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EXTERNAL SERVICES/PROVIDERS MONITORING GROUP TUESDAY, 20 SEPTEMBER 2022

A MEETING of the EXTERNAL SERVICES/PROVIDERS MONITORING GROUP will be held VIA MICROSOFT TEAMS on TUESDAY, 20 SEPTEMBER 2022 at 2.00 pm

All attendees, including members of the public, should note that the public business in this meeting will be livestreamed and video recorded and that recording will be available thereafter for public view for 180 days.

J. J. WILKINSON,
Clerk to the Council,

14 September 2022

BUSINESS		
1.	Apologies for Absence	
2.	Order of Business	
3.	Declarations of Interest	
4.	Minute (Pages 3 - 6) Consider Minute of the Meeting held on 21 June 2022 for approval and signature by the Chair. (Copy attached.)	2 mins
5.	CGI Contract Performance (Pages 7 - 12) Consider report by Director Strategic Commissioning and Partnerships. (Copy attached.)	20 mins
6.	SBc Contracts Trading Operation Report 2022-23 (Pages 13 - 20) Consider report by Chief Officer Roads. (Copy attached.)	20 mins
7.	Any Other Items Previously Circulated	
8.	Any Other Items which the Chairman Decides are Urgent	
9.	Private Business Before proceeding with the private business, the following motion should be approved:- "That under Section 50A(4) of the Local Government (Scotland) Act 1973 the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the relevant paragraphs of Part 1 of Schedule 7A to the	

	aforementioned Act.”	
10.	Minute (Pages 21 - 22) Consider Private Section of the Minute of the Meeting held on 21 June 2022 for approval and signature by the Chairman. (Copy attached.)	2 mins
11.	CGI Contract Performance (Pages 23 - 26) Consider report by Director Strategic Commissioning and Partnerships. (Copy attached.)	10 mins
12.	SBc Contracts Trading Operation to 30 June 2022 (Pages 27 - 42) Consider report by Chief Officer Roads. (Copy attached.)	10 mins

NOTES

1. **Timings given above are only indicative and not intended to inhibit Members' discussions.**
2. **Members are reminded that, if they have a pecuniary or non-pecuniary interest in any item of business coming before the meeting, that interest should be declared prior to commencement of discussion on that item. Such declaration will be recorded in the Minute of the meeting.**

Membership of Committee:- Councillors M. Rowley (Chair), P. Brown, M. Douglas, J. Greenwell, S. Hamilton, E. Jardine, E. Thornton-Nicol and T. Weatherston

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**SCOTTISH BORDERS COUNCIL
MAJOR CONTRACTS GOVERNANCE GROUP**

MINUTES of Meeting of the MAJOR
CONTRACTS GOVERNANCE GROUP held
via MS Teams on Tuesday, 21 June 2022 at
2.00 pm

Present:- Councillors M. Rowley (Chairman), M. Douglas, S. Hamilton, E. Jardine and
E. Thornton-Nicol.
Apologies:- Councillor P. Brown
In Attendance:- Director, Finance and Corporate Governance, Director Strategic
Commissioning and Partnership, Infrastructure Manager, Chief Officer
Roads, Commercial Manager, Works Manager, S. Foxlee, S. Halder, J.
Wordsworth-Goodram, and J. Wright (CGI), Democratic Services Officer (D.
Hall).

1. ORDER OF BUSINESS

The Chairman varied the order of business as shown on the agenda and the Minute reflects the order in which the items were considered at the meeting.

2. MINUTE

There had been circulated copies of the Minute of the Meeting held on 1 March 2022.

DECISION

AGREED to approve the Minute for signature by the Chairman.

