

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

| Date                        | Time  | Venue                    |
|-----------------------------|-------|--------------------------|
| Thursday, 08 September 2022 | 10:00 | Teams - virtual meeting, |

MARK CONAGHAN  
Head of Corporate Governance

### Membership

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

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

### Webcasting of Meeting

This meeting will be filmed for live or subsequent broadcast via the Council's internet site – at the start of the meeting the Convener will confirm if all or part of the meeting is being filmed. To find the webcast please navigate to

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

### 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**

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| <b>1</b> | <b>Investment Review Board</b> | <b>1 - 3</b> |
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Minute of meeting held on 21 June 2022

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| <b>2</b> | <b>Joint Consultative Board (Non-teaching)</b> | <b>4 - 6</b> |
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Minute of meeting held on 31 August 2022

## **Finance**

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Report by Director of Finance & Resources.

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| <b>4</b> | <b>Revenue and Capital Budget Monitoring – Council Overview</b> | <b>19 - 30</b> |
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Report by Director of Finance & Resources

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| <b>5</b> | <b>Customer &amp; Business Services Accounts for Write Off</b> | <b>31 - 46</b> |
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Report by Chief Executive

## **Performance**

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| <b>6</b> | <b>Business Services Performance Report</b> | <b>47 - 57</b> |
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Report by Director of Finance & Resources

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| <b>7</b> | <b>Customer Services Performance Report</b> | <b>58 - 61</b> |
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Report by Director of Finance & Resources

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| <b>8</b> | <b>Facilities Management Operational Performance Report</b> | <b>62 - 66</b> |
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Report by Director of Environment & Infrastructure

## **Civic Hospitality**

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| <b>9</b> | <b>Civic Hospitality</b> | <b>67 - 71</b> |
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## **Policy**

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Report by Director of Finance & Resources

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Report by Director of Finance & Resources

## **Procurement**

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Joint report by Chief Executive and Director of Environment & Infrastructure

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| <b>13</b> | <b>Contract Award: Upgrading of Artificial Pitches – Gryffe High School and Johnstone Community Sports Hub</b> | <b>105 - 109</b> |
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Joint report by Chief Executive and Director of Finance & Resources

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| <b>14</b> | <b>Notification of Correction to Report - Paisley Grammar School Community Campus – Multi Disciplinary Design Team</b> | <b>110 - 112</b> |
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Joint report by Chief Executive and Director of Children's Services

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| <b>15</b> | <b>Provision of Council Wifi Services</b> | <b>113 - 118</b> |
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Joint report by Chief Executive and Director of Finance & Resources

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Joint report by Chief Executive and Director of Environment &  
Infrastructure

## Minute of Meeting

### Investment Review Board

| Date                  | Time  | Venue          |
|-----------------------|-------|----------------|
| Tuesday, 21 June 2022 | 09:30 | Teams Meeting, |

**Present:** Councillor Alison Ann-Dowling, Councillor Iain Nicolson, Councillor John Shaw

### In Attendance

A MacArthur, Director of Finance & Resources; C McCourt, Head of Finance & Business Services; R Conway, Finance Manager; G Boreland, Principal Accountant, Capital Accounting R Devine and P Shiach, both Senior Committee Services Officers (all Finance & Resources).

### Also in Attendance

K Kapitan, Investment Consultant Hymans Robertson LLP; and G Brisbane, abrdn Capital Limited.

### Recording of Meeting

Prior to the commencement of the meeting, the Convener intimated that this meeting of the Policy Board would be recorded and that the recording would be available to watch on the Council's website.

### Apologies

Councillors J Cameron and McGonigle.

### 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 17 November 2021.

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

## 2 **Investment Review Overview**

There was submitted a presentation by the Head of Finance & Business Services relative to the operation of the Investment Review Board and the management of the Common Good Funds.

The presentation provided information on the frequency of Board meetings; details of the three funds, namely Renfrew, Paisley and Johnstone Common Good funds; investment principles; the investment manager and investment adviser; and governance and reporting.

The Head of Finance & Business Services was then heard in answer to questions from members on the content of the presentation.

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

## 3 **Information Session**

There was submitted a presentation and briefing by K Kapitan, Hymans Robertson LLP, regarding the Renfrewshire investment portfolios and the current economic situation.

Mr Kapitan made reference to themes for 2020 and 2021; the ongoing pandemic and resultant market volatility. The four main themes identified were soaring inflation; the conflict in Ukraine; hawkish banking policy; and the ongoing pandemic.

He indicated that inflation had increased dramatically, with a rate of 9% in April 2022 expected to rise to 11% or 12% before the end of 2022. This rise in inflation was reflected in similar rises in Europe and the United States of America. Rising oil and gas prices had continued to rise in 2022, partially as a result of the conflict in Ukraine together with commodities including wheat, aluminium and copper from those markets.

In terms of market returns, the presentation highlighted a comparison between 2021 and 2022 on the key asset classes broken down by category. In the UK, the energy markets had been more resilient as a result in the rise in oil and gas.

The presentation also referred to UK inflation by item breakdown referring to a “basket of goods” used to monitor rises in inflation. In August 2021 inflation had been approximately 3.2% In April 2021, with 23% of the items in the basket above the inflation rate. By April this had risen to 63% of items.

K Kapital provided information on central bank policy; bond markets, which had had one of the worst starts to the year in decades; credit markets; and equity markets including value and growth stocks.

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

4 **Paisley and Renfrew Common Good Funds and review of investment and income performance**

There was submitted a report by the Director of Finance and Resources together with a presentation by K Kapitan from Hymans Robertson LLP, relative to the Paisley and Renfrew Common Good Funds, a review of investment income and the key issues pertaining thereto. G Brisbane, Head of Charities (Scotland) abrdn (formerly Aberdeen Standard Capital Limited) also provided a presentation relative to the Paisley and Renfrew Common Good fund investments performance.

The presentations referred to a review of the Investment Managers' performance for the six months to 31 March 2022; the market background; valuation and performance of the funds; a commentary on the performance of the funds including concerns over central bank tightening and exposure to bonds; performance against targets; asset allocation; and an explanation of performance calculations detailed in appendix 4 to the presentation.

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

5 **Date of Next Meeting**

**DECIDED:** That it be noted that the next meeting of the Investment Review Board was scheduled for Wednesday 16 November 2022 at 11.00 am

## Minute of Meeting

### Joint Consultative Board (Non-Teaching)

| Date                      | Time  | Venue                            |
|---------------------------|-------|----------------------------------|
| Wednesday, 31 August 2022 | 15:00 | Council Chambers/Hybrid Meeting, |

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

### Representing Trade Unions

John Boylan, Margaret McIntyre and Morag McGuire (all UNISON); Kirsten Muat (GMB); and Gordon Cochrane (UNITE).

### In Attendance

D Kerr, Service Co-ordination Manager (Environment & Infrastructure); and M Boyd, Head of HR & OD, R Cree, OD & Workforce Planning Manager, S Fanning, Principal HR & OD Adviser, D Pole, End User Technician, E Gray, Senior Committee Services Officer and J Barron and D Cunningham, both Assistant Committee Services Officers (all Finance & Resources).

### Recording of Meeting

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

### Apologies

L Kilicaslan, Senior Manager for CAH Services, Renfrewshire Health and Social Care Partnership; L Cameron (UNISON).



## Transparency Statement

Councillor Mullin indicated that he had a connection to items 4, 5 and 6 of the agenda as he was a member of the GMB Union. However, he indicated that he had applied the objective test and did not consider he had an interest and intimated that it was his intention to remain in the meeting and to take part in any discussion or voting thereon.

Councillor Gilmour indicated that he had a connection to items 4, 5 and 6 of the agenda as he was a member of the Unite Union. However, he indicated that he had applied the objective test and did not consider he had an interest and intimated that it was his intention to remain in the meeting and to take part in any discussion or voting thereon.

Councillor Hughes indicated that she had a connection to items 4, 5 and 6 of the agenda as she was a member of the Unite Union. However, she indicated that she had applied the objective test and did not consider she had an interest and intimated that it was her intention to remain in the meeting and to take part in any discussion or voting thereon.

### 1 Appointment of Chair Person

It was proposed and agreed that Councillor Doig chair the meeting.

**DECIDED:** That Councillor Doig chair the meeting.

### 2 Developments in Health, Safety and Wellbeing

There was submitted a report by the Director of Finance & Resources relative to health, safety and wellbeing issues since the previous meeting of the JCB (Non-Teaching) on 30 March 2022.

The report advised that a risk-based review of all policies and guidance documents was under way, it would prioritise a refresh of the documents in line with statutory compliance as well as business needs.

The report intimated that the Corporate Health and Safety Committee met on 16 June 2022. The Committee members had consulted on wellbeing and Display Screen Equipment issues as well as discussing other issues including service's annual reports.

Online training had been undertaken on a case-by-case basis as well as Toolbox Talks on-site, this included fire safety and accident investigation.

The revised sleeping risk fire risk assessment had been adopted by the Health & Social Care Partnership and Children's Services for their respective properties. Strathclyde Fire and Rescue had been involved in the process.

The Health and Safety team continued to produce health and wellbeing guidance and

campaigns to support the workforce. Further discussions were ongoing as how best to provide information, guidance, and support to staff. A significant focus had been on working with OneRen on their forthcoming well-being day.

There had been support for Building Services and Housing colleagues with needlestick injury training. This had been linked to the review of the Council's blood borne virus risk assessment documentation.

The Health & Safety Team continued to work collaboratively with key stakeholders, to ensure risks were assessed, review policies and guidance, support front line services in the delivery of emergency and prioritised work, evaluate contractor's and supplier's health and safety documentation when applying for contracts, respond to Freedom of Information requests and insurance claims, produce health and wellbeing guidance to support the workforce, and review all injury accidents occurring within the Council activity.

**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 were a total of nine grievances as at August 2022, which was an increase of two cases since May 2022.

**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 of July 2022 and detailed the capacity and services in which they were engaged.

The report advised that as of July 2022, there were 57 Agency Workers employed across all services and 92 Agency Workers employed across Renfrewshire Health and Social Care Partnership and this was a reduction of 15 workers since May 2022.

**DECIDED:** That the report be noted

### 5 **Date of Next Meeting**

**DECIDED:** That it be noted that the date of the next meeting of the JCB (Non-Teaching) was scheduled to be held at 3pm on 9 November 2022.




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

**On:** 8 September 2022

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

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**Heading:** Revenue and Capital Budget Monitoring as at 24 June 2022

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## 1. Summary of Financial Position

- 1.1. The projected revenue outturn at 31 March 2023 for those services reporting to the Finance, Resources and Customer Services Policy Board is an overspend position of £0.523m (0.5%) against the revised budget for the year.
- 1.2. The projected capital outturn at 31 March 2023 for projects reporting to the Finance, Resources and Customer Services Policy Board is a break-even position.
- 1.3. This is summarised over the relevant services in the table below and further analysis is provided in the Appendices.

| Division                       | Revised<br>Annual<br>Budget<br>£000 | Projected<br>Annual<br>Outturn<br>£000 | Budget<br>Variance<br>£000 | Budget<br>Variance<br>% |
|--------------------------------|-------------------------------------|--|----------------------------|-------------------------|
| Finance and Resources          | 42,694                              | 42,694                                 | 0                          | 0%                      |
| Environment and Infrastructure | 19,982                              | 20,505                                 | (523)                      | 2.6%                    |
| Miscellaneous                  | 40,414                              | 40,414                                 | 0                          | 0%                      |
| <b>Total</b>                   | <b>103,090</b>                      | <b>103,613</b>                         | <b>(523)</b>               | <b>0.5%</b>             |

| <b>Table 2: Capital</b>                  |                                   |                                    |                                     |                             |                          |
|--|-----------------------------------|------------------------------------|-------------------------------------|-----------------------------|--------------------------|
| <b>Division</b>                          | <b>Revised Annual Budget £000</b> | <b>Projected Outturn Core £000</b> | <b>Total Projected Outturn £000</b> | <b>Budget Variance £000</b> | <b>Budget Variance %</b> |
| Finance, Resources and Customer Services | 9,425                             | 9,425                              | 9,425                               | 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 £0.523m (0.5% of total budget) for all services reporting to this Policy Board. Detailed division service reports can be found at the end of this report, along with an explanation of any significant projected variances.
- 3.2. The projected outturn is based on information currently available, and assumptions made by service budget holders. 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 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 **£3.450m** have been processed since the Budget was approved on 3 March 2022, with significant movements as follows:
  - **+ £4.882m Fairer Renfrewshire Programme** – funded from a one-off use of reserves and one-off settlement funding from the Scottish Government, as reported to this Policy Board on 15 June 2022
    - +£0.300m additional top-up funding for Discretionary Housing Payments (DHP) transferred into Finance and Resources;
    - +£0.500m additional top-up funding for the Scottish Welfare Fund transferred into Finance and Resources;

- +£0.270m transferred into Miscellaneous Services to tackle financial insecurity and hardship;
- +£3.812m transferred into Miscellaneous Services to deliver the Fairer Renfrewshire Programme.
- **-£0.646m** transferred from Miscellaneous Services to the Chief Executives Service to support delivery of the Future Paisley programme.
- **-£0.667m** transferred from Environment and Infrastructure relating to a reallocation of budget that was allocated to the service in error. A correction virement was action to allocate to the appropriate service.

## 5. Capital

- 5.1. The Capital Investment Programme 2022/23 to 2026/27 was approved by the Council on 3 March 2022. For Finance, Resources and Customer Services the approved capital spend for 2022/23 is £9.425m (9.107m approved Capital Plan).
- 5.2. The budget movement primarily results from reprofiling in the approved capital programme for Finance, Resources and Customer Services for the year and funding approved by Council for Artificial Pitch Upgrades. Further detail can be found at Appendix 2.

## 6. Capital Budget Adjustments

- 6.1. Since the last report, budget changes totalling £0.318m have arisen, which reflect the following:
  - Budget brought forward from 2021/22 to 2022/23 (£1.824m):
    - ICT Infrastructure and Renewal (£0.744m);
    - Digital Infrastructure Provision (£0.390m);
    - Community Empowerment Fund (£0.309m);
    - Villages Improvement Fund (£0.150m)
    - Co2 Monitors (£0.233m).
  - Budget carried into 2021/22 from 2022/23 (£0.807m):
    - Lifecycle Capital Maintenance Fund (£0.569m);
    - Greenspaces and Parks (£0.237m).
  - Budget increases in 2022/23 (£0.800m):
    - Artificial Pitch Upgrades (£0.050m) as approved by Council on 3 March 2022.

- Net Budget transfers in 2022/23 (£1.500m):
    - Transfer Out Strategic Asset Management Fund (£1.800m) as per Council Motion on 3 March 2022;
    - Transfer Out Lifecycle Capital Maintenance Fund (£0.250m) to contribute to fabric works at Bishopton Primary School Refurbishment;
    - Transfer In Artificial Pitch Upgrades (£0.400m) as per Council Motion on 3 March 2022;
    - Transfer In Retail Improvement Fund (£0.150m) as per Council Motion on 3 March 2022.
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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 £0.523m. 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, 3 March 2022.

The Capital Investment Programme 2022/23 to 2026/27, Council 3 March 2022

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**Authors:** Valerie Howie / Kevin Festorazzi / Geoff Borland

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2022/23**  
**1 April 2022 to 24 June 2022**

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

| Objective Summary              | Approved<br>Annual<br>Budget | Budget<br>Adjustments | Revised<br>Annual<br>Budget P3 | Projected<br>Outturn | Total<br>Projected<br>Outturn | Budget Variance<br>(Adverse) or Favourable |               |
|--------------------------------|------------------------------|-----------------------|--------------------------------|----------------------|-------------------------------|--|---------------|
|                                | £000                         | £000                  | £000                           | £000                 | £000                          | £000                                       | %             |
| Finance and Resources          | 39,708                       | 2,986                 | 42,694                         | 42,694               | 42,694                        | 0  | 0.0%          |
| Environment and Infrastructure | 20,649                       | (667)                 | 19,982                         | 20,505               | 20,505                        | (523)                                      | (2.6%)        |
| Miscellaneous                  | 39,283                       | 1,131                 | 40,414                         | 40,414               | 40,414                        | 0  | 0.0%          |
| <b>NET EXPENDITURE</b>         | <b>99,640</b>                | <b>3,450</b>          | <b>103,090</b>                 | <b>103,613</b>       | <b>103,613</b>                | <b>(523)</b>                               | <b>(0.5%)</b> |

| Subjective Summary                 | Approved<br>Annual<br>Budget | Budget<br>Adjustments | Revised<br>Annual<br>Budget P3 | Projected<br>Outturn | Total<br>Projected<br>Outturn | Budget Variance<br>(Adverse) or Favourable |               |
|------------------------------------|------------------------------|-----------------------|--------------------------------|----------------------|-------------------------------|--|---------------|
|                                    | £000                         | £000                  | £000                           | £000                 | £000                          | £000                                       | %             |
| Employees                          | 98,125                       | (512)                 | 97,613                         | 97,646               | 97,646                        | (33)                                       | 0.0%          |
| Premises Related                   | 8,658                        | 51                    | 8,709                          | 8,752                | 8,752                         | (43)                                       | (0.5%)        |
| Transport Related                  | 2,021                        | (339)                 | 1,682                          | 1,661                | 1,661                         | 21   | 1.2%          |
| Supplies and Services              | 20,675                       | 1,378                 | 22,053                         | 22,274               | 22,274                        | (221)                                      | (1.0%)        |
| Third Party Payments               | 2,078                        | 0                     | 2,078                          | 2,054                | 2,054                         | 24   | 1.2%          |
| Transfer Payments                  | 53,322                       | 4,632                 | 57,954                         | 57,954               | 57,954                        | 0  | 0.0%          |
| Support Services                   | 2,722                        | 18                    | 2,740                          | 2,726                | 2,726                         | 14   | 0.5%          |
| Depreciation and Impairment Losses | 7,162                        | 0                     | 7,162                          | 7,162                | 7,162                         | 0  | 0.0%          |
| <b>GROSS EXPENDITURE</b>           | <b>194,763</b>               | <b>5,228</b>          | <b>199,991</b>                 | <b>200,229</b>       | <b>200,229</b>                | <b>(238)</b>                               | <b>(0.1%)</b> |
| Income                             | (95,123)                     | (1,778)               | (96,901)                       | (96,616)             | (96,616)                      | (285)                                      | (0.3%)        |
| <b>NET EXPENDITURE</b>             | <b>99,640</b>                | <b>3,450</b>          | <b>103,090</b>                 | <b>103,613</b>       | <b>103,613</b>                | <b>(523)</b>                               | <b>(0.5%)</b> |



**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2022/23**  
**1 April 2022 to 24 June 2022**

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

| Objective Summary                           | Approved<br>Annual<br>Budget | Budget<br>Adjustments | Revised<br>Annual<br>Budget P3 | Projected<br>Outturn | Total<br>Projected<br>Outturn | Budget Variance<br>(Adverse) or Favourable |             |
|---|------------------------------|-----------------------|--------------------------------|----------------------|-------------------------------|--|-------------|
|   | £000                         | £000                  | £000                           | £000                 | £000                          | £000                                       | %           |
| Finance and Resources Directorate           | (357)                        | 0                     | (357)                          | (381)                | (381)                         | 24   | 6.7%        |
| Audit Services                              | 598                          | 0                     | 598                            | 593                  | 593                           | 5  | 0.8%        |
| Corporate Governance                        | 3,188                        | 0                     | 3,188                          | 3,143                | 3,143                         | 45   | 1.4%        |
| Digital, Transformation & Customer Services | 21,155                       | 2                     | 21,157                         | 21,294               | 21,294                        | (137)                                      | (0.6%)      |
| Finance and Business Services               | 9,286                        | 1,953                 | 11,239                         | 11,171               | 11,171                        | 68   | 0.6%        |
| Housing Benefits                            | 3,753                        | 290                   | 4,043                          | 4,043                | 4,043                         | 0  | 0.0%        |
| People & Organisational Development         | 1,715                        | 741                   | 2,456                          | 2,516                | 2,516                         | (60)                                       | (2.4%)      |
| Property Services                           | (448)                        | 0                     | (448)                          | (448)                | (448)                         | 0  | 0.0%        |
| Social care (non-delegated)                 | 818                          | 0                     | 818                            | 763                  | 763                           | 55   | 6.7%        |
| <b>NET EXPENDITURE</b>                      | <b>39,708</b>                | <b>2,986</b>          | <b>42,694</b>                  | <b>42,694</b>        | <b>42,694</b>                 | <b>0</b>                                   | <b>0.0%</b> |

| Objective Heading                           | Key Reasons for Significant Projected Variances   |
|---|---|
| Finance and Resources Directorate           | No significant projected year end variances to report.  |
| Audit Services                              | No significant projected year end variances to report.  |
| Corporate Governance                        | No significant projected year end variances to report.  |
| Digital, Transformation & Customer Services | The projected overspend reflects the one-off costs of migration for the Council's telephony system over the course of the current financial year. |
| Finance and Business Services               | No significant projected year end variances to report.  |
| Housing Benefits                            | No significant projected year end variances to report.  |
| People & Organisational Development         | No significant projected year end variances to report.  |
| Property Services                           | No significant projected year end variances to report.  |
| Social care (non-delegated)                 | No significant projected year end variances to report.  |

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2022/23**  
**1 April 2022 to 24 June 2022**

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

| Subjective Summary                 | Approved<br>Annual<br>Budget | Budget<br>Adjustments | Revised<br>Annual<br>Budget P3 | Projected<br>Outturn | Total<br>Projected<br>Outturn | Budget Variance<br>(Adverse) or Favourable |              |
|------------------------------------|------------------------------|-----------------------|--------------------------------|----------------------|-------------------------------|--|--------------|
|                                    | £000                         | £000                  | £000                           | £000                 | £000                          | £000                                       | %            |
| Employees                          | 33,600                       | 707                   | 34,307                         | 34,286               | 34,286                        | 21   | 0.1%         |
| Premises Related                   | 2,728                        | 0                     | 2,728                          | 2,728                | 2,728                         | 0  | 0.0%         |
| Transport Related                  | 76                           | 0                     | 76                             | 55                   | 55                            | 21   | 27.6%        |
| Supplies and Services              | 9,078                        | 447                   | 9,525                          | 9,651                | 9,651                         | (126)                                      | (1.3%)       |
| Third Party Payments               | 1,745                        | 0                     | 1,745                          | 1,721                | 1,721                         | 24   | 1.4%         |
| Transfer Payments                  | 53,516                       | 1,641                 | 55,157                         | 55,157               | 55,157                        | 0  | 0.0%         |
| Support Services                   | 530                          | 164                   | 694                            | 642                  | 642                           | 52   | 7.5%         |
| Depreciation and Impairment Losses | 0                            | 0                     | 0                              | 0                    | 0                             | 0  | 0.0%         |
| <b>GROSS EXPENDITURE</b>           | <b>101,273</b>               | <b>2,959</b>          | <b>104,232</b>                 | <b>104,240</b>       | <b>104,240</b>                | <b>(8)</b>                                 | <b>35.3%</b> |
| Income                             | (61,565)                     | 27                    | (61,538)                       | (61,546)             | (61,546)                      | 8  | 0.0%         |
| <b>NET EXPENDITURE</b>             | <b>39,708</b>                | <b>2,986</b>          | <b>42,694</b>                  | <b>42,694</b>        | <b>42,694</b>                 | <b>0</b>                                   | <b>0.0%</b>  |

