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SCOTTISH BORDERS COUNCIL TUESDAY, 25 SEPTEMBER, 2018

Please find attached the public Minutes in respect of Item 6 on the agenda for the above meeting

6.	Committee Minutes (Pages 3 - 52)		5 mins
	Consider Minutes of the following Committees:-		
	 (a) Executive (b) Audit & Scrutiny (c) Innerleithen Common Good Fund (d) Lauder Common Good Fund (e) Peebles Common Good Fund (f) Planning & Building Standards (g) Executive (h) Galashiels Common Good Fund (i) Selkirk Common Good Fund (j) Jedburgh Common Good Fund (k) Kelso Common Good Fund 	21 August 2018 23 August 2018 23 August 2018 27 August 2018 29 August 2018 3 September 2018 4 September 2018 12 September 2018 12 September 2018 12 September 2018 12 September 2018	



Agenda Item 6

(a)	Executive	21 August 2018
(b)	Audit & Scrutiny	23 August 2018
(c)	Innerleithen Common Good Fund	23 August 2018
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(e)	Peebles Common Good Fund	29 August 2018
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(k)	Kelso Common Good Fund	12 September 2018



SCOTTISH BORDERS COUNCIL EXECUTIVE COMMITTEE

MINUTE of MEETING of the EXECUTIVE COMMITTEE held in THE Council Chamber, Council Headquarters, Newtown St. Boswells on Tuesday, 21 August 2018 at 10.00 a.m.

Present:- Councillors S. Haslam (Convener), S. Aitchison, G. Edgar, C. Hamilton, E.

Jardine, T. Miers, S. Mountford, M. Rowley, G. Turnbull, T. Weatherston

Also Present:- Councillors W. McAteer,.

In Attendance:- Chief Executive, Executive Director (R. Dickson), Chief Financial Officer,

Democratic Services Team Leader.

ADJOURNMENT

The Chairman adjourned the meeting for a short time to allow Members to consider the position of Councillor McAteer following his resignation from the Independent Alliance. Following the recommencement of the meeting the Chairman advised that the Administration was formed by Members of the Conservative Group and the Independent Alliance and the Executive Committee was composed of Members of the Administration. As Councillor McAteer was no longer a Member of the Administration he could not be a Member of the Executive Committee. Councillor McAteer was asked to withdraw from the table.

1. MINUTE

The Minute of the Meeting held on 19 June 2018 was considered.

DECISION

AGREED that the Minute be approved and signed by the Chairman.

2. MONITORING OF THE GENERAL FUND REVENUE BUDGET 2018/19

There had been circulated copies of a report by the Chief Financial Officer providing the budgetary control statements for the Council's General Fund based on actual expenditure and income to 30 June 2018 and providing explanations of the major variances between projected outturn expenditure/income and the current approved budget. The report explained that after the first quarter of 2018/19 the Council was projecting pressures in excess of budget of £1.36m. However, action had been identified to offset the projected variance and these measures allowed a projected balanced position at 31st March 2019 to be forecast. Full delivery of these measures would allow all known pressures to be managed within the Council's overall 2018/19 revenue budget. However, this balanced position was dependent on the management actions identified being delivered during the remainder of the financial year. The revenue monitoring process during 2017/18 had continued to use the existing methodology of agreeing financial projections with managers due to delays in developing reporting functionality within Business World. As a result of further development of system functionality in 2018/19, a new budget forecasting tool had been developed and tested and was now being used by finance staff. Final adjustments were now being made to the forecasting modeller before it was fully rolled out to all budget managers. Real time financial reporting with drill-down functionality to individual transaction level within Business World was also now available to Budget Managers. This additional financial information would assist Managers with the process of effective budget management. As shown in Appendix 3 to the report, as at 30 June 2018, 56% (£9.182m) of the savings required by the approved budget had been delivered within the current year. A further 44% (£7.232m) was profiled to be delivered during the remainder of 2018/19. Emphasis during 2018/19 needed to be placed on delivering the savings permanently per the 2018/19 Financial Plan especially considering the scale of the full year savings required (£16.414m). Full details of pressures, risks and challenges and the significant majority of areas of the Council's operation where

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budget plans remained on track were detailed in Appendix 1 to the report. In response to a concern that 23% of savings were being made on a temporary basis the Chief Financial Officer noted that, although some savings had been slower than anticipated, permanent savings would be made over time. Councillor Weatherston highlighted the challenges faced in trying to balance the Health and Social Care Budget.

DECISION AGREED to:-

- (a) note the projected corporate monitoring position reported at 30 June 2018, the pressures identified, the underlying cost drivers of this position and the identified areas of financial risk as reflected in Appendix 1;
- (b) approve the virements detailed in Appendix 2 to the report;
- (c) note the progress made in achieving Financial Plan savings in Appendix 3 to the report;
- (d) ask the Corporate Management Team to ensure measures continued to be taken to deliver a balanced budget in the current year; and
- (e) reiterate support for a culture of sound financial management in all council departments to ensure the ongoing sustainability of the Council.

3. BALANCES AT 31 MARCH 2018

There had been circulated copies of a report by the Chief Financial Officer providing an analysis of the Council's balances as at 31 March 2018 and details of the projected balances at 31 March 2019. The report explained that the unaudited Council's General Fund useable reserve (non-earmarked) balance was £6.672m at 31 March 2017. This reflected an increase of £0.005m from the draft revenue outturn projected position of £6.667m presented to Members on 19 June 2018 prior to the production of the unaudited accounts. The increase was as a result of some minor technical adjustments (£0.005m). The projected General Fund useable reserve was projected at £6.315m at the 31st March 2019 in line with the Council's Financial Strategy. The Council's Allocated reserve balance was £5.058m at 31 March 2018. The projected balance in the allocated reserve at 31st March 2019 was £3.063m, the movement was as a result of:

- £2m had been released to support the 2018/19 Financial Plan as previously agreed by Elected Members:
- £0.005m had been transferred from the General Fund balance to ER/VS within the Allocated balances;
- £0.135m had been transferred from CFCRs not applied to ER/VS following year end finalisation of balances required (net nil impact on overall allocated reserve balance).

The total of all useable balances, excluding developer contributions, at 31 March 2019 was projected to be £17.650m, compared to £28.793m at 31 March 2018. As the financial year progressed, earmarked balances to be carried forward to 2019/20 would increase. The projected balance on the Capital Fund of £4.203m would be affected by any further capital receipts, developer contributions, interest credited and any expenditure authorised to be financed from the Fund during the remainder of the financial year.

DECISION NOTED:-

- (a) the unaudited 2017/18 revenue balances at 31 March 2018;
- (b) the projected revenue balances as at 31 March 2019 as contained in Appendices 1 & 2 to the report; and Page 6

(c) the projected balance in the Capital Fund as contained in Appendix 3 to the report.

4. MONITORING OF THE CAPITAL FINANCIAL PLAN 2018/19

There had been circulated copies of a report by the Chief Financial Officer providing an update on the progress of the 2018/19 Capital Financial Plan and seeking approval for projected outturns and associated virements, and the reallocation of funds. The monitoring tables in Appendix 1 to the report detailed actual expenditure to 30 June 2018. Key issues identified in these tables were summarised within the main report. The tables identified a projected net variance of £4.922m against the approved budget. The net in year budget decrease of £4.922m was primarily due to net budget timing movements to future years of £6.302m, the most significant of which was the Central Borders Business Park, £4.554m and Hawick Regeneration Block £1.862m offset by a net in year budget increase of £1.38m due to additional external funding secured to fund projects. Appendix 2 contained a list of the block allocations approved for this year and the various approved and proposed projects to be allocated from them within the 2018/19 Capital Plan. Appendix 3 contained a list of estimated whole project capital costs for single projects which would not be completed in the current financial year. Reflected in the current Capital Plan was additional budget as a result of timing movements within programme from previous financial years. Further timing movements were emerging at the end of the first quarter with budget now being transferred into future financial years. As a result a review of the capital investment planning process would be undertaken during this financial year to assess how well the Council was complying with the best practice principles set out in the Audit Scotland guide. A Capital Investment Strategy per the requirements of the CIPFA prudential code would also be produced as part of the 2019/20 financial planning process. The Chief Financial Officer highlighted the additional funding from the Strategic Timber Transport Scheme of £0.601m to repair damaged roads and Sustrans funding of £0.424m for works related to the Hawick Flood Prevention Scheme.

DECISION AGREED:-

- (a) the projected outturns in Appendix 1 to the report as the revised capital budget and approves the virements required;
- (b) to note the budget virements previously approved by the Chief Financial Officer and Service Director Assets & Infrastructure detailed in Appendix 2 to the report under delegated authority;
- (c) to note the list of block allocations detailed in Appendix 2 to the report;
- (d) to note the list of whole project costs detailed in Appendix 3 to the report;
- (e) that a review of Capital planning and investment be carried out to be considered alongside the September month end reporting presented to the Executive Committee in November 2018; and
- (f) to note that a Capital investment strategy would be developed in line with the requirements of the CIPFA prudential code as part of 2019/20 financial planning process.

5. PROPOSED FUNDING CONTRIBUTIONS FOR DELIVERING EXTRA CARE HOUSING IN DUNS

With reference to paragraph 3 of the Minute of 8 March 2016, there had been circulated copies of a joint report by the Service Director Regulatory Services and the Chief Financial Officer recommending that the Council financially assist the delivery of the proposed extra care housing development at Todlaw, Duns, which would provide 49 affordable housing,

through the use of the Council's Affordable Housing Investment Budget. The report explained that proposed extra care housing developments had been identified in the Council's SHIP submissions, and Scottish Government More Homes Division officials, who were supportive of the Council's strategic housing intentions, had allocated £1.5m grant funding in 2018/19 to assist the delivery of Trust Housing Association's proposed development at Todlaw Duns. Once the project was legally committed, the balance of additional grant would be allocated in 2019/20 to suit spend profiling requirements. Trust Housing Association had secured Planning Consent for 49 houses and flats and associated communal facilities on the Todlaw site. The Council was in the process of selling the site to the Association. Trust had carried out a traditional tendering exercise and recently received tender proposals were currently being checked. Trust was understood to have secured enhanced grant contribution of around 6% from Scottish Government More Homes Division. In the meantime the current probable costs financial modelling exercise for the Todlaw site estimated total project costs of £8,190,938. The anticipated funding contributions were Scottish Government housing grant £3,393,936, Trust Housing Association private borrowing £3,061,765 and Scottish Borders Council £1,735,237. These figures required to be finalised subject to tender checking and grant offer from Scottish Government. In response to concerns raised by Councillor Turnbull regarding the specification for the scheme it was agreed to add a further recommendation to keep this matter under review to ensure best value.

DECISION AGREED to:-

- (a) approve the contribution of up to £1,735,237 grant funding from the Council's Affordable Housing Investment Budget to Trust Housing Association to enable the commencement of development of the extra care housing development at Todlaw, Duns;
- (b) delegate authority to the Chief Financial Officer to liaise with Trust Housing Association to agree arrangements to make payment to dovetail with project spend profile requirements; and
- (c) request that officers keep the specification for future extra care developments under review to ensure the maximisation of best value.

6. ANNUAL PROCUREMENT REPORT

There had been circulated copies of a report by the Chief Financial Officer presenting the first Annual Procurement Report (APR), as required by the Procurement Reform (Scotland) Act 2014. A copy of the APR for the period 1st January 2017 – 31st March 2018, developed in the format required by Scottish Government guidance, was attached to this report as Appendix 1. The report explained that organisations required to prepare a procurement strategy must also publish an annual procurement report. These documents were now part of the reporting landscape for public sector organisations to support increased transparency and visibility of public expenditure, and to embed sustainable procurement into public sector procurement. The purpose is to demonstrate to stakeholders that procurement spend was being used to best effect to achieve better public services, social, economic and environmental outcomes in the area and a range of local and national policies. The key ambition of the Procurement Strategy was to support the Borders local market and economy. During the 2017/18, and through delivering on the strategic objectives, the level of local spend had increased by 2.9% with 44.3% (£69.7m) of the overall Council spend with third parties (£157.4m) being with businesses operating in the geographical boundaries of the Scottish Borders. Following approval the report had to be submitted to the Scottish Government and, as a minimum. published on the internet. Members welcomed the report which provided better transparency.

DECISION

AGREED to approve the Annual Procurement Report 2017/18, as contained in the appendix to the report.