3. CGI PERFORMANCE REVIEW

3.1 There had been circulated copies of the report by Director Strategic Commissioning and Partnerships that presented key information with respect to the CGI contract for the first two quarters of 2022. It provided Elected Members with key information on the governance of the contract, updated information on the transformation programme being delivered with CGI, key performance information with respect to the service delivery of the contract and a note of key issues associated with contract management, which included change requests signed in the quarter. The Director explained that regarding the Transformation Roadmap referred to in the report, 3 key programmes of change were being considered, namely Enterprise Mobility, Process Simplification and Automation, and Enterprise Information. 8 transformation projects had been completed by the end of quarter 4 of 2021. During quarter 1 and 2 of 2022 7 projects had been completed. One project had been cancelled, which resulted in 14 projects still outstanding. With regards to Key Performance Indicators (KPI), there were 3 red KPI targets over quarter 1, each related to customer satisfaction levels. The Director highlighted that a P1 incident had occurred following the end of quarter 2, which had subsequently been resolved. Further information would be brought to the next meeting.

3.2 The Chair welcomed Mr Wordsworth-Goodram from CGI to the meeting. Mr Wordsworth-Goodram advised that a strong governance portfolio remained in place, with collective joint responsibility shared between CGI and SBC. The key control boards had taken place and had met regularly to progress key activities. A number of sessions had taken place on digital sustainability, which had been widely received by SBC employees. Further work was ongoing to assess how the experience gained from work that CGI was carrying out with other Local Authorities could benefit SBC. With regards to the transformation programme, work was aligned with SBC's corporate plan. The Totalmobile

project had been successfully implemented in SBCares, and work was ongoing to identify and accelerate the Social Work Pathfinder paper to come forward with a paper in August to Council. That paper delivered across key priorities including Enterprise Mobility, Process Simplification and Automation and Enterprise Information. Mr Wordsworth-Goodram highlighted the current position with regards to various projects via the Transformation Project Overview explaining that a number of projects were with SBC colleagues either seeking approval or clarification. In response to a question from the Chairman regarding the alignment of the transformation programme to the new Council Plan, Mr Wordsworth-Goodram explained that the plan was for CGI and SBC to collectively deliver. The Director, Strategic Commissioning and Partnerships explained that the plan was aligned to the new Council Plan, and we would ensure that in terms of presentations future information would reflect progress against the new plan. In response to a question regarding any areas of concern on the Transformation Project Overview, Mr Wordsworth-Goodram explained that he had no concerns to raise, with work ongoing in partnership with SBC to carry out the appropriate impact assessments and approvals. An overview of Transformation Projects was provided, with a number of projects marked as completed, including Inspire Learning Business Intelligence and Bulk Print. Digital Customer Access was nearing completion, final components of which had been handed to SBC for testing and approval. The Smart Routing and Weighbridge projects had been subject to delay due to global supply chain issues, with work ongoing to try and resolve the difficulties. Inspire Care Phase 1, which provided iPads into Care Homes was completed, whilst work on additional elements to ensure full service provision was ongoing. Mr Goodram-Worsworth explained that MacBooks had been marked as Red due to an overheating problem impacting upon the end users ability to use the product effectively. A short-term solution had been provided, with a long-term solution expected imminently in conjunction with Apple specialists, and the expectation was that the issue would move to completed relatively quickly.

3.3 In response to Councillor Thornton-Nicol expressing concerns regarding Bulk Print being marked as “complete” when it had been moved to form part of another project, Mr Wordsworth-Goodram undertook to investigate with his team and report back. Regarding the duration of time that procurement of iPhones for Children and Family Social Work had taken, Mr Wordsworth-Goodram acknowledged that the process had taken too long and explained that an initiative was planned to create a service catalogue to ensure that procurement was carried out in a timelier manner. Councillor Thornton-Nicol raised the “happy signals” pilot programme, and expressed concern that service delivery had not reached satisfactory levels. Mr Wordsworth-Goodram agreed that work was needed to ensure that levels of service improved, and that feedback was needed to learn what improvements were needed. The Director explained that with regard to the delivery of iPhones to Social Work, the phones had been delivered but work was still required to ensure that the correct tools and applications were installed and available for use on to the devices. In response to the Chairman raising his concerns that the commentary included within the presentation could be more insightful, including timescales and the detailing of issues faced, Mr Wordsworth-Goodram undertook to provide more meaningful and detailed commentary with future presentations.