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2022/23**  
**1 April 2022 to 24 June 2022**

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

| Objective Summary                   | Approved<br>Annual<br>Budget | Budget<br>Adjustments | Revised<br>Annual<br>Budget P3 | Projected<br>Outturn | Total<br>Projected<br>Outturn | Budget Variance<br>(Adverse) or Favourable |               |
|-------------------------------------|------------------------------|-----------------------|--------------------------------|----------------------|-------------------------------|--|---------------|
|                                     | £000                         | £000                  | £000                           | £000                 | £000                          | £000                                       | %             |
| Building Services                   | (272)                        | (16)                  | (288)                          | (288)                | (288)                         | 0  | 0.0%          |
| Street Lighting Maintenance Work    | 376                          | 0                     | 376                            | 537                  | 537                           | (161)                                      | (42.8%)       |
| Public Building Repairs             | 3,725                        | 38                    | 3,763                          | 3,763                | 3,763                         | 0  | 0.0%          |
| Soft Facilities Management Services | 16,820                       | (689)                 | 16,131                         | 16,493               | 16,493                        | (362)                                      | (2.2%)        |
| <b>NET EXPENDITURE</b>              | <b>20,649</b>                | <b>(667)</b>          | <b>19,982</b>                  | <b>20,505</b>        | <b>20,505</b>                 | <b>(523)</b>                               | <b>(2.6%)</b> |

| Objective Heading                   | Key Reasons for Significant Projected Variances   |
|-------------------------------------|---|
| Building Services                   | The service is currently forecast to break even this year; however, it is recognised that costs are under considerable pressure from supply price increases. The position will continue to be closely monitored, with updates provided in future reports. |
| Soft Facilities Management Services | There is an anticipated under-recovery of catering income, which is offset by significant vacancies across the service, and this will continue to be closely monitored throughout the financial year.   |
| Street Lighting Maintenance Work    | An overspend is projected largely on repairs and maintenance of street lighting columns, due to increased costs of materials; this will be closely monitored during the remainder of the financial year.  |

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2022/23**  
**1 April 2022 to 24 June 2022**

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

| Subjective Summary                 | Approved<br>Annual<br>Budget | Budget<br>Adjustments | Revised<br>Annual<br>Budget P3 | Projected<br>Outturn | Total<br>Projected<br>Outturn | Budget Variance<br>(Adverse) or Favourable |               |
|------------------------------------|------------------------------|-----------------------|--------------------------------|----------------------|-------------------------------|--|---------------|
|                                    | £000                         | £000                  | £000                           | £000                 | £000                          | £000                                       | %             |
| Employees                          | 26,066                       | 411                   | 26,477                         | 26,532               | 26,532                        | (55)                                       | (0.2%)        |
| Premises Related                   | 3,089                        | 52                    | 3,141                          | 3,183                | 3,183                         | (42)                                       | (1.3%)        |
| Transport Related                  | 1,933                        | (339)                 | 1,594                          | 1,594                | 1,594                         | 0  | 0.0%          |
| Supplies and Services              | 9,161                        | 959                   | 10,120                         | 10,214               | 10,214                        | (94)                                       | (0.9%)        |
| Third Party Payments               | 0                            | 0                     | 0                              | 0                    | 0                             | 0  | 0.0%          |
| Transfer Payments                  | 4                            | 39                    | 43                             | 43                   | 43                            | 0  | 0.0%          |
| Support Services                   | 1,064                        | 18                    | 1,082                          | 1,119                | 1,119                         | (37)                                       | (3.4%)        |
| Depreciation and Impairment Losses | 0                            | 0                     | 0                              |                      | 0                             | 0  | 0.0%          |
| <b>GROSS EXPENDITURE</b>           | <b>41,317</b>                | <b>1,140</b>          | <b>42,457</b>                  | <b>42,685</b>        | <b>42,685</b>                 | <b>(228)</b>                               | <b>(0.5%)</b> |
| Income                             | (20,668)                     | (1,807)               | (22,475)                       | (22,180)             | (22,180)                      | (295)                                      | (1.3%)        |
| <b>NET EXPENDITURE</b>             | <b>20,649</b>                | <b>(667)</b>          | <b>19,982</b>                  | <b>20,505</b>        | <b>20,505</b>                 | <b>(523)</b>                               | <b>(2.6%)</b> |

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2022/23**  
**1 April 2022 to 24 June 2022**

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

| Subjective Summary                 | Approved<br>Annual<br>Budget | Budget<br>Adjustments | Revised<br>Annual<br>Budget P3 | Projected<br>Outturn | Total<br>Projected<br>Outturn | Budget Variance<br>(Adverse) or Favourable |             |
|------------------------------------|------------------------------|-----------------------|--------------------------------|----------------------|-------------------------------|--|-------------|
|                                    | £000                         | £000                  | £000                           | £000                 | £000                          | £000                                       | %           |
| Employees                          | 38,459                       | (1,631)               | 36,828                         | 36,828               | 36,828                        | 0  | 0.0%        |
| Premises Related                   | 2,841                        | 0                     | 2,841                          | 2,841                | 2,841                         | 0  | 0.0%        |
| Transport Related                  | 12                           | 0                     | 12                             | 12                   | 12                            | 0  | 0.0%        |
| Supplies and Services              | 2,436                        | (27)                  | 2,409                          | 2,409                | 2,409                         | 0  | 0.0%        |
| Third Party Payments               | 333                          | 0                     | 333                            | 333                  | 333                           | 0  | 0.0%        |
| Transfer Payments                  | (198)                        | 2,952                 | 2,754                          | 2,754                | 2,754                         | 0  | 0.0%        |
| Support Services                   | 1,128                        | (163)                 | 965                            | 965                  | 965                           | 0  | 0.0%        |
| Depreciation and Impairment Losses | 7,162                        | 0                     | 7,162                          | 7,162                | 7,162                         | 0  | 0.0%        |
| <b>GROSS EXPENDITURE</b>           | <b>52,173</b>                | <b>1,131</b>          | <b>53,304</b>                  | <b>53,304</b>        | <b>53,304</b>                 | <b>0</b>                                   | <b>0.0%</b> |
| Income                             | (12,890)                     | 0                     | (12,890)                       | (12,890)             | (12,890)                      | 0  | 0.0%        |
| <b>NET EXPENDITURE</b>             | <b>39,283</b>                | <b>1,131</b>          | <b>40,414</b>                  | <b>40,414</b>        | <b>40,414</b>                 | <b>0</b>                                   | <b>0.0%</b> |

| Subjective Heading | Key Reasons for Significant Projected Variances  |
|--------------------|--|
| Budget Adjustments | Budget transfers include the permanent allocation of the full-year impact of the 2021/22 pay award for Teachers to Children's Services, as well as establishment of the Council Motion budget for the Fairer Renfrewshire Programme. |

RENFREWSHIRE COUNCIL  
 CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES  
 1st April to 24th June 2022  
 POLICY BOARD: FINANCE, RESOURCES & CUSTOMER SERVICES

| Project Title   | Prior Years<br>Expenditure<br>to 31/03/2022*<br>£000 | Current Year 2022-23                  |   |                                      |   |  |           | Full Programme - All years                       |  |  |           |
|---|--|---------------------------------------|---|--------------------------------------|---|--|-----------|--|--|--|-----------|
|   |  | Approved<br>Budget<br>2022-23<br>£000 | Budget<br>Adjustments<br>in 2022-23<br>£000 | Revised<br>Budget<br>2022-23<br>£000 | Projected<br>Outturn<br>2022-23<br>£000 | Budget Variance (Adverse) or<br>Favourable |           | Total Approved<br>Budget<br>to 31-Mar-27<br>£000 | Projected<br>Outturn<br>to 31-Mar-27<br>£000 | Budget Variance (Adverse) or<br>Favourable |           |
|   |  |                                       |   |                                      |   |  |           |  |  |  |           |
| <b>CORPORATE PROJECTS</b>   |  |                                       |   |                                      |   |  |           |  |  |  |           |
| ICT Infrastructure Maintenance & Renewal Programme                | 0  | 1,585                                 | 742   | 2,327                                | 2,327                                   | 0  | 0%        | 3,927  | 3,927  | 0  | 0%        |
| Strategic Asset Management Fund                                   | 0  | 1,800                                 | (1,800)                                     | 0                                    | 0                                       | 0  | 0%        | 0  | 0  | 0  | 0%        |
| Energy Efficiency Programme                                       | 0  | 102                                   | 0   | 102                                  | 102                                     | 0  | 0%        | 102  | 102  | 0  | 0%        |
| Lifecycle Capital Maintenance (LCM) Fund                          | 0  | 5,090                                 | (819)                                       | 4,271                                | 4,271                                   | 0  | 0%        | 11,577   | 11,577                                       | 0  | 0%        |
| Artificial Pitch Upgrades   | 0  | 0                                     | 1,200                                       | 1,200                                | 1,200                                   | 0  | 0%        | 1,200  | 1,200  | 0  | 0%        |
| Digital Infrastructure Provision                                  | 1,546  | 0                                     | 390   | 390                                  | 390                                     | 0  | 0%        | 1,936  | 1,936  | 0  | 0%        |
| Community Empowerment Fund  | 0  | 293                                   | 309   | 602                                  | 602                                     | 0  | 0%        | 602  | 602  | 0  | 0%        |
| Greenspaces and Parks   | 946  | 237                                   | (237)                                       | 0                                    | 0                                       | 0  | 0%        | 946  | 946  | 0  | 0%        |
| Villages Improvement Fund   | 0  | 0                                     | 150   | 150                                  | 150                                     | 0  | 0%        | 150  | 150  | 0  | 0%        |
| Retail Improvement Fund   | 0  | 0                                     | 150   | 150                                  | 150                                     | 0  | 0%        | 150  | 150  | 0  | 0%        |
| CO2 Monitors  | 0  | 0                                     | 233   | 233                                  | 233                                     | 0  | 0%        | 233  | 233  | 0  | 0%        |
| <b>TOTAL FINANCE, RESOURCES &amp; CUSTOMER<br/>SERVICES BOARD</b> | <b>2,492</b>   | <b>9,107</b>                          | <b>318</b>                                  | <b>9,425</b>                         | <b>9,425</b>                            | <b>0</b>                                   | <b>0%</b> | <b>20,823</b>                                    | <b>20,823</b>                                | <b>0</b>                                   | <b>0%</b> |

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




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

**On:** 8 September 2022

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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 24 June 2022

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## 1. Summary of Financial Position

- 1.1. The projected Revenue outturn at 31 March 2023 for all services is an overspend of £5.642m.
- 1.2. The projected Capital outturn at 31 March 2023 for all services is an underspend of £0.100m.
- 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.

**Table 1: Revenue**

| Division                | Revised Annual Budget<br>£000 | Total Projected Outturn<br>£000 | Budget Variance (Adv)/Fav<br>£000 | Budget Variance<br>% |
|-------------------------|-------------------------------|---------------------------------|-----------------------------------|----------------------|
| General Fund Services   | 490,311                       | <b>495,953</b>                  | (5,642)                           | (1.2%)               |
| Housing Revenue Account | 0                             | <b>0</b>                        | 0                                 | 0.0%                 |
| <b>Total</b>            | <b>490,311</b>                | <b>495,953</b>                  | <b>(5,642)</b>                    | <b>(1.2%)</b>        |

**Table 2: Capital**

| Division                | Revised Annual Budget<br>£000 | Total Projected Outturn<br>£000 | Budget Variance (Adv)/Fav<br>£000 | Budget Variance<br>% |
|-------------------------|-------------------------------|---------------------------------|-----------------------------------|----------------------|
| General Fund Services   | 145,559                       | <b>145,459</b>                  | 100                               | 0.0%                 |
| Housing Revenue Account | 26,795                        | <b>26,795</b>                   | 0                                 | 0.0%                 |
| <b>Total</b>            | <b>172,354</b>                | <b>172,254</b>                  | <b>100</b>                        | <b>0.0%</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 at this point in time; and also note the substantial risks to this position as outlined in section 3 of the report;
- 2.2. Note the projected Capital outturn position detailed in Table 2 above.

## **3. Revenue Monitoring**

- 3.1. The Revenue Budget Monitoring report at Appendix 1 identifies a projected annual overspend of £5.642m (1.2% of total budget) for all Services. Details for all services can also be found here, along with an explanation of significant projected variances. Setting aside the underspend related to adult services (managed by Renfrewshire HSCP), the overspend is projected at £7.707m.
- 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. Members should be aware that the current financial environment across a range of services is highly volatile, with very high levels of inflation being experienced for core supplies such as food, fuel and energy. These high levels of inflation are expected to further increase over the remainder of 2022, with CPI reaching a peak of 13% in December (Bank of England forecast); and will remain higher for a longer period for has been previously forecast.
- 3.5. In addition, the forecast includes an estimate of energy price increases which again remain volatile; however, it should be possible to improve the estimate as further information on energy price increases becomes evident in the coming weeks and months.
- 3.6. The projection does not currently include any variance relating to the collection of Council Tax. Current forecasts suggest a slightly lower yield than 2021/22; however, it is recognised that the full impact of the cost-of-living crisis is yet to materialise and could have significant effect on income.
- 3.7. Members should also note the forecast outturn position does not include the impact of a pay settlement being agreed which is above that provided for in setting the 2022/23 budget. Should a settlement be reached at a level which is above the budgeted position (based broadly on the Scottish Government public sector pay policy for 2022/23), this will further increase the forecast overspend.



- 3.8. Directors and management teams are closely monitoring their costs and are aiming to mitigate increases where possible, however further corporate action to limit spending may be required in the coming weeks and months. Even assuming these actions, given all the above pressures it is all but guaranteed that the Council will require to utilise reserve balances in order to break even at year end.

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

- 4.1. The General Services Capital Investment Programme 2022/23 to 2026/27 was approved by the Council on 3 March 2022. For General Fund Services the revised capital spend for 2022/23 is £145.559m.
- 4.2. The Capital Monitoring report at Appendix 2 indicates a projected underspend of £0.100m in the approved capital programme for General Fund Services.
- 4.3. The HRA Capital Investment Programme 2022/23 to 2026/27 was approved by the Council on 3 March 2022. For the HRA the approved capital spend for 2022/23 is £26.795m.
- 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 (see Appendix 3). It should be noted that due to significant pressures that are emerging in construction commodities and supply chains (in particular timber, cement, bitumen and steel) it is anticipated that inflationary cost pressures will continue to emerge on capital projects. Greater clarity on the scale and reach of these risks will emerge over the coming weeks and months; however, it is expected that there will be a requirement to use the Council's flexible COVID-19 reserves to manage these pressures moving forward.

#### **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 2022/23 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<br/>£m</b> | <b>Forecast Expenditure<br/>£m</b> |
|--------------|-----------------------------|------------------------------------|
| Non-Housing  | 131.755                     | 145.459                            |
| Housing      | 29.995                      | 26.795                             |
| <b>Total</b> | <b>161.750</b>              | <b>172.254</b>                     |

- 5.3. The CFR set by the Council for 2022/23 is shown in the table below and is split between Housing and Non-Housing Services. The projected outturn at 31 March 2023 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<br/>31 March 2023<br/>£m</b> | <b>Projected CFR to<br/>31 March 2022<br/>£m</b> |
|--------------|---|--|
| Non-Housing  | 364   | 356  |
| Housing      | 122   | 115  |
| <b>Total</b> | <b>486</b>                                      | <b>471</b>                                       |

## **6. Housing Services Programme**

- 6.1. The programme approved by the Council on 3 March 2022 totalled £29.995m. The revised programme currently stands at £26.795m, a reduction of £3.200m resulting from the net effect of reduced budget of £0.400m for signed contracts being lower than estimated and £2.800 for expenditure reprofiled from 2022-23 into 2023-24 for improvements to existing properties.
- 6.2. Capital expenditure to 24 June 2022 amounted to £1.653m and represents 6% of available resources, compared to 7% for the same period in 2021/22.
- 6.3. Zero capital income has been received to date and compares with 5% for the equivalent period in 2021/22.
- 6.4. The projected outturn position, after budget changes, is for the Housing Services Programme to break even. However, inflationary impacts of delays to work and estimates of costs complying with new guidelines 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 3 March 2022 totalled £131.755m. The current programme totals £145.559m, an increase of £13.804m resulting from the net effect of budget increases of £7.397m, mainly as result of new grant awards for Paisley Museum, Active Communities and Strathclyde Passenger Transport, Net budget brought forward from 2021/22 to 2022/23 of £11.093m and projects re-profiled from 2022/23 to 2023/24 of £4.686m.

The projects re-profiled into 2023/24 largely relate to Paisley Museum and Paisley Town Centre Infrastructure.

- 7.2. Capital expenditure to 24 June 2022 totals £7.753m and represents 6% of the available resources, compared to 7% for the equivalent period in 2021/22.
- 7.3. Capital income totalling £3.546m has been received to 24 June 2022. This represents 9% of the total anticipated income, compared to 20% for the equivalent period in 2021/22. The higher amount in 2021/22 relates to grant received in advance for the Early Years 1,140 Hours expansion project.
- 7.4. The projected outturn position after the budget changes is for an underspend of £0.100m. However, as in 6.4, the full impact of COVID-19 on capital costs has not yet 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 £1.046m for 2022/23. The programme currently stands at £1.292m, an increase in budget of £0.246m as a result of projects re-profiled from 2021/22 into 2022/23.
- 8.3. The programme is expected to fully spend by 31 March 2023 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 £5.642m and break-even for the HRA Revenue budget. Income and expenditure will continue to be monitored closely for the rest of the financial year and, where necessary, steps will be taken to mitigate overspends.

The projected outturn position for General Fund Services Capital budget is an underspend of £0.100m and break-even for the HRA Capital budget. 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 future reports to this board.

2. **HR and Organisational Development** - None directly arising from this report.
3. **Community/Council Planning** - None directly arising from this report.
4. **Legal** - None directly arising from this report.
5. **Information Technology** - None directly arising from this report.
6. **Equality and Human Rights** - 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.
7. **Health and Safety** - None directly arising from this report.
8. **Procurement** - None directly arising from this report.
9. **Risk** - The potential risk that the Council will overspend its approved budgets for the year will be managed at a Council-wide level by the Chief Executive and Directors.
10. **Privacy Impact** - None directly arising from this report.
11. **Cosla Policy Position** - N/a.
12. **Climate Risk** - None directly arising from this report.

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### List of Background Papers

Revenue Budget and Council Tax 2022/23. Council, 3 March 2022.

Non-Housing Capital Investment Programme 2022/23 to 2026/27. Council, 3 March 2022.

HRA Capital Investment Programme 2022/23 to 2026/27, Council on 3 March 2022

A Prudential Framework for Capital Finance – Progress Report. Council, 16 December 2021

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

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2022/23**  
**1 April 2022 to 24 June 2022**

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

| <b>Policy Board</b>                      | <b>Approved<br/>Annual Budget</b> | <b>Budget<br/>Adjustments</b> | <b>Revised Annual<br/>Budget P3</b> | <b>Projected<br/>Outturn Core<br/>Business</b> | <b>Total Projected<br/>Outturn</b> | <b>Budget Variance<br/>(Adverse) or Favourable</b> |               |
|--|-----------------------------------|-------------------------------|-------------------------------------|--|------------------------------------|--|---------------|
|  | <b>£000</b>                       | <b>£000</b>                   | <b>£000</b>                         | <b>£000</b>                                    | <b>£000</b>                        | <b>£000</b>  | <b>%</b>      |
| Communities and Housing Services         | 11,308                            | 934                           | 12,242                              | 12,380   | 12,380                             | (138)  | (1.1%)        |
| Education and Children's Services        | 220,718                           | 4,278                         | 224,996                             | 229,386  | 229,386                            | (4,390)  | (2.0%)        |
| Infrastructure, Land and Environment     | 31,808                            | 564                           | 32,372                              | 34,722   | 34,722                             | (2,350)  | (7.3%)        |
| Finance, Resources and Customer Services | 99,640                            | 3,450                         | 103,090                             | 103,613  | 103,613                            | (523)  | (0.5%)        |
| Adult Services                           | 93,639                            | (32)                          | 93,607                              | 91,542   | 91,542                             | 2,065  | 2.2%          |
| Planning                                 | 663                               | 31                            | 694                                 | 744  | 744                                | (50)   | (7.2%)        |
| Economy and Regeneration                 | 2,983                             | 0                             | 2,983                               | 2,963  | 2,963                              | 20   | 0.7%          |
| Chief Executive's Service                | 19,448                            | 879                           | 20,327                              | 20,603   | 20,603                             | (276)  | (1.4%)        |
| <b>GENERAL SERVICES NET EXPENDITURE</b>  | <b>480,207</b>                    | <b>10,104</b>                 | <b>490,311</b>                      | <b>495,953</b>                                 | <b>495,953</b>                     | <b>(5,642)</b>                                     | <b>(1.2%)</b> |
| Housing Revenue Account (HRA)            | 0                                 | 0                             | 0                                   | 0  | 0                                  | 0  | 0.0%          |
| <b>NET EXPENDITURE</b>                   | <b>480,207</b>                    | <b>10,104</b>                 | <b>490,311</b>                      | <b>495,953</b>                                 | <b>495,953</b>                     | <b>(5,642)</b>                                     | <b>(1.2%)</b> |

| Policy Board                             | Key Reasons for Significant Projected Variance  |
|--|---|
| Communities and Housing Services         | The projected year-end overspend is £0.138m. The projected overspend relates to Building Standards staffing costs, where vacancies are filled as they arise to maintain service provision, meaning turnover targets are not being achieved. In addition, Building Standards fee income remains impacted by the current economic and financial climate with a projected under-recovery of c. 10% of target income.   |
| Education and Children's Services        | The projected year-end overspend is £4.390m. This is due to overspends within Children and Families, mainly in relation to Residential Accommodation placements, where the number of complex, expensive packages has increased significantly. The service is currently reviewing all external placements in order to identify their purpose and to explore options for mitigation of cost pressure.   |
| Infrastructure, Land and Environment     | <p>The projected year-end overspend is £2.350m. This mainly relates to increased costs relating to fuel cost increases, particularly in Refuse Collection. There is also an expected overspend on the supply of household bins which is partly due to increased prices, and an under-recovery of special uplift income. In addition, due to high levels of annual leave carried forward as a result of the pandemic, additional overtime is being incurred in order to cover this from an operational perspective.</p> <p>In addition, on- and off-street parking income and fine recovery remain significantly lower than pre pandemic levels and this is expected to remain until the end of the current financial year.</p> <p>These overspends are offset by underspends in Social Care Transport and Waste Disposal. Reduced levels of waste being disposed of and are expected to continue for the remainder of the financial year resulting in an underspend on the Clyde Valley Waste contract. In addition, income is expected to over-recover this financial year due to income for mixed plastics, cans and glass now expected this financial year; this will be closely monitored through the year.</p> |
| Finance, Resources and Customer Services | The projected year-end overspend is £0.523m, due in part to anticipated under-recovery in catering income, offset by staffing vacancies. Further overspends in the repair and maintenance of street lighting columns continue due to the increased cost of materials; this will be monitored closely throughout the remainder of the financial year.  |
| Adult Services                           | The projected year-end underspend is £2.065m, experienced within employee costs and reflecting national recruitment issues facing all Health & Social Care services.  |
| Planning                                 | The projected year-end overspend is £0.050m. The overspend relates to a projected under-recovery in planning fee income. There is still an impact on fee income levels from the current economic and financial climate and income is projected to under-recover by c. 12% of targeted income.   |

| Policy Board                  | Key Reasons for Significant Projected Variance   |
|-------------------------------|--|
| Economy and Regeneration      | No significant variances to report.  |
| Chief Executives              | The projected year-end overspend is £0.276m. This adverse variance reflects the projected costs of supporting Renfrewshire Leisure with a revised level of requisition as a result of the continued impact on service delivery of their recovery from the COVID pandemic.  |
| Housing Revenue Account (HRA) | Overall the HRA is projecting a break-even position at the year-end. Employee costs are projected to underspend due to the ongoing recruitment to vacancies within the service. The resultant underspend is currently forecast to allow for an increase in debt repayments at the year-end in line with the Council's debt smoothing strategy. Repairs and Maintenance budgets have been increased in line with expectations for 2022/23; this however remains a potential pressure and will be closely monitored throughout the year. |

