

## ABERDEENSHIRE COUNCIL

### BUSINESS SERVICES COMMITTEE

WOODHILL HOUSE, ABERDEEN, 14 JUNE, 2018

**Present:** Councillors J N Gifford (Chair), M J Roy (Vice-Chair), K I Adam, L Berry, R A Cassie (as substitute for Councillor G Reid), I Davidson, A C Duncan, A C Forsyth, F C P Hood, J D Hutchison, H Partridge, G E Petrie, N J Smith and R G Thomson.

**Apology:** Councillor G Reid.

**Officers:** Director of Business Services, Head of Property & Facilities Management, Head of HR & OD, Corporate Finance Manager, Hard FM Team Manager, Service Manager Communications and Marketing, Acting Legal Service Manager (L Cowie), Principal Committee Officer and Committee Officer (A Ziarkowska).

#### 1. DECLARATION OF MEMBERS' INTERESTS

The Chair asked members if they had any interests to declare, in terms of the Councillors' Code of Conduct.

Councillor Thomson declared an interest in respect of Item 10, by virtue of the fact that he is an employer representative on the Local Government Pension Advisory Board. However, having applied the objective test, he concluded the interest was not clear and substantial, and he would remain and participate in the item.

#### 2A. PUBLIC SECTOR EQUALITY DUTY

In taking decisions on the undernoted items of business, the Committee **agreed**, in terms of Section 149 of the Equality Act 2010:-

- (1) to have due regard to the need to:-
  - (a) eliminate discrimination, harassment and victimisation;
  - (b) advance equality of opportunity between those who share a protected characteristic and persons who do not share it; and
  - (c) foster good relations between those who share a protected characteristic and persons who do not share it, and
- (2) to consider, where an equality impact assessment has been provided, its contents and to take those into consideration when reaching a decision.

#### 2B. EXEMPT INFORMATION

The Committee **agreed**, in terms of Section 50A (4) and (5) of the Local Government (Scotland) Act 1973, to exclude the public from the meeting during consideration of the items

specified below so as to avoid disclosure of exempt information of the classes described in the undernoted paragraphs of Part 1 of Schedule 7A of the Act.

Item No	Paragraph No of Schedule 7A
7	8
8	9
9	8
10	8
11	8

### **3. MINUTE OF MEETING OF THE BUSINESS SERVICES COMMITTEE OF 19 APRIL, 2018**

There was circulated and **approved** as a correct record the Minute of Meeting of the Committee of 19 April, 2018.

### **4. BUSINESS SERVICES' 2017-18 SERVICE PLAN – YEAR END PROGRESS REPORT APRIL 2017 TO MARCH 2018 (ABERDEENSHIRE PERFORMS)**

With reference to the Minute of Meeting of the Committee of 20 April 2017 (Item 4) when the Business Services Service Plan for 2017-18 had been approved, there was circulated a report dated 29 May, 2018, by the Director of Business Services on progress in delivering priority projects identified in the Service Plan over the period April 2017 to March 2018.

The report summarised the nine priority projects contained in the Plan including Active Travel; Affordable Housing; Balancing the Books; City Region Deal; Climate Change; Estate Rationalisation; Governance; Peterhead Community Campus; and Regeneration and the four core Service Projects which included Community Empowerment; Digital Innovation; A Workforce Fit for the Future; and Council Transition. Those projects each had a range of key actions to allow progress to be evidenced and monitored through six monthly reporting.

After consideration, the Committee **agreed**:

- (1) to acknowledge progress made in delivering priority projects identified in the Business Services' 2017 to 2018 Service Plan, and as detailed in the appendix to the report;
- (2) that the Director of Business Services continue to submit updates on a six monthly basis confirming progress and delivery of the priority projects; and
- (3) that in respect of Priority 2 – Estate Rationalisation, to request the Head of Property & Facilities Management to provide an update on the Depot programme following the recess period.

### **5. PARTICIPATION REQUEST ANNUAL REPORT 2017/18**

There was circulated a report dated 20 April, 2018, by the Director of Business Services which presented the Participation Requests Annual Report 2017/18 for consideration prior to submission to the Scottish Government. The report stated that The Community Empowerment (Scotland) Act 2015 introduced a new means by which community groups could request to be

involved in, and influence over, decisions and services that affect communities. The involvement being described as an outcome improvement process initiated by a participation request.