3.4 Mr Wordsworth-Goodram provided an overview of Service Delivery, explaining that Service Performance continued to be very good, with the Service Desk meeting all KPI targets in May. Public Services Network Re-accreditation had been secured, and feedback from the Happy Signals pilot would be assessed to ascertain where improvements needed to be made. Disaster recovery testing was ongoing, Enterprise Mobility rollout in Social Care had been completed, with support now managed by the Service Desk. Staff at the Contact Centre in Galashiels had experienced Lync calls dropping, and a global toner shortage had resulted in difficulties fulfilling replacement orders. In response to a question from the Chairman regarding the usage of the Lync system, Mr Simon Foxlee of CGI explained that currently a hybrid solution was in place, with a proposal to replace Lync with Teams. Miss Shabby Halder of CGI explained that the call dropping issued experienced by staff was faced exclusively by the out of hours

emergency team, and that a team of specialists was assessing the entire network to ascertain the underlying cause of the problem. The Director, Finance and Corporate Governance undertook to provide a briefing paper to the Committee on the Lync Migration project due to the complexity and difficulties inherent to the project. In response to Councillor Thornton-Nicol raising concerns regarding issues with Pulsant not listed as an area of concern, Mr Wordsworth-Goodram undertook to investigate and provide a briefing note for the Committee. Mr Wordsworth-Goodram provided overview of the Success Factors, Quality Levels and Continuous Service Improvement in relation to Service Management.

3.5 Mr Wordsworth-Goodram provided an overview of some BAU change activity, highlighting that various projects and their estimated completion dates. In response to a question regarding pay parking, the Director, Finance and Corporate Governance explained that the change to the 3Sixty application would affect all Council owned parking, and would be an upgrade rather than a replacement.

3.6 With regard to recruitment and staffing levels on the SBC contract, the newly built building at Tweedbank was expected to be finished in July, with the building to be occupied shortly after. CGI had 67 employees in the Scottish Borders, with 5 university graduates, 3 high school graduate apprentices, 4 project delivery roles, 23 service desk members and 10 test automation engineers listed as planned recruitment. In response to a question from the Chairman, Mr Wordsworth-Goodram explained that whilst CGI was actively recruiting staff to work at the Centre in Tweedbank, the employee may not work directly on the SBC contract. The Director, Strategic Commissioning and Partnerships explained that the target number of employees for CGI within the Scottish Borders was 150, with a "stretch" target of 250, and undertook to provide further context and information within the slide presentation detailing the number of employees engaged within the Scottish Borders, whether or not they were working directly on the SBC contract, to provide the Committee with oversight and a deeper sense of emerging trends.

DECISION

AGREED: -

- (a) to note the update;**
- (b) that briefing notes would be provided to the Committee on issues raised at the meeting including:**
 - (i) Lync migration and calls dropping at the Galashiels Contact centre;**
 - (ii) Pulsant connection losses;**
 - (iii) the Bulk Print project completion status; and**
 - (iv) delays in the Procurement of IT equipment for Social Work;**
- (c) that more detailed information and context would be included in the slide deck concerning:**
 - (i) job creation and recruitment by CGI in the Scottish Borders at future meetings;**
 - (ii) timescales highlighted in Transformation project overview slides; and**
 - (iii) more detailed narrative including current Issues highlighted in the narrative on Transformation project overview slides.**

