

CORPORATE SERVICES COMMITTEE

At a Meeting of the Corporate Services Committee held in the Council Chambers, Clydebank Town Hall, Dumbarton Road, Clydebank on Wednesday, 28 June 2006 at 10.00 a.m.

Present: Councillors Denis Agnew, Margaret Bootland, Geoff Calvert, Tony Devine, Duncan McDonald, Martin Rooney and Andy White.

Attending: Tim Huntingford, Chief Executive; Bill Clark, Acting Director of Social Work Services; Stephen Brown, Head of Legal and Administrative Services; David Connell, Head of Finance; Angela Clements, Head of Information Services; Tricia O'Neill, Head of Personnel; Vincent Gardiner, Manager of Exchequer; Liz Cochrane, Principal Policy Officer; Joe Reilly, Section Head, Resources, Housing, Regeneration and Environmental Services; Lesley-Anne Haigh, Grants Administrator and Lorraine Beveridge, Administrative Assistant.

Apologies: Apologies were intimated on behalf of Councillors James Bollan and Dennis Brogan.

Councillor Tony Devine in the Chair

MINUTES OF PREVIOUS MEETING

9380 The Minutes of Meeting of the Corporate Services Committee held on 26 April 2006 were submitted and approved as a correct record.

CONTACT CENTRE PROPOSAL

9381 Ms Angela Clements, Head of Information Services and Mr John McIntyre, Practice Manager, Graham Technology, gave a joint presentation on the Contact Centre proposal.

9382 In so doing, Ms Clements was heard in explanation of the Contact Centre solution for West Dunbartonshire Council and of the partnership formed with Graham Technology to develop One Stop Shop technology, '*Council Connect*', using GT-X software, an arrangement which would allow the Council to obtain and develop the technology at a substantially reduced cost.

9383 Thereafter, Mr McIntyre (present for this item only), gave an overview of Graham Technology products, in particular on the GT-X toolkit.

- 9384 Following the presentation, a report was submitted by the Chief Executive seeking approval for the purchase of GT-X Client and Contact Centre configuration along with Licences, Work Management and Contact Management Professional Services Costs to implement a Contact Centre solution for West Dunbartonshire Council.
- 9385 After discussion and having heard Ms Clements and Mr McIntyre in answer to Members' questions, the Committee agreed:-
- (1) to the purchase and the funding of additional GT-X services and licences for the development of a Contact Centre service for West Dunbartonshire, at a cost no greater than £169,500 which would be funded from the MGF2 capital budget, with annual maintenance being funded from ICT & Business Development Licences and Maintenance revenue budget;
 - (2) that a progress report on the development of the Contact Centre services be submitted to a future meeting of the Committee; and
 - (3) that a seminar on *Council Connect* would be offered to all elected members.
- 9386 The Convener, on behalf of the Committee, thanked Ms Clements and Mr McIntyre for their informative presentation.

INVESTORS IN PEOPLE ACCREDITATION

- 9387 A report was submitted by the Chief Executive advising of the successful attainment of the Investors in People Standard by both Legal and Administrative Services and the Policy and Public Relations Sections.
- 9388 After hearing the Chief Executive in further explanation and in answer to Members' questions, the Committee agreed to note the successful attainment of the Investors in People Standard by Legal and Administrative Services and the Policy/PR Sections and congratulated both sections on their achievement.

NATIONAL BUSINESS AWARDS FOR SCOTLAND 2006

- 9389 A report was submitted by the Chief Executive containing up to date information on the recent successful achievement of ICT & Business Development being selected as finalists in the National Business Awards for Scotland 2006, placing the service as one of five finalists for the "*The Award for Business Improvement Through People*" category.
- 9390 After hearing the Head of ICT & Business Development in further explanation, the Committee agreed to note the report and wished the Department every success in the final of the National Business Awards for Scotland 2006.

**CHIEF EXECUTIVE'S DEPARTMENT – QUARTERLY PERFORMANCE
REVIEW/ANNUAL PERFORMANCE REVIEW 2005/6**

- 9391 A report was submitted by the Chief Executive containing information on the performance of the newly formed Chief Executive's Department in the fourth quarter of 2005/6, that is, from 1 January 2006 to 31 March 2006 and summarising the key achievements in 2005/6.
- 9392 After discussion and having heard the Chief Executive and the Principal Policy Officer in further explanation and in answer to Members' questions, the Committee agreed:-
- (1) to recognise the successful efforts made by the Finance Department in relation to Council Tax collection; and
 - (2) otherwise to note the contents of the report.

CHIEF EXECUTIVE'S DEPARTMENT: 2006/7 SERVICE PLANS

- 9393 There was submitted and noted a report by the Chief Executive setting out the 2006/7 service plans for the Chief Executive's Department.

WEST DUNBARTONSHIRE DISTRICT COURT

- 9394 A report was submitted by the Clerk to the District Court seeking the authority of the Committee to vary the Court Sitting diets of West Dunbartonshire District Court.
- 9395 After discussion and having heard the Convener, the Committee agreed that the Head of Legal and Administrative Services should make suitable arrangements for elected members to meet with the Chairman and Vice Chair of the Justices Committee and thereafter the above report be re-submitted to the Committee for consideration.

