1 April to 31 July 2017.

The report highlighted performance to collect Council Tax and Non-domestic Rates, detailed performance to process Housing Benefit and the Scottish Welfare Fund, and included an update on funding and expenditure relative to Discretionary Housing Payments. Appendices 1 and 2 to the report provided detailed performance information. A copy of the Scottish Public Services Ombudsman Report relative to the Scottish Welfare Fund formed Appendix 3 to the report.

An update on the overall contact centre call handling response times as well as face-to-face response times across three customer service locations in Paisley, Renfrew and Johnstone were also included.

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

## **10 Non-domestic Rates: Accounts for write off**

There was submitted a report by the Director of Finance & Resources relative to the proposed write-off of non-domestic rates accounts for sums over £10,000, in accordance with the Council's Financial Regulations. The report indicated that the Council's procedures for the recovery of debt had been pursued without success. The value of the debt to be written off was £578,247.54.

**DECIDED**: That the sum of £578,247.54, as detailed in the report, be written off.

## **11 Housing Benefit Overpayments: Accounts for write off**

There was submitted a report by the Director of Finance & Resources relative to the proposed write-off of housing benefit overpayments for sums over £10,000, in accordance with the Council's Financial Regulations. The report indicated that the Council's procedures for the recovery of debt had been pursued without success. The value of the debt to be written off was £11,149.60.

**DECIDED:** That the sum of £11,149.60, as detailed in the report, be written off.

## **12 Sundry Debtors: Accounts for write off**

There was submitted a report by the Director of Finance & Resources relative to the proposed write-off of sundry debtor accounts for sums over £10,000, in accordance with the Council's Financial Regulations. The report indicated that the Council's procedures for the recovery of debt had been pursued without success. The value of the debt to be written off was £48,235.87.

**DECIDED:** That the sum of £48,235.87, as detailed in the report, be written off.

## **13 Better Council Change Programme Update**

There was submitted an update report by the Chief Executive relative to progress to deliver the Better Council Change Programme.

The report provided an update on progress to deliver the Online Customer Access Project and the Enterprise Resource Planning/Business World that comprised Phase 2 of the programme and detailed proposals for the development of Phase 3, including workforce planning.

**DECIDED:**

(a) That the content of the report be noted; and

(b) That the work ongoing to identify further opportunities for transformation across the Council be noted.

## **14 Council Workforce Plan 2017/20**

There was submitted a report by the Director of Finance & Resources relative to the introduction of a new Council Workforce Plan 2017/20 (the plan). A copy of the plan and an associated action plan were appended to the report.

The report explained the Council's approach to workforce planning, drivers and demand, key workforce challenges, workforce planning priorities and how the plan would be implemented, monitored and reviewed. Progress to deliver the plan would be reported to this Board on an annual basis.

**DECIDED:** That the Council Workforce Plan 2017/20 be approved for implementation.

## **15 Chief Executive's Service Health & Safety - Annual Report 2016/17 and Action Plan 2017/18**

There was submitted a report by the Chief Executive relative to the annual health and safety report for the Chief Executive's Service, reviewing health and safety performance during 2016/17 and seeking approval to implement the action plan for 2017/18 as appended to the report.

The report set out arrangements for the management of health and safety within the service and demonstrated commitment to continuous improvement in health and safety performance. It summarised achievements to 31 March 2017 and the action plan detailed the tasks that the service aimed to achieve by March 2018.

**DECIDED:** That the Chief Executive's Service annual health and safety report for 2016/17 and the action plan for 2017/18 be approved.

## **16 Public Holidays for Renfrewshire Council Employees 2018**

There was submitted a report by the Director of Finance & Resources relative to public holidays and one day of no work requirement for Renfrewshire Council employees in 2018. The proposed holidays followed the pattern set over previous years and were listed in an appendix to the report.

**DECIDED:** That the public holidays and day of no work requirement for Renfrewshire Council employees for 2018, as detailed in the appendix, be approved

## **17 Civic Hospitality**

The Convener intimated that a revised report had been submitted by the Director of Finance & Resources relative to requests received by the Provost for civic hospitality from individuals and organisations for specific events as detailed within the report.

The report proposed the type and cost of civic hospitality to be provided in respect of each event and sought authorisation for the Director of Finance & Resources, in consultation with the Provost, to make the necessary arrangements or, in the case of events that had already occurred, to homologate the action taken by the Director of Finance & Resources, in consultation with the Provost, to provide civic hospitality.