4. SBC CONTRACTS TRADING OPERATION REPORT 21-22

- 4.1 There had been circulated copies of the report by Chief Officer Roads that provided a summary on the performance of SBc Contracts for the financial year 21-22 and went on to indicate how the early months of 22-23 were performing. The report was considered in public prior to a further second, private paper that considered sensitive commercial trading activity that SBc Contracts undertook. The Chief Officer Roads gave an overview of the Scheme of Administration of the Major Contracts Governance Group.
- 4.2 The Chief Officer Roads, Mr Jason Hedley, gave an overview of the report and highlighted that the pressures faced across the economy was also impacting upon the delivery of his team. Mr Hedley explained that despite this the start of the year had been positive, and that the team remained confident of reaching their targets. With regard to management matters, Mr Hedley explained that whilst recruitment and retention continued to be a challenge, most appointments made had been internal applicants or promoted posts, and highlighted the recruitment of a graduate quantity surveyor and fully qualified quantity surveyor as a major positive.
- 4.3 In response to a question regarding the level of investment in new technology and scientific ways of working, Mr Hedley explained that his team constantly sought innovative ways of working across all aspects of working, including using new technology where possible. In particular, new ways of carrying out road maintenance, fleet innovations and limiting the carbon footprint of works were areas that Mr Hedley's team were eager and active in trying to implement into working practises. In response to a question regarding the number of posts that had been backfilled or internally promoted, Mr Hedley undertook to provide detailed figures regarding recruitment and retention of staff, including the number of posts that had been filled internally over the last 12 months. Regarding the diversity of the work force, Mr Hedley explained that his team was keen to recruit people from a diverse range of backgrounds, and encouraged any person with an interest to contact his team for more information. Councillor Thornton-Nicol emphasised that Mr Hedley's team should be congratulated for their recruitment of a female front-line worker.

DECISION

AGREED to note the report.

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 Paragraphs 8 and 9 of Part I of Schedule 7A to the Act.

6. SBC CONTRACTS TRADING OPERATION TO 31 MARCH 2022

Members considered the report by Chief Officer Roads.

7. MINUTE

Members approved the Private Section of the Minute of the Meeting held on 1 March 2022.

8. CGI CONTRACT PERFORMANCE

Members considered the report by Director Strategic Commissioning and Partnerships.

The meeting concluded at 4.30 pm

CGI CONTRACT PERFORMANCE

Report by Director – Strategic Commissioning & Partnerships

EXTERNAL SERVICES/PROVIDERS MONITORING GROUP

20 September 2022

1 PURPOSE AND SUMMARY

1.1 This report presents key information with respect to the CGI contract for the first two quarters of 2022 and key updates on performance to date, recognising quarter 3 has not concluded. It provides Elected Members with key information on the governance of the contract, updated information on the transformation programme being delivered with CGI including the recently approved Social Work Pathfinder transformation programme, key performance information with respect to the service delivery of the contract and a note of key issues associated with contract management, including change requests signed in the quarter and Impact Assessment status. This report is designed to be read in conjunction with the appended slide presentation, which provides further detailed information on each of the aforementioned areas.

2 RECOMMENDATIONS

- 2.1 It is recommended that the External Services/Providers Monitoring Group**
- a) Reviews this report and the associated slide deck and seeks clarification from Officers or CGI Representatives on any of the issues identified; and**
 - b) Having done so, determine whether they are satisfied with the information provided detailing the performance of the CGI over Quarter 1,2 and updates since Q2 noting Q3 has not concluded in 2022.**
 - c) Approve the amended format of the report in line with recommendations from Members at the previous Committee meeting.**
 - d) Note the monitoring of the Social Work Pathfinder overview is remitted to the External Services/Providers Monitoring Group. (ESPMG).**

3 BACKGROUND

- 3.1 The contract to outsource the former Council IT service was signed between CGI and SBC in 2016. Service commenced in October 2016 and the Contract was subsequently amended and extended in 2020 following a series of member briefings and two reports to Council. A new programme of IT transformation work was agreed between the parties as part of this contract extension.
- 3.2 This report presents information with respect to the performance of the revised CGI contract over the first and second quarter of recognising quarter 3 has not concluded for 2022. As previously requested the slide deck includes a list of abbreviations and a glossary of IT terms to aid member scrutiny.
- 3.3 The slide deck in appendix 1 is divided in 4 main sections covering a) governance, b) progress with the transformation programme being delivered with CGI, c) key performance information with respect to service delivery and d) issues associated with Contract Management.