RESULTS OF MEMBERS' SERVICES SURVEY

- 9396 There was submitted and noted a report by the Chief Executive containing information on the outcome of a recent customer service survey carried out seeking feedback on the service provided to Members.

EQUAL PAY STATUTORY GRIEVANCE HANDLING PROCESS

- 9397 There was submitted and noted a report by the Chief Executive advising Members of the arrangements which had been put in place to deal with the significant number of Statutory Grievances that had been submitted under the auspices of Equal Pay legislation.

CoSLA STAFFING WATCH SURVEY

9398 There was submitted and noted a report by the Chief Executive providing information on the size of the Council's workforce as at 10 March 2006.

CORPORATE PROCUREMENT STRATEGY

9399 A report was submitted by the Chief Executive updating Members on progress to date of the Corporate Procurement Strategy and related developments.

9400 After discussion and having heard the Chief Executive and the Head of Finance in further explanation and in answer to Members' questions, the Committee agreed:-

- (1) to approve the review of the Corporate Procurement Strategy; and
- (2) otherwise to note the contents of the report.

CULTURAL SERVICES BUDGET

9401 A report was submitted by the Director of Education and Cultural Services seeking approval of the Cultural Services Development plan for 2006/2007.

9402 After discussion and having heard Councillor Agnew in further explanation, the Committee agreed:-

- (1) to approve the development plan for 2006/07 as outlined in the appendix to the report; and
- (2) to congratulate all officers involved in the development of the cultural services development plan.

UPDATE ON FINANCE REVENUES COLLECTION

9403 A report was submitted by the Chief Executive providing an update on the collection of the local Council Tax and National Non-Domestic Rates (NNDR).

9404 After hearing the Convener in further explanation, the Committee agreed to note the council tax and NNDR collection performance.

AWARD OF DISCRETIONARY RELIEF OF RATES – 2005/06

9405 A report was submitted by the Chief Executive advising of the organisations awarded discretionary relief of rates in 2005/06.

- 9406 After hearing the Manager of the Exchequer in further explanation, the Committee agreed to note the contents of the report.

FORMER TENANT RENT ARREARS – WRITE-OFFS

- 9407 A report was submitted by the Director of Housing, Regeneration and Environmental Services seeking approval for rent arrears write-offs for the first quarter of 2006/2007.
- 9408 The Committee agreed to approve the cases submitted for write-off as detailed in the Appendix to the report.

WRITE-OFF OF NATIONAL NON-DOMESTIC RATES

- 9409 A report was submitted by the Chief Executive seeking approval to write off debts in respect of National Non-Domestic Rates (NNDR).
- 9410 The Committee agreed to approve the write off of NNDR totalling £231,422.70 as detailed in the Appendix to the report.

WRITE-OFF OF MISCELLANEOUS INCOME DEBTOR ACCOUNTS

- 9411 A report was submitted by the Chief Executive seeking approval to write off debts in respect of miscellaneous income debtor accounts.
- 9412 The Committee agreed to approve the write off of miscellaneous income debts totalling £18,833.19 as detailed in the Appendix to the report.

INTEREST RATE REPORTS (1 APRIL 2006 – 15 MAY 2006)

- 9413 There was submitted and noted a report by the Chief Executive advising Members about interest rates during the period from 1 April 2006 to 15 May 2006.

TREASURY TRANSACTIONS (1 April 2006 – 15 May 2006)

- 9414 There was submitted and noted a report by the Chief Executive advising Members of the Treasury Transactions of the Council for the period 1 April 2006 to 15 May 2006.

PADDLE STEAMER WAVERLEY – REQUEST FOR FUNDING

9415 A report was submitted by the Chief Executive advising of correspondence received requesting funding on behalf of the paddle steamer Waverley and making recommendations thereon.

9416 After discussion, the Committee agreed:-

- (1) that an award, on behalf of the paddle steamer Waverley, should not be approved at this time; and
- (2) that a representative from West Dunbartonshire Council should attend the proposed meeting to be called by Inverclyde Council.

DECLARATION OF NON FINANCIAL INTEREST

9417 Councillor Rooney declared a non-financial interest in respect of the application from Vale of Leven Remembrance Day Association referred to in the report on the following item of business and took no part in the Committee's deliberation or decision in relation to this application.

GRANTS TO VOLUNTARY ORGANISATIONS

9418 A report was submitted by the Chief Executive providing an update on the budget position of grants to voluntary organisations and providing details of grant applications for consideration.

9419 After discussion and having heard the Chief Executive and the Head of Finance in answer to Members' questions, on the motion of Councillor Devine, the Committee agreed:-

- (1) that a report providing details of grants provided to Pipe Band organisations within the Council's area be submitted to the next meeting of the Committee;
- (2) to note the current budgetary position on Local, General and Community Council Grants as detailed in Appendix A to the report;
- (3) to approve the Local Grant Applications to Voluntary Organisations for 2006/2007 together with Education Grants, Social Work Grants and Dumbarton Common Good Fund Grants for 2006/2007, as shown in the Appendix to these Minutes;
- (4) that if any of the organisations, whose grants had been approved today, experienced any hardship due to the amount of grant awarded, their application could be revisited;

- (5) that the present methodology/criteria of awarding grants be investigated; and
- (6) that the Corporate Policy Team would give a presentation on grants to the next meeting of the Committee.

The meeting closed at 10.55 a.m.