

AGENDA

- (1) Declarations of Interest in terms of the Ethical Standards in Public Life Etc. (Scotland) Act 2000

PERFORMANCE

- (2) Finance and Customer Services Service Plan 2014/15 (pages 1-32)
Submit report dated 23 January 2014 by the Executive Director of Finance and Customer Services regarding details of the background to the 2014/15 Service Plan and seeking approval of the attached plan for Finance and Customer Services (copy herewith)

MONITORING

- (3) Revenue Budget Monitoring Reports 2013/2014
 - (a) Finance and Customer Services (pages 33-37)
Submit report dated 15 January 2014 by the Head of Financial Services providing a comparison of actual expenditure and income for the year from 1 April 2013 to 3 January 2014 for Finance and Customer Services (including Miscellaneous Services) against the budget and providing explanations of the most significant variances (copy herewith)
 - (b) Council Summary (pages 38-43)
Submit report dated 31 January 2014 by the Head of Financial Services providing a comparison of actual expenditure and income for the year from 1 April 2013 to 3 January 2014 for the Council's General Fund Account and the Housing Revenue Account against the budget and providing explanations of the most significant variances (copy herewith)
 - (c) Trading Accounts/Public Private Partnerships (pages 44-46)
Submit report dated 31 January 2014 by the Head of Financial Services advising of the overall financial position of the Environmental Services Trading Accounts and the expected return from the Public Private Partnerships for the year from 1 April 2013 to 3 January 2014 and highlighting and explaining the major variances (copy herewith)
- (4) Capital Budget Monitoring Reports 2013/2014
 - (a) Finance and Customer Services Capital Programme 2013/2014 (page 47)
Submit report dated 31 January 2014 by the Executive Director of Finance and Customer Services providing a summary of the financial performance of the Finance and Customer Services Capital Programme for the period from 1 April 2013 to 3 January 2014 (copy herewith)
 - (b) Composite Capital Programme 2013/2014 (pages 48-51)
Submit report dated 27 January 2014 by the Executive Director of Finance and Customer Services summarising the financial performance and providing a near final position on the movement in resources and expenditure budgets for the Composite Capital Programme for the period from 1 April 2013 to 3 January 2014 (copy herewith)

- (5) Treasury Management Monitoring Report – 1 October to 31 December 2013 (pages 52-57)
Submit report dated 3 February 2014 by the Head of Financial Services advising on the quarterly activity of the Council's Loans and Investment Portfolios from 1 October to 31 December 2013 (copy herewith)

- (6) Payment of Local Taxation and Benefit Update (pages 58-61)
Submit report dated 3 February 2014 by the Head of Revenue Services providing an update on the payment performance of Council Tax and Non Domestic Rates and the administration of Housing/Council Tax Benefit (copy herewith)

- (7) Finance and Customer Services Quarterly Exceptions Report – 1 April to 31 December 2013 (pages 62-66)
Submit report dated 27 January 2014 by the Executive Director of Finance and Customer Services advising of Service performance for the first two quarters of 2013/2014 which was outwith agreed thresholds (copy herewith)

OPERATIONAL

- (8) Treasury Management Strategy 2014/15 and Treasury and Prudential Indicators 2014/2015 to 2016/2017 (pages 67-102)
Submit report dated 3 February 2014 by the Executive Director of Finance and Customer Services outlining the Treasury Management Strategy for 2014/15 in accordance with the CIPFA Code of Practice on Treasury Management and the Treasury and Prudential Indicators 2014/2015 to 2016/2017 (copy herewith)

- (9) Discretionary Housing Payment Scheme Monitoring- Update (pages 103-106)
Submit report dated 4 February 2014 by the Head of Revenue Services providing an update on the delivery of the Discretionary Housing Payment Scheme (copy herewith)

- (10) Housing Benefit 1996 Rule and Removal of Spare Room Subsidy (pages 107-108)
Submit report dated 21 January 2014 by the Head of Revenue Services advising of the Department of Works and Pensions Bulletin in respect of the removal of spare room subsidy (copy herewith)

- (11) Scottish Welfare Fund (pages 109-111)
Submit report dated 13 February 2014 by the Head of E-Government and Service Development providing an update on the current status of the Scottish Welfare Fund (copy herewith)

- (12) Response to Scottish Government Consultation on the Draft Welfare Funds (Scotland) Bill (pages 112-118)
Submit report dated 28 January 2014 by the Head of E-Government and Service Development setting out the Council's response to the Scottish Government Consultation on the Draft Welfare Funds (Scotland) Act (copy herewith)

- (13) **Customer Services Update (pages 119-121)**
Submit report dated 12 February 2014 by the Head of E-Government and Service Development providing an update on the progress of the Customer Services provision through primary customer contact channels and the ongoing development of key supporting initiatives (copy herewith)
- (14) **CIPFA Financial Management Model – Update (pages 122-124)**
Submit report dated 16 January 2014 by the Head of Financial Services providing an update on the outcome of the CIPFA Financial Management Model review carried out by Financial Services (copy herewith)
- (15) **Remit from the Housing and Social Work Services Committee of 30 January 2014 – Former Tenant Arrears Write-off to 31 March 2012 (pages 125-126)**
Submit report dated 15 January 2014 by the Acting Joint Head of Housing and Social Work Resources seeking approval to write-off the sum of £755,893 relating to Former Tenant Rent Arrears prior to 31 March 2012 which are considered irrecoverable (copy herewith)
- (16) **Procuring Change – EU Thresholds Revision (page 127)**
Submit report dated 21 January 2014 by the Head of Revenue Services advising of an amendment to the EU thresholds (copy herewith)

CONTRACTS

- (17) **Replacement and Expansion of De-Duplication and Back-up Infrastructure (pages 128-130)**
Submit report dated 15 January 2014 by Head of E-Government and Service Development regarding the decision taken to purchase a new de-duplication and back-up solution from EMC (copy herewith)
- (18) **Scottish Welfare Fund – Procurement of Furniture and Domestic Appliances (pages 131-132)**
Submit report dated 27 January 2014 by the Head of E-Government and Service Development seeking approval to endorse the use of the Scottish Excel Framework for the supply of domestic furniture including white goods and to approve the outcome of the call off contract by direct award (copy herewith)
- (19) **Contact Centre - Automated Call Distribution (ACD) Telephony System (pages 133-137)**
Submit report dated 5 February 2014 by Head of E-Government and Service Development seeking approval to award the contract for the Automatic Call Distribution to Unify Enterprise Communications Limited (copy herewith)
- (20) **Contracts Accepted under Financial Limits – 27 November 2013 to 26 February 2014 (pages 138-139)**
Submit report dated 7 February 2014 by the Head of E-Government and Service Development advising of a contract accepted by the Executive Director of Corporate Services in accordance with the contract Standing Orders (copy herewith)

- (21) Conferences (pages 140-141)
Submit report dated 30 January 2014 by the Acting Joint Head of Central Services advising of two invitations received in respect of member attendance at conferences (copy herewith)