7 COMMUNITY GRANT SCHEME – GENERIC BUDGET 2018/19

There had been circulated copies of a report by the Service Director Customer and Communities recommending approval of an application for funding from the Community Grant Scheme (CGS) generic budget. Home Basics (Tweeddale) Co Ltd was a charitable company limited by guarantee, under the Companies Act 2006, and a recognised charity in Scotland. The project collected furniture and household items which could be reused and sold them on, at very low prices, to people that were disadvantaged and lived in the Scottish Borders. The re-use service reduced the number of items going to landfill. The organisation provided volunteering opportunities for people to gain work experience, use their skills and experience to give something back to the community, or to get out and meet people and reduce social isolation. The request was for a contribution of £5,000 towards the overall project cost of £27,843 for the purchase of a replacement van for collections/deliveries across the Scottish Borders. The application was being submitted to the generic fund as the work of the charity benefited communities across the Scottish Borders.

DECISION

AGREED to approve a grant of £5,000 to Home Basics (Tweeddale) Co Ltd on the condition that the remaining funds were in place.

8. BROADBAND IMPROVEMENTS REVIEW

There had been circulated copies of a report by the Executive Director (R. Dickson) proposing that the Audit and Scrutiny Committee undertakes a review of the progress made in delivering improved broadband services in the Scottish Borders by the Digital Scotland Superfast Broadband programme. The report explained that improved digital connectivity was critical to the economic development and competitiveness of the Scottish Borders. Scottish Borders Council had contributed significantly to the roll-out of the Scottish Government's Digital Scotland Superfast Broadband (DSSB) programme, spending £8.4M over two years to help extend the roll-out as far as possible in the Scottish Borders. The Council's Administration had identified digital connectivity as a key priority in its 'Connected Borders' plan. The DSSB Programme had now completed its main contract and the Scottish Government would be providing a final report on what the Programme had delivered for the Scottish Borders. This was an opportune time for the Council to consider how effective the delivery of the DSSB Programme had been in the Scottish Borders, and to consider whether the Council's investment had delivered the outcomes and value for money expected. Any lessons learnt that could be identified could be usefully highlighted to the Scottish Government as they commenced preparations for the successor programme to DSSB (R100) which aimed to connect 100% of premises across Scotland to superfast broadband. It was proposed that this review would be appropriately taken forward by the Audit and Scrutiny Committee.

DECISION AGREED:-

- (a) to ask the Audit and Scrutiny Committee to undertake a review of the progress made in delivering improved broadband services in the Scottish Borders by the Digital Scotland Superfast Broadband Programme;
- (b) the scope of the review as set out in section 5.1 of the report; and
- (c) to ask the Audit and Scrutiny Committee to report its review findings at Executive on 4 December 2018.



SCOTTISH BORDERS COUNCIL AUDIT AND SCRUTINY COMMITTEE

MINUTES of Meeting of the AUDIT AND SCRUTINY COMMITTEE held in Council Chamber, Council Headquarters, Newtown St Boswells on Thursday, 23 August 2018 at 10.00 am

Present:- Councillors S Bell (Chairman), H Anderson, K Chapman, J. Fullarton,

S Hamilton, N Richards, H Scott, R Tatler and E Thornton-Nicol.

Absent:- Councillor Fullarton.

Also Present:- Councillor M. Rowley, T. Weatherston.

In Attendance:- Service Director Customer and Communities, Customer Services Manager,

Financial Inclusion & Support Team Leader, Principal Internal Auditor (S. Holmes), Clerk to the Council, Democratic Services Officer (F Henderson).

1.0 WELCOME AND INTRODUCTIONS

The Chairman welcomed those present to the meeting.

2.0 MINUTE

There had been circulated copies of the Minute of 26 June 2018.

DECISION

- (a) APPROVED for signature by the Chairman.
- (b) NOTED that, in respect of recommendation 3(ii), the Chief Officer Roads would provide an update to Members at the next meeting of the Committee in respect of corrective action in place to address the issues identified in the Fleet Management Workforce Plan.

3.0 WELFARE BENEFITS SERVICE CHANGES PETITION

- 3.1 There had been circulated copies of an extract from the Audit and Scrutiny Committee Petitions procedure and the Chairman explained the procedure to be followed. The Chairman welcomed Ms Jenny Mushlin, Lead Petitioner who was in attendance to present a petition on the Welfare Benefits Service changes and was accompanied by Jenny Smith Chief Officer (Borders Care Voice) and Marc Bremner Member of the Mental Health & Wellbeing Forum.
- 3.2 Ms Mushlin commenced her presentation by explaining the subsequent workload which had been created by the change to the Welfare Benefits system, in that people currently with indefinite awards of disability living allowance (DLA) were being migrated to Personal Independence Payment (PIP). By October 2017 over 97,000 people within Scotland had been reassessed of which nearly £17,000 (17.3%) had not been given any award. Of the Appeals made against these decisions, 65% were successful, appeals made locally had been carried out by the previous Welfare Benefits Service and Citizens Advice Bureau (CAB). Ms Mushlin went on to explain that six major benefits had been transferred to Universal Credit (UC), with the full service recently going live in Scottish Borders. This benefit is an online claim, regardless of the claimant's IT skills. Transitional protection (where you keep your current rate of benefit) may also be different. It was possible that claimants may only keep the benefit until a change of circumstances and then they would Page 11

not receive it if they claim Universal Credit before being invited, but this had yet to be finalised. Ms Mushlin continued with her statement, covering each request within the petition.

3.3 SBC employ Welfare Benefits Assistants or other Staff who have a specific remit to assist with initial completion of form application.

It was explained that the PIP application form was 40 pages long with 12 pages of guidance and used a points system which was unfamiliar to most people. There were examples of staff in a range of organisations spending hours completing forms rather than doing the job they were employed to do. It was advantageous to have a well completed form, should it go to appeal. The same was true of Employment Support Allowance (and its equivalent form in UC). Dedicated staff know which details were relevant and how to sensitively approach people dealing with a claim which was very personal and potentially distressing to complete.

The petition requested that all Customer Services Staff were well trained to handle welfare benefits queries and recognise all queries, which may appear deceptively simple, and should be handled by a Financial Inclusion Officer. It was further requested that SBC recruit sufficient staff for initial form completion and should demand outstrip supply, further staff be recruited.

3.4 Regularly Monitor and listen closely to Citizens Advice Bureaux on their workload with initial and pre-assessment support, including waiting times for the public

The Citizens Advice Bureaux do not exclusively provide Welfare Benefits Advice and have an extensive caseload dealing with various aspects of debt and all aspects of life. They are staffed mainly by volunteers who have to work at a paralegal level. The CAB are based only in major towns and people cannot necessarily access the service.

The petition requested that a transparent report be provided detailing any increase in trends of Welfare Benefits casework to CAB, particularly with form filling and preassessment support. This seems to be where people are being directed from SBC. These reports should be public and reported regularly (quarterly) to Borders Care Voice and the Mental Health & Wellbeing Forum.

3.5 SBC offer a comprehensive service, giving advice on all aspects of the welfare benefits system - from initial claims to representation at tribunals

Both PIP and UC were relatively new benefits with little from the Upper Tribunal, which was binding in law. There have been 2 major Upper Tribunal PIP decisions – one on psychological distress in the mobility component and one on safety. It was anticipated that there would be many more decisions which would change the goalposts and claimants were likely to be unaware that they were wrongly refused a benefit and this required to be addressed at the Welfare Benefits Advice level. There was concern that the current staffing resource was not adequate for the future demands that welfare benefits changes would create as anecdotally the appeal involved two days work per case.

Action requested in the petition – Request that the number, type of claims and appeals, success rate and demographics of those accessing the Financial Inclusion Service, as well as the amount generated for the local economy, should be publicly available and reported to Borders Care Voice and the Mental Health & Wellbeing Forum on a regular basis.

3.6 SBC ensure that home visits are provided, at any stage, for those unable to physically or financially get around (this was not currently recognised in the Equality Impact Assessment)

Ms Mushlin was astounded that the removal of home visits had not been recognised in the Equality Impact Assessment, given the rurality of the Borders. The high cost of public transport presents real difficulties for those reliant on the service to access building based

services and those claimants with physical disabilities and long term conditions have great difficulty travelling anywhere for advice. There are tight deadlines at all stages of the claim process from initial claim to appeal which are easy to miss if advice cannot be accessed timeously.

The petition requested that home visits are available for those unable to travel and that these requests and home visits undertaken be monitored and reported.

- 3.7 SBC ensure that there are sufficient staff resources within SBC for maximisation of benefit within the Borders and that all receive a right to a fair hearing

 Due to the changes and the high level of error in PIP assessments, there was concern that the current staffing level was not adequate.
- 3.8 SBC acknowledge the error made in not carrying out any public consultation prior to the changes to the Welfare Benefits Service

 Ms Mushlin reported a lack of consultation with members of the public and those who claim benefits in respect of the changes. Assumptions were made which did not have any evidence to support them. There was no evidence to date of any public consultation either for the proposed service redesign or any monitoring of the impact of the changes. There appeared to be little understanding of the issues people claiming benefits were facing.
- 3.9 Monitor and report the impact on the groups with protected characteristics listed as negatively impacted by the Equality Impact Assessment (EIA)(poverty, age, disability, and those classified as living in remote small towns, accessible rural and remote rural areas.

The Carer appeared to have been omitted in the EIA as negatively impacted. Anything that negatively affects the income, support and health and wellbeing of the person cared for will automatically negatively affect the carer.

The petition requested that the impact on all groups with protected characteristics with the addition of carers should be reported regularly to Borders Care Voice and the Mental Health and Wellbeing Forum. Those living in areas defined as remote small towns, accessible rural and Remote Rural be included in the general impact monitoring of the change of service and reported to Borders Care Voice and the Mental Health and Wellbeing Forum.

- 3.10 Ms Mushlin requested that there be extensive consultation on the new service to find out how well it works for individuals and the other services which support them. Those claiming benefits should be consulted as to what required to be improved. In conclusion, Ms Mushlin advised that there was known to be association between financial uncertainty, money worries and poor mental health. Fewer than 1 in 10 people without mental health problems have debt problems, this rises closer to one in four among those with depression or anxiety. Problems with welfare benefits and poverty could trigger both known and new mental health problems. Ms Mushlin urged Scottish Borders Council to recognise that the Welfare Benefits Service was a vital service for the mental health and wellbeing of all in the Borders and requested that monitoring of the effects of the changes be undertaken and appropriate action taken.
- 3.11 In response to questions from Councillors with regard to evidence of a drop in standard of support, Ms Mushlin advised that there was anecdotal evidence of the lack of support. Ms Mushlin was of the opinion that SBC should be collecting information about the impact of the changes in service had on claimants. Ms Mushlin further explained about the Upper Tribunal, if there was a point of law it would be taken to the Upper Tribunal and the law could be changed by cases taken to the Upper Tribunal and the goal posts changed all the time. In relation to engagement with CAB, it was explained that the Development Officer for Borders Care Voice had general meetings with Financial Inclusion Officers, RSLs and Citizens Advice. In response to further Members' questions, Ms Mushlin

- advised that the previous service had been professional and accessible. However, while the service remained professional it was only accessible if people could find out about it.
- 3.12 Jenni Craig, Service Director Customer & Communities was present with Councillor Weatherston, Executive Member for Adult Social Care and explained that since 1 November 2017 Customer Services, the Homelessness and Welfare Benefits Services had merged and restructured to become one integrated service called Customer Advice and Support Service. Welfare Benefits Officers were now known as Financial Inclusion Officers, forming part of the Financial Support and Inclusion Team along with the Scottish Welfare Fund Team and sat within the wider Homelessness and Financial Support Team. The aim of the restructure was to ensure that the level of service provided continued and in some areas improved, ensuring Scottish Borders Council (SBC) was prepared for ongoing Welfare Reform including the rollout of Universal Credit. The Department for Work and Pensions (DWP) expectation on customers to self-serve online had created increased demands on Council services to assist customers. Prior to 1 November 2017 the equivalent of 1.7FTE Welfare Benefit Assistants were employed to assist with basic benefit enquiries including form filling with customers. There were now 49 Customer Advice & Support Advisors (CASAs) across a wider range of locations, with a remit to assist customers at the first point of contact with their enquiry whether they present in a locality office, face to face, over the telephone or online. These Advisers already deal with a range of benefit enquiries and applications as well as carrying out assessments for blue badges. The aim was to provide a holistic service where a customer could speak to the same member of staff on a range of topics.
- 3.13 The re-development of some former welfare benefits staff into other areas within CASS had retained their expert knowledge and skills within the service. Both customers and staff were therefore benefiting from easier knowledge and service accessibility and the new structure provided wider, better accessibility to learning opportunities, access to systems, training and support. SBC had contracted the Borders Citizens Advice Consortium (BCAC) for many years to provide services to customers including benefit, money and debt advice and assistance to challenge benefit decisions. Contract monitoring meetings occurred quarterly between SBC managers and BCAC managers. Quarterly liaison meetings were held between front line SBC team leaders and BCAC managers to discuss trends, issues and share best practice. SBC and BCAC staff regularly attended external meetings to discuss current benefit related issues and SBC team leaders were in regular contact with BCAC managers via email or telephone to immediately respond to any issues. Housing Associations also provide help for tenants, representing them at Appeal Hearings.
- 3.14 Mrs Craig acknowledged, that in hindsight, a consultation with service users may have been beneficial. The new model integrated staff who very often were giving advice to the same people and provided a wider service for those who needed it. There was a misconception about what was trying to be achieved and help was available for the completion of applications and a home visit would be provided should it be required. Mrs Craig stated that staff had reported that there was no back log of applications, they were coping with the work coming in and were not turning people away. It was perhaps a case of making it clearer that specialist advice was available. It was challenging to get a clear idea of the problems, but this would be monitored closely together with the level of demand. Mrs Craig would be pleased to hear from users of the service and Councillor Weatherston gave positive feedback received from clients using the contact centre. Mrs Craig also gave some details of the new Scottish Social Security Agency and the change from DLA to PIP. The new Agency would have a presence in each local authority area from spring 2019, and would offer advice, help people to fill out forms and offer home visits. Specialist advice needed to be clear going forward, and Mrs Craig was happy to share the available data with Ms Mushlin, although it would be helpful to hone in on what would be the best key indicators to monitor.