**DECIDED:**

(a) That the Director of Finance & Resources, in consultation with the Provost, make the necessary arrangements for civic hospitality, at the approximate cost indicated, as follows:

Unveiling of the Workers' Memorial Cairn at Robertson Park, Renfrew - £250;

Erskine Hospital Military Ball - £1,000;

Singing Children of Africa Concert in Paisley Town Hall - £1,250; and

(b) That the action taken by the Director of Finance & Resources, in consultation with the Provost, to provide civic hospitality, at the approximate cost indicated, for the undernoted events be homologated:

Volunteer International Development Education Salesian UK week - £1,000

Visit to Lapwing Lodge by a scout group from Gladsaxe - £250; and

Unveiling of artwork and plaque to commemorate former Councillor J Mitchell - £450.

### **SEDERUNT**

Councillor Nicolson entered the meeting during consideration of the following item.

## **18 CONTRACT AUTHORISATION REPORTS**

The undernoted contract authorisation reports were considered.

### **18(a) Contract for the Provision of Adaptations and Small Repair Services for Renfrewshire Council**

There was submitted a joint report by the Chief Executive and the Chief Officer, Renfrewshire Health & Social Care Partnership, relative to the award of a contract for the provision of adaptations and small repair services for Renfrewshire Council.

#### **DECIDED:**

(a) That the Head of Corporate Governance be authorised to award the contract for the provision of adaptations and small repairs services for Renfrewshire Council to Bridgewater Housing Association Limited;

(b) That it be noted that the total contract value across both Councils would be £1,095,000, excluding VAT, including the maximum option period, with spend pertaining to Renfrewshire Council being £630,000, excluding VAT; and

(c) That it be noted that the contract was anticipated to commence on 1 November 2017 for a period of two years with the Council's option to extend the contract for up to one year. The actual date of commencement would be stated in the Council's Letter of Acceptance.

### **18(b) Provision of Community Based Transitional Employment Training**

There was submitted a joint report by the Chief Executive and the Director of Development & Housing Services relative to a multi-supplier framework contract for the provision of community based transitional employment training in four lots; Construction, Landscaping, Childcare and Creative Industries.

At the conclusion of a procurement exercise carried out in accordance with Council and EU procedures, seven tenders were submitted. Following evaluation, it was proposed that places on the framework contract be awarded as undernoted. No award was proposed for Lot 3 as tenders received did not represent best value.

Lot 1 – Construction to Linstone Housing Association Limited;

Lot 2 – Landscaping to Linstone Housing Association Limited and Barnardo's; and

Lot 4 – Creative Industries to Impact Arts (Projects) Limited.

**DECIDED:**

(a) That the Head of Corporate Governance be authorised to award a multi-supplier framework contract for the provision of community based transitional employment training as undernoted:

Lot 1 – Construction to Linstone Housing Association Limited;

Lot 2 – Landscaping to Linstone Housing Association Limited and Barnardo's; and

Lot 4 – Creative Industries to Impact Arts (Projects) Limited;

(b) That it be noted that the framework contract was anticipated to commence on 23 September 2017, or alternatively, the date confirmed in the Letter of Acceptance, and end on 30 September 2018;

(c) That it be noted that the cumulative spend under this framework contract would be up to the value of £594,446.88 excluding VAT; and

(d) That it be noted that any call-offs awarded through this framework contract would be subject to Council Standing Orders Relating to Contracts.

**18(c) Provision of an Early Level Transition Programme**

There was submitted a joint report by the Chief Executive and the Director of Children's Services relative to the award of a contract for the provision of an early level transition programme for a period of 12 months.

In terms of the relevant procedures and regulations, an invitation to tender was issued to Barnardo's given that competition was absent for technical reasons. The tender received from Barnardo's had been assessed and considered acceptable on both technical and commercial grounds.

**DECIDED:**

(a) That the Head of Corporate Governance be authorised to award the contract for the provision of an early level transition programme to Barnardo's;

(b) That it be noted that the contract value was £181,665.00 excluding VAT; and

(c) That it be noted that the contract was anticipated to commence on 11 September 2017 for a period of 12 months. The actual date of commencement would be stated in the Council's Letter of Acceptance.

#### **18(d) Development/Upgrade of Glasgow Airport Cycle Route**

There was submitted a joint report by the Chief Executive and the Director of Community Resources relative to a NEC3 Engineering and Construction Short Contract for the development/upgrade of Glasgow Airport cycle route.

**DECIDED:**

(a) That the Head of Corporate Governance be authorised to award the contract for the development/upgrade of Glasgow Airport cycle route to Luddon Construction Limited;

(b) That it be noted that the contract sum was £184,532.24, excluding VAT, plus 10% contingency for any unforeseen works; and

(c) That it be noted that the contract start date was anticipated to be 11 September 2017 and the completion date was 10 weeks from the date of commencement. The actual start date would be confirmed in the Council's Letter of Acceptance.

