

## **CORPORATE SERVICES COMMITTEE**

At a Meeting of the Corporate Services Committee held in the Civic Space, Council Offices, 16 Church Street, Dumbarton on Wednesday, 21 November 2018 at 2.00 p.m.

**Present:** Councillors Jim Brown, Diane Docherty, Caroline McAllister, David McBride, Jonathan McColl, Iain McLaren, John Mooney, Lawrence O'Neill and Martin Rooney.

**Attending:** Angela Wilson, Strategic Director – Transformation and Public Service Reform; Peter Hessett, Strategic Lead – Regulatory; Stephen West, Strategic Lead – Resources; Malcolm Bennie, Strategic Lead – Communications, Culture & Communities; Victoria Rogers, Strategic Lead – People and Technology; Arun Menon, Business Support Manager; Patricia Kerr, ICT Manager; Stephen Daly, Citizen and Digital Services Manager; Brian Miller, Section Head, ICT Infrastructure; Ryan Chalmers, Section Head (Revenues & Benefits); Geraldine Lyden, HR Business Partner; Louise Hastings, HR Business Partner; Christine McCaffary, Senior Democratic Services Officer and Craig Stewart, Committee Officer.

**Apologies:** Apologies for absence was intimated on behalf of Councillors Ian Dickson, Jim Finn and Daniel Lennie.

**Councillor Iain McLaren in the Chair**

### **STATEMENT BY CHAIR – AUDIO STREAMING**

Councillor McLaren, Chair, read out a statement in connection with audio streaming. It was noted that the meeting was being recorded as one of the test recordings for the audio streaming pilot, and would be made available to Members to listen back to. After hearing the Legal Officer and the Senior Democratic Services Officer, it was also noted that it was anticipated that the full Council Meeting on 28 November 2018 would be audio streamed live and would be available on the Committee Management Information System (CMiS) section of the Council's website.

### **DECLARATIONS OF INTEREST**

It was noted that there were no declarations of interest in any of the items of business on the agenda.

## **MINUTES OF PREVIOUS MEETING**

The Minutes of Meeting of the Corporate Services Committee held on 22 August 2018 were submitted and approved as a correct record.

## **MINUTES OF JOINT CONSULTATIVE FORUM - 13 SEPTEMBER 2018**

The Minutes of Meeting of the Joint Consultative Forum held on 13 September 2018 were submitted and all decisions contained therein were approved.

## **OPEN FORUM**

The Committee noted that no open forum questions had been submitted by members of the public.

## **COMMUNICATIONS, CULTURE & COMMUNITIES DELIVERY PLAN 2018/19: MID-YEAR PROGRESS**

A report was submitted by the Strategic Lead – Communications, Culture & Communities setting out the progress to date in delivery of the actions detailed within the Communications, Culture & Communities Delivery Plan 2018/19 for those services which are delegated to the Corporate Services Committee, these being 'Performance and Strategy', 'Libraries' and 'Citizen Services'.

After discussion and having heard the Strategic Lead and the Citizen and Digital Services Manager in further explanation and in answer to Members' questions, the Committee agreed to note the contents of the report and the progress achieved at mid-year.

## **PEOPLE AND TECHNOLOGY DELIVERY PLAN 2018/19: MID-YEAR PROGRESS REPORT**

A report was submitted the Strategic Lead – People and Technology setting out the progress to date in delivery of the actions detailed within the People and Technology Delivery Plan 2018/19.

After discussion and having heard the Strategic Lead in further explanation and in answer to Members' questions, the Committee agreed to note the contents of the report and the progress achieved at mid-year.

## **REGULATORY DELIVERY PLAN 2018/19: MID-YEAR PROGRESS**

A report was submitted by the Strategic Lead – Regulatory setting out the mid-year progress of the Regulatory Delivery Plan 2018/19.

After discussion and having heard the Strategic Lead in further explanation and in answer to Members' questions, the Committee agreed to note the contents of the report and the progress achieved at mid-year.

### **RESOURCES DELIVERY PLAN 2018/19: MID-YEAR PROGRESS**

A report was submitted by the Strategic Lead – Resources setting out the mid-year progress of the Resources Delivery Plan 2018/19.

After discussion and having heard the Strategic Lead and the Section Head (Revenues & Benefits) in further explanation and in answer to Members' questions, the Committee agreed to note the contents of the report and the progress achieved at mid-year.

### **CORPORATE SERVICES BUDGETARY CONTROL REPORT TO 31 OCTOBER 2018 (PERIOD 7)**

A report was submitted by the Strategic Lead – Resources advising on the performance of the Corporate Services budget for the period to 31 October 2018.

The Committee agreed:-

- (1) to note that the revenue account currently showed a projected annual favourable variance of £0.186m (0.89% of the total budget); and
- (2) to note that the capital projects being reported to this Committee were projecting to underspend by £0.057m in 2018/19 and an overspend of £0.013m over the project life, and an in-year slippage of £0.069m.