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2022/23**  
**1 April 2022 to 24 June 2022**

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

| Subjective Summary                 | Approved       | Budget        | Revised Annual | Projected      | Total Projected | Budget Variance |               |
|------------------------------------|----------------|---------------|----------------|----------------|-----------------|-----------------|---------------|
|                                    | £000           | £000          | £000           | £000           | £000            | £000            | %             |
| Employees                          | 333,036        | 9,480         | 342,516        | 351,087        | 351,087         | (8,571)         | (2.5%)        |
| Premises Related                   | 38,067         | (253)         | 37,814         | 38,043         | 38,043          | (229)           | (0.6%)        |
| Transport Related                  | 13,549         | (93)          | 13,456         | 14,860         | 14,860          | (1,404)         | (10.4%)       |
| Supplies and Services              | 81,415         | 6,316         | 87,731         | 88,648         | 88,648          | (917)           | (1.0%)        |
| Third Party Payments               | 84,348         | 9,741         | 94,089         | 98,297         | 98,297          | (4,208)         | (4.5%)        |
| Transfer Payments                  | 96,093         | (8,256)       | 87,837         | 87,699         | 87,699          | 138             | 0.2%          |
| Support Services                   | 6,794          | 19            | 6,813          | 6,847          | 6,847           | (34)            | (0.5%)        |
| Depreciation and Impairment Losses | 27,564         | 350           | 27,914         | 28,284         | 28,284          | (370)           | (1.3%)        |
| <b>GROSS EXPENDITURE</b>           | <b>680,866</b> | <b>17,304</b> | <b>698,170</b> | <b>713,765</b> | <b>713,765</b>  | <b>(15,595)</b> | <b>(2.2%)</b> |
| Income                             | (200,659)      | (7,200)       | (207,859)      | (217,812)      | (217,812)       | 9,953           | 4.8%          |
| <b>NET EXPENDITURE</b>             | <b>480,207</b> | <b>10,104</b> | <b>490,311</b> | <b>495,953</b> | <b>495,953</b>  | <b>(5,642)</b>  | <b>(1.2%)</b> |



**CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES**  
**1st April to 24th June 2022**  
**POLICY BOARD: FINANCE, RESOURCES & CUSTOMER SERVICES**

|   |  | Current Year 2022-23          |                                     |                              |                                 |  |             | Full Programme - All years                       |  |  |           |
|---|--|-------------------------------|-------------------------------------|------------------------------|---------------------------------|--|-------------|--|--|--|-----------|
|   | Prior Years<br>Expenditure<br>to 31/03/2022* | Approved<br>Budget<br>2022-23 | Budget<br>Adjustments<br>in 2022-23 | Revised<br>Budget<br>2022-23 | Projected<br>Outturn<br>2022-23 | Budget Variance (Adverse) or<br>Favourable |             | Total Approved<br>Budget<br>to 31-Mar-27<br>£000 | Projected<br>Outturn<br>to 31-Mar-27<br>£000 | Budget Variance (Adverse) or<br>Favourable |           |
|   | £000   | £000                          | £000                                | £000                         | £000                            |  |             |  |  |  |           |
| <b>EDUCATION &amp; CHILDREN'S SERVICES</b>        |  |                               |                                     |                              |                                 |  |             |  |  |  |           |
| Education & Children's Services                   | 81,011                                       | 13,359                        | 2,129                               | 15,488                       | 15,388                          | 100  | 1%          | 137,558  | 137,458                                      | 100  | 0%        |
| <b>TOTAL</b>                                      | <b>81,011</b>                                | <b>13,359</b>                 | <b>2,129</b>                        | <b>15,488</b>                | <b>15,388</b>                   | <b>100</b>                                 | <b>1%</b>   | <b>137,558</b>                                   | <b>137,458</b>                               | <b>100</b>                                 | <b>0%</b> |
| <b>COMMUNITIES, HOUSING &amp; PLANNING</b>        |  |                               |                                     |                              |                                 |  |             |  |  |  |           |
| Housing(HRA)                                      | 39,015                                       | 29,995                        | (3,200)                             | 26,795                       | 26,795                          | 0  | 0%          | 157,759  | 157,759                                      | 0  | 0%        |
| Housing(PSHG)                                     | 0  | 1,046                         | 246                                 | 1,292                        | 1,292                           | 0  | 0%          | 1,292  | 1,292  | 0  | 0%        |
| <b>TOTAL</b>                                      | <b>39,015</b>                                | <b>31,041</b>                 | <b>(2,954)</b>                      | <b>28,087</b>                | <b>28,087</b>                   | <b>0</b>                                   | <b>0%</b>   | <b>159,051</b>                                   | <b>159,051</b>                               | <b>0</b>                                   | <b>0%</b> |
| <b>INFRASTRUCTURE, LAND &amp; ENVIRONMENT</b>     |  |                               |                                     |                              |                                 |  |             |  |  |  |           |
| Environment & Infrastructure                      | 19,745                                       | 17,683                        | 3,590                               | 21,273                       | 21,273                          | 0  | 0%          | 53,824   | 53,824                                       | 0  | 0%        |
| <b>TOTAL</b>                                      | <b>19,745</b>                                | <b>17,683</b>                 | <b>3,590</b>                        | <b>21,273</b>                | <b>21,273</b>                   | <b>0</b>                                   | <b>0%</b>   | <b>53,824</b>                                    | <b>53,824</b>                                | <b>0</b>                                   | <b>0%</b> |
| <b>ECONOMY &amp; REGENERATION</b>                 |  |                               |                                     |                              |                                 |  |             |  |  |  |           |
| Economy and Development                           | 29,508                                       | 45,871                        | 313                                 | 46,184                       | 46,184                          | 0  | 0%          | 106,381  | 106,381                                      | 0  | 0%        |
| <b>TOTAL</b>                                      | <b>29,508</b>                                | <b>45,871</b>                 | <b>313</b>                          | <b>46,184</b>                | <b>46,184</b>                   | <b>0</b>                                   | <b>0%</b>   | <b>106,381</b>                                   | <b>106,381</b>                               | <b>0</b>                                   | <b>0%</b> |
| <b>FINANCE, RESOURCES &amp; CUSTOMER SERVICES</b> |  |                               |                                     |                              |                                 |  |             |  |  |  |           |
| Corporate Projects                                | 2,492  | 9,107                         | 318                                 | 9,425                        | 9,425                           | 0  | 0%          | 20,823   | 20,823                                       | 0  | 0%        |
| <b>TOTAL</b>                                      | <b>2,492</b>                                 | <b>9,107</b>                  | <b>318</b>                          | <b>9,425</b>                 | <b>9,425</b>                    | <b>0</b>                                   | <b>0%</b>   | <b>20,823</b>                                    | <b>20,823</b>                                | <b>0</b>                                   | <b>0%</b> |
| <b>LEADERSHIP</b>                                 |  |                               |                                     |                              |                                 |  |             |  |  |  |           |
| Leisure Services                                  | 57,861                                       | 754                           | 1,612                               | 2,366                        | 2,366                           | 0  | 0%          | 61,227   | 61,227                                       | 0  | 0%        |
| Chief Executives                                  | 70,069                                       | 44,981                        | 5,842                               | 50,823                       | 50,823                          | 0  | 0%          | 361,646  | 361,646                                      | 0  | 0%        |
| <b>TOTAL</b>                                      | <b>127,930</b>                               | <b>45,735</b>                 | <b>7,454</b>                        | <b>53,189</b>                | <b>53,189</b>                   | <b>0</b>                                   | <b>0%</b>   | <b>422,873</b>                                   | <b>422,873</b>                               | <b>0</b>                                   | <b>0%</b> |
| <b>TOTAL ALL BOARDS</b>                           | <b>299,701</b>                               | <b>162,796</b>                | <b>10,850</b>                       | <b>173,646</b>               | <b>173,546</b>                  | <b>100</b>                                 | <b>0.1%</b> | <b>900,510</b>                                   | <b>900,410</b>                               | <b>100</b>                                 | <b>0%</b> |
| <b>MADE UP OF :-</b>                              |  |                               |                                     |                              |                                 |  |             |  |  |  |           |
| Non-Housing Programme                             | 260,686                                      | 131,755                       | 13,804                              | 145,559                      | 145,459                         | 100  | 0%          | 741,459  | 741,359                                      | 100  | 0%        |
| Housing Programme(HRA)                            | 39,015                                       | 29,995                        | (3,200)                             | 26,795                       | 26,795                          | 0  | 0%          | 157,759  | 157,759                                      | 0  | 0%        |
| Housing Programme(PSHG)                           | 0  | 1,046                         | 246                                 | 1,292                        | 1,292                           | 0  | 0%          | 1,292  | 1,292  | 0  | 0%        |
| <b>PROGRAMME TOTAL</b>                            | <b>299,701</b>                               | <b>162,796</b>                | <b>10,850</b>                       | <b>173,646</b>               | <b>173,546</b>                  | <b>100</b>                                 | <b>0.1%</b> | <b>900,510</b>                                   | <b>900,410</b>                               | <b>100</b>                                 | <b>0%</b> |

**RENFREWSHIRE COUNCIL**  
**2022/23 CAPITAL BUDGETS MONITORING SUMMARY REPORT TO 24 JUN 2022**

|   | 2022/23          |                      |                |                |
|---|------------------|----------------------|----------------|----------------|
|   | Housing Services | Non Housing Services | PSHG Programme | Total          |
| <b>A. RESOURCES AVAILABLE TO FUND CAPITAL PROGRAMME</b> | £'000            | £'000                | £'000          | £'000          |
| 1. Prudential Borrowing                                 | 23,965           | 100,963              |                | 124,928        |
| 2a. General Capital Grant                               |                  | 11,475               | 600            | 12,075         |
| 2b. Specific Capital Grant                              | 2,500            | 2,344                |                | 4,844          |
| 3. Usable Capital Receipts                              | 330              | 25,966               |                | 26,296         |
| 4. Contribution From Current Revenue (CFCR)             | 0                | 4,851                | 692            | 5,543          |
| 5. Total Resource Availability                          | <b>26,795</b>    | <b>145,599</b>       | <b>1,292</b>   | <b>173,686</b> |
| <b>B. CAPITAL PROGRAMME</b>                             |                  |                      |                |                |
| 6. Resources Available                                  | 26,795           | 145,599              | 1,292          | 173,686        |
| 7. Current Programme                                    | 26,795 100%      | 145,559 100%         | 1,292 100%     | 173,646 100%   |
| <b>C. ACTUAL EXPENDITURE VS PROJECTED</b>               |                  |                      |                |                |
| 8. Resource Availability                                | 26,795           | 145,599              | 1,292          | 173,686        |
| 9. Cash Spent at 24 June 2022                           | 1,653 6%         | 7,753 5%             | 102 8%         | 9,508 5%       |
| 10. Cash to be Spent by 31 March 2023                   | 25,142           | 137,846              | 1,190          | 164,178        |
| <b>D. ACTUAL RECEIPTS VS PROJECTED</b>                  |                  |                      |                |                |
| 11. Current Programme (total receipts expected)         | 2,830            | 39,785               | 600            | 43,215         |
| 12. Actual Cash Received at 24 June 2022                | 0 0%             | 3,546 9%             | 102 17%        | 3,648 8%       |
| 13. Receipts to be received by 31 March 2023            | 2,830            | 36,239               | 498            | 39,567         |



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

**On: 8 September 2022**

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

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**Heading: Customer & Business Services Accounts for Write Off**

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**1. Summary**

- 1.1 In accordance with Financial Regulation 3.5.10 a report regarding the write-off for sums over £10,000 due must be submitted to the Finance and Resources Policy Board.
- 1.2 The debt recovery process involves extensive effort by the Council and its collection agents to locate the debtor and recover the debt. During this process a stage can be reached when it is recognised that the recovery of the sums is no longer viable, and it is prudent to write-off the recovery of the outstanding liability.
- 1.3 The Council has already pursued each of the debts summarised on the attached Appendix through its follow up cycle and it is considered prudent to write-off the outstanding balance.
- 1.4 The approval for the write-off will enable the Council to prudently reflect within the financial accounts an accurate representation of the collectable debt. The Council continues to monitor the accounts and, where the circumstances of the debtor alter, will instigate further recovery action as appropriate. The level of write-off will be contained within the Council's bad debt provision.
- 1.5 An analysis of the debt proposed for write-off highlighting the reason why collection is deemed irrecoverable is shown in table 1 below:

**Table 1**

| <b>Council Tax</b> |                    |                   |
|--------------------|--------------------|-------------------|
| <b>Reason</b>      | <b>No. Debtors</b> | <b>Value</b>      |
| Sequestrated       | 4                  | £49,335.68        |
| Trust Deed         | 2                  | £24,142.94        |
| <b>Total</b>       | <b>6</b>           | <b>£73,478.62</b> |

**Table 2**

| <b>Housing Benefit Overpayments</b> |                    |                  |
|-------------------------------------|--------------------|------------------|
| <b>Reason</b>                       | <b>No. Debtors</b> | <b>Value</b>     |
| Sequestrated                        | 4                  | £3,048.42        |
| Trust Deed                          | 2                  | £1,128.54        |
| <b>Total</b>                        | <b>6</b>           | <b>£4,176.96</b> |

**Table 3**

| <b>Non-Domestic Rates</b> |                    |                      |
|---------------------------|--------------------|----------------------|
| <b>Reason</b>             | <b>No. Debtors</b> | <b>Value</b>         |
| Dissolved                 | 20                 | £612,253.76          |
| Liquidated                | 2                  | £845,652.07          |
| <b>Total</b>              | <b>22</b>          | <b>£1,457,905.83</b> |

- 1.6 Table 3 above includes one very large write off for Store First Ltd which has been a complex NDR case for a number of years and incorporated over 3000 individual entries which operated as storage pods. Store First Limited was wound-up in the High Court 'in the public interest' by consent between the company and the Secretary of State for the Department for Business, Energy and Industrial Strategy. Of the 15 sites affected by the liquidation only the Linwood location is in Scotland.

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## **2. Recommendations**

- 2.1 The Board is asked to authorise the write-off of the **£1,535,561.41** as detailed above.
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## **Implications of the Report**

1. **Financial** – There has been adequate provision made for these bad debts.
  2. **HR & Organisational Development** – None.
  3. **Community Planning** – None.
  4. **Legal** – None.
  5. **Property/Assets** – None.
  6. **Information Technology** – None.
  7. **Equality & Human Rights** – None.
  8. **Health & Safety** – None.
  9. **Procurement** – None.
  10. **Risk** – None.
  11. **Privacy Impact** – None.
  12. **Climate Risk** – None.
  13. **Cosla Policy Position** – None.
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**Author:** Emma Shields/Ext 6880

# Finance, Resources and Customer Services Policy Board – Customer and Business Services Accounts for Write-Off

## Appendix

| Name         | Property Address | Service                      | Reason      | Year/Period/Invoice Date    | Amount            |
|--------------|------------------|------------------------------|-------------|-----------------------------|-------------------|
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2001                        | 311.19            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2002                        | 469.30            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2003                        | 206.45            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2004                        | 478.86            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2006                        | 6.00              |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2007                        | 1263.66           |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2008                        | 6.23              |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2008                        | 469.65            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2009                        | 167.10            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2009                        | 766.21            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2010                        | 380.38            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2010                        | 867.22            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2013                        | 657.76            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2013                        | 662.05            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2015                        | 223.90            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2014                        | 96.03             |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2015                        | 1353.51           |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2017                        | 865.13            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2018                        | 674.97            |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2019                        | 1455.59           |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2020                        | 1508.80           |
| Debtor 1     | Not Applicable   | Council Tax                  | Sequestered | 2021                        | 1518.26           |
| Debtor 1     | Not Applicable   | Housing Benefit Overpayments | Sequestered | 09/07/2012 to<br>12/08/2012 | 108.70            |
| <b>Total</b> |                  |                              |             |                             | <b>£14,516.95</b> |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed  | 2000                        | 61.89             |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed  | 2001                        | 195.36            |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed  | 2002                        | 572.19            |

# Finance, Resources and Customer Services Policy Board – Customer and Business Services Accounts for Write-Off

## Appendix

| Name         | Property Address | Service                      | Reason       | Year/Period/Invoice Date | Amount            |
|--------------|------------------|------------------------------|--------------|--------------------------|-------------------|
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2003                     | 366.61            |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2004                     | 1010.03           |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2005                     | 316.67            |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2007                     | 180.65            |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2008                     | 288.95            |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2009                     | 252.54            |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2010                     | 550.36            |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2011                     | 355.55            |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2012                     | 236.97            |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2013                     | 169.58            |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2014                     | 431.82            |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2015                     | 947.74            |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2016                     | 1019.34           |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2017                     | 1012.83           |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2018                     | 1050.43           |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2019                     | 1070.67           |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2020                     | 1131.60           |
| Debtor 2     | Not Applicable   | Council Tax                  | Trust Deed   | 2021                     | 1138.69           |
| Debtor 2     | Not Applicable   | Housing Benefit Overpayments | Trust Deed   | 04/10/2004 to 08/10/2017 | 906.29            |
| <b>Total</b> |                  |                              |              |                          | <b>£13,266.76</b> |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestrated | 2006                     | 394.04            |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestrated | 2007                     | 414.25            |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestrated | 2008                     | 990.87            |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestrated | 2009                     | 506.43            |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestrated | 2010                     | 935.12            |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestrated | 2011                     | 295.42            |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestrated | 2012                     | 241.54            |

# Finance, Resources and Customer Services Policy Board – Customer and Business Services Accounts for Write-Off

## Appendix

| Name         | Property Address | Service                      | Reason      | Year/Period/Invoice Date    | Amount            |
|--------------|------------------|------------------------------|-------------|-----------------------------|-------------------|
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestered | 2013                        | 689.05            |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestered | 2014                        | 377.12            |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestered | 2015                        | 976.33            |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestered | 2016                        | 994.34            |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestered | 2017                        | 1023.61           |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestered | 2018                        | 849.12            |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestered | 2019                        | 1091.68           |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestered | 2020                        | 1131.60           |
| Debtor 3     | Not Applicable   | Council Tax                  | Sequestered | 2021                        | 1138.69           |
| Debtor 3     | Not Applicable   | Housing Benefit Overpayments | Sequestered | 01/08/2018 to<br>21/10/2018 | 202.98            |
| <b>Total</b> |                  |                              |             |                             | <b>£12,252.19</b> |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2003                        | 796.52            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2004                        | 173.44            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2005                        | 851.14            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2006                        | 1210.80           |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2007                        | 1187.96           |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2008                        | 1321.17           |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2009                        | 759.90            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2010                        | 252.54            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2011                        | 984.44            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2012                        | 579.56            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2013                        | 292.81            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2014                        | 778.89            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2015                        | 271.33            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2016                        | 132.75            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2017                        | 17.11             |



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| Name         | Property Address | Service                      | Reason      | Year/Period/Invoice Date | Amount            |
|--------------|------------------|------------------------------|-------------|--------------------------|-------------------|
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2017                     | 637.60            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2018                     | 528.95            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2019                     | 776.75            |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2020                     | 1116.92           |
| Debtor 4     | Not Applicable   | Council Tax                  | Sequestered | 2021                     | 828.32            |
| Debtor 4     | Not Applicable   | Housing Benefit Overpayments | Sequestered | 12/09/2005 to 09/06/2019 | 1762.32           |
| <b>Total</b> |                  |                              |             |                          | <b>£15,261.22</b> |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2008                     | 99.05             |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2009                     | 455.53            |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2009                     | 839.04            |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2010                     | 1523.63           |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2011                     | 902.98            |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2010                     | 1113.24           |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2011                     | 1178.85           |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2012                     | 591.81            |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2012                     | 234.61            |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2013                     | 407.83            |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2016                     | 743.46            |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2017                     | 199.24            |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2018                     | 322.44            |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2019                     | 1017.12           |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2020                     | 393.12            |
| Debtor 5     | Not Applicable   | Council Tax                  | Trust Deed  | 2021                     | 1760.52           |
| Debtor 5     | Not Applicable   | Housing Benefit Overpayments | Trust Deed  | 04/01/2021 to 02/05/2021 | 222.25            |
| <b>Total</b> |                  |                              |             |                          | <b>£12,004.72</b> |