- 3.15 Councillors sought clarification on the processes in place and the Financial Inclusion & Support Team Leader explained that each request would be assessed individually as every case was different, should a home visit be required, then it would be undertaken. In response to a question about the number of staff, Mrs Craig advised that there were 2 Financial Advisers and a McMillan post who would represent clients at tribunals. The 49 front-line staff had completed online training modules using SBLearn. The Customer Services Manager further explained that the service now had Development Officers and Assistants with a specific role in training any staff on changes to benefits, with built in escalation routes if staff did not know the answer to any question raised by an applicant. It was further explained that each Adviser had a caseload of 60 clients which were at various stages, which was considered manageable and the Advisers stayed involved until resolution. The level of caseloads was monitored regularly. Mrs Craig advised that it was difficult to measure impact of contact with SBC – numbers of people contacting SBC were held but there were no tracking outcomes if passed to other agencies. However, assistance would be provided to individuals if requested to contact agencies on their behalf. With regard to advice given, this was monitored by the Development team to check whether any adjustments were required to process. In terms of Ms Mushlin's requests, Mrs Craig agreed that communication on level of service provision and how to access required further clarification. Although thorough examination of the requests within the petition was required, Mrs Craig did not consider it unsurmountable on a first look. The Service worked with CABs to establish what information could be gleaned from CAB systems, with CAB staff working at the Council and vice versa to gain knowledge of the different processes.
- 3.16 On being asked to sum up by the Chairman, Ms Mushlin made reference to the complexity of Universal Credit having a strain on CAB and RSLs which could impact on support for people on PIP, etc. There had to be an understanding of what a PIP claim entails for applicants. It could be very demoralising to be faced with completing a 40 page form, which had to be very detailed, which in itself could cause distress to the individual as it brought home the reality of an individual's condition when they had to say what they could not do. The procedure could take 2 hours to complete which may be daunting for someone with depression or a mental health issue to sit in a small meeting room for that length of time. Letters to applicants moving from DLA to PIP could also be confusing for some individuals.
- 3.17 The Chairman then commented that while it was normal practice for officers to put recommendations on committee reports, when providing a briefing note in response to a petition this may not be appropriate. With regard to the decision to be reached by the Committee, there were 3 options available: refer the matter to another Committee or Director with or without comment; refer the matter to a relevant Community Planning Partner with or without comment; or take no further action. The Chairman made reference to the statement on the petition and Members considered what action to take.

DECISION AGREED:-

- (a) that the service provision for welfare benefits claimants continue to be monitored on a regular basis, including seeking the views of clients on the service being provided;
- (b) that consultation, including with service users, be carried out prior to any future changes to service provision;
- (c) that communications be developed on how the service worked and could be accessed to try to address some of the misconceptions around claiming for benefits;

- (d) the Service Director Customer & Communities would work with Border Care Service to agree on the criteria for key performance indicators; and
- (e) the Service Director Customer & Communities would review the requests within the petition and provide a briefing note to the Audit & Scrutiny Committee and the petitioner on what could be put in place.

4.0 URGENT BUSINESS

Under Section 50B(4)(b) of the Local Government (Scotland) Act 1973, the Chairman was of the opinion that the item dealt with in the following paragraph should be considered at the meeting as a matter of urgency, in view of the need to make an early decision and to keep Members informed.

BROADBAND IMPROVEMENTS REVIEW

4.1 With reference to paragraph 8 of the Minute of Executive Committee held on 21 August 2018, whereby the Audit and Scrutiny Committee had been asked to undertake a review of the progress made in delivering improved broadband services in the Scottish Borders by the Digital Scotland Superfast Broadband Programme. The Chairman had invited Councillor Mark Rowley, Executive Member for Business & Economic Development, to the meeting to advise Members of the background to the programme. Councillor Rowley explained that Scottish Borders Council had contributed significantly to the roll-out of the Scottish Government's Digital Scotland Superfast Broadband (DSSB) programme, contributing £8.4M to help extend the roll-out as far as possible in the Scottish Borders and achieve 93.8% coverage, but this coverage had not been achieved, and many Borders homes remained without connections for superfast broadband. The new R100 broadband programme was out to tender at the moment and the proposed review would feed in to this to enable the Council and the Borders to get the most out of this new programme. The Chairman then advised that he would be speaking with the Executive Director, Mr Dickson, and the Chief Officer Economic Development to agree the format of the review and what papers would be available for the Committee to consider. Councillor Chapman referred to a 2016 report by the Scottish Rural Parliament which could be helpful for the review and this would be investigated further. It was likely that additional meetings would be required for the Committee which had been asked to report back to the Executive Committee by 4 December 2018.

DECISION

AGREED to undertake the review of the Digital Scotland Superfast Broadband Programme in the Scottish Borders, including its outcomes.

MEMBER

Councillor Tatler left the meeting following consideration of the above item of business.

SCRUTINY BUSINESS

5.0 DELIVERY OF THE IT STRATEGY AND PLAN WITHIN SCOTTISH BORDERS

Officer was present to report on the IT Strategy and Plan within the Scottish Borders. Mr Robertson explained that the presentation would focus on the Enterprise Resources Planning (ERP) system and the vision for the Digital Customer Access (DCA) Portal, with no commercial detail from the contract being put forward in this public session. The CGI contract was a £90m plus investment over a 13 year period with the potential for extension which would provide a platform for change and transform the Council's IT function. The contract deliverables included the delivery of a new ERP System, a new DCA solution, a full refresh of the Council's hardware, protection against technical obsolescence, Cyber security resilience and market leading innovation. CGI would also set up a new Borders Service Centre, with up to 200 jobs over 5 years. Mr Robertson went on to advise that what had been delivered to date with CGI included major contract outsourcing; IT resilience, stability, security and refresh; and a major upgrade of the

Council's complicated and antiquated IT infrastructure. There had been issues with implementing the ERP system but rectification was largely complete and an upgrade to Milestone 7.2 was planned. The DCA project had been re-scoped and specification agreed. The Council's previous financial information system (F.I.S), HR/Payroll System (Resourcelink) and Purchasing System (Proactis) had all been replaced with a single integrated Finance and HR System. The benefits of having the one system included selfservice, standardisation, integration and "one version of the truth". Mr Robertson reported that some of the lessons learned included addressing deficiencies in the post go live environment; retaining specialist consultants as system architects; issues identified with build post rectified by CGI at their cost, although SBC had put in staff time; and the detailed specification for the DCA project was now being developed jointly between Council staff and CGI. Not insisting on test system prior to going live turned out to be a significant shortcoming, and insufficient focus on end to end testing of processes prior to going live had resulted in testing being carried out in a live environment. Mr Robertson reassured Members that CGI had met the costs of rectification, although the Council had paid CGI for further enhancements not in scope in the original contract. When the contract had been signed, it was thought that Edinburgh City Council would be the pathfinder for the development work, but SBC moved forward more quickly so SBC had implemented ERP and Edinburgh had not yet done so. There had been too much focus on April 2017 go live date and an over reliance on the third party integration specialist (Agilysis) who had not provided the complete overview of all the workstreams involved as had been expected.

- 5.2 The Service Director Customer & Communities advised that in terms of DCA, this was a significant project alongside ERP in the contract. The original proposal for the digital platform for DCA was not fit for purpose and had to be re-designed. The contract with Agilysis had been terminated and Council staff had worked together with CGI staff to arrive at a new solution which was about to be agreed. The aim was to create a digital platform that customers would want to use, although the Council would still have face to face and telephone contact for those who could not or would not want to go online. A report on the Customer Strategy was due to be presented to Council in September. The key principles of DCA were the provision of a suite of different products, joined up in the background, but giving customers a digital front door with a 360° view: an example being, if someone reported a pothole then they would hear back on what was happening to it. The difference would be keeping people up to date and letting them know what was being done, trying not to pass people between Departments within the Council. The future DCA portal vision was to have Council back office systems linked up seamlessly, with further links to the national patient portal and Scottish national account. As a customer coming in to the system, the individual would have a range of options and would only have to input their details once. It was anticipated that DCA would take a year to implement this to full effect for customers. The Chairman referred to some detail within the private report to Council in March 2016 and the targeted savings associated with digital transformation. Savings of £1.5m had been anticipated this year but only £600k had been achieved and the gap needed to be filled. Mr Robertson explained that there had been delays in the implementation of both ERP and DCA, although a number of savings had been achieved. The scale of the Council's ambition for savings had not yet been realised but officers were still endeavouring to deliver these within the Financial Plan expectations, identifying alternative savings where necessary. The impact of the contract was included in financial monitoring reports to the Executive Committee, although there were no separate monitoring report specifically on the CGI contract. CGI was currently working on the Service Centre location in the Borders, employing Modern Apprentices, unbundling IT structures and working on schools, with the latter commitment to schools being met.
- 5.3 In response to Members' questions, Mrs Craig advised that the upgrade to the Confirm system (roads management) was included as part of the CGI contract; this upgrade would then provide a link to the Councils' website which would map where potholes were and their status. Mr Robertson confirmed that CGI had been included in the national procurement framework with the contract led by Edinburgh Council this had saved SBC

c.£1.8m costs in arranging a separate tender. Two companies – CGI and Capita – had been involved in the original bids with CGI the winning bid. With regard to the delivery date for the live ERP system, there had been contractual agreements between CGI and Agilysis to deliver on that date and while there had been assurances from both companies that the live system would work, in reality it was not ready. There had been elements of parallel running with some of the old systems e.g. payroll tests had run for 3 months, but the option to parallel run with all systems had not been given to the Council. The reality was the company was building the system as it was being brought in so no test system was available. Mr Robertson gave assurances to Members that despite what had happened, it had to be recognised that the Council had gone live with a very complex network and had done so before 2 other much larger Councils which were still trying to make the necessary changes.

MEMBER

Councillor H. Scott left the meeting during consideration of the above item of business.

DECISION AGREED:

- (a) to note the update on the work underway as part of the CGI contract;
- (b) that Members would check the private report on the ICT Review which had been considered by Council in March 2016 and send any questions to the Chief Financial Officer and Service Director Customer and Communities in advance of another meeting of Audit and Scrutiny which would consider further the delivery of the Council's IT Strategy and Plan.

6. **URGENT BUSINESS**

Under Section 50B(4)(b) of the Local Government (Scotland) Act 1973, the Chairman was of the opinion that the item dealt with in the following paragraph should be considered at the meeting as a matter of urgency, in view of the need to make an early decision and to keep Members informed.

6.1 The Chairman advised Members that a Call-in Notice had been received from Councillor Ramage on a decision of the Executive Committee on 21 August 2018 relating to the Monitoring of the General Fund Revenue Budget Monitoring 2018/19. A special meeting of Audit and Scrutiny Committee would need to be set up to consider the Call-in.

DECISION

AGREED that a special meeting of Audit and Scrutiny Committee to consider the Call-in would be held on 31 August 2018, depending on officer/Member availability.

Meeting concluded at 1.10 p.m.