4 MAIN REPORT

4.1 Governance

The paper reports on actions from previous meetings of the Major Contracts Governance Group (MCGG) (now External Services/Providers Monitoring Group (ESPMG)) and status of the recommendations. The governance arrangements associated with the Contract are set out in the paper. Meetings of the various groups that oversee the contract including this quarterly meeting of the ESPMG are highlighted. These are all "green" during Q1 and Q2 and for Q3 excluding the reporting to ESPMG as this had not been held at the point of issuing of this report.

4.2 Transformation Projects

Development work with regards the transformation roadmap has been undertaken between Senior Officers and CGI to develop the strategic digital roadmap which is aligned to the corporate plan and financial strategy. Key imperatives of the strategy outcomes are provided.

The report highlights the approval of the Social Work Pathfinder by the Elected Members on 25 August 2022 and the remit for progress review being remitted to the External Services/Providers Monitoring Group (ESPMG), incorporating:

- Enterprise Mobility
- Process Simplification and Automation and
- Enterprise Information

The report provides an overview of the roadmap of initiatives in the transformation programme and the focus areas within each strategic area.

Detailed Information is provided in Appendix 1 Slide 10 with respect to the multiple projects currently being delivered with CGI to enable, transform, maintain and secure SBC's networks, systems and data. Each of the

projects has been RAG assessed and commentary has been provided against each status.

Five projects have been completed since the last report with one due to complete this month – all are highlighted as A/B with recognises that are complete but were delivered late.

Three projects have a RAG status of RED with Macbooks due to be completed in the month of September 2022 and two remaining delayed due to outstanding projects; the depot WiFi project is due to delays in kit which is being progressed and the remaining red project of digital customer access delayed predominantly due to data failure in upload from a third party supplier, additional specialist resource has been deployed. Of the 7 projects with an amber status three are proposed for completion within September 2022, two are programmed for completion in October 2022, one is now part of the wider pathfinder transformation programme and the EDMS legal system project requiring further discussion with the service regards next steps due to failed tender bid.

The Techforge cloud project and systems integration is on hold until further discussion with ERP system owner.

4.3 **Key Performance Information**

Information is provided with respect to the key deliverables of the contract across 71 performance measures. Slide 13 notes 2 red (Serious and severe service failures) KPI targets over Q2. These relate directly to a P1 failure with our Business World System. Five amber failures are also noted on the slide.

A number of successes are detailed on slide 12 including the successful summer programme of Inspire I-pad build and distribution, ongoing works on a full disaster recovery testing project, the Xerox Improvement Plan and Cache Servers projects. In addition, the implementation of an escalation process for the service desk and password change notifications in advance has been successfully deployed. A number of challenges are being dealt with including issues with the Lync system in the Council's Paton Street office with a specialist team now deployed. Network and Wi-Fi issues are impacting at Jedburgh Campus again with a dedicated team deployed; this has resulted in identification of errors within the build network cabling which are being remedied. CGI are working with all schools to understand WiFi related challenges to implement a remediation plan.

4.4 **Service Delivery**

Turning to service delivery, there were no key performance failures during May, June or July 2022.