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| Name                           | Property Address                        | Service                      | Reason      | Year/Period/Invoice Date | Amount            |
|--------------------------------|---|------------------------------|-------------|--------------------------|-------------------|
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2010                     | 1052.75           |
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2011                     | 196.06            |
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2012                     | 934.50            |
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2013                     | 766.78            |
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2014                     | 379.86            |
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2015                     | 682.30            |
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2016                     | 873.72            |
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2017                     | 587.01            |
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2018                     | 609.32            |
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2019                     | 606.03            |
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2020                     | 871.64            |
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2021                     | 976.02            |
| Debtor 6                       | Not Applicable                          | Council Tax                  | Sequestered | 2022                     | 843.33            |
| Debtor 6                       | Not Applicable                          | Housing Benefit Overpayments | Sequestered | 14/09/2009 to 09/12/2018 | 974.42            |
| <b>Total</b>                   |   |                              |             |                          | <b>£10,353.74</b> |
| Akmh Employment Agency Limited | Unit 3, Argyll Avenue, Renfrew, PA4 9EL | Non-Domestic Rates           | Dissolved   | 2015                     | 1894.82           |
| Akmh Employment Agency Limited | Unit 3, Argyll Avenue, Renfrew, PA4 9EL | Non-Domestic Rates           | Dissolved   | 2016                     | 6243.60           |
| Akmh Employment Agency Limited | Unit 3, Argyll Avenue, Renfrew, PA4 9EL | Non-Domestic Rates           | Dissolved   | 2017                     | 7560.85           |
| Akmh Employment Agency Limited | Unit 3, Argyll Avenue, Renfrew, PA4 9EL | Non-Domestic Rates           | Dissolved   | 2018                     | 7080.00           |
| Akmh Employment Agency Limited | Unit 3, Argyll Avenue, Renfrew, PA4 9EL | Non-Domestic Rates           | Dissolved   | 2019                     | 6832.55           |
| <b>Total</b>                   |   |                              |             |                          | <b>£29,611.82</b> |

# Finance, Resources and Customer Services Policy Board – Customer and Business Services Accounts for Write-Off

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| Name                    | Property Address  | Service            | Reason     | Year/Period/Invoice Date | Amount            |
|-------------------------|---|--------------------|------------|--------------------------|-------------------|
| Aspenbank Limited       | Units 40-41 Piazza, Central Way, Paisley, PA1 1EN                           | Non-Domestic Rates | Dissolved  | 2019                     | 19375.10          |
| <b>Total</b>            |   |                    |            |                          | <b>£19,375.10</b> |
| Bridgewater Assets Ltd  | Bracken, 14, Bridgewater Shopping Cntr, Bridgewater Place, Erskine, PA8 7AA | Non-Domestic Rates | Liquidated | 2017                     | 13076.03          |
| Bridgewater Assets Ltd  | Bracken, 14, Bridgewater Shopping Cntr, Bridgewater Place, Erskine, PA8 7AA | Non-Domestic Rates | Liquidated | 2018                     | 6049.32           |
| <b>Total</b>            |   |                    |            |                          | <b>£19,125.35</b> |
| Collection Direct Ltd   | Unit 16 Paisley Centre, 23, High Street, Paisley, PA1 2AF                   | Non-Domestic Rates | Dissolved  | 2019                     | 5796.46           |
| Collection Direct Ltd   | Unit 16 Paisley Centre, 23, High Street, Paisley, PA1 2AF                   | Non-Domestic Rates | Dissolved  | 2020                     | 5267.78           |
| <b>Total</b>            |   |                    |            |                          | <b>£11,064.24</b> |
| Enterprise Pubs Limited | Clippens Inn, 57, Clippens Road, Linwood, Paisley, PA3 3PU                  | Non-Domestic Rates | Dissolved  | 2015                     | 2344.92           |
| Enterprise Pubs Limited | Clippens Inn, 57, Clippens Road, Linwood, Paisley, PA3 3PU                  | Non-Domestic Rates | Dissolved  | 2016                     | 14423.20          |
| Enterprise Pubs Limited | Clippens Inn, 57, Clippens Road, Linwood, Paisley, PA3 3PU                  | Non-Domestic Rates | Dissolved  | 2017                     | 13747.00          |
| Enterprise Pubs Limited | Clippens Inn, 57, Clippens Road, Linwood, Paisley, PA3 3PU                  | Non-Domestic Rates | Dissolved  | 2018                     | 2366.47           |
| <b>Total</b>            |   |                    |            |                          | <b>£32,881.59</b> |
| Gingerjacks Leisure Ltd | Clippens Inn, 57, Clippens Road, Linwood, Paisley, PA3 3PU                  | Non-Domestic Rates | Dissolved  | 2013                     | 15144.36          |

# Finance, Resources and Customer Services Policy Board – Customer and Business Services Accounts for Write-Off

## Appendix

| Name                                    | Property Address   | Service            | Reason    | Year/Period/Invoice Date | Amount            |
|---|--|--------------------|-----------|--------------------------|-------------------|
| Gingerjacks Leisure Ltd                 | Clippens Inn, 57, Clippens Road, Linwood, Paisley, PA3 3PU         | Non-Domestic Rates | Dissolved | 2014                     | 12672.80          |
| <b>Total</b>                            |  |                    |           |                          | <b>£27,817.16</b> |
| J B Pubs Enterprises Ltd                | Clippens Inn, 57, Clippens Road, Linwood, Paisley, PA3 3PU         | Non-Domestic Rates | Dissolved | 2014                     | 2653.34           |
| J B Pubs Enterprises Ltd                | Clippens Inn, 57, Clippens Road, Linwood, Paisley, PA3 3PU         | Non-Domestic Rates | Dissolved | 2015                     | 11959.08          |
| <b>Total</b>                            |  |                    |           |                          | <b>£14,612.42</b> |
| Mcfarlane Properties Ltd                | Unit 1, 15, Mcfarlane Street, Paisley, PA3 1RY                     | Non-Domestic Rates | Dissolved | 2017                     | 7036.27           |
| Mcfarlane Properties Ltd                | Unit 1, 15, Mcfarlane Street, Paisley, PA3 1RY                     | Non-Domestic Rates | Dissolved | 2018                     | 29348.00          |
| Mcfarlane Properties Ltd                | Unit 1, 15, Mcfarlane Street, Paisley, PA3 1RY                     | Non-Domestic Rates | Dissolved | 2019                     | 32920.80          |
| Mcfarlane Properties Ltd                | Unit 1, 15, Mcfarlane Street, Paisley, PA3 1RY                     | Non-Domestic Rates | Dissolved | 2020                     | 17841.85          |
| <b>Total</b>                            |  |                    |           |                          | <b>£87,146.92</b> |
| Mclaren & Co Painters & Contractors Ltd | East Fulton Unit D Upper, Darluith Road, Linwood, Paisley, PA3 3TP | Non-Domestic Rates | Dissolved | 2010                     | 899.68            |
| Mclaren & Co Painters & Contractors Ltd | East Fulton Unit D Upper, Darluith Road, Linwood, Paisley, PA3 3TP | Non-Domestic Rates | Dissolved | 2012                     | 9281.25           |
| Mclaren & Co Painters & Contractors Ltd | East Fulton Unit D Upper, Darluith Road, Linwood, Paisley, PA3 3TP | Non-Domestic Rates | Dissolved | 2013                     | 3345.83           |
| <b>Total</b>                            |  |                    |           |                          | <b>£13,526.76</b> |

# Finance, Resources and Customer Services Policy Board – Customer and Business Services Accounts for Write-Off

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| Name                    | Property Address  | Service            | Reason    | Year/Period/Invoice Date | Amount            |
|-------------------------|---|--------------------|-----------|--------------------------|-------------------|
| Mclaren And Co Ltd      | East Fulton Unit A Rm 5, Darluith Road, Linwood, Paisley, PA3 3TP   | Non-Domestic Rates | Dissolved | 2017                     | 1548.33           |
| Mclaren And Co Ltd      | East Fulton Unit A Rm 11, Darluith Road, Linwood, Paisley, PA3 3TP  | Non-Domestic Rates | Dissolved | 2018                     | 25.31             |
| Mclaren And Co Ltd      | Unit F1, East Fulton Farm, Darluith Road, Linwood, Paisley, PA3 3TP | Non-Domestic Rates | Dissolved | 2018                     | 6441.60           |
| Mclaren And Co Ltd      | Unit F1, East Fulton Farm, Darluith Road, Linwood, Paisley, PA3 3TP | Non-Domestic Rates | Dissolved | 2019                     | 1594.99           |
| Mclaren And Co Ltd      | East Fulton Unit A Rm 7, Darluith Road, Linwood, Paisley, PA3 3TP   | Non-Domestic Rates | Dissolved | 2018                     | 8.10              |
| Mclaren And Co Ltd      | East Fulton Unit A Rm 7, Darluith Road, Linwood, Paisley, PA3 3TP   | Non-Domestic Rates | Dissolved | 2019                     | 350.87            |
| Mclaren And Co Ltd      | East Fulton Unit A Rm 10, Darluith Road, Linwood, Paisley, PA3 3TP  | Non-Domestic Rates | Dissolved | 2018                     | 2.89              |
| Mclaren And Co Ltd      | East Fulton Unit A Rm 10, Darluith Road, Linwood, Paisley, PA3 3TP  | Non-Domestic Rates | Dissolved | 2019                     | 101.03            |
| Mclaren And Co Ltd      | East Fulton Unit D Upper, Darluith Road, Linwood, Paisley, PA3 3TP  | Non-Domestic Rates | Dissolved | 2019                     | 2512.66           |
| <b>Total</b>            |   |                    |           |                          | <b>£12,585.78</b> |
| Mmm Retail 88 Limited   | 33, Hairst Street, Renfrew, PA4 8QU                                 | Non-Domestic Rates | Dissolved | 2018                     | 4491.62           |
| Mmm Retail 88 Limited   | 33, Hairst Street, Renfrew, PA4 8QU                                 | Non-Domestic Rates | Dissolved | 2019                     | 14553.00          |
| <b>Total</b>            |   |                    |           |                          | <b>£19,044.62</b> |
| Paisley Restuarants Ltd | La Rambla, 9, Renfrew Road, Paisley, PA3 4AF                        | Non-Domestic Rates | Dissolved | 2017                     | 5513.61           |
| Paisley Restuarants Ltd | La Rambla, 9, Renfrew Road, Paisley, PA3 4AF                        | Non-Domestic Rates | Dissolved | 2018                     | 13615.16          |
| <b>Total</b>            |   |                    |           |                          | <b>£19,128.77</b> |

# Finance, Resources and Customer Services Policy Board – Customer and Business Services Accounts for Write-Off

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| Name                              | Property Address  | Service            | Reason    | Year/Period/Invoice Date | Amount            |
|-----------------------------------|---|--------------------|-----------|--------------------------|-------------------|
| Party Selection Limited           | Unit 13 Paisley Centre, 23, High Street, Paisley, PA1 2AF | Non-Domestic Rates | Dissolved | 2019                     | 1855.58           |
| Party Selection Limited           | Unit 13 Paisley Centre, 23, High Street, Paisley, PA1 2AF | Non-Domestic Rates | Dissolved | 2020                     | 11319.74          |
| Party Selection Limited           | Unit 13 Paisley Centre, 23, High Street, Paisley, PA1 2AF | Non-Domestic Rates | Dissolved | 2021                     | 3225.15           |
| <b>Total</b>                      |   |                    |           |                          | <b>£16,400.47</b> |
| Quantile Limited                  | Unit 4 Paisley Centre, 23, High Street, Paisley, PA1 2AF  | Non-Domestic Rates | Dissolved | 2020                     | 5449.43           |
| Quantile Limited                  | Unit 4 Paisley Centre, 23, High Street, Paisley, PA1 2AF  | Non-Domestic Rates | Dissolved | 2021                     | 6944.25           |
| <b>Total</b>                      |   |                    |           |                          | <b>£12,393.68</b> |
| Richieston Estate (Zetland) Ltd   | Zetland Road, Hillington, Glasgow, G52 4BW                | Non-Domestic Rates | Dissolved | 2017                     | 1701.15           |
| Richieston Estate (Zetland) Ltd   | Zetland Road, Hillington, Glasgow, G52 4BW                | Non-Domestic Rates | Dissolved | 2018                     | 8656.92           |
| Richieston Estate (Zetland) Ltd   | Zetland Road, Hillington, Glasgow, G52 4BW                | Non-Domestic Rates | Dissolved | 2019                     | 11642.40          |
| Richieston Estate (Zetland) Ltd   | Zetland Road, Hillington, Glasgow, G52 4BW                | Non-Domestic Rates | Dissolved | 2020                     | 11643.16          |
| Richieston Estate (Zetland) Ltd   | Zetland Road, Hillington, Glasgow, G52 4BW                | Non-Domestic Rates | Dissolved | 2021                     | 3247.69           |
| <b>Total</b>                      |   |                    |           |                          | <b>£36,891.32</b> |
| Sir Richard Steele Assets Limited | 34, Houstoun Ct Houstoun Sq, Johnstone, PA5 8DL           | Non-Domestic Rates | Dissolved | 2018                     | 849.86            |

# Finance, Resources and Customer Services Policy Board – Customer and Business Services Accounts for Write-Off

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| Name                              | Property Address   | Service            | Reason    | Year/Period/Invoice Date | Amount            |
|-----------------------------------|--|--------------------|-----------|--------------------------|-------------------|
| Sir Richard Steele Assets Limited | 34, Houstoun Ct Houstoun Sq, Johnstone, PA5 8DL              | Non-Domestic Rates | Dissolved | 2019                     | 6737.50           |
| Sir Richard Steele Assets Limited | 34, Houstoun Ct Houstoun Sq, Johnstone, PA5 8DL              | Non-Domestic Rates | Dissolved | 2020                     | 6125.40           |
| Sir Richard Steele Assets Limited | 34, Houstoun Ct Houstoun Sq, Johnstone, PA5 8DL              | Non-Domestic Rates | Dissolved | 2021                     | 5134.93           |
| <b>Total</b>                      |  |                    |           |                          | <b>£18,847.69</b> |
| Sjj Enterprises Ltd               | Barga, 25, New Street, Paisley, PA1 1XU                      | Non-Domestic Rates | Dissolved | 2014                     | 25188.14          |
| Sjj Enterprises Ltd               | Barga, 25, New Street, Paisley, PA1 1XU                      | Non-Domestic Rates | Dissolved | 2015                     | 32538.00          |
| Sjj Enterprises Ltd               | Barga, 25, New Street, Paisley, PA1 1XU                      | Non-Domestic Rates | Dissolved | 2016                     | 4979.83           |
| <b>Total</b>                      |  |                    |           |                          | <b>£62,705.97</b> |
| Spg 24 Clark Street Ltd           | Unit B1, 55, Clark Street, Paisley, PA3 1QS                  | Non-Domestic Rates | Dissolved | 2014                     | 9052.62           |
| Spg 24 Clark Street Ltd           | Unit B1, 55, Clark Street, Paisley, PA3 1QS                  | Non-Domestic Rates | Dissolved | 2015                     | 22234.30          |
| Spg 24 Clark Street Ltd           | Unit B1, 55, Clark Street, Paisley, PA3 1QS                  | Non-Domestic Rates | Dissolved | 2016                     | 189.05            |
| Spg 24 Clark Street Ltd           | Rm 3 (Grd) Airlink B C, 24, Clark Street, Paisley, PA3 1RB   | Non-Domestic Rates | Dissolved | 2015                     | 4.49              |
| Spg 24 Clark Street Ltd           | Rm 3 (Grd) Airlink B C, 24, Clark Street, Paisley, PA3 1RB   | Non-Domestic Rates | Dissolved | 2018                     | 711.87            |
| Spg 24 Clark Street Ltd           | Rm 9 (First) Airlink B C, 24, Clark Street, Paisley, PA3 1RB | Non-Domestic Rates | Dissolved | 2018                     | 858.71            |
| Spg 24 Clark Street Ltd           | Rm 1 (First) Airlink B C, 24, Clark Street, Paisley, PA3 1RB | Non-Domestic Rates | Dissolved | 2018                     | 634.68            |

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| Name                        | Property Address   | Service            | Reason    | Year/Period/Invoice Date | Amount            |
|-----------------------------|--|--------------------|-----------|--------------------------|-------------------|
| Spg 24 Clark Street Ltd     | Rm 4 (First) Airlink B C, 24, Clark Street, Paisley, PA3 1RB | Non-Domestic Rates | Dissolved | 2017                     | 97.92             |
| Spg 24 Clark Street Ltd     | Rm 4 (First) Airlink B C, 24, Clark Street, Paisley, PA3 1RB | Non-Domestic Rates | Dissolved | 2018                     | 152.15            |
| <b>Total</b>                |  |                    |           |                          | <b>£33,935.79</b> |
| Storage Investments Limited | Bldg 27 2nd Flr, 1, Macdowall Street, Paisley, PA3 2NB       | Non-Domestic Rates | Dissolved | 2016                     | 3049.20           |
| Storage Investments Limited | Bldg 27 2nd Flr, 1, Macdowall Street, Paisley, PA3 2NB       | Non-Domestic Rates | Dissolved | 2017                     | 3662.63           |
| Storage Investments Limited | Bldg 27 1st Flr, 1, Macdowall Street, Paisley, PA3 2NB       | Non-Domestic Rates | Dissolved | 2016                     | 3291.20           |
| Storage Investments Limited | Studio 4, 1, Macdowall Street, Paisley, PA3 2NB              | Non-Domestic Rates | Dissolved | 2016                     | 23205.00          |
| Storage Investments Limited | Studio 4, 1, Macdowall Street, Paisley, PA3 2NB              | Non-Domestic Rates | Dissolved | 2017                     | 18361.68          |
| Storage Investments Limited | Bldg 27 Grd Biomass, 1, Macdowall Street, Paisley, PA3 2NB   | Non-Domestic Rates | Dissolved | 2016                     | 3920.40           |
| Storage Investments Limited | Bldg 27 Grd Biomass, 1, Macdowall Street, Paisley, PA3 2NB   | Non-Domestic Rates | Dissolved | 2017                     | 3961.00           |
| Storage Investments Limited | Studio 8, 1, Macdowall Street, Paisley, PA3 2NB              | Non-Domestic Rates | Dissolved | 2016                     | 24225.00          |
| Storage Investments Limited | Studio 8, 1, Macdowall Street, Paisley, PA3 2NB              | Non-Domestic Rates | Dissolved | 2017                     | 20271.00          |
| Storage Investments Limited | Bldg 23 Office 2.10, 1, Macdowall Street, Paisley, PA3 2NB   | Non-Domestic Rates | Dissolved | 2016                     | 484.00            |
| Storage Investments Limited | Bldg 16 Office 3.1, 1, Macdowall Street, Paisley, PA3 2NB    | Non-Domestic Rates | Dissolved | 2017                     | 298.37            |



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| Name                        | Property Address  | Service            | Reason     | Year/Period/Invoice Date | Amount             |
|-----------------------------|---|--------------------|------------|--------------------------|--------------------|
| Storage Investments Limited | Bldg 16 Office 3.1, 1, Macdowall Street, Paisley, PA3 2NB | Non-Domestic Rates | Dissolved  | 2016                     | 161.78             |
| Storage Investments Limited | Bldg 16 Grd Flr, 1, Macdowall Street, Paisley, PA3 2NB    | Non-Domestic Rates | Dissolved  | 2016                     | 4017.20            |
| Storage Investments Limited | Bldg 23 Du 7, 1, Macdowall Street, Paisley, PA3 2NB       | Non-Domestic Rates | Dissolved  | 2016                     | 700.67             |
| Storage Investments Limited | Bldg 16 1st Flr, 1, Macdowall Street, Paisley, PA3 2NB    | Non-Domestic Rates | Dissolved  | 2016                     | 1095.56            |
| Storage Investments Limited | Bldg 16 3rd Flr, 1, Macdowall Street, Paisley, PA3 2NB    | Non-Domestic Rates | Dissolved  | 2016                     | 485.33             |
| Storage Investments Limited | Bldg 16 Entresol, 1, Macdowall Street, Paisley, PA3 2NB   | Non-Domestic Rates | Dissolved  | 2016                     | 1625.84            |
| Storage Investments Limited | Bldg 16 Office 3.2, 1, Macdowall Street, Paisley, PA3 2NB | Non-Domestic Rates | Dissolved  | 2017                     | 910.81             |
| <b>Total</b>                |   |                    |            |                          | <b>£113,726.67</b> |
| Store First Ltd             | West Avenue, Paisley, PA1 2FB                             | Non-Domestic Rates | Liquidated | 2013                     | 236469.20          |
| Store First Ltd             | West Avenue, Paisley, PA1 2FB                             | Non-Domestic Rates | Liquidated | 2014                     | 101236.39          |
| Store First Ltd             | West Avenue, Paisley, PA1 2FB                             | Non-Domestic Rates | Liquidated | 2015                     | 123102.98          |
| Store First Ltd             | West Avenue, Paisley, PA1 2FB                             | Non-Domestic Rates | Liquidated | 2016                     | 118377.98          |
| Store First Ltd             | West Avenue, Paisley, PA1 2FB                             | Non-Domestic Rates | Liquidated | 2017                     | 121915.20          |
| Store First Ltd             | West Avenue, Paisley, PA1 2FB                             | Non-Domestic Rates | Liquidated | 2018                     | 10205.21           |
| Store First Ltd             | West Avenue, Paisley, PA1 2FB                             | Non-Domestic Rates | Liquidated | 2019                     | 236469.20          |
| <b>Total</b>                |   |                    |            |                          | <b>£826,526.72</b> |
| W C Willis & Co Limited     | 33/35, 33, Carlyle Avenue, Hillington, Glasgow, G52 4XX   | Non-Domestic Rates | Dissolved  | 2019                     | 11594.56           |
| <b>Total</b>                |   |                    |            |                          | <b>£11,594.56</b>  |

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| Name                      | Property Address                                | Service            | Reason    | Year/Period/Invoice Date | Amount               |
|---------------------------|---|--------------------|-----------|--------------------------|----------------------|
| Workspace Studios Limited | Studio 5, 1, Macdowall Street, Paisley, PA3 2NB | Non-Domestic Rates | Dissolved | 2018                     | 1627.40              |
| Workspace Studios Limited | Studio 5, 1, Macdowall Street, Paisley, PA3 2NB | Non-Domestic Rates | Dissolved | 2019                     | 6737.50              |
| Workspace Studios Limited | Studio 5, 1, Macdowall Street, Paisley, PA3 2NB | Non-Domestic Rates | Dissolved | 2020                     | 6737.94              |
| Workspace Studios Limited | Studio 5, 1, Macdowall Street, Paisley, PA3 2NB | Non-Domestic Rates | Dissolved | 2021                     | 3859.59              |
| <b>Total</b>              |   |                    |           |                          | <b>£18,962.43</b>    |
| <b>Overall Total</b>      |   |                    |           |                          | <b>£1,535,561.41</b> |



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

**On: 8 September 2022**

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

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**Heading: Business Services Performance Report**

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**1. Summary**

- 1.1 This report details performance across key Business Services functions including revenue collection and benefit administration for the period ending 28 July 2022 (including an update on the funding and expenditure position in relation to Discretionary Housing Payments (DHP) and the Scottish Welfare Fund).
- 

**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 2022 for Council Tax. It also provides details of the total sums collected for the previous financial year.