SCOTTISH BORDERS COUNCIL INNERLEITHEN COMMON GOOD FUND SUB COMMITTEE

MINUTE of Meeting of the INNERLEITHEN COMMON GOOD FUND SUB-COMMITTEE held in Committee Room 2, Council Headquarters, Newtown St Boswells, TD6 0SA on Thursday, 23 August, 2018 at 3.00 pm

Present:- Councillors R. Tatler (Chairman), S. Bell, S. Haslam and Community

Councillor M. Douglas.

In Attendance:- Chief Financial Officer (D. Robertson), Principal Solicitor (H. Macleod),

Estates Surveyor (A. Graham), Area Manager – Live Borders (O. Robertson),

Democratic Services Officer (F. Walling).

1. MINUTE

The Minute of Meeting of the Innerleithen Common Good Fund Sub-Committee held on 12 December 2017 had been circulated.

DECISION

APPROVED the Minute for signature by the Chairman.

2. INNERLEITHEN MEMORIAL HALL - START-UP OFFICE SPACE

- With reference to paragraph 3 of the Minute of 12 December 2017, there had been 2.1 circulated copies of a report by the Service Director Assets & Infrastructure proposing that the vacant office space within Innerleithen Memorial Hall be made available to let to local start-up businesses. Members had noted a shortage of supply of business space in Innerleithen and had identified the vacant office space within the Memorial Hall as a possible solution to satisfying latent demand. Estates Surveyor, Andrew Graham, explained that, as the Memorial Hall was currently subject to a lease to Live Borders, the proposal would be contingent on agreement being reached on a partial surrender of that lease. This had been discussed with the Chief Executive of Live Borders and agreed in principle. The transfer would be of that part of the accommodation required for this project: the former contact centre and offices only and not the hall itself. It was envisaged that the space would be operated on a similar basis to the business incubator units currently being piloted by Scottish Borders Council at the Rosetta Road offices in Peebles. At Innerleithen Memorial Hall there was potential for a self-contained suite of offices on the ground floor in the space that was formerly occupied by the contact centre and there were a further five self-contained offices on the first floor. The report went on to set out the potential costs of refurbishment of the office space and the estimated rental level achievable. As the Common Good did not have a budget to meet the costs of the works the report proposed that an application be made to Scottish Borders Council's economic development budget for a grant to take this forward.
- 2.2 Members welcomed the report and were enthusiastic in their support of the proposal, which they considered a valuable opportunity for the town in addition to a possible means of establishing a funding stream for the Common Good. They agreed with the suggestion in the report that a phased programme of works would be appropriate, so that some rooms remained unimproved until the level of demand was established. If a grant was not available Members suggested that a loan should be applied for to cover the initial costs or an alternative means of funding be explored with potential tenants. Olly Robertson, Area Manager Live Borders, confirmed that Live Borders was supportive and would like to

encourage this worthwhile project to make use of the vacant office space within the Memorial Hall. With regard to changes to the lease with Live Borders, it was agreed that ongoing discussions should include arrangements to split the costs in respect of services to the office space and the area remaining within management of Live Borders and also on the possibility of Live Borders managing the letting procedures on a recharge basis. Members also referred to the need to keep in mind the requirements of current users of the hall and agreed to keep all parties informed.

DECISION

- (a) NOTED the potential costs and revenue associated with the proposal to provide business start-up space at the Memorial Hall, Innerleithen and that no budget had been identified to meet these costs.
- (b) AGREED to take forward the proposal in principle and to request the Estates Surveyor, in consultation with the Chief Financial Officer and Chief Legal Officer to:-
 - (i) continue discussions with Live Borders regarding partial surrender of the lease and future arrangements around letting the office space and sharing the costs of services to the building;
 - (ii) make an application, on behalf of Innerleithen Common Good, to the Scottish Borders Council's economic development budget for a grant to take forward the necessary works; and
 - (iii) keep Members of the Sub Committee informed of developments by email.

3. INNERLEITHEN MEMORIAL HALL - REFURBISHMENT

Mr Olly Robertson gave an outline to Members of plans by Live Borders to decorate and refurbish the hall. He advised that the intention was to paint the hall in December, to strip the floor surface, removing the floor markings, and to apply lacquer. An application had also been made to the Quality of Life budget for replacement seating. Members welcomed these proposals to provide a positive face-lift to the hall. Mr Robertson also made Members aware that the Live Borders property team would be asked to look into the requirement for a new extractor fan.

DECISION NOTED

4. **DATE OF NEXT MEETING**

Thursday 13 December, 2018.

DECISION NOTED

The meeting concluded at 3.20 pm

SCOTTISH BORDERS COUNCIL LAUDER COMMON GOOD FUND SUB-COMMITTEE

MINUTES of Meeting of the LAUDER COMMON GOOD FUND SUB-COMMITTEE held in Council Chamber, Council Headquarters, Newtown St Boswells on Monday, 27 August 2018 at 2.00 p.m.

Present:- Councillors D. Parker, K. Drum and T. Miers, Community Councillor A. Smith

In Attendance:- Capital and Investments Manager (K Robb), Principal Solicitor (H Macleod),

Estates Officer (A Scott), Democratic Services Officer (F Henderson).

1. WELCOME

The Chairman welcomed everyone to the meeting.

MINUTE

There had been circulated copies of the Minute of 19 June 2018.

DECISION

NOTED for signature by the Chairman.

3. FINANCIAL MONITORING REPORT FOR 3 MONTHS TO 30 JUNE 2018

There had been circulated copies of the income and expenditure for the three months to 30 June 2018 and full year projected out-turn for 2018/19 and projected balance sheet values as at 31 March 2019. Ms Robb highlighted the main points of the report and appendices. Appendix 1 to the report provided a projected income and expenditure position, showing a projected surplus of £3,649 for the year. Appendix 2 to the report provided a projected balance sheet as at 31 March 2019 and showed a projected decrease in the reserves of £7,844. The breakdown of the property portfolio showing the actual rental income for 2018/19 and actual property expenditure to 30 June 2018 was shown in Appendix 3. Appendix 4 provided details of the value of the Kames Capital Investment Fund to 30 June 2018. Discussion followed and Ms Robb responded to Members' requests for information. In response to a question about the letting of common good grazing land, Annabel Scott advised that while there was someone interested in leasing the grazing, repairs to the fencing required to be carried out, which were in hand.

DECISION

- (a) AGREED the projected income and expenditure for 2018/19 in Appendix 1;
- (b) NOTED:-
 - (i) the projected balance sheet value as at 31 March 2019 in Appendix 2;
 - (ii) the summary of the property portfolio in Appendix 3; and
 - (iii) the current position of the investment in the Kames Capital Investment Fund in Appendix 4.

4. APPLICATION FOR FINANCIAL ASISTANCE LAUDERDALE LIBRARY

There had been circulated copies of an application for financial assistance submitted by Lauderdale Library in the sum of £764. The application explained that until 2018 the Lauderdale Library received funding from investment of the Library Fund/Ormiston Fund. This was established by SBC following the sale of Library premises in Lauder for the purpose of funding any future Library for the benefit of the residents of Lauderdale. The undertaking was made by SBC that Library surplus running costs would be funded by the Common Good, hence the application for funding to cover the unavoidable additional running costs incurred between October 2016 and September 2017 and estimated for October 2017 and September 2018 which had previously been covered by the library fund designated for improvements to the service. The application further explained that the Lauderdale Library, which was run entirely by volunteers, had been formed in 2002 following a survey of Lauderdale Residents on local service provision. There was a good selection of fiction books (children/adults), reference books and historical data relating to Lauderdale with up to 70 borrowers and families. The additional costs amounting to £764 referred to the introduction of water charges for drainage of roof water in 2017 and increased insurance premiums and electricity charges.

DECISION

AGREED that financial assistance be granted to Lauderdale Library in the sum of £764 to cover the additional costs of drainage of roof water in 2017, increased insurance premiums and electricity charges.

5. **URGENT BUSINESS**

Under Section 50B(4)(b) of the Local Government (Scotland) Act 1973, the Chairman was of the opinion that the item dealt with in the following paragraph should be considered at the meeting as a matter of urgency, in view of the need to make an early decision or to keep Members informed.

6. **BURNMILL PATH**

Community Councillor Smith reported that a large tree had fallen onto the Burnmill Path, which was causing concern. Community Councillor Smith requested that the tree surgeon inspect all the trees within the vicinity of the Burnmill Path and arrange for the removal of all trees which he considered unsafe. Community Councillor Smith further advised that the fibre optic cable and gas main ran under the path.

DECISION

AGREED that the Estates Officer arrange for all trees on the boundary of the Burnmill Path, Lauder to be inspected by the Council tree surgeon and all those considered to be unsafe removed.

7. LAUDER WOODLAND /TREE PLANTING

With reference to paragraph 4 of the Minute of 19 June 2018, Councillor Meirs requested an update. The Estates Officer advised that at the meeting on site in August, the consensus had been to plant the tree where people liked to walk.

DECISION

AGREED that an update be provided by the Estates Officer at the next meeting.

8. **COMMON GOOD LAND**

The Estates Officer reported that work notification had been received that work would be undertaken by Scottish Power on the Common Good land beside the Lauder Primary School which would last 7 days.

DECISION NOTED.

The meeting concluded at 2.25 pm



SCOTTISH BORDERS COUNCIL PEEBLES COMMON GOOD FUND SUB-COMMITTEE

MINUTE of MEETING of the PEEBLES COMMON GOOD FUND SUB-COMMITTEE held in the Council Chamber, Rosetta Road, Peebles on 30 August 2017 at 5.00 p.m.

Present:- Councillors R. Tatler (Chairman), H. Anderson, S. Bell, K. Chapman

(From paragraph 2), S. Haslam, E. Small

Community Councillor L. Hayworth

In Attendance:- Solicitor (E. Moir), Pension and Investments Manager, Estates Surveyor

(A. Graham), Democratic Services Team Leader

Members of the Public:- 1.	

1. MINUTE

The Minutes of the Meeting of Peebles Common Good Fund Sub-Committee held on 9 May and 30 July 2018 had been circulated.

- 1.1 With reference to 4 of the Minute of 9 May 2018, the Capital Investments Manager advised that work on a single grant application form was continuing and she would check when a draft copy would be available to circulate to members.
- 1.2 With reference to recommendation 2(b) in the Minute of 30 July 2018, it was reported that a letter had been received from the Eastgate Theatre Board advising that they would not need to take up the option of a loan as they had now obtained sufficient match funding for their project and thanked the Sub-Committee for their assistance.

DECISION

- (a) AGREED to approve the Minutes.
- (b) NOTED:-
 - (i) the position regarding a single grant application form; and
 - (ii) that Council would be advised that the recommendation regrading a loan to the Eastgate Theatre would no longer be required.

2. MONITORING REPORT FOR 3 MONTHS TO 30 JUNE 2018

There had been circulated copies of a report by the Chief Financial Officer providing details of the income and expenditure for the Peebles Common Good Fund for the three months to 30 June 2018 and full year projected out-turn for 2018/19 and projected balance sheet values as at 31 March 2019. Appendix 1 to the report provided a projected Income and Expenditure position which currently showed a projected surplus of £24,111 for the year. Appendix 2 to the report contained a projected Balance Sheet to 31 March 2019 and projected a decrease in the reserves of £13,330. Appendix 3 to the report detailed the breakdown of the property portfolio showing projected rental income for 2018/19 and actual property expenditure to 30 June 2018. Appendix 4 to the report showed the value of the Kames Investment Fund to 30 June 2018. The Pension and Investments Manager commented on the presentation given by Kames the previous day which had indicated they were on track to achieve a 5% return for the year. Members discussed the conversion of part of their cash reserves to capital. Councillor Bell, seconded by Councillor Haslam, moved that a sum of £24k be converted to capital and invested in the Kames Investment Fund and this was unanimously agreed. Community Councillor Hayworth asked if a map

showing the location of all common good assets was available as he felt such a map would be helpful to the Sub-Committee. The Estates Surveyor undertook to report back at the next meeting if such a map existed or how much work it would require to produce.

DECISION AGREED:-

- (a) the projected Income and Expenditure for 2018/19, as detailed in Appendix 1 to the report;
- (b) to note the projected Balance Sheet value as at 31 March 2019, as detailed in Appendix 2 to the report;
- (c) to note the summary of the property portfolio, as detailed in Appendix 3 to the report;
- (d) to note the current position of the investment in the Kames Investment Fund, as detailed in Appendix 4 to the report; and
- (e) to convert £24k of excess revenue funding to capital for investment in the Kames Investment Fund.