#### **18(e) Delegated Approval for the Procurement of Johnstone Castle Demolition Works**

There was submitted a joint report by the Chief Executive and the Director of Finance & Resources relative to the award of multiple work packages for required demolitions to enable the regeneration of Johnstone Castle area via the undertaking of separate mini competitions under the Scotland Excel Demolition Services framework agreement (contract reference: 1115).

**DECIDED:**

(a) That the report be noted;

(b) That authority be delegated to the Head of Policy & Commissioning to determine and authorise the appointment of contractors via a number of mini competitions utilising the Scotland Excel Demolition Services framework agreement (contract reference: 1115), Lot 2 – Demolition Works for demolition works required as part of the regeneration of the Johnstone Castle area until the expiry of said Demolition Services framework on 31 January 2020; and

(c) That a report be submitted to this Board at the end of the financial year summarising the relevant procurement processes, outcomes and respective values.

#### **18(f) 2017 Door Replacement Programme - Phase 2**

There was submitted a joint report by the Chief Executive and the Director of Finance & Resources relative to the award of a contract for the 2017 Door Replacement Programme – Phase 2 in the form of an SBCC Standard Building Contract with Quantities for Use in Scotland (MTC/Scot), 2011 Edition.

**DECIDED:** That the Head of Corporate Governance be authorised to award the contract for 2017 Door Replacement Programme – Phase 2 to Sidey Solutions Limited at a contract sum of £723,030.20 excluding VAT for a total period of twenty weeks commencing 9 October 2017 and concluding 23 February 2018 or

as per the start and completion dates confirmed in the Letter of Acceptance.

### **18(g) Festive Lighting 2017 up to 2021**

There was submitted a joint report by the Chief Executive and the Director of Community Resources relative to the award of a NEC3 Term Service Short Contract for festive lighting 2017 up to 2021.

#### **DECIDED:**

(a) That the Head of Corporate Governance award the contract for festive lighting 2017 up to 2021 to Field and Lawn Limited;

(b) That the contract be awarded for three years with the option (at the discretion of the Council) to extend for up to 12 months. The anticipated start date was 26 September 2017 to run until 25 September 2020 with an option to extend up to 25 September 2021. The exact dates would be confirmed in the Letter of Award;

(c) That a contract value for three years of £366,588.50 excluding VAT be approved; and

(d) That the contract value, should the extension option be taken, of £485,377.00 excluding VAT be approved.

### **18(h) Vehicle Replacement Programme 2017/18**

There was submitted a joint report by the Chief Executive and the Director of Community Resources relative to the award of a contract under the Scotland Excel Framework Agreement for Heavy Vehicles and Municipal Vehicles for the purchase of six refuse collection vehicles for the Vehicle Replacement Programme 2017/18.

**DECIDED:** That the Head of Corporate Governance be authorised to award a contract for the supply of six refuse collection vehicles to Volvo Truck and Bus Centre (Scotland) Limited at a cost of £944,200, excluding VAT, to be delivered by March 2018.

### **18(i) Upgrade to Middleton Road Waste Transfer Station**

There was submitted a joint report by the Chief Executive and the Directors of Community Resources and Finance & Resources relative to the award of a contract to upgrade Middleton Road Waste Transfer Station.

#### **DECIDED:**

(a) That the Head of Corporate Governance be authorised to award a contract to upgrade Middleton Road Waste Transfer Station to Noel Regan & Sons Building & Civil Engineering Contractors UK Limited;

(b) That the contract sum of £295,336.70 excluding VAT and an additional 10% of the contract sum as risk allowance for any unforeseen works be approved; and

(c) That it be noted that the start date was anticipated to be 18 September 2017 with a completion date of 9 April 2018. Exact dates would be confirmed in the Letter of Acceptance.

#### **18(j) Traffic Management Works**

There was submitted a joint report by the Chief Executive and the Director of Community Resources relative to the award of a framework contract with a number of qualified and experienced suppliers of Traffic Management Works for the Council's road resurfacing programme 2017/18.

