

CORPORATE SERVICES COMMITTEE

At a Meeting of the Corporate Services Committee held in the Council Chambers, Clydebank Town Hall, Dumbarton Road, Clydebank on Wednesday, 29 November 2017 at 2.00 p.m.

Present: Councillors Ian Dickson, Jim Brown, Diane Docherty, Jim Finn, Daniel Lennie, Caroline McAllister, David McBride, Jonathan McColl, Iain McLaren, John Mooney 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 & Technology; Amanda Coulthard, Performance and Strategy Manager; John Stevenson, Service Co-ordinator, Community Health Protection Group; Stephen Daly, Customer Service Manager and Craig Stewart, Committee Officer.

Apology: An apology for absence was intimated on behalf of Councillor Douglas McAllister.

Councillor Ian Dickson in the Chair

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 23 August 2017 were submitted and approved as a correct record.

MINUTES OF JOINT CONSULTATIVE FORUM – 14 SEPTEMBER 2017

The Minutes of Meeting of the JCF held on 14 September 2017 were submitted for information and ratification.

OPEN FORUM

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

CORPORATE SERVICES BUDGETARY CONTROL REPORT TO 31 OCTOBER 2017 (PERIOD 7)

A report was submitted by the Strategic Director - Transformation and Public Service Reform advising on the performance of the Corporate Services budget for the period to 31 October 2017.

The Committee agreed:-

- (1) to note that the revenue account currently showed a projected annual favourable variance of £0.128m (0.65% of the total budget); and
- (2) to note that the capital account was projecting a favourable variance of £0.046m in the current year and an adverse variance of £0.024m for the project life.

COMMUNICATIONS, CULTURE & COMMUNITIES DELIVERY PLAN 2017/18: MID-YEAR PROGRESS

A report was submitted by the Strategic Lead - Communications, Culture & Communities setting out the mid-year progress of the Communications, Culture & Communities Delivery Plan 2017/18 actions.

After discussion and having heard the Strategic Lead in further explanation of the report 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 2017/18: MID-YEAR PROGRESS REPORT

A report was submitted by the Strategic Lead - People and Technology setting out the mid-year progress of the People and Technology Delivery Plan 2017/18.

After discussion and having heard the Strategic Lead in further explanation of the report 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 2017/18: MID-YEAR PROGRESS

A report was submitted by the Strategic Lead - Regulatory setting out the mid-year progress of the Regulatory Delivery Plan at mid-year.

After discussion and having heard the Strategic Lead in further explanation of the report 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 2017/18: MID-YEAR PROGRESS

A report was submitted by the Strategic Lead - Resources setting out the progress of the Resources Delivery Plan at mid-year.

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

WRITE-OFF OF MISCELLANEOUS INCOME DEBTOR ACCOUNTS – QUARTER 2, 2017/18

A report was submitted by the Strategic Lead - Resources seeking approval for the write off of debts in respect of miscellaneous income debtor accounts, which have been deemed as irrecoverable during Quarter 2 2017/18, arising from various years and reasons as detailed in the appendix to the report.

The Committee agreed to approve the write-off of miscellaneous income debt valued at £40,522.08.

CASH RECEIPTING SYSTEM

A report was submitted by the Strategic Lead - Resources seeking approval to initiate a formal procurement process for a cash receipting system for West Dunbartonshire Council.

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

- (1) to approve the initiation of a formal procurement process to re-tender the cash receipting system for the Council for a 3 year period from the date of expiry of the current contract i.e. 31 October 2018 for a period of three years with an option to extend for up to a further two additional 12 month periods; and
- (2) to note that a report would be brought to a future meeting of the Tendering Committee seeking approval for the Strategic Lead – Regulatory to conclude the award of the contract to the preferred supplier, following evaluation of tender submissions received, on behalf of the Council.

CASH COLLECTION, RECEIVING, HOLDING & TRANSFER SERVICE

A report was submitted by the Strategic Lead - Resources seeking approval to initiate a formal procurement process for a cash collection, receiving, holding and transfer service for West Dunbartonshire Council and West Dunbartonshire Leisure Trust.

After discussion and having heard the Strategic Lead and Strategic Director in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to approve the initiation of a formal procurement process for the re-tender of the cash collection, receiving, holding and transfer service for the Council and the Trust for a 3 year period from 9 May 2018 until 8 May 2021 with an option to extend for up to a further two additional 12 month periods until 8 May 2023; and
- (2) to note that a future report would be brought to a future meeting of the Tendering Committee seeking approval for the Strategic Lead - Regulatory to conclude the award of the contract to the preferred supplier, following evaluation of tender submissions received, on behalf of the Council and the Trust.