- 3.1.2 The billable sum for 2022/23 is £94,129,200.
- 3.1.3 The sums collected to date for 2022/23 are £42,381,409 which is 45.02% of the billable sum (41.76% last year). This represents an increase of 3.26% in cash collection as a proportion of net charges billed compared with the same position for 2021/22.
- 3.1.4 Scottish Government's Cost of Living Awards scheme is largely responsible for the increase in collection. The payments, which amount to £150 per eligible household, resulted in £9,376,650 being credited to Council Tax accounts by 28th July 2022. It is anticipated that the percentage increase will lessen over the remaining months of the year as customers' reduced instalments take effect. It is expected that ongoing cost of living crisis is likely to have an impact on the level of collection this year, early indications for June and July are starting to show an underlying reduced collection rate.
- 3.1.5 The Council Tax Reduction (CTR) awarded is £13,158,231 amounting to 12.26% of the billable sum, which is 1.27% less than at the same point last year.
- 3.1.6 The Service continues to work through a volume of outstanding CTR applications and continues to encourage the take-up of CTR. Activities planned for the new financial year will include close tracking of potential applications and data matching to maximise CTR awards and support customers, where possible.

## **3.2 Non-Domestic Rates**

- 3.2.1 This section details the collection performance as at 28<sup>th</sup> July 2022 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 2022/23 amount to £126,833,633, this is significantly higher than the levied amount of £89,091,814 for 2021/22. Reduced take up of less generous Covid-19 reliefs in comparison to 2021/22 largely accounts for the increase.
- 3.2.3 The cash receipts to date amount to £36,559,274 which is 28.82% of the sum billed. This is an increase in cash collection as a proportion of net charges billed of 3.36% compared with the same position for 2021/22.
- 3.2.4 Payment collection for Non-Domestic Rates commences in May each year.

## **4. Benefit administration**

This section details the processing performance in relation to Housing Benefit and the Scottish Welfare Fund, as at the end of July 2022. Also provided is an update on the funding and expenditure position in relation to Discretionary Housing Payments (DHP) and the Scottish Welfare Fund.

## 4.1 Workload and Performance

- 4.1.1 The Service aims to balance the varied and changing workload resulting from the impact of the pandemic, in particular redirection of the significant resources which were required to support Self-Isolation Support Grants in the first quarter of the year.
- 4.1.2 Work to retrieve the target position continues, following the high volume of Self-isolation Support Grants at the start of the calendar year and substantial changes to the Council Tax Reduction Scheme which resulted in significant manual intervention.
- 4.1.3 Recovery has been impacted by training of new team members taking longer than normal along with planned and unplanned absence over the summer.
- 4.1.4 The Service has a targeted plan in place with activity focussed in clearing oldest items, balanced with addressing priority cases. Intensive training support is in place for new team members and progress has been made in reducing the age of outstanding items.

## 4.2 Speed of Processing – Housing/Council Tax Benefit

- 4.2.1 As detailed in Table 1 below, processing speed for New Claims is outwith target for the period.
- 4.2.2 In relation to New Claims processed within 14 days of all information received, this measure is also below target for the period.
- 4.2.3 Processing of Changes in Circumstance (CIC) is well within target for the reporting period.

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

**Table 1 – Performance Summary**

| Performance measure   | 4 Week Reporting Period<br>17 June 2022<br>to<br>14 July 2022 | Year to date position | Annual Target |
|---|---|-----------------------|---------------|
| New Claims – processing time  | 48 days   | 38 days               | 24 days       |
| New Claims - % processed within 14 days of all information received | 73%   | 77%                   | 92%           |
| Changes in Circumstance – processing time                           | 16 days   | 7 days                | 10 days       |

### 4.3 Discretionary Housing Payments

- 4.3.1 The total budget for Discretionary Housing Payments for 2022/23 is shown in table 2 below, this includes an additional amount of £300k allocated by the Council and £83,692 added from Flexible Funding for Financial Insecurity resources which were provided to the Council by the Scottish Government.
- 4.3.2 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.
- 4.3.3 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 2023, if required.
- 4.3.4 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.
- 4.3.5 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                                       | £300,000          |
| Financial Insecurity Winter Funding                        | £83,692           |
| Financial Hardship (non-Benefit Cap) – Scottish Government | £226,003          |
| Financial Hardship (Benefit Cap) – Scottish Government     | £156,518          |
| Bedroom Tax* – Scottish Government                         | £2,349,931        |
| <b>Total budget for the year</b>                           | <b>£3,156,004</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 2022 to 28 July 2022</b> |
|--|-------------------------------------|
| Volume of DHP applications received      | 3,753 applications                  |
| Volume of DHP decisions made             | 3,460 decisions                     |
| Number of DHP awards                     | 3,347 awards                        |
| Average processing time (target 29 days) | 20 days                             |
| <b>Total amount committed/paid</b>       | <b>£2,156,283</b>                   |

#### **4.4 The Scottish Welfare Fund**

- 4.4.1 The Scottish Welfare Fund (SWF) provides a safety net for vulnerable people on low incomes through the provision of Community Care Grants and Crisis Grants. The Scottish Welfare Fund is a national scheme, underpinned by law and delivered on behalf of the Scottish Government by all local councils. The SWF replaced elements of the Social Fund abolished by the Department for Work and Pensions in 2013.
- 4.4.2 The Service makes awards in 2022/23 in line with Scottish Government guidance and had spent 25% of its total budget for the Scottish Welfare Fund (SWF) by the end of July 2022.
- 4.4.3 The total budget for the Scottish Welfare Fund for 2022/23 is shown in table 2 below, this includes an additional amount of £500k allocated by the Council and £132,954 added from Flexible Funding for Financial Insecurity resources which were provided to the Council by the Scottish Government.
- 4.4.4 The performance data relating to the Fund is presented in table 4 below. The Service has processed Crisis and Community Care Grants within target, however due to exceptional demand levels were not able to meet the extremely stretching 1 day target for SISGs.
- 4.4.5 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.
- 4.4.6 From May 2021 SISGs are available to low paid workers, the grant can help cover lost earnings if they have a positive PCR test or care for someone who has a positive PCR test, the grant amount changed to £225.

- 4.4.7 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.
- 4.4.8 The Service made necessary operational arrangements to support the assessment, processing, and payment of SISGs. During January and February an average of 1,928 applications were received compared to a monthly average of 654 prior to the Omicron variant. This significant increase in workload impacted wider operational delivery. Following the changes reference in 4.4.6 above the volume of SISGs is now very low.

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

| <b>Measure</b>   | <b>1 April 2022<br/>to<br/>28 July 2022</b> |
|--|---|
| Number of Crisis Grant applications received                         | 3,269                                       |
| Number of Crisis Grant Awards  | 2,137                                       |
| <b>Total amount paid for Crisis Grants</b>                           | <b>£216,210</b>                             |
| <b>Average Processing time (2 working days target)</b>               | <b>2 days</b>                               |
| <b>Average Processing time within April</b>                          | <b>2 days</b>                               |
| Number of Community Care Grant applications received                 | 852   |
| Number of Community Care Grant Awards                                | 438   |
| <b>Total amount paid for Community Care Grant</b>                    | <b>£263,258</b>                             |
| <b>Average processing time year to date (15 working days target)</b> | <b>8 days</b>                               |
| <b>Average processing time within April</b>                          | <b>9 days</b>                               |
| <b>Total amount paid/committed from the fund</b>                     | <b>£479,468</b>                             |
| <b>Budget from Financial Insecurity Winter Funding</b>               | <b>£132,954</b>                             |
| <b>Budget from Council</b>   | <b>£500,000</b>                             |
| <b>Budget provided by Scottish Government</b>                        | <b>£1,251,983</b>                           |
| <b>Total Budget</b>  | <b>£1,884,937</b>                           |



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

| Measure  | 1 April 2022<br>to<br>28 July 2022 |
|--|------------------------------------|
| Number of SISG applications received                               | 1,321                              |
| Number of SISG Awards  | 1,163                              |
| <b>Average Processing time year to date (1 working day target)</b> | <b>3 days</b>                      |
| <b>Average Processing time within July</b>                         | <b>2 days</b>                      |
| <b>Total amount paid/committed from the fund</b>                   | <b>£500,550</b>                    |
| <b>Budget provided by Scottish Government</b>                      | <b>£500,550</b>                    |

## **5. Cost of Living Awards**

- 5.1 The Scottish Government introduced this support to help households tackle the increasing cost of living.
- 5.2 These awards were credited to all households who had a liability to pay Council Tax and who were either residing in properties in valuation bands A to D, or were in receipt of Council Tax Reduction, as at 14/02/2022. This resulted in reduced instalments due across the year.
- 5.3 Only one award of £150 could be made for each occupied qualifying property.
- 5.4 62,511 customers have received a credit to their Council Tax account.
- 5.5 1,462 customers in eligible categories of households exempt from Council Tax, i.e., with no liability, had been issued directly with a payment by the end of July.

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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.
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** –
  - Our Renfrewshire is fair - An effective Benefits service is vital to the quality of life of many of our citizens as it provides vital support for low income households to sustain tenancies and meet their rent obligations.

- Working together to improve outcomes - An efficient and effective billing and administrative process for the collection of local taxes is vital for ensuring the recovery of income to the council to support the provision of local services. This is supported by a range of payment opportunities for the public, including electronic and digital payments (e.g. Direct Debit, Website and Telephone).
- Working together to improve outcomes – 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** – None.
12. **Cosla Policy Position** – None.
13. **Climate Risk** – None.

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

- (a) None.

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**Author:** Emma Shields

## Appendix 1

### RENFREWSHIRE COUNCIL

#### REVENUES COLLECTION STATEMENT AS AT 28<sup>th</sup> JULY 2022

| <b>COUNCIL TAX</b>                 |                |                |
|------------------------------------|----------------|----------------|
|                                    | <b>2021/22</b> | <b>2022/23</b> |
|                                    | <b>£m</b>      | <b>£m</b>      |
| Projected Yield                    | 98.307         | 100.788        |
| Gross Charges                      | 102.412        | 107.287        |
| Less rebates                       | 13.372         | 13.158         |
| Net Charges Billed                 | <u>89.040</u>  | <u>94.129</u>  |
| Cash Collected                     | 84.682         | 42.381         |
| Rebate Grant                       | 13.372         | 13.158         |
|                                    | <u>98.054</u>  | <u>55.540</u>  |
| Cash collected as % of Net Charges | 95.11%         | 45.02%         |
| Income as % of Projected Yield     | 99.74%         | 55.11%         |

| <b>NON DOMESTIC RATES</b>              |                |                |
|--|----------------|----------------|
|  | <b>2021/22</b> | <b>2022/23</b> |
|  | <b>£m</b>      | <b>£m</b>      |
| Projected Yield                        | 87.310         | 124.297        |
| Gross Charges                          | 145.641        | 147.945        |
| Less reliefs                           | 56.549         | 21.112         |
| Net Charges Billed                     | <u>89.092</u>  | <u>126.834</u> |
| Cash Collected                         | 84.083         | 36.559         |
| Cash collected as % of Net Charges     | 94.38%         | 28.82%         |
| Cash collected as % of Projected Yield | 96.30%         | 29.41%         |

## 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: Nil            | June: 148 days | July: 14 days |
| <b>Average (12 months to date)</b>              | 93 days             |                |               |
| <b>Average Appeals Completed</b>                | 2 Appeals per month |                |               |

**Comment:-** Appeals volumes are very low, which is expected due to reducing Housing Benefit caseload. Monthly target was missed in June due resources being spread to support Self-Isolation Support Grants earlier in the year.

#### 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>   | February 22: 47 | March 22: 65 | April 22: 48 |
| <b>Result Last 3 months</b> | May 22: 44      | June 22: 73  | July 22: 63  |

**Comment:-** The Service has missed target for revisions processing as a result of balancing workloads, including the processing of Self-Isolation Support Grants, the position improved in April May however slipped back as older cases

#### ACCURACY

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

|                                 | Target % | Actual % |
|---------------------------------|----------|----------|
| <b>Volume of Audits 2022/23</b> | 4%       | 30%      |
| <b>Accuracy – July 22</b>       | 95%      | 88%      |
| <b>Accuracy – 2022/23</b>       | 95%      | 88%      |

**Comment:-** The service continues to analyse errors and action trends/patterns by providing additional guidance/training where needed. The proportion checked this period reflects a higher volume of case cleansing reviews carried out on claims as a proportion of decisions made. Case cleansing reviews are triggered by longer processing times, so it is expected to be higher during this recovery period.

## 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.

|  |            |
|--|------------|
| <b>Overpayments raised 2022/23</b>                       | £442,210   |
| <b>Overpayments raised and recovered in year</b>         | £92,463    |
| <b>% Recovery</b>  | 20.91%     |
| <b>All recovery in year</b>                              | £361,451   |
| <b>All recovery vs raised in year</b>                    | 81.74%     |
| <b>All recovery vs all debt</b>                          | 7.70%      |
| <b>Total debt outstanding at end of reporting period</b> | £7,336,310 |



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

**On: 8 September 2022**

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

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**Heading: Customer Services Performance Report**

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**1. Summary**

- 1.1 This report details performance across key Customer Service functions including Call Centre, Face to Face and Digital Support for customers for July 2022.
- 

**2. Recommendations**

- 2.1 It is recommended that the Board:
- Note the contents of the report.
- 

**3. Customer Service Provision**

- 3.1 This section details the performance of the customer service for July 2022, and the current year to date position. The report provides an update on the overall contact centre call handling volumes and service level.

Face to Face services have now resumed in Renfrewshire House, with these being managed on an appointment basis. Details of customer volumes are provided in this report.

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

### 3.2 Telephone Call Handling

- 3.2.1 High level monthly summary – for the month of July, the contact centre received 25,237 calls and answered 98% against a primary target of 90% for the period.

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

| Primary target     | Year | Calls Received | July Performance | Year to Date |
|--------------------|------|----------------|------------------|--------------|
| 90% calls answered | 2022 | 25,237         | 98%              | 99%          |
|                    | 2021 | 28,281         | 98%              | 97%          |

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

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

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

| Secondary target        | Year | July Performance | Year to Date |
|-------------------------|------|------------------|--------------|
| 70% calls in 40 seconds | 2022 | 62%              | 65%          |
|                         | 2021 | 59%              | 61%          |

- 3.2.4 The contact centre performance was below the secondary target of answering 70% of calls within 40 seconds, however, remains higher than the same period last year. The month of July is the peak leave period for the team and the time where applications are submitted for Free School Meals and Clothing Grants for the next school session, and performance is impacted as resources are deployed to ensure applications are processed and paid to families in a timely manner.

In addition to the call volume outline above, by the end of July the customer service team handled 3,510 applications for Free School Meals and Clothing Grants and successfully paid £547,590 in clothing grants for 4,121 children.

### 3.3 Face to face provision

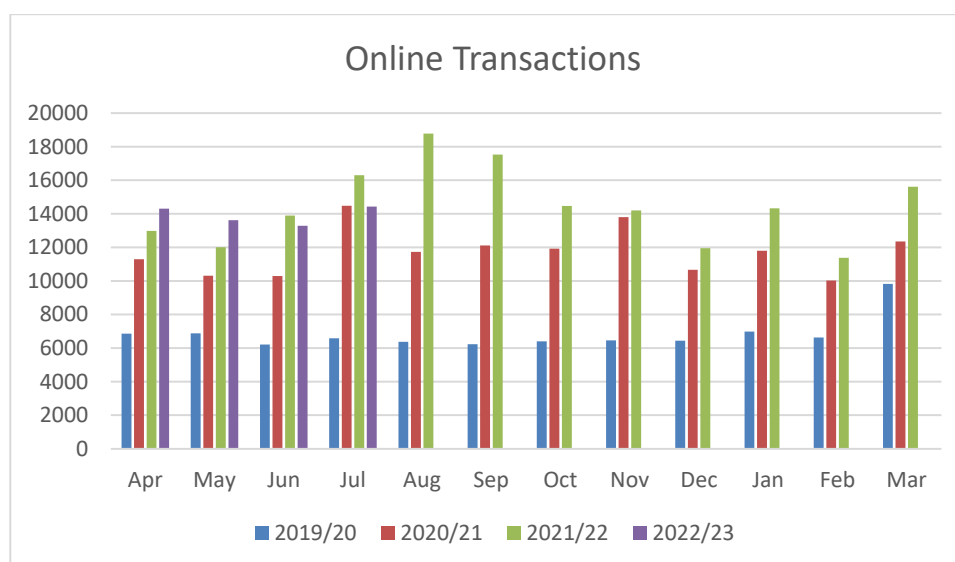
- 3.3.1 The Customer Service Centre in Paisley offers face to face support to customers by appointment where this is required.
- 3.3.2 Table 3 below shows the volume of customers who received face to face service during the month of July 2022.

**Table 3 – Face to Face Customer Volumes**

| Service               | Total Customers |
|-----------------------|-----------------|
| Birth Registration    | 102             |
| Marriage Registration | 89              |
| Licensing             | 37              |
| Blue Badge            | 26              |
| <b>TOTAL</b>          | <b>254</b>      |

### 3.4 Digital Services

- 3.4.1 The Council continues to see a high level of requests processed through the MyAccount online service, with a further 2,575 new users registered on the platform since the start of the financial year. This continues the trend seen since the start of the pandemic, with a total of 29,130 new users since March 2020. The number of users on the Council's MyAccount service now equates to over 99% of all households in Renfrewshire, compared to 69% of households in March 2020.
- 3.4.2 The level of online transactions for the month is slightly lower than the same period last year but the MyAccount service still supported 14,432 requests in July compared to 6,585 in the same period in 2019. The graph below shows the level of online transactions per month since the start of April 2019.
- 3.4.3 Since the start of the financial year a total of 55,652 transactions have been completed through the online service.





## **Implications of the Report**

1. **Financial** – None.
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** –
  - Working together to improve outcomes – An efficient and effective Customer Services Unit is vital to ensuring citizens have equality of access to Council services whether this is digitally, by telephone or face to face.
4. **Legal** – None.
5. **Property/Assets** – None.
6. **Information Technology** – None.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for consideration of performance only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.
9. **Procurement** - None.
10. **Risk** – None.
11. **Privacy Impact** – None.
12. **Cosla Policy Position** – Non applicable.
13. **Climate Risk** – None.

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## **List of Background Papers**

- (a) None.

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**Author:** Gary Innes Ext 6322



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

**On:** 8 September 2022

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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 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 2022.
- 1.2 All the facilities management and operational services continue to operate normal day to day business and the emergency out of hours repairs. The housing repair backlogs experienced following lockdowns have now been cleared with the service returning to planned response schedules. As experienced through the FM and property industry, the service is currently experiencing delays in the provision of some materials and products but managing this within the programmed works and keeping customers and communities updated where this is being experienced.
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## **2. Recommendations**

- 2.1 It is recommended that members of the Finance, Resources and Customer Services Policy Board:
- Approves the operational performance update detailed within this report.
-

### **3. Background**

#### **Covid Recovery**

- 3.1 Building Services continue to actively manage a repair service to both domestic households and to public buildings. There remains a level of absence due to Covid-19 however the employees across the service continue to show great commitment and resilience while delivering essential services across Renfrewshire.
- 

### **4. Operational Update**

#### **Gas, Water & Electrical Services**

- 4.1 During the last period over 3000 domestic and commercial gas service, electrical testing and water management systems have been serviced, repaired and replaced. This included the likes of large scale heating replacements in schools such as Johnstone High school.

#### **Void, Aids and Adaptations**

- 4.2 During this period over 200 houses were cleared, repaired and invested in and returned to tenant services for reletting, with a further 35 properties having aids and adaptations made to the properties to support tenants in their property.

#### **Streetlighting**

- 4.3 In the first quarter of the year the Street Lighting Team have performed well with 100% of all reported dark lamps attended within the 7-day timescale. In addition, they attended 203 emergencies.

#### **School toilet upgrades**

- 4.4 The £1.5m school toilet upgrade programme has progressed well over the school holiday period. To date works have been completed in 9 schools as set out below:
- West Primary School
  - St Mary's Primary School
  - Williamsburgh Primary School
  - Our Lady of Peace Primary School
  - St Fillan's Primary School
  - Lochfield Primary School
  - Langcraigs Primary School
  - Bushes Primary School
  - Thorn Primary School
- 4.5 Works are currently on-going on the 4 remaining schools/nurseries in this programme with works scheduled for completion during October 2022 at the following schools:
- Auchenlodment Nursery & Primary School
  - Trinity High School
  - Bridge of Weir Primary School
  - Arkleston Primary School

#### **Contracts – CO<sub>2</sub> monitors**

- 4.6 Building Services has completed permanently fixing the mobile CO<sub>2</sub> detectors within Renfrewshire Primary schools (non-PPP schools). The programme for installation across the PPP schools is planned for completion in October, subject to availability of components. On conclusion, the total number of teaching & learning spaces that will be monitored (including PPP locations) will be around 1765.

#### **Installation of LED Lighting**

- 4.7 A programme of LED lighting installation commenced in May across the PPP schools. The programme is progressing well with around 5 schools now having their lighting system fully replaced. Whilst early in operation, a reduction in energy consumption has been observed and positive feedback from teaching staff with the additional functionality available to them in the classroom to support presentations and teaching. This programme will continue through the remainder of 2022.

#### **Work Hub**

- 4.8 Building Service job management system has begun being replaced with a system call 'Work Hub '. Work will be dispatched and completed electronically, materials order and replenished seamlessly and ultimately provide a better service to the housing tenants of Renfrewshire.
- 4.9 This first phase of functionality is being implemented with support from several corporate service areas such as ICT. Members will be kept updated on progress of implementation and further functionality as it comes online over the coming months.

#### **Apprentice Programme**

- 4.10 Building Services have recruited 4 new apprentices, 3 youths and 1 adult. They are currently progressing through the recruitment process aiming to commence employment by early September.

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

- 5.1 A new school meal menu is in place for the new school year, building on the feedback from pupils, parents councils and parents over the last school term. As parents start to return to schools, taster sessions will be put on across parent's evenings and with Primary 1 classes to promote the school meals service.
- 5.2 The service has also been reviewing the menus in secondary schools to encourage more pupils to use the school meals' service. Changes have been implemented in secondary schools on a pilot basis. This involves having a snack-based service, with the introduction of new dining furniture, replicating a cafe environment. It is hoped that this will encourage more pupils to use the school meal service.
- 5.3 The service continues to work in partnership with OneRen to support community lets. A focus for the new school year has involved consultation with let organisations on let locations, to ensure good quality local facilities can be provided that meets the needs

of the let organisation. Where possible lets will be accommodated within all communities from schools that are already open, to reduce the need to open more schools, reducing energy consumption across the estate.