4.5 **Change Management**

As requested at the previous meeting, a graph is provided detailing the Change Status of each Impact Assessment with 9 on hold, 23 with CGI, 5 with the council for review and 1 awaiting final costs to go forward to council for approval

4.6 **Tweedbank Update**

The Tweedbank CGI office opened on 8 August with an official opening date planned for October 2022

4.7 **Jobs Created**

CGI has 67 members of staff working on the SBC contract. CGI has confirmed they are recruiting to 45 open vacancies including graduate and graduate trainees that are currently being advertised across a breadth of roles in the Scottish Borders with a recruitment campaign launched. As requested at the previous meeting of the Major Contracts Governance Group on 21 June 2022, on Slide 23 monitoring of recruitment against the contractual targets set out in the agreement with CGI is detailed.

5 IMPLICATIONS

5.1 **Financial**

There are no financial implications relating to this performance report.

5.2 **Risk and Mitigations**

This report is part of the governance framework to manage the operation of the CGI contract and reflects the arrangements agreed between the parties.

5.3 **Integrated Impact Assessment**

There is no impact or relevance to the Council's Equality Duty or the Fairer Scotland Duty from this report.

5.4 **Sustainable Development Goals**

The creation of the roles envisaged by the contract as set out in paragraph 4.7 will help to sustain the Borders Economy.

5.5 **Climate Change**

This report is a routine monitoring report and as a result the checklist on Climate Change is not an applicable consideration.

5.6 **Rural Proofing**

It is anticipated there will be no adverse impact on the rural area from the proposals contained in this report. The creation of the roles envisaged by the contract as set out in paragraph 4.7 will help to sustain the Borders Economy.

5.7 **Data Protection Impact Statement**

There are no personal data implications arising from content of this report.

5.8 **Changes to Scheme of Administration or Scheme of Delegation**

There are no changes to the Scheme of Administration or the Scheme of Delegation required as a result of this report.

6 CONSULTATION

- 6.1 The availability of key performance data has meant the Director (Finance & Corporate Governance), the Monitoring Officer/Chief Legal Officer, the Chief Officer Audit and Risk, the Director (People Performance & Change), the Clerk to the Council and Corporate Communications were consulted

after the publication of this paper and any comments received will be reported verbally to the meeting.

Approved by

Name	Title
Jen Holland	Director – Strategic Commissioning & Partnerships

Author(s)

Name	Designation and Contact Number
Jen Holland	Director of Strategic Commissioning and Partnerships, 01835 825218

Background Papers: [insert list of background papers used in compiling report]

Previous Minute Reference: Major Contracts Governance Group – 21 June 2022

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Jen Holland can also give information on other language translations as well as providing additional copies.

Contact us at Jen.Holland@scotborders.gov.uk

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SBc CONTRACTS TRADING OPERATION REPORT 2022/23

Report by Chief Officer Roads

EXTERNAL SERVICES/PROVIDERS MONITORING GROUP

20 September 2022

1 PURPOSE AND SUMMARY

- 1.1 **This report proposes a summary on the performance of SBc Contracts for the financial year 2022/23 up to 30th June. This report is to be considered in public prior to a further second paper to Members in private that considers sensitive commercial trading activity that SBc Contracts undertakes.**

2 RECOMMENDATIONS

- 2.1 **I recommend that the External Services/Providers Monitoring Group:**
- (a) Notes the report.**
 - (b) Considers the remainder of the report under private business.**

3 WORKLOAD AND MANAGEMENT UPDATES

Workload update

3.1 SBc Contracts delivers infrastructure improvements across the Council's roads and built estate. The work undertaken is funded by the Council's Capital budget, these include:

- Road Surface Treatment including surface dressing and patching
- Civil Engineering Works
- Internal Building works to SBC Estate
- Bond Coat Application
- Traffic Management
- Sign Manufacture

In addition, SBc Contracts carries out road maintenance and civil engineering projects for third parties throughout South and central Scotland.

3.2 In regards to road surfacing activity to 30th June 2022 we completed 12 Surface Dressing Patching Sites, 1 number Capital resurfacing scheme, 3 Civil sites at Chirnside Bridge, Ross High School and Eddleston Cycleway, 3 footway schemes at Reston and Peebles, 7 screed sites across the network and 2 private jobs at Milestone Garden Centre and Newhouses.