The report went on to explain that the Act required Public Service Authorities to publish an annual report on participation requests. The first annual report for the period 1 April 2017 to 31 March 2018 was due to be submitted to the Scottish Government and made available to the public by 30 June 2018.

Having **noted** Members' comments regarding reasons for the lack of receipt of participation requests and promotion of participation requests in Aberdeenshire, the Committee **agreed** to:-

- (1) approve the Participation Request Annual Report 2017/18 for submission to the Scottish Government; and
- (2) instruct the Director of Business Services to deliver a briefing note on Participation Request process to Area Committees and Community Councils as part of the scheduled training event for Community Councils in September 2018.

## 6. DATA PROTECTION POLICY

Consideration was given to a circulated report dated 29 May, 2018, by the Director of Business Services, which presented a revised Data Protection Policy for Aberdeenshire Council documenting compliance in relation to the General Data Protection Regulation (GDPR) and Data Protection Act (2018). The report provided information on the scope of the Data Protection Policy which has been extended to include Elected Members and outlined the consequences of Data Protection breaches.

Thereafter, having **noted** the details of the report, together with Members' comments in respect of maintaining the list of staff and Elected Members who completed the mandatory GDPR awareness training, the Committee **agreed** to approve the General Data Protection Regulation (GDPR) and Data Protection Act (2018) compliant Data Protection Policy.

## 7. ADVERTISING SERVICES CONTRACT

There had been circulated a report by the Director of Business Services, advising that the current contract for Advertising Services across Aberdeenshire Council held by TMP Worldwide would expire at the end of October 2018, and sought approval to call off from an existing framework for this work and to appoint the relevant provider to deliver essential and often legislative requirements. The report explained that this was a cross-service and cross area contract and as such, respective spend had been approved on committee Work Plans with this Committee being asked to approve the business case as detailed in the Appendix to the report and the contract as a whole as lead Committee under which the contract would be managed.

The Service Manager for Customer Communication & Improvement introduced the report and advised the Committee that the contract was for all media buying across Aberdeenshire Council and included paid-for advertising and statutory public notices, as well as supporting

services to secure space for larger paid-for campaigns which included cinema and outdoor. She explained that it was intended that the provider would be sourced from an existing framework agreement and would routinely provide management information and support.

Following discussion on Advertising Contracts, in particular cost efficiencies of in-house service delivery, what would be classified as statutory public information notices (which the Council had an obligation to fulfil) and what would be classified as discretionary notices, the Committee **agreed**:

- (1) to approve the Business Case as detailed in the Appendix; and
- (2) to note that the Head of Customer Communications & Improvement would appoint an Advertising Services provider from an existing framework for three years, with a one-year extension option, on approval from policy committees of respective spend against the contract; and
- (3) to instruct Director of Business Services to report back to Committee in 12 months on the effectiveness and costs of the contract including options for in-house delivery of advertising services.

#### **8. TOWN AND PUBLIC HALL STRATEGY - IMPLEMENTATION UPDATE**

With reference to the Minute of Meeting of the Business Services Committee meeting of 20 April 2017 (Item 9) when the Committee had approved a Town and Public Hall Asset Strategy for all Town and Public Halls under the ownership of Aberdeenshire Council, including those with management committee involvement, there was circulated a report dated 10 May, 2018, by the Director of Business Services on progress made in relation to the implementation of the Strategy.

The Committee heard from the Head of Property and Facilities Management who provided details of activities to date, current activities and forthcoming actions in addition to external influences which had impacted on the Strategy. He responded to questions from Members' on day to day management of bookings, future schedule of maintenance works, Community Asset Transfer applications, encouraging community involvement in managing facilities and net costs for operating halls.

Following discussion, the Committee:

- (1) **noted** and acknowledged the Town and Public Hall Strategy progress update;
- (2) **agreed** to receive a further progress report in due course; and
- (3) **agreed** to instruct the Head of Property and Facilities to provide a briefing note to Members on an Area basis to contain details of all Halls within each Area, including ownership/management arrangements for each and any proposals and timescale for upgrade/improvement works proposed.