3. VICTORIA PARK – APPLICATION BY PEEBLES LAWN TENNIS CLUB

There had been circulated copies of a report by the Service Director Assets and Infrastructure requesting permission to extend an existing tarmacadam path in Victoria Park to provide wheelchair access to their courts. The report explained that the courts were located some distance below the clubhouse on Springhill Road, and the current access was by way of two short, steep flights of steps making wheelchair access impossible. The proposal would enable wheelchair access to the rear courts by using the entrance to Victoria Park adjacent to the clubhouse and the existing tarmacadam path, which sloped gently down from Springhill Road to the courts. The existing lease would be varied to extend the tennis club's demise and allow a newly built short section of path across the grass to be incorporated in it. All costs associated with the building and future maintenance/repair of the path would be borne by the club. Members were happy to support the request but asked that the Estates Surveyor write to Mr. Mike Pearson, representing the Friends of Victoria Park advising them of the proposal.

DECISION

AGREED to approve the application by Peebles Lawn Tennis Club to extend the existing Tarmacadam path in Victoria Park subject to the following conditions:-

- (a) the cost of the path extension was paid for by the Tennis Club;
- (b) the path design and specification was to be approved by the local authority;
- (c) the existing lease of the Tennis Club was amended to include the future maintenance of the path to a standard approved by the local authority; and
- (d) that no costs or liability would be met by either the Peebles Common Good Fund or the local authority.

4. **URGENT BUSINESS**

Under Section 50B(4)(b) of the Local Government (Scotland) Act 1973, the Chairman was of the opinion that the items dealt with in the following paragraph should be considered at the meeting as a matter of urgency, in view of the need to keep Members informed and to make an early decision.

5. TREE SURVEY REPORT

The Chairman advised that a recent Tree Survey report included the felling of some trees which were located on Common Good land and it was suggested that the Sub-Committee should ask for further details before any work was carried out. Community Councillor Hayworth supported this proposal as four of the trees were located in the Victoria Park avenue so were likely to raise issues locally.

DECISION

AGREED that the Chairman raise this matter with Neighbourhood Area Manager.

The meeting concluded at 5.20 p.m.



SCOTTISH BORDERS COUNCIL PLANNING AND BUILDING STANDARDS COMMITTEE

MINUTE of Meeting of the PLANNING AND BUILDING STANDARDS COMMITTEE held in Council Headquarters, Newtown St Boswells TD6 0SA on Monday, 3 September 2018 at 10.00 a.m.

Present:- Councillors T. Miers (Chairman), S. Aitchison, J. A. Fullarton, S. Hamilton,

H. Laing, S. Mountford, C. Ramage, E. Small.

Apologies:- Councillor A. Anderson.

In Attendance:- Depute Chief Planning Officer, Lead Planning Officer (Environment and

Infrastructure), Principal Planning Officer, Senior Roads Planning Officer (Alan Scott), Solicitor (Emma Moir), Democratic Services Team Leader,

Democratic Services Officer (F. Henderson).

1. MINUTE

There had been circulated copies of the Minute of the Meetings held on 25 June 2018 and 16 July.

DECISION

APPROVED for signature by the Chairman.

DECLARATION OF INTEREST

Councillor Hamilton declared an interest in Application 17/01255/FUL in terms of Section 5 of the Councillors Code of Conduct and left the Chamber during the discussion.

2. APPLICATIONS

There had been circulated copies of reports by the Service Director Regulatory Services on applications for planning permission requiring consideration by the Committee.

DECISION

DEALT with the applications as detailed in Appendix I to this Minute.

3. LOCAL BIODIVERSITY ACTION PLAN

There had been circulated copies of a report by the Service Director Regulatory Services proposing approval of an updated Local Biodiversity Action Plan. The report explained that The Local Biodiversity Action Plan (LBAP) was originally approved by the Council in 2001, with further detail under the plan being provided by a series of Habitat Action Plans produced between 2003 and 2010. The LBAP formed one of the key elements of the Council's Biodiversity duty under the Nature Conservation (Scotland) Act 2004 which provided a framework of actions for the Council and its partners to further the conservation of biodiversity in Scottish Borders. The Scottish Biodiversity Strategy was originally published in 2004, and was updated in 2013 adopting an ecosystem approach. The Council's regional pilot land use framework, produced under the Land Use Strategy pilot (2013-2015) tested an ecosystem approach and was applied to the refresh of the LBAP. The LBAP was identified as

proposed Supplementary Guidance in the Local Development Plan. The LBAP informed the Council's Supplementary Guidance for biodiversity and Policy EP3 Local Biodiversity. The purpose of the updated LBAP was to protect and enhance biodiversity in Scottish Borders, taking into account changes in national policy and was set out in Appendix A to the report. It was proposed to submit the LBAP for a 12 week period of public consultation as supplementary guidance to enable stakeholders, communities and members of the public to give their views. The Members commended officers on their work and noted that the consultation would be highlighted at the forthcoming Area Partnership meetings. Members discussed the paper and highlighted the impact of plastic pollution.

DECISION

- (a) APPROVED the updated Supplementary Guidance set out in the Local Biodiversity Action Plan as a basis for public consultation.
- (b) NOTED the Environment Report as set out in Appendix B to the report.
- (c) AGREED that:-
 - (i) the paper may subsequently be adopted as Supplementary Guidance provided no substantive objections were received during the consultation period; and
 - (ii) in the event of substantive objections being received a further report be presented to the Planning & Building Standards Committee detailing the terms of those objections and setting out any amendments that were considered appropriate.

4. SELKIRK CONSERVATION AREA REGENERATION SCHEME (CARS)

The Lead Officer for Built Heritage and Design was present at the meeting and gave a presentation, which noted the successful completion of the Selkirk CARS (Conservation Area Regeneration Scheme). The works undertaken in Selkirk had completed in March 2018 following a 5 year project and the final report and evaluation would be submitted to Historic Environment Scotland by the end of September 2018. There had been 7 priority buildings totalling £1m of which £441k was grant funded and 49 general repairs grants totalling £528k. There had been extensive work carried out in the Market Place, which had been largely pedestrianised. The presentation also summarised the associated completed Selkirk Conservation Area Character Appraisal and Conservation Management Plan.

DECISION NOTED.

5. APPEALS AND REVIEWS

There had been circulated copies of a briefing note by the Chief Planning Officer on Appeals to the Scottish Ministers and Local Reviews.

DECISION NOTED that:-

- (a) Appeals had been received in respect of:-
 - (i) Erection of 2 No wind turbines 11.8m high to tip on Land South West of 6 Lamberton Holding, Lamberton 17/01348/FUL

- (ii) Work to trees on Land West of Glenkinnon Lodge, Peelburnfoot, Clovenfords 18/00621/TPO (subsequently withdrawn);
- (b) Scottish Ministers had upheld an appeal in respect of the construction of wind farm comprising 7 No turbines up to 14.9m high to tip, 5 No. turbines up to 130m high to tip and associated infrastructure on land South West of Lurgiescleuch (Pines Burn), Hawick 17/00010/FUL
- (c) there remained three appeals outstanding in respect of:-
 - Land South West of Easter Happrew Farmhouse, Peebles
 - Hutton Hall Barns, Hutton
 - Land North West of Gilston Farm, Heriot
- (d) Review Requests had been received in respect of:-
 - (i) Erection of dwellinghouse and associated access road, parking area and combined entrance/layby on land West of Langton Birches, Duns 18/00270/PPP;
 - (ii) Change of use from retail (Class 1) to mortgage shop (Class 2) and external re-decoration at 37 Bank Street, Galashiels 18/00764/FUL;
- (e) the decision of the Appointed Officer had been Overturned in respect of:-
 - (i) Change of use of agricultural buildings and alteration to form 12 No dwellinghouses at Agricultural Buildings, South East of Merlewood, Hutton Castle barns, Hutton 16/01371/FUL, subject to conditions, informatives and Section 75 Legal Agreement;
 - (ii) Part change of use of paddock to form new access and drive to dwellinghouse, erection of gates and summerhouse and formation of new parking area and tennis courts at Southbank and Paddock, South East of Southbank, Bowden, Melrose 17/01362/FUL, subject to conditions and informatives.
- (f) the decision of the Appointed Officer had been upheld in respect of:-
 - (i) Erection of dwellinghouse on Land South West of 1 Hill Terrace, Stow 17/01734/PPP;
 - (ii) Erection of dwellinghouse on land North West of Doonbyre, Smith's Road, Darnick 18/00287/FUL
- (g) there remained three Section 36 Public Local Inquiries Outstanding in respect of :-
 - Fallago Rig I, Longformacus
 - Fallago Rig 2, Longformacus
 - Birneyknowe Wind Farm, Land North, South, East and West of Birnieknowe Cottage, Hawick

The meeting concluded at 1.30 p.m.

<u>APPENDIX</u> I

APPLICATIONS FOR PLANNING PERMISSION

Reference Nature of Development

7 No turbines up to 132m high to tip, access tracks, control building and associated infrastructure

Land West of Whitslade (Barrel Law)

Selkirk

Decision: Refused contrary to Officer's recommendation for the following reason:-

The development conflicts with Policy ED9 of the Scottish Borders Local Development Plan 2016 and the Scottish Borders Council "Renewable Energy" Supplementary Guidance 2018 in that it would have unacceptable, significant and adverse impacts and effects, by virtue of

- Its vertical scale in relation to the scale of the receiving landscape
- Its prominent and dominant appearance in local, adjacent and wider landscapes
- Its poorly designed appearance from a range of vantage points due to overlapping and variation in heights viewed in relation to the underlying topography
- The intensification of adverse landscape and visual impacts due to cumulative visibility with Langhope Rig windfarm, including from the area around the former site of the William Ogilvie Cairn on the road to Roberton.
- The vertical scale of the turbines, combined with their elevated position in the landscape.
- The proximity and dominance of the turbines to residences and their environs, including Easter Alemoor.

NOTE

Mr Stephen Lucking on behalf of the Local Community spoke against the application. Mr Clark Crosbie , Head of Development, ABO Wind UK Ltd spoke in support of the application.

<u>VOTE</u>

Councillor Laing, seconded by Councillor Small moved that the application be approved as per the Officer recommendation.

Councillor Miers, seconded by Councillor Mountford, moved as an amendment that the application be refused on the grounds that the development conflicts with Policy ED9 of the Scottish Borders Local Development Plan 2016 and the Scottish Borders Council "Renewable Energy" Supplementary Guidance 2018 in that it would have unacceptable, significant and adverse impacts and effects.

On a show of hands Members voted as follows:-

Motion - 2 votes Amendment - 5 votes

The amendment was accordingly carried.

Reference 18/00309/LBC

Nature of Development

Demolition of Church and Church Hall

Location
St Aidans Church
and Church Hall,
Gala Park Galashiels

Decision: APPROVED subject to the following conditions and informatives:-

1. The development hereby permitted shall be begun before the expiry of three years from the date of this permission.

Reason: To comply with the provisions of section 16 of the Town and Country Planning (Listed Buildings and Conservation Areas)(Scotland) Act 1997, as amended.

2. The approved demolition is limited to the church and church hall buildings identified in red on both the approved site plan and elevation drawings, and does not include the demolition of boundary walls not identified in red on both plan and drawings, unless already consented for removal under 14/00751/LBC

Reason: To safeguard features of special architectural and historic interest

- 3. No demolition shall commence until a scheme for the disposal of the materials from the demolition, including stone, slate and glazing (including painted glass) and internal fabric and fittings (including but not limited to pews) has been submitted for the approval of the Planning Authority. The scheme shall include specifications for a quantity of stone to be retained for incorporation into the street frontage of the redevelopment of the site. The demolition shall only proceed in accordance with the approved scheme Reason: To safeguard features of special architectural and historic interest
- 4. No demolition shall commence until a scheme for the disposal of internal monuments/plaques/war memorials (including means of removal and off-site display) has been submitted for the approval of the Planning Authority. The demolition shall only proceed in accordance with the approved scheme Reason: To safeguard features of special architectural and historic interest
- 5. No demolition shall commence until the applicant has secured and implemented an approved Written Scheme of Investigation (method statement) outlining a Historic Building Photographic Survey. The requirements of this are:
 - The Written Scheme of Investigation shall be submitted to the Planning Authority for approval prior to commencement of the survey.
 - ii) Initial survey results shall be submitted to the Planning Authority for approval.
 - iii) The final results shall be submitted in the form of a Historic Building Photographic Survey Report within one month following completion of all on-site survey works
 - iv) The report, including any documentation, plans, elevations, sketches and photographs shall be submitted in a .pdf format. The digital photographic archive shall be included on a CD.
 - v) Once approved the archive and report shall also be reported to the National Record of the Historic Environment (NRHE) hosted by Historic Environment Scotland (HES) and the Planning Authority's Historic Environment Record (HER) within three months of on-site survey completion.