124,580m² of surface dressing has been applied across the network with 6 sites deemed as high stress also receiving the Secure Chip application.

In addition our specialist bond coat operation have had a good year to date delivering 90 orders to third party clients and performing well in financial terms for the Council.

3.3 The whole year picture for 2021/22 saw us active on 134 number of sites. Of which 122 are now concluded and 12 remain active at 30th June 2022

3.4 We have continued to meet demand by balancing the use of our own staff with that of external contractors, which in turn helps support and sustain the local economy when it comes to civil engineering/ground works and road surfacing. In October 2021 we successfully established a framework to facilitate this ongoing use of third parties, the framework includes 108 Contractors across 32 separate lots.

3.5 As has been previously reported to this group, supply chain issues, which we have been experiencing over the last 18 month, remain a challenge, we continue to work with clients, designers and suppliers to overcome delays in delivery which in turn impacts project performance.

3.6 Notable achievements in the first quarter of 2022/23 include the ongoing delivery of the Peebles to Eddleston cycleway, the continuation of the 20MPH transition, and the successful delivery of the surface dressing programme across the Scottish Borders, in what could be considered as challenging supply chain issues which arose as a result of the conflict in Ukraine.

- 3.7 The early outlook for 2022/23 has been positive and we have secured some contracts that extend beyond this financial year, which helps with workload planning and forecasting. Based on our current assessment of the forecast expected workload and performance we anticipate achieving or being close to achieving our expected financial target during 2022/23. Positively we are aware of a number of high value projects, which we are pursuing, and should we be successful in being awarded them then they will positively affect our position even further.

Management Update

- 3.8 The table below sets out the amount of recruitment that we have undertaken in 2022/23 and from this you can see that we have maintained an almost constant recruitment position across a number of posts, we have been able to successfully appoint into all of the posts however due to staff turnover we have just recently recommenced a recruitment process for 6 more front line staff.

Post title	No. of positions	No. of applicants	Shortlisted/ interviewed	Appointment (Y/N)	Male or female
Signshop Operative	1	6	5	Y	Male
Quantity Surveyor	2	4	4	Y	Male
Modern Apprentice	4	10	8	Y	Male
Skilled Chargehand	2	5	3	Y	Male
Area Assistant	1	2	2	Y	Male
Specialist Plant Operator	1	2	2	Y	Male
Operator	4	13	13	Y	Male
Specialist Plant Operative	1	8	4	Y	Female
Site Technician	1	1	1	N	Male

- 3.9 The roll out of staff appraisals in line with the corporate appraisal system continues. The majority of office based staff have received their initial objective setting meeting and preparations for delivery of appraisals to front line staff continue. We are of course inhibited by the lack of digital connectivity and access points for staff and this in the main will be the reason for us not making as rapid progress as we would have liked.

- 3.10 Pot holes continue to be a challenge for us to treat. However in April 2022 we took delivery of a Pot Hole Pro which is designed and manufactured by

JCB. The machinery is being deployed across the road network as we speak and has been undertaking permanent repairs to great effect. This forms part of our integrated response to road defects repairs which also includes jet patching and temporary repairs subject to weather conditions and resourcing issues. We aim to undertake more permanent and semi-permanent repairs over time. To date we have complete repairs works using the Pot Hole Pro (Photo Attached on Annex 2) on 10 sites on the A Class network repairing 522 potholes amounting to 2,064m² of asphalt.

3.11 With the Council declaring a climate emergency in August 2021 and the subsequent focus on carbon reduction members may wish to note the activity at Easter Langlee aggregate yard. Situated adjacent to the approach road to the recycling centre at Easter Langlee Galashiels. The roads service diverts construction waste material from landfill to the aggregate yard where it is stored, processed and then made available for re use both by the Council and the general public. On average 10,000 tonnes of construction waste is taken in annually with approximately 5,000 tonnes re used on council projects and 5,000 tonnes re sold to local contractors or the general public. Details of the materials available and their prices are appended to this report (Annex 1). The facility has saved the Council significant sums of money by diverting material from landfill and reduced the carbon footprint of the roads maintenance service as well as generated a modest income back to the service.'