- 5.4 The service worked closely with colleagues from the Communities and Housing Service to deliver a meal service as part of the 'summer of fun' programme during the 2022 summer holidays.
  - 5.5 A review of Soft FM staffing within HSCP premises has commenced. The work will look to replicate the FM model that has been implemented across the school estate. This remodel will look to create posts with longer working hours and more family-friendly shift patterns to attract and retain staff and align with the FM model introduced as part of the recent remodelling of the service delivered in schools and early learning centres over the last 2 years.
  - 5.6 The service continues to look at innovate ways to overcome challenges around recruitment. This has involved partnership working with Invest in Renfrewshire at a recent event where an additional 30 new members of staff were recruited. The service is also planning more locally focussed recruitment days over the coming months and we will continue to ask member support to promote these events, which has proven a useful channel to highlight awareness of local jobs within communities.
  - 5.7 The Period Products (Free Provision) (Scotland) Act 2021 has been in force since 15 August 2022. The Soft FM service continues to work with colleagues across the authority to ensure that free sanitary products are always available in Renfrewshire's schools. Officers are working with the schools to promote the use of more environmentally friendly and re-usable products and have developed a QR code ordering process to improve accessibility to these.
  - 5.8 Work is ongoing to ensure all staff across the service are provided with the relevant training required to carry out their roles. Staff have been working with West College Scotland for the delivery of food hygiene training and with the British Institute of Cleaning Science (BICS) in respect of cleaning training. We have also provided management development training opportunities to our supervisory and management team across the service.
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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.
- 2. **HR & Organisational Development** – Any staffing changes 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** - 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** – 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 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** – None
11. **Privacy Impact** – None
12. **COSLA Policy Position** – None
13. **Climate Change** – None

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**List of Background Papers** – None

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**Author:** Gordon McNeil, Director of Environment & Infrastructure



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

**On:** 8 September 2022

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

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**Heading:** Civic Hospitality

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## **1. Summary**

1.1 The following requests for civic hospitality have been received for financial year 2022/23.

- a) Correspondence was received from Renfrew Community Council in relation to the 100<sup>th</sup> year anniversary of the Renfrew War Memorial. They had suggested the possibility of a civic reception for approximately 120 people to accompany this rededication service on 2<sup>nd</sup> August 2022.

Following consultation with the Provost, the Director of Finance & Resources made the necessary arrangements to provide a contribution of £1500 towards the cost of a civic reception at Renfrew Town Hall in the form of an Afternoon Tea. The Board is asked to homologate the action taken.

- b) Correspondence was received from the West of Scotland branch of the Argyll and Sutherland Highlanders Regimental Association suggesting the possibility of civic hospitality at the Paisley Comrades Club to accompany a service on 20<sup>th</sup> August 2022. An unveiling of a remembrance headstone and bench in memory of all Argyll's from the West of Scotland and surrounding areas, who have lost their lives was also included in this service.

Following consultation with the Provost, the Head of Corporate Governance used his delegated authority to approve the request and made the necessary arrangements to host a civic reception in the form of a buffet for 50 people at the cost of £400.

- c) Correspondence was received from 102 Field Squadron in relation to their Queen's Diamond Jubilee Medal Presentation and Open Day.

They had suggested the possibility of a contribution of £1,000 towards civic hospitality for the acting service personnel and their families. The Open Day and accompanying hospitality was held at 102 Field Squadron Barracks on 27<sup>th</sup> August 2022.

Following consultation with the Provost, the Head of Corporate Governance used his delegated authority to approve the request and made the necessary arrangements to provide a contribution of £1000 towards the civic reception at 102 Field Squadron Barracks.

- d) Correspondence was received from Rainbow Turtle in relation to their 20<sup>th</sup> anniversary requesting civic hospitality. They had suggested the possibility of a contribution of £750 towards civic hospitality for a buffet for 120 people at Paisley Methodist Church Hall on Saturday 3<sup>rd</sup> September 2022.

Following consultation with the Provost, the Head of Corporate Governance used his delegated authority to approve the request and made the necessary arrangements to provide a contribution of £750 towards the civic reception.

- e) Correspondence had been received to advise that the Mayor of our twin town of Fürth was visiting Renfrewshire on 1<sup>st</sup> September 2022.

Following consultation with the Provost, the Head of Corporate Governance used his delegated authority to approve the request and made the necessary arrangements for a civic reception in the form of a welcome dinner for the Mayoral visit at Pendulum at the cost of approximately £400.

- f) Correspondence has been received from the Paisley & District Battalion of the Boys Brigade requesting civic hospitality to accompany their presentations for the Queen's Badge and Duke of Edinburgh Awards on 28<sup>th</sup> September 2022. They have suggested the possibility of a civic reception for 200 people at St George's Church, Paisley.

Following consultation with the Provost, it is proposed that the Board agree to provide hospitality in the form of light refreshments at a cost of approximately £1500 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- g) Correspondence has been received from Renfrewshire Health and Social Care Partnership (RHSCP) requesting a civic reception to welcome and accompany Recovery Walk Scotland to Paisley. Recovery Walk is an annual event in its 11<sup>th</sup> year which offers an opportunity to remember those lost to drug and alcohol addictions while highlighting the important work locally to help support people on their recovery journey. They have suggested the possibility of a civic reception in the form of a buffet with accompanying soft drinks for 100 people to be held on Tuesday 20<sup>th</sup> September 2022.



Following consultation with the Provost, it is proposed that the Board agree to provide hospitality in the form of a buffet at The Glynhill Hotel at a cost of approximately £2000 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- h) Correspondence has been received from Erskine Hospital to take a table at the Erskine Military Jubilee Ball being held in the Hilton Hotel, Glasgow on 7<sup>th</sup> October 2022. Erskine Hospital are a local charity organisation, providing veteran care and support.

Following consultation with the Provost, it is proposed that the Board agree to take a table at Erskine Hospital's charity event at a cost of £800 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- i) Correspondence has been received from The Rotary Club of Paisley Callants requesting a civic reception to celebrate their 40<sup>th</sup> anniversary on 18<sup>th</sup> November 2022. They have suggested the possibility of a drinks reception which will accompany their anniversary meal in the Gleniffer Hotel, Paisley.

Following consultation with the Provost, it is proposed that the Board agree to provide hospitality in the form of a drinks reception for approximately 112 people at the cost of £420 and that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.

- 1.2 The budget provision for 2022/23 for Civic Hospitality (including international Links) is £46,460. Should the above be agreed, and taking account of previous decisions, the remaining balance would be approximately £7,680.

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## **2. Recommendations**

- 2.1 That the Board agrees to: (a) provide the hospitality as detailed above for Paisley & District Battalion of the Boys Brigade, Renfrewshire Health and Social Care Partnership and The Rotary Club of Paisley Callants; (b) that the Board agree to take a table at Erskine Hospital's charity event; (c) that it be delegated to the Director of Finance & Resources in consultation with the Provost to make the necessary arrangements.
- 2.2 That the Board homologate the action taken in respect of the civic reception for Renfrew Community Council.

- 2.3 That the Board note the action taken by the Head of Corporate Governance in terms of his delegated authority in respect of the civic receptions for the West of Scotland Branch of the Argyll & Sutherland Highlanders, 102 Field Squadron, the Mayoral visit by Fürth and Rainbow Turtle.

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## **Implications of the Report**

1. **Financial** – The costs of the request from civic hospitality will be met from the 2022/23 budget provision.
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** – Civic receptions provide recognition of the contributions made by individuals and organisations to the fabric of life in Renfrewshire.
4. **Legal** - None.
5. **Property/Assets** - None.
6. **Information Technology** – None.
7. **Equality & Human Rights**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.
9. **Procurement** – None.
10. **Risk** – None.
11. **Privacy Impact** - None.
12. **Climate Risk** – None.
13. **Cosla Policy Position** – Not applicable.

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## **List of Background Papers**

- (a) Background Paper 1 – Email correspondence from Renfrew Community Council
- (b) Background Paper 2 – Email correspondence from West of Scotland

Branch of Argyll & Sutherland Highlanders

- (c) Background Paper 3 – Letter from 102 Field Squadron
- (d) Background Paper 4 – Email correspondence from Rainbow Turtle
- (e) Background Paper 5 – Email correspondence from Fürth
- (f) Background Paper 6 – Email correspondence from Paisley & District Battalion Boys Brigade
- (g) Background Paper 7 – Email correspondence from RHSCP
- (h) Background Paper 8 – Email correspondence from Erskine Hospital
- (i) Background Paper 9 – Email correspondence from The Rotary Club of Paisley Callants

The foregoing background papers will be retained within Finance & Resources for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Donna Gallagher, Member Services Officer (Telephone – 0141 618 6794, e-mail – donna.gallagher-pt@renfrewshire.gov.uk

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**Author:** Donna Gallagher – Member Services Officer. Tel: 0141 618 6794  
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**To: Finance & Resources & Customer Services Policy Board**

**On: 8 September 2022**

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

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**Heading: Data Protection Policy**

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## **1. Summary**

- 1.1 The Data Protection Act 1998 ("DPA") regulated the processing of personal data and imposed obligations on the Council, as a data controller from 1 March 2000 until 25 May 2018. In response to this, the Council first introduced a Data Protection Policy in June 2001, outlining roles and responsibilities for data protection compliance. The policy is subject to review every two years. The most recent revisions were approved by Board in August 2020 to reflect the changes to data protection law made by the GDPR and the Data Protection Act 2018.
  - 1.2 The Policy is now due for routine review. The proposed revisions are minor and mainly consist of explicit reference to "UK GDPR", which came into effect on 1 January 2021 and sets out the key principles, rights and obligations for most processing of personal data in the UK. It is based on the EU GDPR, which applied before that date in the UK, with some changes to make it work more effectively in a UK context. Although the Data Protection Act 2018 sets out the framework for data protection law in the UK, this sits alongside and supplements UK GDPR, for example, by providing some exemptions and setting out the Information Commissioner's functions.
  - 1.3 The Data Protection and Digital Information Bill was recently introduced into Parliament. It is anticipated that this will be heavily debated and amended as it progresses through Parliament. For the time being, the UK GDPR and the DPA 2018 form the UK law on data protection. The Policy will be updated as and when the Bill becomes law.
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## 2. Recommendations

- 2.1 It is recommended that the Council approve the revised Data Protection Policy, which forms the Appendix to this report, and agree that this continues to be reviewed on a two yearly basis.
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## 3. Background

- 3.1 The Council is committed to data protection compliance and first approved a Data Protection Policy in June 2001. The purpose of a Data Protection Policy is to outline roles and responsibilities for data protection compliance. The Director of Finance and Resources is the Senior Information Risk Owner ("SIRO") for the Council. GDPR, as of 2018, required the Council to have a statutory officer, known as the Data Protection Officer. This role is discharged by the Managing Solicitor (DPO). Finance and Resources therefore take the overall lead in Data Protection and wider Information Governance matters. However, each Service and its senior management are obliged to retain a responsibility for data protection compliance. Given this devolved responsibility, each Service has a nominated data protection representative and depute. Service data protection representatives are members of the Council's Data Protection Working Group, which meets quarterly. The role of the Service data protection representative is to ensure data protection compliance within their Service, albeit advice can be obtained from the Data Protection Officer and the Information Governance team, at any time.
  - 3.2 The policy continues to devolve responsibility to Services for departmental compliance, whilst also reflecting the statutory role of the Managing Solicitor (DPO) and the role of SIRO.
  - 3.3 The Policy has been updated to include explicit reference to UK GDPR.
- 

## Implications of the Report

1. **Financial** – None.
2. **HR & Organisational Development** – HR & OD assist with training in and awareness of GDPR, by facilitating the launch of annual GDPR training.
3. **Community Planning** – N/A.
4. **Legal** – this Policy ensures ongoing compliance with data protection obligations.
5. **Property/Assets** – None.
6. **Information Technology** – ICT are essential to data protection compliance, given their cyber security and information management function and their lead role in relation to the Council's Information Asset Register.

## 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. This policy seeks to ensure compliance with individuals' information rights. 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** – this Policy supports the management of information risk, such as a potential data protection breach. Compliance is addressed on the Council's corporate risk register to ensure that the Council is fully compliant.

11. **Privacy Impact** – the Council has conducted Privacy Impact Assessments (PIAs) since 2013, as good practice in relation to projects or initiatives which involve processing personal information in new ways and have a potential privacy impact. Since May 2018, the Council has been conducting mandatory Data Protection Impact Assessments (DPIAs) as required to ensure compliance with data protection legislation and this Policy.

## 12. Cosla Policy Position – None.

## 13. Climate Risk – None.

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## List of Background Papers

N/A

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**Renfrewshire Council**

**Data Protection Policy**

## Document History

| Version | Date           | Author  | Reason for Issue/Change                |
|---------|----------------|---|--|
| 1       | June 2001      | Craig Geddes, Archivist                                 |  |
| 2       | June 2012      | Allison Black, Assistant Managing Solicitor             | New governance arrangements            |
| 3       | August 2014    | Heather Semple<br>Solicitor (Information Governance)    | 2-yearly update                        |
| 4       | August 2016    | Heather Syme, Senior Solicitor (Information Governance) | 2-yearly update                        |
| 5       | March 2018     | Allison Black, Managing Solicitor (DPO)                 | Early update due to legislative change |
| 6       | August 2020    | Allison Black, Managing Solicitor (DPO)                 | 2 –yearly update                       |
| 7       | September 2020 | Allison Black, Managing Solicitor (DPO)                 | 2 – yearly                             |

## Document Review and Approval

| Name                           | Action    | Date       | Communication |
|--------------------------------|-----------|------------|---------------|
| Andrew Connor, Records Manager | Consulted | March 2018 | Email         |



|                                  |           |               |       |
|----------------------------------|-----------|---------------|-------|
| Data Protection Working Group    | Consulted | March 2018    | Email |
| Data Protection Working Group    | Consulted | February 2020 | Email |
| ICT Enterprise Architecture Team | Consulted | February 2020 | Email |
| Karen Locke, Risk Manager        | Consulted | February 2020 | Email |

## Related Documents

| Ref | Document Name/ Version  | Document Location |
|-----|---|-------------------|
| 1   | Guidance on Responsible Use of Personal Data and Confidential Information |                   |
| 2   | Records Management Policy   |                   |
| 3   | Freedom of Information Policy   |                   |
| 4   | Data Protection Guidelines  |                   |
| 5   | Subject Access Request Guidelines   |                   |
| 6   | Information Security Policy   |                   |
| 7   | ICT Acceptable Use Policy   |                   |
| 8   | Information Handling Policy   |                   |

|              |                        |
|--------------|------------------------|
| <b>Title</b> | Data Protection Policy |
|--------------|------------------------|

|                           |   |
|---------------------------|---|
| <b>Author</b>             | Allison Black   |
| <b>Issue Date</b>         | September 2022  |
| <b>Subject</b>            | Data Protection   |
| <b>Description</b>        | Renfrewshire Council's policy on data protection and issues surrounding data protection to ensure compliance with GDPR and the DPA 2018 |
| <b>Version</b>            | 8.0   |
| <b>Source</b>             | Version 2 of the Data Protection Policy by Allison Black in August 2012   |
| <b>Updating Frequency</b> | Two Yearly unless required earlier due to legislative change  |
| <b>Right</b>              | Not Protectively Marked.  |
| <b>Category</b>           | Data Protection   |

## 1. Introduction

- 1.1 The Council needs to collect and use information about people to discharge its functions. This Personal Data must be handled properly and lawfully and the Council is committed to data protection compliance and signed the Information Commissioner's 'Information Promise' as long ago as 2012.
- 1.2 Although data protection legislation is complex, its ethos is simple. It does what its title suggests and protects people's Personal Data by regulating the way in which organisations, such as the Council, handle this. In other words, it is legislation to regulate the processing of Personal Data.
- 1.3 The Data Protection Act ("DPA") 1998 imposed obligations on the Council, as a data controller, since 1 March 2000. However, as of 25 May 2018, the EU General Data Protection Regulation ("GDPR") and the DPA 2018 came into force. This was the biggest change to data protection law in twenty years.
- 1.4 GDPR and the DPA 2018 introduced a number of key changes, which were reflected in the updates to this Policy in 2018 and its review in 2020. On 1 January 2021 "UK GDPR" came into force. This now sets out the key principles, rights and obligations for most processing of personal data in the UK. It is based on the EU GDPR, which applied before that date in the UK, but with some changes to make it work more effectively in a UK context. Although the Data Protection Act 2018 continues to set out the framework for data protection law in the UK, this sits alongside and supplements UK GDPR, for example, by providing some exemptions and setting out the Information Commissioner's functions.

### 1.5 The Data Protection Principles

There are six Principles, which, cover rules for the maintenance, collection and security of personal data. The Council is committed to complying with the Data Protection Principles.

As such, the Council undertakes that Personal Data will:

1. Be processed fairly, lawfully and transparently.

2. Be collected and processed only for one or more specified, explicit and legitimate purpose(s).
3. Be adequate, relevant and limited to what is necessary.
4. Be accurate and kept up to date and that inaccurate data will be erased or rectified without delay.
5. Be kept for no longer than is necessary.
6. Be processed with appropriate security and use adequate technical and organisational measures to prevent unauthorised or unlawful processing or accidental loss, destruction of, or damage to Personal Data.

Under UK GDPR, the Council needs to be able to demonstrate compliance with the principles. This is referred to as “accountability”.

- 1.6 The Council, in recognition of its data protection obligations, first approved a Data Protection Policy in June, 2001. Since then, a range of policies, procedures and guidelines promoting compliance and best practice, have been developed.

In addition to the Data Protection Policy, key Council documents include:

- Guidance on Responsible Use of Personal Data and Confidential Information,
- Information Handling Policy
- Records Management Policy,
- Freedom of Information Policy,
- Data Protection Guidelines,
- Subject Access Request Guidelines,
- Information Security Policy; and
- ICT Acceptable Use Policy.

This list is not exhaustive and all relevant data protection and wider information governance guidance can be obtained from the information governance section on the Council’s intranet.

## 2. Scope

This policy applies to all Services, employees and Elected Members of Renfrewshire Council and its Joint Committees and covers all Personal Data and Special Category and criminal offence data (formerly “Sensitive Personal”) Data which they process. It may, however, be read alongside other Council policies and guidelines on use of non-personal data and wider information governance issues. Specific provisions relating to Special Category Data forming part of this Policy are annexed at Appendix 1.

## 3. Data Protection Governance Arrangements

### 3.1 Corporate Responsibility

The Council has a corporate responsibility for data protection and is defined as a “Controller” under UK GDPR.

### 3.2 Corporate Management Team and SIRO

The Director of Finance and Resources is the Senior Information Risk Owner (“SIRO”) for the Council. The SIRO is supported in this role by the Managing Solicitor (DPO). The Managing Solicitor (DPO) reports to the Director of Finance and Resources, as SIRO, on information governance issues, including data protection compliance, on at least a monthly basis, and more regularly, as necessary. The SIRO and DPO report jointly to the CMT at least six monthly.

### 3.3 Statutory DPO

GDPR obliges the Council to have a statutory Data Protection Officer (DPO) on the basis of professional qualities and, in particular, expert knowledge of data protection law and practices. The key tasks of the DPO are prescribed and are to:-

- Inform and advise the Council on GDPR compliance;
- Monitor compliance;
- Advise on Data Protection Impact Assessments;
- Train staff and

- Conduct internal audits
- Be the first point of contact for the regulator and
- Have due regard to the risk associated with the Council's processing operations.

### 3.4 SMTs

3.4.1 Each Service and its senior management will retain a departmental responsibility for ensuring data protection compliance.

3.4.2 All Services are required to nominate a departmental data protection representative of appropriate seniority and a depute.

### 3.5. Employees

3.5.1 All employees and Elected Members are individually responsible for ensuring that the processing of Personal Data is in accordance with UK GDPR and the DPA 2018 and should familiarise themselves and comply with Council data protection guidance. Advice can be obtained at any time from Information Governance Team.

3.5.2 The SIRO has overall responsibility for information governance. However, the day to day responsibility for driving the Council's information governance agenda is delegated to the Managing Solicitor (DPO).

3.5.3 The main role of the Service data protection representative will be to ensure compliance within his/her Service, by dealing with Service specific subject access requests, passing on advice and training and maintaining the accuracy of the Service's entries into the Council's Information Asset Register, detailed in paragraph 4.1. The Information Governance team will maintain an up to date list of Service data protection representatives.

3.5.4 The Records Manager will have a co-ordinating role in relation to subject access requests and will process any cross departmental subject access requests and any Finance and Resources requests. Although requests relating to only one Service are the responsibility of that Service, subject to any

guidance from the Records Manager and the Information Governance Solicitors, the Records Manager has oversight of all subject access requests.

- 3.5.5 The Information Governance Team and the DPO offer ad hoc advice on data protection issues.
- 3.5.6 The Senior Solicitors (Information Governance) have a key role in ensuring compliance with the sixth principle relating to data security by providing advice and guidance to Services on organisational information security, maintaining the Council's Information Security log and leading on information security incident management.
- 3.5.7. Cyber security and technical information security issues, including compliance with industry standards, are dealt with by the Council's Cyber Security Architect and Cyber Security officer, within the Enterprise Architecture Team in ICT Services. Responsibility for information management, which promotes efficiency when the Council processes information and extends beyond the processing of Personal Data, also lies with the Enterprise Architecture Team within ICT Services, who promote good information management by the provision of advice and guidance to Services.

### 3.6 Governance Groups and Working Groups

- 3.6.1 Each Service data protection representative is a member of the Data Protection Working Group ("DPWG"), which meets quarterly and is chaired by the Records Manager. The members of the DPWG each have the responsibility for dealing with data protection issues within their department and disseminating training and good data protection practice throughout their department. The remit of the DPWG is for each of these officers to discuss compliance within their Service, pass on advice and training, and process subject access requests which relate to records from their Services.
- 3.6.2 The DPWG operates as a sub group of the Information Management Governance Group ("IMGG"), which is jointly chaired by the Enterprise Architect and Managing Solicitor (DPO). The Records Manager and Senior Solicitor

(Information Governance) are also members of the IMGG. The IMGG consists of key officers with information management and information governance expertise. Although the remit of IMGG extends to wider information management and information governance issues, the Managing Solicitor (DPO), as co-chair, on behalf of the SIRO, will have the opportunity to manage and direct the agenda of IMGG to promote and progress the Council's information governance agenda. The Information Governance Team shall provide regular updates to the IMGG on the work of the DPWG.

- 3.6.3 The Information Security Group ("ISG"), which is chaired by the Chief Auditor and attended by the Managing Solicitor (DPO) and Senior Solicitors (Information Governance), also operates as a sub-group of the IMGG. The remit of the ISG is to support IMGG to ensure that information security is appropriate, proportionate, measured and embedded into business as usual. Membership of the ISG includes appropriate representation from ICT and Internal Audit.

#### 4. Documentation of Processing Activities

- 4.1 Controllers are obliged to document their processing activities under GDPR (Article 30). There are some similarities between this obligation and the information previously provided to the ICO for notification under the old DPA 1998. The Council's Information Asset Register contains the Council's documentation of processing activities. This is known as an "Article 30 Register".
- 4.2 The Enterprise Architecture Team within ICT Services maintain the Council's Information Asset Register (IAR). This contains details of the Council's information assets, how those were obtained, how they are being used and who they are shared with. Each Service has an Information Asset Owner ("IAO"), who is the senior officer who oversees that Service's IAR entries. The IAO is assisted by an Information Asset Administrator ("IAA"). It is the responsibility of the nominated IAA to update the IAR and ensure that the entry for his/her Service is accurate at all times.