Reason: To preserve by record a building of architectural and historical interest.

6. No demolition shall be undertaken during the breeding bird season (March to September), unless in strict compliance with a Species Protection Plan for breeding birds, that shall be submitted to the Planning Authority for approval, prior to commencement of demolition. Reason: To limit the potential for adverse impacts on breeding birds

Informatives

- 1. It is the responsibility of the developers and their contractors to ensure that appropriate traffic management measures are in place for the public road during demolition. Liaison with the Council's road network officer is recommended.
- 2. In order to limit the effects of the demolition works on the amenity of neighbouring properties, the developers and their contractors should ensure that all works are carried out in accordance with BS5228.
- 3. In the event that bats are discovered following the commencement of works, works should stop immediately and the developer must contact SNH (tel: 01896-756652) for further guidance. Works can only recommence by following any guidance given by SNH. The developer and all contractors to be made aware of accepted standard procedures of working with bats at www.bats.org.uk. Further information and articles available at:

http://www.bats.org.uk/pages/bats_and_buildings.html http://www.bats.org.uk/pages/existing_buildings.html http://www.bats.org.uk/publications_download.php/1404/Bats_Trees.pdf

4. There is a separate requirement through section 7 of the Planning (Listed Buildings and Conservation Areas)(Scotland) Act 1997 (as amended) to allow Historic Environment Scotland the opportunity to carry out recording of the building. To avoid any unnecessary delay in the case of consent being granted, applicants are strongly encouraged to complete and return the Consent Application Referral Form found at https://www.historicenvironment.scot/about-us/what-we-do/survey-and-recording/threatened-buildings-survey-programme.

Note: Gavin Yuill, Agent spoke in support of the application.

Reference Nature of Development Location

18/00642/AMC Erection of dwellinghouse (approval of matters specified in conditions 15/00743/PPP)

Land West of Lamberton Lodge Lamberton

Decision: APPROVED subject to the following conditions and informative notes:

Conditions

- 1. The development hereby permitted shall not be carried out otherwise than in complete accordance with the plans and specifications approved by the Planning Authority.
 - Reason: To ensure that the development is carried out in accordance with the approved details.
- 2. Prior to the commencement of development, sample panels of the external materials hereby approved for use in the development (as shown on the approved plans) shall be prepared on site for the prior approval by the Planning Authority. The development shall be carried out wholly in accordance with the approved materials thereafter.

Reason: The materials to be used require further consideration to ensure a satisfactory form of development, which contributes appropriately to its setting.

- 3. Prior to the commencement of development, details of the material and finish of the doors and windows on the dwellinghouse hereby approved shall be submitted for the approval of the Planning Authority. Thereafter, the development shall be carried out wholly in accordance with the approved details. Reason: to provide satisfactory control over the appearance of the windows and doors on the dwellinghouse hereby approved, in the interests of visual amenity.
- The mezzanine window on the front (north) elevation shown on the drawing number 4. kw-158-GMC 103 hereby approved shall be glazed with obscure glass in accordance with a scheme of details (including precise details of the opaqueness of the proposed glazing) that shall first be submitted to, and agreed in writing by the Planning Authority in advance of the installation of the window. Upon installation the window shall be permanently fixed shut. Thereafter the window shall be so retained unless otherwise agreed in writing by the Planning Authority.
 - Reason: To safeguard the privacy of the occupiers of the adjoining property.
- 5. No development is to commence until a report has been submitted to and approved in writing by the Planning Authority that the public mains water supply is available and can be provided for the development. Prior to the occupation of the building(s), written confirmation shall be provided to the approval of the Planning Authority that the development has been connected to the public mains water supply. Reason: To ensure that the Development is adequately serviced with a sufficient supply of wholesome water and there are no unacceptable impacts upon the amenity of any neighbouring properties.
- 6. No water supply, other that the public mains shall be used to supply the Development without the written agreement of the Planning Authority. Reason: To ensure that the Development is adequately serviced with a sufficient supply of wholesome water and there are no unacceptable impacts upon the amenity of any neighbouring properties.
- 7. No development shall commence until details of boundary treatment have been submitted for the approval of the Planning Authority. Thereafter the development shall be carried out wholly in accordance with the approved details. Reason: to ensure the appropriate integration of the development hereby approved into the surrounding landscape, in the interests of visual amenity.
- No development shall commence until the applicant has provided evidence that 8. arrangements are in place to ensure that the private drainage system will be maintained in a serviceable condition Reason: To ensure that the development does not have a detrimental effect on amenity and public health.

Informatives

- 1. It should be borne in mind that only contractors first approved by the Council may work within the public road boundary.
- 2. The applicant is advised that conditions 2, 3, 4, 5 and 6 of planning consent 15/00743/PPP remain valid and should be satisfied in accordance with their respective requirements.
- 3. With regard to the obscure glazing required by condition 5, please note that the Planning Authority wishes the details required to demonstrate the adequacy of the opaqueness of the proposed glazing. Accordingly it is not details of the specific design or pattern that is required, but a measure of the proposed glazing's actual opaqueness. In order to be supported, this should be the maximum opaqueness within the supplier's range.

- 4. Private drainage systems often impact on amenity and cause other problems when no clear responsibility or access rights exist for maintaining the system in a working condition. Problems can also arise when new properties connect into an existing system and the rights and duties have not been set down in law. To discharge the Condition relating to the private drainage arrangements, the Applicant should produce documentary evidence that the maintenance duties on each dwelling served by the system have been clearly established by way of a binding legal agreement. Access rights should also be specified.
- 5. Stoves and Use of Solid Fuel These installations can cause smoke and odour complaints and any Building and Planning Consents for the installation do not indemnify the applicant in respect of Nuisance action. In the event of nuisance action being taken there is no guarantee that remedial work will be granted building/planning permission. Accordingly this advice can assist you to avoid future problems. The location of the flue should take into account other properties that may be downwind. The discharge point for the flue should be located as high as possible to allow for maximum dispersion of the flue gases. The flue should be terminated with a cap that encourages a high gas efflux velocity. The flue and appliance should be checked and serviced at regular intervals to ensure that they continue to operate efficiently and cleanly. The appliance should only burn fuel of a type and grade that is recommended by the manufacturer.

If you live in a Smoke Control Area you must only use an Exempt Appliance http://smokecontrol.defra.gov.uk/appliances.php?country=s and the fuel that is Approved for use in it http://smokecontrol.defra.gov.uk/fuels.php?country=s.

In wood burning stoves you should only burn dry, seasoned timber. Guidance is available at: http://www.forestry.gov.uk/pdf/eng-woodfuel-woodasfuelguide.pdf woodasfuelguide.pdf

Treated timber, waste wood, manufactured timber and laminates etc. should not be used as fuel. Paper and kindling can be used for lighting, but purpose made firelighters can cause fewer odour problems.

NOTE: Mrs Norma Willet and Mr James Pritchard spoke against the application. Mr Paul Craig, Applicant spoke in support of the application.



SCOTTISH BORDERS COUNCIL EXECUTIVE COMMITTEE

MINUTE of Meeting of the EXECUTIVE COMMITTEE held in the Council Chamber, Council Headquarters, Newtown St Boswells, TD6 0SA on Tuesday, 4 September, 2018 at 10.00 am

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Present:- Councillors S. Haslam (Chairman), C. Hamilton, E. Jardine, T. Miers,

S. Mountford, M. Rowley, R. Tatler and T. Weatherston.

Also present:- Councillors J. Greenwell, S. Hamilton, N. Richards and S. Scott.

Apologies:- Councillors S. Aitchison and G. Edgar.

Absent:- Councillor G. Turnbull.

In Attendance:- Executive Director (P. Barr), Service Director Customer and Communities,

Chief Executive - Live Borders, Democratic Services Team Leader,

Democratic Services Officer (F. Walling).

1. MINUTE

The Minute of the Meeting held on 21 August 2018 was considered.

DECISION

AGREED that the Minute be approved and signed by the Chairman.

2. OUR PLAN AND YOUR PART IN IT: SBC'S CORPORATE PERFORMANCE AND IMPROVEMENT REPORT (QUARTER 1 2018/19)

- 2.1 With reference to the revised Performance Management Framework (PMF), approved by Scottish Borders Council on 30 August 2018, there had been circulated copies of a report by the Chief Executive, being the first performance report in the revised format, set across the four themes within the Corporate Plan 2018-2023. The report presented a high level summary of Scottish Borders Council's performance during Quarter 1 2018/19, with details contained within Appendices 1 and 2 to the report. Reporting was also included on the progress of change and improvement projects across Scottish Borders Council, replacing what was the separate Corporate Transformation report. The new reporting basis was explained in addition to a summary of additions and changes to indicators. which would now distinguish between Performance Indicators, where SBC had a direct influence and Context Indicators where SBC had an indirect influence. New indicators covering Asset Transfers and Participation Requests had been added under 'Empowered Vibrant Communities'. Also, to reflect the significant investment made by the Council during 2018/19, an overview of the work and impact of Police Scotland's Community Action Team was provided both within the report and in Appendix 2. The performance of Live Borders, who had delivered sport and cultural services as part of an integrated trust since April 2016, was presented in Appendix 3 to the report for Quarters 3 and 4 of 2017/18.
- 2.2 With the aid of a presentation, the Policy, Performance and Planning Officer, Sarah Watters, summarised the successes and challenges outlined within the report. In the ensuing discussion, Members welcomed the new reporting format both in respect of the summary in graphics and the more detailed analysis behind each performance indicator. They noted that this was work in progress and recognised that the reports would become increasingly meaningful over future quarters as comparative figures became available. In response to a comment that it would also be useful to have an impression of performance

comparisons over a significant period of time Mrs Watters advised that this would be picked up in the annual report in June of next year. Attention would also be given to the presentation of illustrative graphics in a colour blind compliant format. In response to a question about response-time to customer on-line communications the Service Director advised that this was being addressed as part of the Digital Customer Access Programme by putting in place a proactive response and update arrangement to ensure that customer needs were met efficiently on the website. Members moved on to consider the performance information presented for Live Borders activities in Quarters 3 and 4 of 2017/18. Members felt the report was helpful and they welcomed the inclusion of case studies to give examples of the impact of Live Borders during the year. Commenting on the downturn in number of volunteers/coaches during 2017/18 Chief Executive, Ewan Jackson, explained that this tended to be cyclical with numbers increasing when there were global sporting events taking place. A volunteering policy and plans developed through the Active Schools Plan was being extended to include cultural activities and he was confident that there would be an upward trend in the long term.

DECISION NOTED:-

- (a) any changes to performance (and context) indicators outlined in Section 4 of this report;
- (b) that this was the first report in the refreshed format, aligned to the new Corporate Plan and revised Performance Management Framework;
- (c) that separate Transformation reporting would be discontinued, with reporting of Change and Improvement project progress now included within this quarterly Performance report;
- (d) the performance summarised in this report for SBC and Live Borders and detailed within Appendices 1, 2 and 3, and the action that was being taken within services to improve or maintain performance.
- 3. **OVERVIEW OF SBC'S COMPLAINTS ANNUAL PERFORMANCE REPORT 2017/18** With reference to paragraph 7 of the Minute of the Executive Committee held on 19 September 2017, there had been circulated copies of a report by the Service Director, Customer and Communities which presented a summary of Scottish Borders Council's Complaints Annual Performance Report 2017-18 contained in an Appendix to the report. It provided a summary of the eight performance indicators that the Scottish Public Services Ombudsman (SPSO) required all Local Authorities to report against each year. The report explained that during 2017/18, SBC received 927 complaints, of which 670 were defined as valid. This showed an increase of 19% from 2016/17 when 563 valid complaints were received. This equated to 5.8 complaints per 1000 Borders population which was less than local authorities similar to us (5.9 per 1000 population), and compared very favourably to the average across Scotland of 11.0 complaints per 1000 population received during 2017/18. The year 2017/18 again saw an increase in complaints being received online (411, compared to 336 in 2016/17) but there had also been an increase in invalid complaints (257 in 2017/18 vs 196 in 2016/17), which indicated that online guidance may continue to need further refinement or clarification. It was noted that, from 1 April 2017, following the introduction of the new national Social Work Model Complaint Handling Procedure, SBC Social Work complaints were logged and dealt with in the same way as complaints from other SBC services, and therefore were included in the complaints report. There were approximately 60 Social Work complaints which, in the prior year, had been managed under a separate process and had contributed to the increase in 2017/18. In relation to timescales set by the SPSO, Scottish Borders Council continued to perform well against the Scottish averages and similar Scottish Local Authorities in relation to the 8 SPSO performance indicators. In presenting the report the Service Director Customer and Communities explained that work was being

carried out to improve frontline (Stage One) responses and thereby reduce the number of complaints that were escalated to Stage Two. A refreshed Customer Strategy would be included in Customer Service training across the Council. In a discussion of the report Members noted the importance of differentiating between a complaint and report of an issue. Members were pleased to see the inclusion within the report of the numbers of compliments received by the Council for services provided over the year.