## 9. GRAMPIAN EMERGENCY PLANNING UNIT

There had been circulated a report by the Director of Business Services dated 11 May, 2018, seeking approval of an addition to the Directorate Annual Work Plan for 2018/19 for expenditure in respect of the Council's contribution towards the cost of maintaining services provided by the Grampian Emergency Planning Unit (GEPU), who work closely with the Council's Risk Management and Business Continuity Team to ensure that the Council meets its statutory duties under the Civil Contingencies Act 2004 (Contingency Planning) (Scotland) Regulations 2005 and other relevant legislation.

Having noted Members' queries regarding the role of emergency planning and the scrutiny process over delivery of emergency services, the Committee:-

- (1) **noted** that the services provided by Grampian Emergency Planning Unit (GEPU) ensure that the Council meets its statutory duties under the Civil Contingencies Act 2004 (Contingency Planning) (Scotland) Regulations 2005;
- (2) **agreed** that the Council pay a maximum of £90,000 per annum (for the next 4 financial years) for the services provided by GEPU;
- (3) **approved** the addition of the item of expenditure on the Business Services Directorate Annual Work Plan 2018/19 in relation to provision of these services;
- (4) **noted** that the Business Case for this item would be approved by the relevant Chief Officer; and
- (5) **instructed** the Director of Business Services to prepare a briefing note explaining the role of GEPU and the Authority's responsibilities under relevant legislation.

## 10. SUPPLEMENTARY WORKPLAN 2018/19 FOR BUSINESS SERVICES DIRECTORATE – PROCUREMENT APPROVAL

With reference to the Minute of Meeting of the Committee of 8 March, 2018 (Item 7), when approval had been given to the Annual Work Plan for the Business Services Directorate for the financial year 2018/19, there was circulated a report dated 29 May, 2018, by the Director of Business Services, seeking approval for additional projects to be added to the Work Plan and of Business Cases associated with Professional Services relating to Shared Cost Additional Voluntary Contribution Scheme (SCAVC); Records Management; Citrix User Licences and Support; Hired Agency Staff; and Demolition of Surplus Properties,.

Thereafter, the Committee:-

- (1) **approved** the addition of the items detailed in the Supplementary Work Plan to the Directorate Annual Work Plan for 2018/19;

- (2) **approved** the Business Cases attached to the report relating to the SCAVC Professional Services; Records Management; Citrix User Licences and Support; Hired Agency Staff; and Demolition of Surplus Properties; and
- (3) **agreed** not to reserve approval of the Business Case for any of the remaining items on the Supplementary Work Plan.

## 11. HARD FACILITIES MANAGEMENT (HARD FM) UPDATE

With reference to the Minute of Meeting of the Policy and Resources Committee of 17 November 2016 (Item 39), there was circulated a report dated 18 May, 2018, by the Director of Business Services, reviewing performance under the Hard Facilities Management contract. The report explained that the contract with FES FM Ltd represented a change of approach to a single outsourced provider for the delivery of Hard Facilities Management services for the Council's property assets.

The Hard FM Team Manager introduced the report and provided an update on activities including reactive maintenance, planned preventive (cyclical) maintenance and lifecycle component replacement. Reference was made to the contractual requirements, key performance indicators measuring compliance with the contract, the contractual remedies for non-compliance with the agreed terms, and the improvement plan and actions undertaken to reduce the backlog of outstanding works.

During discussion, Officers responded to questions from Members on arrangements in place to monitor whether repairs were satisfactory, whether the contract allowed for support of local businesses and what oversight the Council had to identify unexpected costs.

Having **noted** the details of the review, together with Members' concerns in respect of the costs and the quality of service delivered under the contact, the Committee **agreed:**

- (1) that the Head of Property and Facilities Management circulate information to Members of the Committee providing comparison on costs and the quality of service delivered under the current contract and old system of multiple individual contract providers; and
- (2) to receive further progress updates on the performance under the Hard FM contract when required.