##### **DECIDED:**

(a) That the Head of Corporate Governance be authorised to award a multi-supplier framework contract for traffic management works and any subsequent call-off (package orders) contracts for Lot 1 to firstly, Finco Contracts Limited, secondly, Markon Limited and thirdly, W J North Limited trading as W J Scotland and for Lot 2, firstly Finco Contracts Limited, secondly W I & A Gilbert Limited and thirdly Newlay Civil Engineering Limited;

(b) That it be noted that the cumulative spend made under this framework contract and any related package orders would be up to the maximum value of £2,200,000 excluding VAT; and

(c) That it be noted that the framework contract was intended to commence on 18 September 2017 or, the date confirmed in the Letter of Acceptance, and would be for a period of four calendar years.

#### **18(k) Integrated Customer Portal and Customer Relationship Management (CRM) Solution**

There was submitted a joint report by the Chief Executive and the Director of Finance & Resources relative to a contract for an integrated customer portal and customer relationship management (CRM) solution.

##### **DECIDED:**

(a) That the Head of Corporate Governance be authorised to award the contract for an integrated customer portal and customer relationship management (CRM) solution to Firmstep Limited;

(b) That it be noted that the total contract value was £344,178 excluding VAT, including the extension periods; and

(c) That it be noted that the contract period would be for an initial period of three years with the option to extend on a further two occasions, each for a period of 12 months. The contract would commence on 2 October 2017 or the date stated in the Letter of Acceptance.

#### **18(l) George Street Decommissioning**

There was submitted a joint report by the Chief Executive and the Director of Finance & Resources relative to a negotiated contract for the decommissioning of boiler plant from seven boiler houses (incorporating asbestos removal and

associated works), the removal of 160 water tanks and the timber lining of cupboards within 317 domestic properties at George Street, Paisley.

**DECIDED:**

(a) That the Head of Corporate Governance be authorised to award the contract for decommissioning works at George Street, Paisley to Advanced Energy Management Services Limited;

(b) That a maximum contract sum of £345,290.35, excluding VAT, be approved; and

(c) That it be noted that the proposed start date was early September 2017 for a duration of two years, which would allow for any issues that may arise gaining access to the properties. The actual start date would be confirmed in the Letter of Acceptance.

**18(m) Provision of Energy Efficiency Works (HEEPS ABS)**

There was submitted a joint report by the Chief Executive and the Acting Director of Development & Housing Services relative to the award of work packages for the provision of energy efficiency works as part of the Home Energy Efficiency Programme for Scotland Area Based Schemes (HEEPS ABS) – Year 1.

**DECIDED:**

(a) That the Head of Corporate Governance be authorised to award all required 2017/18 work packages for the provision of energy efficiency works (HEEPS ABS) to Everwarm Limited at a cumulative value for all three phases of no more than £4,500,000 excluding VAT for required works within 2017/18; and

(b) That it be noted that phase one would start on 25 September 2017 with all three phases to be completed by 31 May 2018 as required under the HEEPS grant conditions.

**18(n) Framework Contract for Banking Services**

There was submitted a joint report by the Chief Executive and the Director of Finance & Resources relative to a framework contract for Lot 1 - general banking services on behalf of Renfrewshire Council and associated bodies; and Lot 2 - general banking services on behalf of Renfrewshire Leisure Limited.

**DECIDED:**

(a) That the Head of Corporate Governance be authorised to conclude the award of the single source framework contract for general banking services to Clydesdale Bank Plc for a period of four years;

(b) That it be noted that the framework contract consisted of 2 Lots: Lot 1 Renfrewshire Council general banking services; and Lot 2 Renfrewshire Leisure Limited general banking services, and that any call off contracts would be issued by the respective contracting body under the relevant Lot;

(c) That it be noted that prices would be fixed for the framework contract in

accordance with the pricing schedule submitted by the Clydesdale Bank Plc;

(d) That once the framework contract was operational, authority be delegated to the Director of Finance & Resources and the Head of Policy & Commissioning to approve the award of any direct call off contract made under Lot 1 for Renfrewshire Council; and

(e) That it be noted that the ceiling value of all call off agreements made under both Lots of this framework contract would be £247,765.

**19 Operational Performance Report: Integrated Facilities Management (Hard & Soft Services)**

There was submitted an update report by the Director of Community Resources relative to the operational performance of Facilities Management (Hard and Soft Services) delivered by Community Resources from 1 April to 23 June 2017.

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

**EXCLUSION OF PRESS AND PUBLIC**

The Board resolved to exclude the press and public from the meeting during consideration of the following items of business as it was likely, in view of the nature of the business to be transacted, that if members of the press and public were present there could be disclosure to them of exempt information as defined in paragraphs 8 and 9 of Part I of Schedule 7A of the Local Government (Scotland) Act, 1973.

**20 Building Services Trading Budget Monitoring Report**

This item is exempt.

**21 Catering Trading Budget Monitoring Report**

This item is exempt.