DECISION AGREED to:-

- (a) note the performance of handling complaints for the period 1 April 2017 to 31 March 2018;
- (b) endorse the identified improvement actions presented at Section 4.10 of this report and within the "Next Steps" of the Appendix;
- (c) approve the annual report at the Appendix, that will now be submitted to the SPSO and published on SBC's website.

4. NEW JEDBURGH INTERGENERATIONAL COMMUNITY CAMPUS

- There had been circulated copies of a report by the Service Director Assets and 4.1 Infrastructure seeking authorisation to enter into, on behalf of the Council, a contract in connection with the Design, Build, Finance and Maintain (DBFM) of Jedburgh Intergenerational Community Campus. As recorded in the private appendix of the Scottish Borders Council Minute of 27 June 2017, approval was given to commence the preparatory stages to deliver a new intergenerational community campus in Jedburgh. The Project Manager, Steven Renwick, advised that the project would be delivered with Hub South East Scotland Ltd and would be shared revenue funded between Scottish Borders Council and Scottish Government through its delivery agency, Scottish Futures Trust. During 2017 the statutory process to allow closure of the three schools in the town and the opening of the new campus was successfully completed and planning approval for the project was obtained on 8 January 2018. To maintain the overall programme commitment of an opening in March 2020, the Council entered into an enabling works contract in April 2018. On 5 June 2018, the scope of the enabling works was extended to include the construction of foundations and steelwork that would form part of the school building. Progress with this enabling works contract, managed using a Design and Build form of contract ("DBDA"), had been positive and in accordance with the agreed programme. The Council project team, with the support from external advisors, had concluded the preparatory work on the project and were ready to proceed to Financial Close early in October 2018. The Project Documents as listed in Appendix A to the report, which were not yet in final form and subject to further amendment, would be entered into on behalf of the Council. A guidance note, issued by Scottish Futures Trust in June 2015, that covered the principle of the structure of Design, Build, Finance and Maintain projects, was attached as Appendix B to the report.
- 4.2 In response to questions Mr Renwick gave further clarification about the funding issues outlined in the report. The Stage 2 submission, being the final commercial offer from Hub South East Scotland Ltd on 13 July 2018, was within the affordability cap set by Council on 27 June 2017. However, the construction inflation pressures that were seen during the Stage 2 market testing process meant that the only way of achieving this total had been by removing elements of the project that were able to be delivered by the Council directly, by using capital funding rather than revenue based funding. It was confirmed that all of the elements referred to did not trigger any capital contribution rules associated with revenue based funded projects. The report to Council on 27 June 2017 identified that Scottish Government would provide funding support in the form of revenue support covering 2/3rds of eligible project costs. This funding was fixed, with no allowance for further fluctuations in inflation. Mr Renwick explained that inflation had now placed a project pressure in the order of £1.5m for which the Scottish Government did not carry any risk. It was noted

within the report that officers had asked Scottish Futures Trust on behalf of the Scottish Government if they would be willing to recognise the change in Building Cost Information Service indices in relation to their funding. The reply unfortunately was that the funding was fixed in June 2017, based on the information to hand at that date and that no increase in Scottish Government funding would be made. Members noted that no elements of the project were at risk as a result of the financial pressure, the proposal was only to amend the way the Council's share was being funded and this should be made clear in a message to the communities involved. After further discussion Members agreed the report's recommendations which included delegation, to the Chief Legal Officer in consultation with the Chief Financial Officer, of approval of the final project documents listed in Appendix A to the report. There was also agreement with the Leader's proposal to write, on behalf of the Executive Committee, to the Deputy First Minister to ask that the Scottish Government accept its part in the risk of the project by paying its share of the increased cost brought about by inflation, highlighting Scottish Government's recent Empowering Schools Agreement with COSLA.

DECISION

- (a) NOTED:-
 - (i) the progress of the project to date; and
 - (ii) the continued undertaking of works under the Design and Build Development Agreement (DBDA) until Financial Close;
- (b) APPROVED:-
 - (i) the Council entering into the DBFM project, following consideration of the content of this report and the progress of the works under the DBDA:
 - (ii) the delegation of the negotiation, finalisation and approval of the final terms of the Project Documents (as defined in Appendix A to this report) to the Chief Legal Officer in consultation with the Chief Financial Officer;
 - (iii) the Chief Legal Officer's use of their delegated authority under section 21.3 of the Financial Regulations and under the Scheme of Delegation to execute, deliver and manage the performance of the Project Documents (as defined in Appendix A to this report), noting that the project was an approved project identified as a major procurement for the purposes of section 21.3 of the Financial Regulations; and
 - (iv) the subscription by the Council of £10 equity in DBFM Co and the investment by the Council of £310,541 (plus a 5% buffer) subordinated debt in DBFM Co;
- (c) AGREED to request that a certified copy be produced of an extract of the minute of the proceedings of this meeting as verification that approval had been granted.
- (d) AGREED that the Leader write, on behalf of the Executive Committee, to the Deputy First Minister requesting that the Scottish Government accept its part of the risk of the project and to fund its share of the increased cost brought about by inflation.

The meeting concluded at 11.25 am

SCOTTISH BORDERS COUNCIL GALASHIELS COMMON GOOD FUND SUB COMMITTEE

MINUTE of Meeting of the GALASHIELS COMMON GOOD FUND SUB COMMITTEE held in Committee Room 1, Council Headquarters, Newtown St Boswells. TD6 0SA on Wednesday, 12 September 2018 at 10.00 am

Present:- Councillors S. Aitchison (Chairman), A. Anderson, E. Jardine, H. Scott and

Community Councillor R. Kenney

In Attendance:- Pensions & Investment Manager, Community Services Managing Solicitor,

Estates Surveyor (A. Scott), Democratic Services Officer (F. Walling).

1. MINUTE

There had been circulated copies of the Minute of 10 May 2018.

DECISION

APPROVED the Minute for signing by the Chairman.

2. FINANCIAL MONITORING REPORT FOR 3 MONTHS TO 30 JUNE 2018

- 2.1 There had been circulated copies of a report by the Chief Financial Officer providing details of income and expenditure for three months to 30 June 2018, full year projected out-turn for 2018/19 and projected balance sheet values as at 31 March 2019. Pensions and Investment Manager, Kirsty Robb, highlighted the main points of the report and appendices. She drew attention to an error which affected certain figures in Appendices 1 and 2 of the papers circulated and provided Members with correctly amended replacement appendices. The projected income and expenditure position in the amended Appendix 1 showed a projected surplus of £2,247 for the year. Included were dividends from the Common Good Funds investment in Kames Capital Investment Fund amounting to £7,399. This dividend projection was significantly more than previous dividends earned by Newton. Dividends earned to date amounted to £2,179 which was in line with the overall 5% target and the monthly distribution profile projections provided by Kames. The projected Balance Sheet as at 31 March 2019, shown in the amended Appendix 2 to the report, indicated a projected decrease in the reserves of £33,945 due to the depreciation charge. The breakdown of the property portfolio was shown in Appendix 3.
- 2.2 The current position of the Kames Capital investment was shown in Appendix 4 to the report. 30 June 2018 represented the end of the first full quarter that Common Good and Trust funds had held investments with the Kames Capital plc Diversified Monthly Income Fund. Dividend receipts amounted to £2,179 for the quarter. This was in excess of the 5% target. Although dividends were profiled to reduce slightly over the coming months, they were still projected to meet the projected total of £7,399 for the year. The fund had a 0.59% unrealised loss in market value for the quarter, largely due to continued volatility in equity markets. Overall, however taking account of the income received the fund had achieved a return of 0.9% to date. Reference was made to the recent Trustees Seminar held at the Council, where further information was provided by Kames Capital and it was noted that this would be an annual event. Members discussed the financial report and Mrs Robb provided further details where requested. After careful consideration Members agreed to transfer an additional £10,000 from the sum of cash deposited with Scottish Borders Council, to the Kames Capital investment fund.

DECISION

- (a) NOTED within the appendices to the report:-
 - (i) the projected income and expenditure for 2018/19 in Appendix 1 (as amended);
 - (ii) the projected balance sheet value as at 31 March 2019 in Appendix 2 (as amended);
 - (iii) the summary of the property portfolio in Appendix 3; and
 - (iv) the current position of the Kames Capital investment in Appendix 4.
- (b) AGREED the projected income and expenditure budget for 2018/19 as shown in Appendix 1 (as amended).
- (c) AGREED to request that the Chief Financial Officer transfer a further £10,000 from the cash deposited with Scottish Borders Council to the Kames Capital plc investment fund.

NOTE: The Financial Monitoring Report to 30 June 2018, which accompanied the agenda on the SBC website, has been replaced with the amended version showing the corrected figures.

3. APPLICATION FOR FINANCIAL ASSISTANCE

The Chairman welcomed Mr Steven Turnbull to the meeting, who was in attendance to give further information about his application for financial assistance on behalf of Heads Together. Mr Turnbull, Chairman of Heads Together, explained that he helped to set up the charity eight years ago to help people with brain injuries from across the Scottish Borders. The application was for a contribution towards the cost of purchasing the rented premises where the charity was based, in Dovemount Place, Hawick, which was being put up for sale. A valuation of £65,000 had been received for the property and this sum was needed by the end of 2018. The charity did not wish to move from the current base, as it was feared this would have a significant impact on service users. Work had also been carried out at the premises including installation of a stair lift and a new heating system. Around 25 people made use of the Hawick facility, which was run by and for people with brain injuries and offered a workshop for arts and crafts, choir and speech therapy along with help and support. Also offered was affordable respite at an adapted static caravan sited at Berwick Upon Tweed, which was open for use to any disabled person. Mr Turnbull added that as the charity was until about three years ago based in Galashiels, a large number of service users attending the centre came from Galashiels. They were transported to Hawick by means of a fully adapted minibus which was purchased by the charity last year following a fund raising campaign. In response to guestions Mr Turnbull explained that the charity had already raised £12,000 towards the purchase of the property and that he was waiting for the outcome of an application for lottery funding. After discussion Members agreed to defer consideration of the application to the next meeting, when the outcome of applications to other funding sources should be known.

DECISION

AGREED to defer to the next meeting consideration of the application for financial assistance from Heads Together, by which time the outcome of other grant applications should be known.

The meeting concluded at 10.40 am

SCOTTISH BORDERS COUNCIL SELKIRK COMMON GOOD FUND SUB COMMITTEE

MINUTE of Meeting of the SELKIRK COMMON GOOD FUND SUB COMMITTEE held in Committee Room 1, Council Headquarters, Newtown St Boswells. TD6 0SA on Wednesday, 12 September 2018 at 2.00 pm

Present:- Councillors G. Edgar (Chairman), E. Thornton-Nicol and Community

Councillor T Combe.

Apologies:- Councillor C. Penman.

In Attendance:- Pensions & Investment Manager, Solicitor (J. Webster), Estates Surveyor

(A. Scott), Democratic Services Officer (F. Walling).

One member of public.

1. MINUTE

There had been circulated copies of the Minute of 13 June 2018.

DECISION

APPROVED the Minute for signature by the Chairman.