4 IMPLICATIONS

4.1 Financial

There are no financial implication associated with the public section of this report.

4.2 Risk and Mitigations

There are risks and mitigations associated with the financial performance of SBc Contracts and these are discussed in the report to be considered in private.

4.3 Integrated Impact Assessment

An Integrated Impact assessment has been undertaken and there are no identified impacts, as a result of this report or the matters it refers to, identified at this time.

4.4 Sustainable Development Goals

Whilst not directly impacted by the recommendations in this report, SBc Contracts through its trading and project delivery employs where ever possible local suppliers and trades which in turn supports aspects of the UN Sustainable Development Goals. In addition, through use of local materials it reduces its impact on the environment because of the reduced miles the materials have to travel.

4.5 Climate Change

There are no significant carbon management implications arising from this Report.

4.6 Rural Proofing

There are no significant rural proofing implications arising from this Report.

4.7 **Data Protection Impact Statement**

There are no personal data implications arising from the proposals contained in this report.

4.8 **Changes to Scheme of Administration or Scheme of Delegation**

No changes are required because of this Report.

5 **CONSULTATION**

- 5.1 The Director (Finance & Corporate Governance), the Monitoring Officer/Chief Legal Officer, the Chief Officer Audit and Risk, the Director (People Performance & Change), the Clerk to the Council and Corporate Communications are being consulted and any comments received have been incorporated into the final report.

Approved by

Name
John Curry

Title
Director – Infrastructure & Environment

Author(s)

Name	Designation and Contact Number
Jason Hedley	Chief Officer Roads ext 8037
Mark Douglas	Commercial Manager
Peter McNulty	Works Manager

Background Papers: nil

Previous Minute Reference: nil

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Jason Hedley can also give information on other language translations as well as providing additional copies.

Contact us at Jason Hedley Infrastructure and Environment, Scottish Borders Council, Council Headquarters, Newtown St Boswells, Melrose, TD6 0SA, Tel 01835 825431, Fax 01835 825071, email eittranslationrequest@scotborders.gov.uk.

ANNEX 1 – PRODUCT PRICE LIST, LANGLEE RECYCLING CENTRE

Site Address: Langlee Recycling Centre
 Scottish Borders Council Incoming & Outgoing Materials
 Easter Langlee (From 29th March 2022)
 Galashiels
 TD1 2NT



All prices **EXCLUDING** VAT
 EXTERNAL

Product Codes	Product	Prices (Ex VAT)	Prices (Inc VAT)	
P1E	Cover / Washed / Sharp Sand	£25.00	£30.00	Outgoing
P2E	Building Sand	£27.00	£32.40	
P3E	6mm to 10mm Pipe Bedding	£16.50	£19.80	
P4E	12mm to 25mm Pipe Bedding	£14.50	£17.40	
P5E	25mm to 75mm Pipe Bedding	£11.00	£13.20	
P6E	Type 1 Sub-Base	£7.50	£9.00	
P7E	Concrete Mix	£16.00	£19.20	
P8E	Crusher Run 4"	£8.00	£9.60	
P9E	4 by 2 Clean Stone	£10.25	£12.30	
P10E	Top Soil (as dug)	£7.00	£8.40	
P12E	Verge Soil	£5.00	£6.00	
P15E	Rubble	£8.00	£9.60	
P16E	Soil & Stone	£8.00	£9.60	
P17E	Slate	£8.00	£9.60	
P18E	Tar Cuttings	£8.00	£9.60	
P19E	Street Cleaning Residue	£29.10	£34.92	

Annex 2 – Pot Hole Pro



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