PAYMENT PROCESSING SERVICE

A report was submitted by the Strategic Lead - Resources seeking approval to initiate a formal procurement process for West Dunbartonshire Council's Payment Processing Services.

The Committee agreed:-

- (1) to approve the initiation of a formal procurement process for the Payment Processing Service for the Council for a 3 year period from 1 April 2018 until 31 March 2021 with an option to extend for a further two additional 12 month periods until 31 March 2023; and
- (2) to note that a future report would be brought to the Tendering Committee seeking approval for the Strategic Lead – Regulatory to conclude the award of a new contract following evaluation of tender submissions received, on behalf of the Council.

REVIEW OF PEST CONTROL CHARGES

A report was submitted by the Strategic Lead - Regulatory reviewing the current Pest Control Service charging policy. An amended copy of this report, with a change to one of the recommendations and some other minor changes, was circulated at the meeting.

After discussion and having heard the Strategic Lead - Regulatory and the Service Co-ordinator, Community Health Protection Group in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to approve the revised pest control charges detailed in Appendix 5 to the report, with the exception of the £2 increase in the charge relating to "Housing – Cost/Housing Unit" which was approved subject to being consulted upon with the West Dunbartonshire Tenants & Residents' Organisation;
- (2) to approve a reduced charge for wasp treatments for the 2018 summer season; and
- (3) that authority be delegated to the Strategic Lead - Regulatory to either extend or retract the reduced charge following the outcome of the 2018 summer season review of wasp charges as described in Sections 4.6 and 4.7 of the report.

PAYMENT OF MAINTENANCE COSTS FOR COMMON REPAIRS IN PRIVATE SECTOR TENEMENT HOUSING

A report was submitted by the Strategic Lead - Regulatory seeking approval to a scheme for the payment of maintenance costs for repairs within private tenement properties where one or more owners have not paid their share of the costs.

After discussion and having heard the Strategic Lead – Regulatory and the Strategic Lead – Resources in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to approve the payment of missing shares from the Council's private sector housing grant budget to enable essential common repairs to proceed in accordance with Section 50 of the Housing (Scotland) Act 2006;
- (2) to approve the maximum and minimum share allocations at Sections 6.2 and 6.3 of the report; and
- (3) that the Council would recover the payments made in relation to missing shares including associated administrative expenses and interest as detailed in Sections 6.4 and 6.5 of the report.

MOBILE TRADERS FOOD HYGIENE NATIONAL STANDARD - CERTIFICATES OF COMPLIANCE CHARGES FOR MOBILE TRADER FOOD VEHICLES

A report was submitted by the Strategic Lead - Regulatory seeking approval for the introduction of a charge for a certificate of compliance issued by West Dunbartonshire Council (the Food Authority) for mobile trading food businesses.

The Committee agreed:-

- (1) to note the contents of the report; and
- (2) to approve the introduction of a £100 charge for a Certificate of Compliance issued by West Dunbartonshire Council (The Food Authority) for mobile trading food units.

IMPLEMENTATION OF THE GENERAL DATA PROTECTION REGULATION (GDPR)

A report was submitted by the Strategic Lead - Regulatory advising on the major changes as they affect the Council and seeking approval to address those areas where changes in practice may have an impact on either resources and/or the way in which this Council delivers its services.

The Committee agreed:-

- (1) to note the report and the steps being taken to address the requirements of GDPR; and
- (2) to approve the proposal that the Strategic Lead - Regulatory take on the role of Data Protection Officer for West Dunbartonshire Council.

COUNCIL WORKFORCE PLAN 2017-2022

A report was submitted by the Strategic Lead - People and Technology advising of the Council's workforce planning activity for 2017-2022.

The Committee agreed:-

- (1) to approve the Council Workforce Plan for 2017-2022; and
- (2) to note that the first annual action plan to support delivery against the Plan would be remitted to the February 2018 meeting of this Committee.

WORKFORCE MONITORING REPORT

A report was submitted by the Strategic Lead - People and Technology providing workforce monitoring information relating to Q1 (April – June) and Q2 (July – September) 2017.

The Committee agreed to note the contents of the report.

WORKING WELL TOGETHER – ATTENDANCE MANAGEMENT: QUARTER 2 (1 JUNE – 30 SEPTEMBER 2017)

A report was submitted by the Strategic Lead - People and Technology providing an update for Quarter 2 in respect of sickness absence and providing detailed analysis on the attendance performance for the Strategic Lead areas within the locus of the Committee.

The Committee agreed:-

- (1) to note the content of the report and the attendance performance of the Strategic Lead areas covered by this report for Quarter 2, namely an increase of 0.93 FTE days lost (17.3%) compared to the same period last year as outlined in Appendices 2-5 of the report; and
- (2) to note the Council's attendance results for Quarter 2, namely an increase of 0.37 FTE days lost (17%) compared to the same period last year as outlined in Appendix 1 of the report.