2. FINANCIAL MONITORING REPORT FOR 3 MONTHS TO 30 JUNE 2018

There had been circulated copies of a report by the Chief Financial Officer providing the details of income and expenditure for the Selkirk Common Good Fund for the three months to 30 June 2018, a full year projected out-turn for 2018/19 and projected balance sheet values as at 31 March 2019. Pensions and Investment Manager, Kirsty Robb, highlighted the main points of the report and appendices. Appendix I to the report provided the projected income and expenditure position, which showed a projected surplus of £34,333 for the year. The projected outturn position showed an amount of £133 relating to interest receivable on cash held by SBC. Also included were dividends from the Common Good Funds investment in Kames Capital amounting to £11,568. This dividend projection was significantly more than previous dividends earned by Newton. Dividends earned to date amounted to £3,421 which was in line with the overall 5% target and the monthly distribution profile projections provided by Kames. Appendix 2 provided a projected Balance Sheet value as at 31 March 2019. It showed a projected decrease in reserves of £33,625. A breakdown of the property portfolio and details of the projected annual rental income by individual property and actual property expenditure to 30 June 2018 was show in Appendix 3 to the report. Mrs Robb explained that, during the budget setting process for 2018/19, an element for Smedheugh rental of £5,200 had been missed. This had now been included in the projections. The current position of the Kames Capital Investment Fund was shown in Appendix 4 to the report. 30 June 2018 represented the end of the first full quarter that Common Good and Trust funds had held investments with the fund. Dividend receipts amounted to £3,421 for the quarter. This was in excess of the 5% target. Although dividends were profiled to reduce slightly over the coming months, they were still projected to meet the projected total of £11,568 for the year. The fund had a 0.59% unrealised loss in market value for the quarter, largely due to continued volatility in equity markets. Overall, however taking account of the income received the fund had achieved a return of 0.9% to date. Members discussed the report and received answers to their questions from Mrs Robb. The Chairman also gave member of the public, Dr Neil, the opportunity to ask questions about the accounts. Members referred to the recent Trustees Seminar at which Kames Capital plc provided Page 45

information to Members of Common Good Committees and Community Council representatives. Noting the amount of cash Selkirk Common Good Fund had deposited with Scottish Borders Council Members agreed to transfer a further £75,000 to the Kames Capital Investment Fund.

DECISION

- (a) AGREED the projected income and expenditure for 2018/19 as shown in Appendix 1 to the report as the revised budget for 2018/19.
- (b) NOTED within the appendices to the report:-
 - (i) the projected balance sheet value as at 31 March 2019 in Appendix 2;
 - (ii) the summary of the property portfolio in Appendix 3; and
 - (iii) the current position of the Kames Capital investment Fund in Appendix 4.
- (c) AGREED to request that the Chief Financial Officer transfer a further £75,000 from the cash deposited with Scottish Borders Council to the Kames Capital plc investment fund.

PROPERTY

Estates Surveyor Annabelle Scott gave a verbal update on property matters. With reference to the Minute of 13 June 2018, she advised that the lantern attached to the front door of the Court Room on the Selkirk Town Hall had been disconnected and was in the process of being refurbished and quotes had been obtained for painting the railings outside the Victoria Hall. Ms Scott was in the process of visiting the farms owned by Selkirk Common Good with a view to familiarising herself with the properties and setting up a programme of maintenance.

DECISION

AGREED that a 5 year programme of maintenance be set up for the farm properties owned by Selkirk Common Good Fund.

DECLARATION OF INTEREST

Community Councillor Tom Combe declared an interest in the following item of business. He did not take part in the discussion about the application but provided further information in response to a question from the Chairman.

4. APPLICATION FOR FINANCIAL ASSISTANCE

There had been circulated copies of an application for financial assistance on behalf of Scott's Selkirk. The applicant explained that it was 6 years since Scott's Selkirk had updated its original traditional market stalls to the current pop-up gazebos. These had been a great success and used regularly, not only by Scott's Selkirk, but by many other groups and for a variety of events. Originally there were 20 3m x 3m gazebos purchased along with 4 larger ones. In recent months they had also been used on a monthly basis for the very successful Selkirk Farmers Market. However the October Farmers Market would fall on the same day as this year's Scott's Selkirk, which would add to the occasion but would put pressure on the supply of gazebos. Given the huge success of the market the application to the Common Good Fund was to enable the purchase of 16 new 3m x 3m gazebos. This would allow an upgrade of the equipment used in the Market Place each month and give enough for use at Scott's Selkirk. The October event would also mark the completion of the streetscape works in Selkirk and Scott's Selkirk would like to celebrate this event in style. The quote of £7,919.68 obtained was from the same supplier as the original gazebos. The same supplier was favoured to enable equipment to be

interchangeable and it was emphasised that the gazebos needed to be of a heavy duty type.

DECISION

AGREED to grant £7,919.68 to Scott's Selkirk for the purchase of 16 new gazebos.

5. **PRIVATE BUSINESS**

DECISION

AGREED under Section 50A(4) of the Local Government (Scotland) Act 1973 to exclude the public from the meeting during consideration of the business detailed in the Appendix to this Minute on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 6 of Part I of Schedule 7A to the Act.

SUMMARY OF PRIVATE BUSINESS

6. **MINUTE**

The private section of the Minute of 13 June 2018 was approved.

7. SELKIRK HILL - WATER STORAGE FACILITY

With reference to paragraph 3 of the Minute of 13 June 2018, the Estates Surveyor gave a verbal update.

The meeting concluded at 2.55 pm



SCOTTISH BORDERS COUNCIL JEDBURGH COMMON GOOD SUB-COMMITTEE

MINUTES of Meeting of the JEDBURGH COMMON GOOD SUB-COMMITTEE held in Board Room, Jedburgh Grammar School, Jedburgh on Wednesday, 12th September, 2018 at 4.30 pm

Present:- Councillors J. Brown, S. Hamilton, S. Scott.

Apologies:- Community Councillor R. Stewart

In Attendance:- Pension and Investment Manager, Solicitor

(Karen Scrymgeour), Democratic Services Officer (F. Henderson).

Members of the Public:- 1

1.0 MINUTE

1.1 There had been circulated copies of Minutes of the Jedburgh Common Good Fund Sub-Committee held on 6 June 2018.

DECISION

NOTED the Minutes.

2.0 MONITORING REPORT FOR 3 MONTHS 30 JUNE 2018

2.1 There had been circulated copies of a report by the Chief Financial Officer which provided the income and expenditure for the Jedburgh Common Good Fund for three months to 30 June 2018, a full year projected out-turn 2018/19 and projected balance sheet values as at 31 March 2019. Appendix 1 provided the projected income and expenditure for 2018/19 which showed a projected surplus of £24,154 for the year. Appendix 2 provided projected Balance Sheet value at 31 March 2019 and showed a projected decrease in the reserves of £12,554. Appendix 3 provided a breakdown of the property portfolio showing projected depreciation charges and actual property expenditure to 30 June 2018. Appendix 4 detailed the value of the Kames Capital Investment Fund to 30 June 2018. The Capital and Investments Manager advised that Kames Capital Investment was on track to meet the 5% return.

DECISION

- (a) AGREED the projected income and expenditure for 2018/19 in Appendix 1 to the report.
- (b) NOTED:-
 - (i) the projected balance sheet value as at 31 March 2019 in Appendix 2 to the report;
 - (ii) the summary of the property portfolio in Appendix 3 to the report;
 - (iii) the current position of the investment in the Kames Capital Investment Fund contained in Appendix 4 to the report;

3.0 APPLICATION FOR FINANCIAL ASSISTANCE

3.1 **Jethart Callant's Festival**

There had been circulated copies of an application for Financial Assistance from the Jethart Callant's Festival for the grant of £5,000 towards the costs of the 2018. The application, which was submitted on an annual basis, advised that the festival covered a 3 week period of horse rideouts, ceremonial events and public entertainment for all ages – dances, family days, swimming gala, bike run etc. It was acknowledged that the Festival brought the townspeople together and generated considerable income for the town trades while attracting visitors to the town. Following considerable discussion around the lack of fund raising for the event year on year and loss being made on the Ball, it was agreed to grant the Jethart Callant's Festival £4,500. However it was to be stipulated in the letter to the Festival Committee that should they return to the Common Good Fund for funding in the future they should be able to demonstrate that they had used their best endeavours to increase their own fund raising. The Common Good should be considered as a last resort, when funding could not be secured from others sources.

DECISION AGREED:-

- (a) to award a grant of £4,500 to the Jethart Callant's Festival for 2018.
- (b) that it be stipulated in the letter to the Festival Committee that should they return to the Common Good Fund for funding in the future they should be able to demonstrate that they had used their best endeavours to increase their own fund raising. The Common Good should be considered as a last resort, when funding could not be secured from others sources.

3.2 **Jedburgh Horticultural Society**

There had been circulated copies of an Application for Financial Assistance from the United Roxburghshire and Jedburgh Horticultural Society towards the cost of creating floral displays throughout the Town in the sum of £3,000, which was match funded by the local business community, Jedburgh Rotary Club, The Jed Eye and various local organisations. The application explained that the Society aimed to promote horticultural excellence and encouraged the growing of fine examples of fruit, vegetables and flowers through friendly competition. The Society nurtured the gardeners of the future by donating small potted plants to the Primary Schools each year, which are grown on by the children and entered into the Annual Show. The Society also raised funds and organised the annual Jedburgh Flower Show which incorporated flowers, vegetables, handicrafts and school exhibits and involved the whole community by encouraging people of all ages to take part. The application went on to advise that since 2015, the Society had organised and maintained 80 hanging baskets and numerous flower tubs in the town centre, which was a great success and they aimed to continue and provide many more baskets on the Ramparts, Fountain and around the Town Hall in coming years.

DECISION

AGREED to award a grant of £3,000 to the United Roxburghshire and Jedburgh Horticultural Society from financial year 2018/2019.

The meeting closed at 5.00 p.m.

SCOTTISH BORDERS COUNCIL KELSO COMMON GOOD FUND SUB-COMMITTEE

MINUTE of MEETING of the KELSO COMMON GOOD FUND SUB-COMMITTEE held in the Board Room, Jedburgh Grammar, Jedburgh on Wednesday, 12 September 2018 at 5.30 p.m.

Present:- Councillors T. Weatherston (Chairman), S. Mountford, E. Robson, Community

Councillor D. Weatherston.

In Attendance:- Capital and Investments Manager, Solicitor (Karen Scrymgeour), Democratic

Services Officer (F. Henderson).

Members of the Public:- 1

1. MINUTE

There had been circulated copies of the Minute of the Kelso Common Good Fund Sub-Committee held on 6 June 2018.

DECISION

AGREED to note the Minutes for signature by the Chairman.

2. MONITORING REPORT FOR 3 MONTHS TO 30 JUNE 2018

There had been circulated copies of a report by the Chief Financial Officer which provided the income and expenditure for the Kelso Common Good Fund for three months to 30 June 2018, a full year projected out-turn for 2018/19 and projected balance sheet values as at 31 March 2019. Appendix I provided the projected income and expenditure position which showed a projected surplus of £5,565 for the year. Appendix 2 provided the projected balance sheet value to 31 March 2019 and projected a decrease in reserves of £36,935. Appendix 3 provided a breakdown of the property portfolio showing projected rental income for 2018/19 and actual property expenditure to 30 June 2018. Appendix 4 showed the value of the Kames Capital Investment Fund to 30 June 2018. The Capital and Investments Manager advised that Kames Capital Investment was on track to meet the 5% return. It was further explained that the projected closing balance as at 31 March 2019 amounted to £45,542 and in view of the low demand for funding applications in the past, it was proposed that a proportion of this amount be invested in Kames Capital Investment. Following consideration, the Sub-Committee agreed to invest £20,000 from the projected closing balance in Kames Capital Investment.

DECISION

(a) AGREED:-

- (i) the projected income and expenditure for 2018/19 as shown in Appendix 1 to the report; and
- (ii) that £20,000 from the projected closing balance be invested in the Kames Capital Investment Fund.

(b) NOTED:-

(i) the projected balance sheet value as at 31 March 2019 as detailed in Appendix 2 of the report;

- (ii) the summary of the property portfolio in Appendix 3 of the report; and
- (iii) the current position of the Kames Capital PLC investment Fund contained in Appendix 4 of the report.

3. APPLICATION FOR FINANCIAL ASSISTANCE Ex-Kelso Laddies Club

There had been circulated copies of an application for Financial Assistance from the Ex-Kelso Laddies Club. The application explained that the Ex-Laddies Club existed to support the Kelso Laddie and Kelso Civic Week and to contribute to the culture and heritage of Kelso and the surrounding area. Events were held to raise funds which were distributed to a wide range of local community groups, with Members offering their expertise and manpower to various local organisations within the town. The application was in the sum of £2,000 towards marking the 150th anniversary of the birth at Holefield of Border Poet Will H Ogilvie by landscaping a small area of ground overlooking Holefield farmhouse and erecting a memorial stone and information boards enclosed by a feature wall. This memorial would be incorporated as a stop for the cavalcade on the Yetholm ride during the Annual Civic Week. The Chairman gave a brief outline of the proposal.

DECISION

AGREED to support the application for financial assistance from the Ex-Kelso Laddies Club in the sum of £2,000 towards the 150th anniversary of the birth at Holefield of the Border Poet Will Ogilvie.

The meeting closed at 5.45 p.m.