### **TENDER FOR OFF-SITE PRINT AND POSTING SERVICE FOR ANNUAL COUNCIL TAX BILLING**

A report was submitted by the Strategic Lead - Resources seeking approval to procure the provision of an off-site print and posting service for annual Council Tax billing including the merging of relevant benefit letters.

After discussion and having heard the Strategic Lead and the Section Head (Revenues & Benefits) in further explanation of the report and in answer to Members' questions, the Committee agreed to approve the procurement of an off-site print and posting service for annual Council Tax billing, including merging of relevant benefit letters, noting that the outcome of the process would be reported to a future meeting of the Tendering Committee.

## **REVIEW OF SWITCH POLICY**

A report was submitted by the Strategic Lead – People and Technology providing an update on the review of the SWITCH policy and the subsequent changes made.

After discussion and having heard Ms Lyden, HR Business Partner in further explanation of the report and in answer to Members' questions, the Committee agreed to approve the revised SWITCH policy and Organisational Change procedure (as detailed in Appendices 1 and 2 to the report).

## **WORKFORCE MONITORING REPORT (1 APRIL – 30 SEPTEMBER 2018)**

A report was submitted by the Strategic Lead – People and Technology providing workforce monitoring information relating to the period April to September 2018.

After discussion and having heard Ms Lyden, HR Business Partner in further explanation of the report and in answer to Members' questions, the Committee agreed to note the content of the report.

## **WORKING WELL TOGETHER – ATTENDANCE MANAGEMENT BI-ANNUAL RESULTS: 1 APRIL – 30 SEPTEMBER 2018**

A report was submitted by the Strategic Lead – People and Technology providing detailed analysis on the attendance performance for the first 6 month period in 2018/19.

After discussion and having heard Ms Hastings, HR Business Partner and the Strategic Lead in further explanation of the report and in answer to Members' questions, the Committee agreed to note:-

- (1) the reduction in sickness absence of 68.38 FTE days lost (approximately 3.6%) compared to the same period last year for the service areas outlined in Appendices 3 to 10 to the report;
- (2) the reduction in Council wide sickness absence of 1171.04 FTE days lost (approximately 5%) compared to the same period last year as outlined in Appendices 1 and 2 to the report; and
- (3) that, as a result of the previously advised adjustment to the FTE aspect of the absence calculation from April 2018, any historical comparisons made throughout this report should be considered as an approximate indicator of performance and not an absolute comparison.

## **TENDER FOR THE PROVISION OF OCCUPATIONAL HEALTH AND COUNSELLING SERVICES**

A report was submitted by the Strategic Lead – People and Technology seeking approval to commence a tendering process for Occupational Health and Counselling Services.

After discussion and having heard the Strategic Lead in further explanation of the report and in answer to a Member's question, the Committee agreed:-

- (1) to approve an open tender exercise in line with European legislation and Council Standing Orders involving issuing an ITT (Invitation to Tender) to be advertised in the Official Journal of the European Union (OJEU) and Public Contracts Scotland Tender to obtain provision of an Occupational Health, Counselling and Physiotherapy Service for West Dunbartonshire Council, as a single provision or as individual services, and that the contract/s should be for an initial 2 year period with a further two potential consecutive 12 month periods; and
- (2) to note that, following the outcome of this process, a report would be submitted to a future meeting of the Tendering Committee, seeking approval to appoint a successful tenderer/s, and to delegate authority to the Strategic Director – Transformation and Public Service Reform to give consideration, at the end of the fixed contract period, to extending the contract/s for further additional 12 month periods, taking the maximum term to 4 years.

## **LOCAL GOVERNMENT PENSION SCHEME (SCOTLAND) SALARY SACRIFICE SHARED COST AVCs**

A report was submitted by the Strategic Lead – People and Technology providing details of the amendment to Section R17 (1) of the Council's Discretions Policy Statement (Appendix 1) to allow shared cost AVCs (SCAVC) by way of salary sacrifice.

After discussion and having heard Ms Lyden, HR Business Partner and the Strategic Lead in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to approve the amendment to (R17 (1)) of the West Dunbartonshire Council discretions policy statement to allow SCAVCs by way of salary sacrifice; and
- (2) to note the intention to communicate the benefits of such a scheme to all eligible employees to maximise uptake.

## **COST BENEFIT ANALYSIS – PREVENTATIVE MONITORING & ALERTING**

A report was submitted by the Strategic Lead – People and Technology providing an update on a cost benefit analysis that was undertaken with regard to an early warning system for monitoring potential system failures.

After discussion and having heard the Section Head, ICT Infrastructure in further explanation of the report, the Committee agreed:-

- (1) to note the work undertaken and the changes already implemented to maximise the utilisation of existing monitoring systems and process improvements across the Council's ICT Network;
- (2) to note plans to continue monitoring and reviewing requirements for additional monitoring tools, as required; and
- (3) to note that no further investment would be made at this time.

The meeting closed at 3.20 p.m.