## 5. Data Subject Rights

5.1 Data subjects have several significant rights, which are as follows:-

- Right to be informed;
- Right of access;
- Right to rectification of inaccurate data;
- Right to erasure in certain circumstances;
- Right to object to certain processing, including the right to prevent processing for direct marketing;
- Right to prevent automated decision-making;
- Right to data portability and
- Right to claim compensation for damages caused by a breach

5.2 Further information on those rights is available in the Council's Data Protection Guidelines, available on the intranet and advice can be obtained at any time from the Information Governance Team. The right most frequently used by Council service users is the right of access, i.e. the right of an individual to access his/her own Personal Data. The Council has one calendar month to comply with subject access requests and must now do so free of charge. Further information on compliance with all data subject rights, particularly subject access rights, can be obtained from the Council's Subject Access Request guidelines, available on the Council's intranet, or from the Records Manager.

5.3 The Information Governance Team has responsibility for maintaining the Council's subject access request guidelines.

## 6. Training and Guidance

6.1 The Information Governance Team will continue to update detailed guidelines on the practicalities of dealing with UK GDPR and the DPA 2018 and oversee the implementation of the Council's Information Governance/ Data Protection Learning and Development Strategy. The purpose of this strategy is to ensure

that the learning and development needs of individual groups in relation to data protection and wider information governance are adequately addressed. The strategy identifies the training needs of Elected Members, Directors and Heads of Service, 3rd and 4th tier managers, employees who have specific requirements and those who require only a general awareness.

The existing guidelines, available from the Information Governance Team, or on the information governance section of the Council's intranet, familiarise officers with data protection compliance and the importance of information security and take account of guidance issued by the Information Commissioner, who enforces data protection.

## **7. Data Retention**

- 7.1 The fifth data principle states that Personal Data should not be held for longer than is necessary. What is necessary can vary, depending on the nature of the information and why it is held. Each Service has a responsibility to ensure that appropriate retention schedules are in place for records which they hold, and to arrange for the secure destruction of data, in accordance with such schedules.
- 7.2 The Records Manager, as outlined in the Council's Records Management Policy, provides advice on records management and retention issues.
- 7.3 In accordance with its obligations under the Public Records (Scotland) Act 2011, the Council has adopted a Records Management Plan containing appropriate retention and disposal schedules. This will ensure compliance with the fifth data protection principle.

## **8. Information Security**

- 8.1 The sixth data protection principle provides that appropriate technical and organisational measures should be taken to ensure that all Personal Data is secure.

- 8.2 All employees and Elected Members have responsibility for keeping the Personal Data to which they have access, in the course of their work, safe and secure.
- 8.3 By adopting recognised information security practices, the Council can demonstrate, to customers, partners and stakeholders that it can be trusted to protect the confidentiality, integrity and accessibility of the information it holds.
- 8.4 Information Security is not purely a technical issue. Information security principles apply to all information held by the Council, whether this is held in electronic or non-electronic format, even extending to conversations between individuals.
- 8.5 Employees and Elected Members who become aware of a potential breach of information security, such as a loss of data, must immediately report this to the Senior Solicitors (Information Governance), in line with the Information Security Incident Reporting Procedures.
- 8.6 Further information and advice on information security can be obtained from the Information Governance Team at any time and from the Council's Information Handling Policy and regular 'Think Twice' and SIRO bulletins.

## 9. Data Processors

If someone, other than an employee of the Council, is processing Personal Data on the Council's behalf, for example, a contractor or a consultant, the Council, as Controller, is obliged to have a written agreement with the Processor. The purpose of this is to ensure that the Processor will keep that information as secure as the Council would. Further information on Data Processor Agreements can be obtained from the Information Governance Team.

## 10. Information Sharing

Although processing of Personal Data must always be fair and lawful, data protection should not be perceived as a barrier to effective inter-agency and inter-departmental information sharing. There are many situations where information can, and indeed, must be shared, for example, to protect individuals. Detailed guidance on information sharing is available in the Council's Data Sharing Code

and advice can be obtained, at any time, from the Information Governance Solicitors. Consideration should, however, be given to the following:

- What information needs to be shared?
- With whom?
- Why?
- How?
- What are the risks of not sharing the information?
- Could the same aim be achieved without sharing the data or by anonymising it?

## 11. Data Protection Impact Assessments

- 11.1 The Council have conducted Privacy Impact Assessments (PIAs) under the old DPA for some time, as a matter of good practice. PIAs were carried out for any new initiatives or changes of business practice involving Personal Data.
- 11.2 The Corporate Management Team (CMT) first instructed in February 2013, that where policies and decisions have implications for the use of Personal Data held by the Council then all Services must conduct a PIA as an integral part of any project planning process rather than an add-on. Its purpose is to:
- Identify any potential and likely impact on privacy; and
  - Minimise and manage the identified impact and privacy risks.
- 11.3 GDPR replaced voluntary PIAs with mandatory Data Protection Impact Assessments (DPIAs). Like PIAs, this is a process which enables the Council to address the potential privacy risk and impact from the collection, use and disclosure of Personal Data as a result of new initiatives and to ensure means are in place to make sure data protection compliance and privacy concerns are addressed appropriately.
- 11.2 Advice on and assistance with carrying out DPIAs can be obtained from the Senior Solicitors (Information Governance).

## 12. Closed Circuit Television (CCTV)

### 12.1 Fair and Lawful Processing

The Council is a Controller of Closed Circuit Television (CCTV) and processes images lawfully, in accordance with the data protection principles and fairly by ensuring that data subjects have readily available to them the following information:

- the identity of the data controller;
- the purpose or purposes for which the data are processed; and
- any further information the data subjects should be given in the interests of fairness.

### 12.2 The ICO Code of Practice

The Council, in its use of CCTV, complies with the updated Code of Practice on the Use of CCTV and related guidance issued by the Information Commissioner. Operational procedures and training on CCTV provide more detailed information to staff on the deployment and maintenance of CCTV systems and the management of recorded images and monitoring stations.

### 12.3 Retention and Storage

Storage of images varies from system to system. Regardless of how they are stored, all images will be retained in accordance with established retention periods. The law does not prescribe any specific minimum or maximum retention periods which apply to all systems or footage, but simply states that it should not be kept for longer than is necessary. After the retention period, the images are permanently deleted unless required for an ongoing issue which has been identified (e.g. if a crime has been observed and recorded or if the images have been retained whilst a SAR is being processed). In such cases images will be retained for as long as necessary (e.g. until the conclusion of any criminal proceedings arising from the incident or the SAR is completed).

Until deleted, all images are held securely in terms of the Council's operational procedures and this Policy.

### **13. Relationship with Other Legislation**

#### **13.1 Human Rights Act 1998**

Public authorities, such as the Council, must comply with the Human Rights Act 1998 ("HRA") in the performance of their functions. Section 6 HRA obliges public authorities to act in a manner which is compatible with the rights contained in the European Convention of Human Rights ("ECHR"). Article 8 ECHR affords everyone the right to respect for private and family life, including home and correspondence. Although this right is not absolute, any interference must be justified on the basis that it is lawful, necessary to pursue a legitimate aim and proportionate. This means that the interference should not be greater than is necessary to achieve the legitimate aim.

HRA is therefore a consideration when considering whether there is a justification for sharing information. Whilst data protection compliance may render an interference lawful, the Council must also consider whether information sharing exercises are necessary in the public interest or whether the same ends can be achieved by a less intrusive means before an interference with Article 8 privacy rights can be justified. If there is a less intrusive alternative, the interference will be disproportionate.

#### **13.2 Freedom of Information (Scotland) Act 2002**

The interface between data protection and the Freedom of Information (Scotland) Act 2002 ("FOISA") is complex. FOISA obliges the Council to be open and transparent, whereas data protection and HRA protect people's information and personal privacy. Although FOISA provides the public with a right of access to all information held, unless this is covered by one of a number of fairly narrow exemptions, there is an absolute exemption from disclosure for information, disclosure of which would breach the data protection principles.

Further information on the personal data exemption under FOISA and how to deal with freedom of information requests without breaching data protection, can be obtained from the Freedom of Information Guidance Manual, available from the Council's intranet, or the Records Manager and legal advice can be obtained at any time from the Information Governance Solicitors.

#### 14. Breach

- 14.1 Breach of this policy may be regarded as a serious act of misconduct and may lead to disciplinary action. Employees must therefore make every effort to ensure that they understand their responsibilities under this policy.
- 14.2 It is a criminal offence under the DPA to knowingly or recklessly obtain, access, disclose or procure Personal Data without the consent of the Data Controller. The Council reserves the right to report any such offence to the Police, as well as the Information Commissioner.

#### 15. Audit

Data protection procedures are subject to routine internal and external audit and recommendations implemented accordingly.

#### 16. Review

This policy will be reviewed on a two yearly basis, unless earlier review is required due to legislative changes. However, to ensure ongoing data protection compliance, any developments, significant cases, guidance from the ICO, or other lessons learned in this area, will be used to inform best practice.

## 1. Introduction

UK GDPR and the DPA 2018 recognise that organisations are likely to collect information deemed Special Category Data and/ or Criminal Conviction and Offences data.

## 2. Definitions

UK GDPR Special Category data covers information about:

- Racial or ethnic origin.
- Political opinions.
- Religious beliefs or other beliefs of a similar nature.
- Trade Union membership.
- Physical or mental health or condition.
- Sex life and sexual orientation.
- Genetic data and biometric data.

Criminal and Offences Data or Conviction Data covers criminal allegations, proceedings or convictions and security measures. These are likely to centre on: specific employment requirements; fraud investigations; safeguarding issues; the vital interests of the data subject or other individuals.

## 3. Legal Basis

Under UK GDPR and the DPA 2018 the Council has a lawful basis for processing Special Category and Criminal offence data. The Council is obliged to collect and process this data and there is a substantial public interest in processing this information.



## 4. Procedures for Securing Compliance

The Council is obliged to have a policy for the processing of Special Category Data. Below are details of how the Council will comply with the Data Protection Principles in relation to the processing of Special Category and Criminal Offence personal data.

### 4.1. Principle 1 – Fair, Lawful and Transparent

**Special Category and Conviction Data is processed lawfully, fairly and in a transparent manner in relation to the data subject.**

The Council will:

- Only process Special Category and Conviction Data where a lawful basis can be applied, and where processing is otherwise lawful.
- Process Special Category and Conviction Data fairly; and will ensure that data subjects are not misled about the purposes of any processing.
- Ensure transparency in its processing of Special Category and Conviction Data to enable individuals to understand and obtain their privacy information.

### 4.2. Principle 2 - Fit for Purpose

**Special Category and Conviction Data is collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.**

The Council will:

- Collect Special Category and Conviction Data only for specified, explicit and legitimate purposes, and will inform data subjects what those purposes are in a privacy notice.
- Not use Special Category and Conviction Data for purposes that are incompatible with the purposes for which it was collected (if we do use Special Category and Conviction Data for a new purpose that is compatible, we will inform the data subject first).

#### 4.3. Principle 3 – Data Minimisation (Adequate and Relevant)

**Special Category and Conviction Data is adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.**

The Council will:

- Only collect the minimum Special Category and Conviction Data needed for the purpose for which it is collected. We will ensure that the data we collect is adequate and relevant.

#### 4.4. Principle 4 – Accuracy

**Special Category and Conviction Data is accurate and, where necessary, kept up to date.**

The Council will:

- Ensure that Special Category and Conviction Data is accurate, and kept up to date, taking care to do this where the use of this type of information has a significant impact on individuals.

#### 4.5. Principle 5 - Data Retention

**Special Category and Conviction Data will be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.**

The Council will:

- Only keep Special Category and Conviction Data in identifiable form. if is necessary for the purposes for which it is collected, or where we have a legal obligation to do so. Once this data is no longer needed it will be deleted or rendered permanently anonymous.

## 4.6. Principle 6 - Security

**Special Category and Conviction Data is processed in a manner that ensures appropriate security of the data including: protection against unauthorised or unlawful processing; against accidental loss, destruction or damage; and by using appropriate technical or organisational measures.**

The Council will:

- Ensure that there are appropriate organisational and technical measures in place to protect Special Category and Conviction Data. Organisational protections include a robust information governance framework consisting of policies, procedures, guidance, training and awareness raising, including an ongoing 'Think Twice' campaign.

## 5. Accountability

**The council is responsible for and must be able to demonstrate compliance with these 6 principles. The Managing Solicitor (DPO) discharges a monitoring role in relation to the Council's compliance with these principles.**

The Council:

- Ensures that records are kept of all personal data processing activities, via its Information Asset Register ("Article 30 Register") and that these are provided to the Information Commissioner on request.
- Undertakes Data Protection Impact Assessments (DPIAs) for any high risk personal data processing, and consult the Information Commissioner if appropriate.
- Has a Data Protection Officer who provides independent advice and monitoring of personal data handling, and directly reports to the CMT on this.
- Maintains and reviews internal processes to ensure that personal data is only collected, used or handled in a way that is compliant with data protection law.

- Ensures Council policies regarding the retention and destruction of personal data are implemented.

The Council ensures that where special category or convictions personal data is processed that:

- There is a record of that processing, and that record will set out, where possible, the envisaged time limits for erasure of the different categories of data.
- Where special category or criminal convictions personal data is no longer required for the purpose for which it was collected it will be deleted or render it permanently anonymous.
- Data subjects receive privacy information about how their data will be handled, and that this will include the period for which the personal data will be stored, or if that is not possible, the criteria used to determine that period.

## **6. Further Information**

Further information on data protection can be obtained from the Managing Solicitor (DPO), the Information Governance Team or the Information Governance page of the Council's intranet.



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

**On: 8 September 2022**

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

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**Heading: Public Holidays for Renfrewshire Council Employees 2023**

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### **1. Summary**

- 1.1 In accordance with established practice, the Council approves the dates for 12 public holidays for Council employees. These holidays, which have followed a set pattern for several years, are normally determined on an annual basis.
  - 1.2 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.
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### **2. Recommendations**

- 2.1 That the public holidays and day of no work requirement for Renfrewshire Council employees for 2023, as detailed in the appendix 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 new terms and conditions. The Council closes for all non-essential services for 3 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 work day preceding New Year's Day.

- 3.2 The Board is asked to approve the proposed public holidays for 2023 as set out in the appendix to this report.

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## Implications of the Report

1. **Financial** – None.
2. **HR & Organisational Development** – approval of these public holidays will assist with diary arrangements and allows Council services to plan staff cover well in advance to ensure that essential services continue to be provided over public holiday periods.
3. **Community Planning** – None.
4. **Legal** – None.
5. **Property/Assets** – None.
6. **Information Technology** – None.
7. **Equality & Human Rights** –
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.
9. **Procurement** – None.
10. **Risk** – None.
11. **Privacy Impact** – None.
12. **Cosla Policy Position** – N/a
13. **Climate Risk** – N/a

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**List of Background Papers** – None.

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## Appendix

### RENFREWSHIRE COUNCIL

#### PUBLIC HOLIDAYS FOR EMPLOYEES 2023

| Holiday                    | 2023   |
|----------------------------|--|
| New Year                   | Monday , 2 January 2023<br>Tuesday , 3 January 2023<br>Wednesday, 4 January 2023 |
| Good Friday                | Friday, 7 April 2023   |
| Easter Monday              | Monday, 10 April 2023  |
| May Day                    | Monday, 1 May 2023   |
| Queen's Birthday           | Monday, 29 May 2023  |
| Fair Holiday               | Monday, 7 August 2023  |
| Autumn Holiday             | Friday, 22 September 2023<br>Monday, 25 September 2023                           |
| Christmas                  | Monday, 25 December 2023<br>Tuesday, 26 December 2023                            |
| Day of no work requirement | Friday, 29 December 2023   |

#### Non-teaching staff in schools

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



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

**On:** 8 September 2022

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

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**Heading:** Notification of the award of the Contract for Pre Patching in Advance of Surface Dressing (RC-CPU-22-054) under delegated authority granted to the Strategic Commercial and Procurement Manager

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## 1. **Summary**

- 1.1 The purpose of this report is to notify the Finance, Resources and Customer Services Policy Board of the award of a Contract for Pre Patching in Advance of Surface Dressing, reference RC-CPU-22-054 to Finco Contracts Limited. This contract was authorised for award under the delegated authority granted to the Strategic Commercial and Procurement Manager by the Finance, Resources and Customer Services Policy Board on 2 February 2022 for the Framework Contract for Roads Related Maintenance Works, reference RC-CPU-20-172.
  - 1.2 The contract was awarded following the *quotation procedure* under Lot 6 Pre Patching in Advance of Surface Dressing, of Renfrewshire Council's Framework Contract for Roads Related Maintenance Works, reference RC-CPU-20-172.
- 

## 2. **Recommendations**

The Finance, Resources and Customer Services Policy Board is asked to note:



- 2.1.1 The detail in section 3 of this report details the Package Order for Pre Patching in Advance of Surface Dressing, reference RC-CPU-22-054, approved for award to Finco Contracts Limited under delegated authority granted to the Strategic Commercial and Procurement Manager by the Finance, Resources and Customer Services Policy Board on 2 February 2022 for the Framework Contract for Roads Related Maintenance Works, reference RC-CPU-20-172.
- 2.1.2 The *starting date* was 8 August 2022 and the *completion date* is 30 October 2022. These dates were confirmed in the Council's Letter of Acceptance.
- 2.1.3 The Total of the Prices is £266,057.99 excluding VAT.
- 

### 3. **Background**

- 3.1 Environment and Infrastructure is responsible for the management and maintenance of all roads, excluding trunk roads, within the Council's boundaries.
- 3.2 This contract is for pre patching of carriageways in advance of surface dressing.
- 3.3 The Contract was formed under the NEC3 Engineering and Construction Short Contract April 2013 with bespoke Z Clauses.
- 3.4 The recommendation to approve this contract for award was made under delegated authority granted to the Strategic Commercial and Procurement Manager by the Finance, Resources and Customer Services Policy Board on 2 February 2022.
- 3.5 This Contract was tendered following the *quotation procedure* in accordance with the requirements for competitions made under the Framework Contract and the Council's Standing Orders Relating to Contracts. The *quotation procedure* documents were made available on Tuesday 14 June 2022 to the three *suppliers* awarded places on the Framework Contract for Lot 6 – Pre Patching in Advance of Surface Dressing through the Public Contracts Scotland – Tender portal.
- 3.6 The Tender Submissions received were assessed on the basis of the most economically advantageous tender which included an evaluation of both price and quality. The scores achieved by each tenderer are detailed in the table below:

| Supplier                     | Quality<br>30% | Price<br>70% | Total % |
|------------------------------|----------------|--------------|---------|
| Finco Contracts Ltd          | 30.00%         | 70.00%       | 100.00% |
| JH Civil Engineering Limited | 27.50%         | 64.39%       | 91.89%  |
| John McGeady Limited         | 30.00%         | 26.61%       | 56.61%  |

- 3.7 Community Benefits were sought as part of this procurement and Finco Contracts Ltd. have committed to the following Community Benefits:

| Community Benefit Description    | No of People / Activity |
|----------------------------------|-------------------------|
| Job for an unemployed Individual | 1                       |

- 3.8 Financial costs in respect of this contract will be met from the Capital – General Services Budget.
- 

## Implications of the Report

- Financial**  
Financial costs in respect of this contract will be met from the Capital General Services Budget.
- HR & Organisational Development**  
Not applicable.
- Community/Council Planning**  
Reshaping our place, our economy and our future – this contract will support the delivery of this outcome.
- Legal**  
This contract was tendered following the *quotation procedure* under Renfrewshire Council's Framework Contract for Roads Related Maintenance Works, Lot 6 – PrePatching in Advance of Surface Dressing for a below Regulated Works Contract in accordance with the Framework Contract requirements and the Council's Standing Orders Relating to Contracts.

5. **Property/Assets**

The Council's roads infrastructure will be maintained to a high standard.

6. **Information Technology**

No Information Technology implications have been identified 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. 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.

7. **Health & Safety**

All supplier's health and safety credentials were evaluated by Corporate Health and Safety when tendering for the Framework Contract for Roads Related Maintenance Works, reference RC-CPU-20-172, and met the Council's requirements regarding health and safety.

8. **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.

9. **Risk**

All supplier's insurances were assessed and evaluated when tendering for the Framework Contract for Roads Related Maintenance Works, reference RC-CPU-20-172, to confirm that they have met the minimum requirements regarding insurable risk.

10. **Privacy Impact**

No Privacy Impact implications have been identified or are anticipated.

11. **Cosla Policy Position**

No Cosla Policy implications have arisen or are anticipated.

12.

**Climate Risk**

The level of impact associated with works connected with the Framework Contract for Roads Related Maintenance Works, reference RC-CPU-20-172, has been assessed using the Scottish Government Sustainability Test and is considered to be high risk. The supplier awarded this contract will be required to organise their activities in such a way that the impact they have on the environment is minimised.

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**List of Background Papers**

Contract Authorisation Report “Framework Contract for Roads Related Maintenance Works, reference RC-CPU-20-172” agreed at the Finance Resources and Customers Services Policy Board on 2 February 2022

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**Author:** Andrew Green, Procurement Adviser,  
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**To:** Finance, Resources and Customer Services Policy Board

**On:** 8<sup>th</sup> September 2022

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**Report by:** The Chief Executive and The Director of Finance and Resources

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**Heading:** Contract Award: Upgrading of Artificial Pitches – Gryffe High School and Johnstone Community Sports Hub, (RC-CPU-22-063)

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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 Upgrading of Artificial Pitches – Gryffe High School and Johnstone Community Sports Hub, (RC-CPU-22-063) to Tony Patterson Sportsgrounds Ltd.
  - 1.2 The recommendation to award the Contract follows a procurement exercise conducted in accordance with the Council's Standing Orders Relating to Contracts 1 January 2022 for a below Regulated (Works) contract using the Open Procedure.
  - 1.3 A Contract Strategy was approved by the Strategic Commercial Category Manager and the Head of Property Services on 7<sup>th</sup> July 2022.
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## 2. **Recommendations**

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

- (a) Authorise the Head of Corporate Governance to award a Contract for the Upgrading of Artificial Pitches – Gryffe High School and Johnstone Community Sports Hub, (RC-CPU-22-063) to Tony Patterson Sportsgrounds Ltd.
  - (b) Authorise the Tendered Contract Sum of £546,801.25 excluding VAT and an additional 10% contingency for any unforeseen works;
  - (c) Note the Date for Commencement of the Works is 3<sup>rd</sup> October 2022 and the Date for Completion of the Works is 25<sup>th</sup> November 2022. Any changes to these dates will be confirmed in the Council's Letter of Acceptance.
- 

### **3. Background**

- 3.1 Renfrewshire Council (the Employer) requires a competent and suitably qualified Contractor to carry out the uplift and replacement of Artificial Playing surfaces, associated fencing and floodlight lamp replacements at Gryffe High School and Johnstone Community Sports Hub.
- 3.2 To initiate this procurement process a Contract Notice was published on the Public Contracts Scotland advertising portal on 8<sup>th</sup> July 2022 with the tender documentation available for downloading from the Public Contracts Scotland – Tender portal from this date.
- 3.3 During the live tender period, nine (9) organisations expressed an interest in the tender. By the closing date set for the return of electronic tender submissions, 12 noon, Friday 22<sup>nd</sup> July 2022, four organisations submitted a tender response, two organisations declined to respond due to workload and timescales, and three organisations did not respond.
- 3.4 In accordance with the Council's Standing Orders Relating to Contracts 11.5, Tenderers were required to complete a Single Procurement Document (SPD) to be submitted with their tender submission. All four tender submissions were evaluated against a pre-determined set of criteria in the form of the SPD by representatives from the following Council Services: Property Services, the Corporate Procurement Unit, Corporate Risk and Corporate Health & Safety.
- 3.5 All four tender submissions received complied with the minimum selection criteria of the SPD. The four tender submissions were each evaluated against the Award Criteria which were based on a weighting of 60% Price 40% Quality.