CUSTOMER SERVICE TRANSFORMATION

A report was submitted by the Strategic Lead - Communications, Culture & Communities outlining the proposed transformation of Customer Services at West Dunbartonshire Council to improve telephone, face-to-face and Welfare Fund support across West Dunbartonshire.

After discussion and having heard the Strategic Lead and relevant officers in further explanation of the report and in answer to Members' questions, Councillor McBride, seconded by Councillor Rooney, moved:-

That the Committee take no action meantime on the proposals, and that they be subject to public consultation on the changes proposed.

As an amendment, Councillor McColl, seconded by Councillor Dickson, moved:-

That the Committee agree that the Council:-

- (1) actively promotes the most efficient payment methods of Direct Debit, online payments and the automated telephone payment line, and ceases to offer cheque as a direct payment option from 1 April 2018;
- (2) adapts existing Customer Services opening hours to reflect current levels of demand, and operate as efficiently as possible;
- (3) relocates Customer Services in Alexandria into the well-used Alexandria Library approximately 300 meters away, and transfers budget and use of the Mitchell Way building to Homeless Services;

- (4) undertakes a restructure of the Customer Services team to respond to these changes and fund increased capacity in the Contact Centre; and
- (5) introduces web chat to respond to resident demand and further reduce telephone call waiting times.

It was also agreed that the proposal to transfer all cash and card payments in One Stop Shops to the popular, widely-used and widely-available payment services such as Post Office and PayPoint from 1 April 2018 would be part of the Council's 2018/19 budget consultation process.

Committee notes the concern raised through the ongoing workforce consultation process regarding the proposal to have a single member of the One Stop Shop staff in Alexandria Library. Committee agrees that two One Stop Shop staff members should be based in this location to help support and ensure the success of the move from Mitchell Way.

Committee notes the positive outcome that will come from agreeing these recommendations, including:-

- More residents benefitting from direct debit payments.
- A greatly improved contact centre service with more staff available to answer phones when they are most needed by our constituents.
- More options for members of the public to have their queries dealt with by the Council.
- Improved footfall in Alexandria Library.
- A better Scottish Welfare Fund service for vulnerable people in need of our assistance.

All of these improvements will help deliver the Council's strategic objective of providing, "Efficient and effective frontline services that improve the everyday lives of residents".

On a vote being taken, 7 Members voted for the amendment and 3 Members voted for the motion. The amendment was accordingly declared carried.

REVIEW OF LIBRARIES & CULTURAL SERVICES

A report was submitted by the Strategic Lead - Communications, Culture & Communities presenting proposals to improve the efficiency and performance of the Council's Libraries & Cultural Services.

After discussion, the Committee agreed:-

- (1) to continue this report to a future meeting in order to allow further work and consultation with affected groups and library users to be done regarding the proposed timetable of opening hours, to ensure that opening hours meet the needs of our communities;

- (2) to note below average use of Faifley Library. Committee believes that the awkward location of the library is to blame for the disparity in user numbers and resolves that Council must address this;
- (3) that it believes that Skypoint CE Centre provides a more suitable location, but this has fallen into severe disrepair after many years of neglect. Therefore, Committee agrees that officers bring forward to the relevant Committee, options for a new CE Centre on the Skypoint site that will include space for a new Faifley Library; and
- (4) this should be timed to allow the relevant revenue and capital provisions to be agreed by Council for the 2019/20 financial year.

MEDIA PROTOCOL

A report was submitted by the Strategic Lead - Communications, Culture & Communities updating the Media Relations Protocol which was previously agreed by Council in August 2012.

The Committee agreed to approve the introduction of an updated Media Relations Protocol for 2017-2022

COMMUNICATIONS STRATEGY

A report was submitted by the Strategic Lead - Communications, Culture & Communities setting out the Council's Communications Strategy for 2017-22 and outlining how it will support the Council's Strategic Plan for the same period.

The Committee agreed to approve the introduction of the Communications Strategy for 2017-2022

ROUNABOUT ADVERTISING

A report was submitted by the Strategic Lead - Communications, Culture & Communities setting out proposals to generate income through the sponsorship of roundabouts and other Council assets and inviting Committee to approve the introduction of the scheme within West Dunbartonshire.

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

- (1) to approve the introduction of a roundabout sponsorship scheme in West Dunbartonshire subject to planning approval; and

- (2) that authority be delegated to the Strategic Lead - Communications, Culture & Communities to pursue a commercial partnership agreement with Community Partners Ltd. on behalf of the Council for the management of a sponsorship scheme for sites in West Dunbartonshire

The meeting closed at 3.45 p.m.