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

|          |   | <b>Price<br/>(60%)</b> | <b>Quality<br/>(40%)</b> | <b>Total<br/>(100%)</b> |
|----------|---|------------------------|--------------------------|-------------------------|
| <b>1</b> | <b>Tony Patterson Sportsgrounds Ltd</b>                 | 59.70%                 | 27.25%                   | <b>86.95%</b>           |
| <b>2</b> | <b>Fairways Sportsgrounds Limited</b>                   | 60.00%                 | 24.50%                   | <b>84.50%</b>           |
| <b>3</b> | <b>Allsports Construction &amp; Maintenance Limited</b> | 54.72%                 | 29.50%                   | <b>84.22%</b>           |
| <b>4</b> | <b>Sportex Group Limited</b>                            | 59.60%                 | 23.50%                   | <b>83.10%</b>           |

- 3.7 The evaluation of tender submissions received identified that the submission by Tony Patterson Sportsgrounds Ltd was the most economically advantageous tender.
- 3.8 The form of Contract is SBCC Minor Works Building Contract (M/WScot) 2011 Edition as supplemented by the Employer Amendments.
- 3.9 A capital budget of £1.2m has been made available for upgrading of artificial pitches in Renfrewshire and the costs for the Gryffe High School and Johnstone Community Sports Hub will be met through this budget.
- 3.10 Community Benefits were requested as part of the procurement process and Tony Patterson Sportsgrounds Ltd confirmed that the following Community Benefits would be made available to the Council for this Contract.

| <b>Community Benefit Description</b>   | <b>No of<br/>People /<br/>Activity</b> |
|--|--|
| S/NVQ (or equivalent) for New Employee, Existing Employee or Supply Chain Employee | 1                                      |
| Business advice/support to an SME /Social Enterprise/ Voluntary organisation       | 1                                      |
| Financial Support for a Community Project  | 2                                      |

### Implications of the Report

- Financial** – The cost for these works will be met by the Capital General Services budget.
- HR & Organisational Development** – No TUPE implications

3. **Community/Council Planning –**

- **Our Renfrewshire is thriving** – maximising economic growth that is inclusive and sustainable
- **Our Renfrewshire is well** – supporting the wellness and resilience of our citizens and communities
- **Our Renfrewshire is fair** - addressing the inequalities that limit life chances
- **Our Renfrewshire is safe** – protecting vulnerable people, and working together to manage the risk of harm
- **Reshaping our place, our economy and our future**
  - Delivering required infrastructure
- **Tackling inequality, ensuring opportunities for all**
  - Celebrating Youth
  - Improving mental health and wellbeing
  - Promoting active lifestyles
  - Driving attainment for all
  - Tackling the poverty relating attainment gap
- **Creating a sustainable Renfrewshire for all to enjoy**
  - Keeping local places clean and attractive

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 1 January 2022.

5. **Property/Assets** – The contract will facilitate the upgrading of Artificial Pitches at Gryffe High School and Johnstone Community Sports Hub that will ensure that the Council's assets are upgraded and maintained to a proper standard.

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** – Tony Patterson Sportsgrounds Ltd health and safety credentials were evaluated by Corporate Health and Safety and met the Council's minimum requirements regarding health and safety.
9. **Procurement** – The procurement procedures outlined within this report ensures that the Council meets its statutory requirements in respect of procurement procedures, efficiency, and modern Government.
10. **Risk** – Tony Patterson Sportsgrounds Ltd insurances have been assessed and evaluated to confirm that they meet the minimum requirements regarding insurance risk.
11. **Privacy Impact** - No Privacy Impact implications have been identified or are anticipated.
12. **Cosla Policy Position** – No COSLA Policy Position implications have arisen or are anticipated.
13. **Climate Risk** – The level of impact associated with provision of these works have been assessed using the Scottish Government Sustainability Test and is considered High Risk.

The Scottish Procurement Document (SPD) Environmental Management question was utilised as well as two (2) information only questions within the Technical Evaluation:

**Disposal of used materials:** 95% of materials used will be re-used or re-cycled.

**Re-use and re-purpose of existing materials:** instead of existing shock pads being sent to specialist landfill they are recycled and used in all-weather outdoor arena surfaces.

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### List of Background Papers

- (a) None

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

**On: 8 September 2022**

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**Report by: The Chief Executive and the Director of Children's Services**

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**Heading: Notification of Correction to Report - Paisley Grammar School  
Community Campus – Multi Disciplinary Design Team (RC-CPU-  
21-153)**

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## **1. Summary**

- 1.1 The purpose of this report is to notify the Board of an error in the recommended fee for award in the recently approved Contract Authorisation Report for award of the Paisley Grammar School Community Campus – Multi Disciplinary Design Team (RC-CPU-21-153).
- 

## **2. Recommendations**

- 2.1 The Finance, Resources and Customer Services Policy Board are asked to:

- 2.1.1 Note that Recommendation 2.1 (b) in the Report submitted for approval to Finance, Resources and Customer Services Policy Board on 30 March 2022 contained an error as follows:

The fee was stated as £2,827,228.00 excluding VAT for this Contract including the authorisation of a 25% contingency to be added to cover for unforeseen circumstances;

This recommendation should have read:

Authorise the Fee of £2,898,139.69 excluding VAT for this Contract including the authorisation of a 25% contingency to be added to cover for unforeseen circumstances;

- 2.1.2 Note that the error was in the Board report only, the actual award was made in the correct amount;
  - 2.1.3 Note that the error does not impact upon the final score or the recommendation to award the contract to Ryder Architecture Limited.
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### 3. Background

- 3.1 The recommendation to award the contract for the Paisley Grammar School Community Campus – Multi Disciplinary Design Team (RC-CPU-21-153) to Ryder Architecture Limited was approved at the Finance, Resources and Customer Services Policy Board on 30 March 2022.
  - 3.2 Following approval of the award the project team identified an error in the amount reported in the Board Report. As the amount reported was £70,911.69 less than the correct amount, this report is required to notify the Board of the error and to confirm that the actual amount of award should have read £2,898,139.69 excluding VAT.
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### Implications of the Report

- 1. **Financial** – None. The error was a typographical error and has no impact on the agreed budget or awarded fee.
- 2. **HR & Organisational Development** – n/a
- 3. **Community/Council Planning** – n/a
- 4. **Legal** - None
- 5. **Property/Assets** – n/a
- 6. **Information Technology** – n/a
- 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. The error has no implications in terms of the procurement regulations, the process or the award which was made in the correct amount.
10. **Risk** – None.
11. **Privacy Impact** – n/a.
12. **Cosla Policy Position** – n/a
13. **Climate Change** – n/a.

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

- (1) Contract Authorisation Report “Contract Award: Paisley Grammar School Community Campus – Multi Disciplinary Design Team (RC-CPU-21-153)” submitted to the Finance, Resources and Customer Services Policy Board on 30 March 2022

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Author: Laura Gillan, Strategic Commercial Category Manager

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

**On: Thursday 8 September 2022**

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

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**Heading: The Provision of Council Wifi Services (RC-CPU-22-074)**

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**1. Summary**

- 1.1 The purpose of this report is to seek approval of the Finance, Resources and Customer Services Policy Board to award a Call-Off Contract for The Provision of Council Wi-fi Services.
- 1.2 This procurement was in accordance with Condition 1.5.3.1.2 of the Conditions of Contract of the Renfrewshire Council single supplier Framework Agreement for the Provision of Connectivity as a Service (RC-CPU-19-272) ("Framework") and the Council's Standing Orders Relating to Contracts.
- 1.3 A Contract Strategy for the Council's Framework for Connectivity as a Service (RC-CPU-19-272) was authorised by the Head of ICT and the Strategic Commercial and Procurement Manager on 10 December 2020. The Provision of Council Wi-fi Services was identified as a relevant contract for replacement using this Framework.
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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 to:

- 2.1.1 Award a Call-Off Contract for the Provision of Council Wi-fi Services to Commsworld Limited subject to conclusion of the Call-off Ordering Procedure under the Renfrewshire Council single supplier Framework Agreement for the Provision of Connectivity as a Service (RC-CPU-19-272).
- 2.1.2 Award the Call-Off Contract for a maximum period of 20.54 years from 20 September 2022 until no later than 31 March 2043. Should the contract not start on 20 September 2022, the Call-Off Start Date will be defined in the Order Form. The Contract will have two review points, one at year 7 and the other at year 14, to allow the technology to be reviewed for ongoing alignment to business need.
- 2.1.3 Award the Call-Off Contract for a maximum Contract Value of £22,377,750 excluding VAT where the break points are not utilised, and the contract period reaches 20.54 years. If the contract break ends the Call-Off Contract in year 8, the Contract Value will be £7,516,664 excluding VAT and if the contract break ends the Call-Off Contract in year 15, the Contract Value will be £15,196,175 excluding VAT.

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### 3. **Background**

- 3.1 Renfrewshire Council has a current contract in place for the Provision of Public Wi-fi, also conducted as a Call-Off Contract under Framework Agreement for the Provision of Connectivity as a Service (RC-CPU-19-272), which covers a small number of buildings and 3 Town centres and which will expire on 4 February 2023. The Council also has separate wi-fi services in all schools and in many Council Offices. These wi-fi services have been implemented on a piecemeal basis over the last 10 to 12 years and the infrastructure will become end of life in July 2023. Therefore, the Council is seeking to appoint a new Service Provider to provide all of its Wi-fi requirements. A new contract requires to be in place by 20 September 2022 to allow for the transition of the services to a new Service Provider before the current public wi-fi contract expires and the other infrastructure becomes end of life.
- 3.2 The requirement for Wi-fi was identified within the Framework Agreement for the Provision of Connectivity as a Service (RC-CPU-19-272) ("Framework") as a service which could be included for future delivery as a Call-Off Contract from the Framework.

- 3.3 This Wi-fi solution will meet the Council's need for connectivity for non-wired devices which is essential to provide staff, partners and customers access to Council systems, digital services and the Internet. This solution will combine all Corporate; school and Public Access Wi-fi into a single integrated infrastructure and management arrangement.
- 3.4 The Framework provides that during the life of the Framework potential new services will be assessed and subjected to soft market testing before a decision is made to include these services within the Framework or subject the requirement to carry out a separate procurement process. In this instance, the Council carried out a benchmarking exercise for this requirement and determined that best value could be sought by awarding this contract via a Call-Off Contract made under the Framework.
- 3.5 In accordance with Standing Orders relating to Contracts 29.2, the Head of Policy and Commissioning (HOPAC) has identified a Framework which provides a suitable route to market and provides a procedure for Call-off Ordering without being required to seek further competition.
- 3.6 In accordance with the Call-Off Ordering Procedure of the Framework, the Council provided Commsworld Limited with a Statement of Requirements and requested that a response be provided to this document to be considered by the Council and benchmarked against the market. The Council has since been negotiating with Commsworld Limited to agree the final detail of this Call-off Contract and has now reached agreement. Both parties are required to complete a Framework Order Form in line with the Call-Off Ordering Procedure. To incorporate the requirements of the 20.54 year contract period with additional break options, and to draft the mechanisms for payment of Wi-fi hardware over the initial period of the Call-Off Contract, the Council will require to include Special Conditions of Contract which will clearly set out the mechanisms as agreed. Once drafted, the Special Conditions of Contract will be issued within the Order Form to Commsworld Limited. On receipt of the signed Order Form the Contract can be concluded. The Special Conditions of Contract will not impact on the contract elements already set out in Section 2 of this report which have been fully agreed with Commsworld Limited.
- 3.7 Commsworld Limited has committed to supply 30 switches and 100 wireless access points for the provision of Wi-fi in the Council's Community Halls to fulfil their Community Benefit obligation under this Call-Off Contract. The extent of the coverage will be determined through physical surveys of those sites. It is anticipated that this offering will result in the provision of corporate and public Wi-fi across the following 24 Community Halls:
- Bargarran Community Centre
  - Beechwood Community Centre
  - Bishopton Community Centre

- Cargill Hall
- Cochrane Castle Community Centre
- Elderslie Village Hall & Library
- Erskine Library
- Foxbar Community Centre & Library
- Foxbar Rivers Community Centre
- Gallowhill Community Centre & Library
- Glenburn Community Centre & Library
- Howwood Village Hall
- Hunterhill Community Centre
- Johnstone Castle Community Centre
- Johnstone Town Hall
- Kirklandneuk Community Centre
- Langbank Community Hall
- McKillop Institute
- New Tweedie Hall (incl Library)
- Paisley Town Hall
- Ralston Community Centre & Library
- Renfrew Town Hall
- The Steeple Hall, Kilbarchan
- Wm McMaster Centre, Robertson Park

In addition, Commsworld limited will also deliver Community Benefits with an equivalent points value of 100 across the Contract term. The Community Benefits to be delivered will be agreed in partnership between the Council, Commsworld Limited and the Community Benefits Forum.

- 3.8 Costs in respect of this Call-Off Contract will be met from the Council's Revenue Budget.
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## Implications of the Report

1. **Financial** - Costs under this Call-Off Contract will be funded by the ICT Revenue budget.
2. **HR & Organisational Development** - No TUPE implications for the Council have arisen or are anticipated.
3. **Community/Council Planning –**



- Working together to improve outcomes – this Call-Off Contract will ensure the Council takes advantage of new technologies to deliver better and more efficient services.
4. **Legal** - This procurement was conducted as a Call-Off in accordance with Call-Off Ordering procedure of the Renfrewshire Council single supplier Framework for Connectivity as a Service (RC-CPU-19-272) and the Council's Standing Orders Relating to Contracts.
  5. **Property/Assets** – Ownership of all hardware supplied to locations in relation to this Call-Off Contract will fully transfer to the Council by Contract Year 7, once all costs have been paid. The Council will have use of the hardware during these initial years of the Call-Off Contract.
  6. **Information Technology** – The Council's ICT Services will be able to utilise the connectivity infrastructure already invested by Commsworld Limited upon implementation of previous services carried out by them under the Framework.
  7. **Equality & Human Rights** -
    - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
  8. **Health & Safety** – Commsworld Limited's health and safety credentials were evaluated by the Council's Health and Safety Department as part of the evaluation for the Framework and will continue to be reviewed by the Council on an ongoing basis.
  9. **Procurement** – The procurement procedures outlined within this report ensure that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government.
  10. **Risk** - Commsworld Limited's insurance policies were evaluated by the Council's Risk Department as part of the evaluation for the Framework and will continue to be reviewed by the Council on an ongoing basis.

11. **Privacy Impact** – No privacy impact implications have arisen 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 this service has been assessed using the Scottish Government Sustainability Test and is considered to be medium risk.

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### **List of Background Papers**

Contract Authorisation Report for the Framework Agreement for the Provision of Connectivity as a Service

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**Author:** Rachel Davison, Senior Procurement Specialist,  
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**To:** Finance, Resources and Customer Services Policy Board

**On:** 8 September 2022

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

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**Heading:** Contract for Paisley to Renfrew Active Travel Route RC-CPU-20-146 – Notification of Increase in Costs

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## 1. **Summary**

- 1.1 The purpose of this report is to notify the Finance, Resources and Customer Services Policy Board, in accordance with Standing Order 20.3 of the Standing Orders Relating to Contracts, of an increase in cost to the Contract for the Paisley to Renfrew Active Travel Route due to a change to the scope of the Contract.
  - 1.2 A report to the Finance, Resources and Customer Services Policy Board of 31 March 2021 confirmed the award of the Contract for Paisley to Renfrew Active Travel Route under exemption 9.1j) of Council Standing Orders Relating to Contracts due to the grant funding timelines. The Contract was later authorised for award to JH Civil Engineering Limited by the Head of Economy and Development on 23rd November 2021 and the final outcome reported to a special meeting of the Finance, Resources and Customer Services Policy Board on 10 December 2021.
  - 1.3 The approved Total of the Prices under the Contract was £942,911.21 and the Contract had a revised starting date of 31 January 2022 with a completion date of 21 December 2022.
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## 2. **Recommendations**

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

- 2.1.1 Note that this report is made in accordance with Standing Order relating to Contracts 20.3 due to the increased value of this Contract which is in excess of the £100,000 or a further 25% of the awarded contract value;
  - 2.1.2 Note that Agreement to vary this Contract has been reached between the Director of Environment & Infrastructure, the Director of Finance, the Head of Corporate Governance and the Head Of Policy And Commissioning in accordance with the standing orders relating to Contracts 34.4;
  - 2.1.3 As a result of the changes to the scope of works, authorise an increase in the price from the original approved total of £942,911.21 (excluding VAT) to a revised total of £1,700,911.21 (excluding VAT);
  - 2.1.4 Note the revised Contract end date of 27 February 2023;
  - 2.1.5 Note that the variation to the original contract has been negotiated and agreed with the Contractor and the contract revised in accordance with Standing Orders Relating to Contracts 34.4 and 34.5.
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### 3. **Background**

- 3.1 The Paisley to Renfrew Active Travel Route is part of the Council's proposed network of active travel routes designed to encourage travel alternatives to the private car to relieve congestion, reduce emissions and promote healthier lifestyles. This route connects Renfrew directly to Paisley and Gilmour Street Station, avoiding the barrier presented by the M8 motorway, via a largely off-road shared cycle and footpath, safe from busy roads.
- 3.2 A report to the Finance, Resources and Customer Services Policy Board of 31 March 2021 confirmed the award of the Contract for Paisley to Renfrew Active Travel Route under exemption 9.1j) of Council Standing Orders Relating to Contracts due to the grant funding timelines. The award was later authorised for award to JH Civil Engineering Limited by Head of Economy and Development on 23rd November 2021 and reported to a special meeting of the Finance, Resources and Customer Services Policy Board held on 10 December 2021.
- 3.3 The off-road section of the works is built on an abandoned railway track bed which has become overgrown. The initial scope of this Contract required the clearing of vegetation and the construction of a footpath made of hardcore and bituminous surfacing on top of the old track bed. The design undertaken on the Council's behalf identified the ground formation as being adequately strong.
- 3.4 During the course of the vegetation clearance the contractor encountered soft ground incapable of supporting the footpath construction. Council site staff

agreed with the contractor to remove the soft material to a depth necessary to find adequately strong ground and to fill the extra excavation with hardcore to bring the formation back to design level.

- 3.7 In addition, compensation events to supply a weed suppressant membrane beneath the path (at £30,000) and the removal of fly-tipped material (at £82,859) further added to the additional costs.
- 3.8 This change of scope has had a significant effect on the original price of the Contract.
- 3.9 As a result of the changes noted above, the initial price of these works has risen from the original £942,911.21 excluding VAT to an estimated £1,700,911.21 excluding VAT.

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## **Implications of the Report**

### **1. Financial**

£0.558m of the additional £0.758m will be met by grant funding within the Cycle Walking Safer Streets (CWSS) and Strathclyde Passenger Transport (SPT) grant. The remaining £200,000 will be made up from redirected funds following an underspend of £200,000 within the Bridge Strengthening programme at Wright Street.

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

Not applicable.

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

- Our Renfrewshire is thriving – Community-led regeneration projects result in a stimulus to the local economy via contracts won and visitors and user numbers. The Renfrew Riverside to Paisley Town Centre Active Travel Route will support the objectives to develop Renfrewshire's economy, including its town centres as thriving places, supporting local places, businesses and communities.
- Our Renfrewshire is well - The delivery of the Active Travel route has the potential to positively impact on physical, emotional and mental health and wellbeing.
- Our Renfrewshire is safe – provision of safe cycle routes.
- Reshaping our place, our economy and our future - The projects will secure the productive re-use of a former railway line route and provide opportunities for active travel and further investment along its route. Increased usage of our town centres offers potential increases in leisure trips and footfall to traders, assisting the economy of our town centres.

### **4. Legal**

The variation to the original contract has been negotiated and agreed with the Contractor and the contract revised in accordance with Standing Orders 34.4 and 34.5.

5. **Property/Assets**

All land on the route transferred to the Council will now become part of its overall maintenance responsibility once the active travel route is constructed and in place.

6. **Information Technology**

No Information Technology implications have been identified 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**

Full evaluation of the contractor's health and safety credentials was carried out prior to contract award.

9. **Procurement**

The original procurement process was carried out in accordance with the Council's Standing Orders Relating to Contracts. The required variation to contract will be carried out in accordance with the Standing Orders as outlined in the Report.

10. **Risk**

A full assessment of the contractor's insurance status was conducted by the Council's risk manager prior to award and considered to be fit for the purposes of this contract.

11. **Privacy Impact**

No Privacy Impact implications have been identified or are anticipated.

12. **Cosla Policy Position**

No Cosla Policy implications have arisen or are anticipated.

13. **Climate Risk**

The level of impact associated with the provision of this work was assessed prior to tender using the Scottish Government Sustainability Test. The

contractor is required to hold ISO14001 Environmental Management System certification. The implementation of this new active travel route can assist in achieving the modal shift required to reduce the number of journeys made by private car, improving air quality and reducing traffic congestion in Renfrewshire

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## List of Background Papers

Report by the Chief Executive and the Head of Economy and Development to the Finance, Resources and Customer Services Policy Board on 31 March 2021:  
“Contract for Paisley to Renfrew Active Travel Route (RC-CPU-20-146) under Standing Order 9.1j of the Standing Orders Relating to Contracts”

Report by the Chief Executive to the Finance, Resources and Customer Services Polity Board on 10 December 2021:  
“Notification of Contract Award for Paisley to Renfrew Active Travel Route (RC-CPU-20-146) authorised for award under Standing Order 9.1j of the Standing Orders Relating to Contracts”

Report by the Director of Finance, The Director of Environment and Infrastructure and the Director of Communities and Housing to the Infrastructure, Land and Environment Policy Board on 31 August 2022:  
“Revenue and Capital Budget Monitoring as at 24 June 2022”

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