

HERTSMERE BOROUGH COUNCIL

EXECUTIVE

**Minutes of the meeting held in Council Chamber -
Civic Offices, Elstree Way, Borehamwood**

22 May 2019

Present:

Voting Members:

Councillors Bright (Chair), Clapper (Vice-Chair), Choudhury, Dr Cohen, Graham, Morris and Quilty

Also Present:

Councillors Jaffer, Newmark and Vince

Officers:

D Graham	Chief Executive
S Bijle	Corporate Director
H Shade	Head of Partnerships, Community Engagement & Housing
C Hayes	Principal Lawyer
J Deacon	Principal Democratic Services Officer
A Raichura	Webcaster

1. **COMMUNICATIONS AND APOLOGIES**

The Chair welcomed Members and Officers to the meeting and advised that, in accordance with normal procedure, the meeting was being webcast.

An apology for absence was received from Councillor Heywood.

2. **DECLARATIONS OF INTEREST (IF ANY)**

Councillor Morris declared an 'other' interest in respect of agenda item 6.2 (Bushey Museum and Art Gallery Maintenance, Utilities and Fire Alarm) as a Council-appointed Member of the Bushey Museum Management Committee.

3. **SPEECHES BY NON-EXECUTIVE MEMBERS**

The Chair advised that the usual arrangements for speeches by non-Executive Members applied at this meeting.

4. **MINUTES**

The minutes of the meeting of the Executive held on 20 March 2019 were approved and signed as a true record.

5. **NON-KEY DECISIONS**

5.1 **Utility Purchasing Arrangements**

Decision that the agreement be extended with LASER Energy to continue to purchase utilities (primarily gas and electricity and potentially water) on behalf of the Council for the period 1 April 2020 until 31 March 2024.

Reasons for the Decision

It was considered that LASER Energy offer the best value and least risk option for the procurement of utilities.

The Executive took into account, as set out in the report, that LASER Energy is one of the largest procurement and energy management organisations in the country, buying energy purely for the public sector, currently purchasing on behalf of 150 public bodies. Their method of purchasing has resulted in LASER achieving a lower electricity market price than the average market price between 2013 and 2017 and the systems they have in place give them the ability to do so in the future.

Alternative Options Considered and Rejected

The decision could have been made for the Council to purchase the utilities directly. This option was not recommended because the Council does not have the systems, the experience or the demand to operate a system which LASER has. Traditionally councils who have procured their own utilities have been beholden to the market.

(Action: Procurement Manager)

5.2 **Bushey Museum and Art Gallery Maintenance, Utilities and Fire Alarm**

Decision that:

1. The extension of the interim arrangements for maintenance and utilities at Bushey Museum and Art Gallery be approved, as set out in Appendix A of the report, for a further 2-year period to November 2021;
2. Determination of any further extensions of the interim arrangements for maintenance and utilities at Bushey Museum and Art Gallery be delegated to the Head of Engineering Services and Asset Management in consultation with the Portfolio Holders for Finance and Property and Leisure, Culture and Health; and,
3. The costs of the replacement fire alarm as set out in paragraph 5.8 of the report be split between the Council and Bushey Museum.

Reasons for the Decision

Taking this decision enables discussions to progress with the Trustees regarding the Museum and Art Gallery site and provides them with some short term certainty regarding the costs of running the Museum. The report had set out that the ongoing financial viability of the Museum and Art Gallery could have been put at risk if the maintenance and utility costs had been transferred to the Trust in the short term before longer term solutions are identified for the Museum's viability.

This decision will also enable ongoing discussions to progress regarding the Bushey Fire Station lease and the possibility of the development of a cultural hub at the Bushey Country Club site.

Sharing the costs of the replacement fire alarm with Bushey Museum takes into account that the current fire alarm needs to be replaced so the Museum can continue to open to the public and does not invalidate the Council's building insurance.

Alternative Options Considered and Rejected

The Council could have decided not to extend the interim arrangements with regard to the maintenance and utilities beyond November 2019 and in this circumstance the Trustees would have needed to reflect on the impact this would have on the ability of the Museum to continue to operate.

The decision could also have been made not to proceed with the replacement of the fire alarm. However, this might have invalidated the Council's buildings insurance and the Trustees may have considered it not possible to open the building to the public in these circumstances.

Key Points Arising from the Discussion

- The Finance and Property Portfolio Holder stated that it was the intention to bring a report to Executive once there was greater clarity on the Bushey Fire Station site.
- Non-Executive Members expressed concerns that the Council was considering contributing circa £36,000 to cover the maintenance and utilities at Bushey Museum and Art Gallery which they believed contrasted with the Borehamwood Bowls Club site at Meadow Park.

In response, Executive Members referred to Meadow Park being the biggest park regeneration scheme in a generation in Borehamwood, which had taken place in partnership with the Town Council. It was necessary to take into account in the decision making that Bushey Museum was a well frequented facility of national importance with a significant Victorian art collection. It needed to be maintained for the wider community's benefit and was not purely for the residents of Bushey.

(Action: Head of Partnerships, Community Engagement and Housing)

6. **DATE OF NEXT MEETING**

It was noted that the next meeting of the Executive is scheduled to be held on Wednesday 26 June 2019 at 6.00pm.

7. **EXCLUSION OF THE PUBLIC**

RESOLVED that, under Section 100A(4) of the Local Government Act 1972, 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 Part I, Schedule 12A to the said Act:-

<u>Part II Agenda Item</u>	<u>Paragraphs in Schedule 12A</u>
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1. **KEY DECISIONS**

1.1	Award of Refuse Collection Vehicle Framework	3
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1.2	Customer Relationship Management (CRM) system replacement	3
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8. **AWARD OF REFUSE COLLECTION VEHICLE FRAMEWORK**

Decision that the award of the Refuse Collection Framework to Dennis Eagle Limited be approved.

Reasons for the Decision

It was taken into account that Dennis Eagle Limited had provided the only compliant bid in accordance with the tender evaluation criteria. This contract is needed as the Council provides an in-house waste collection service and has a fleet of vehicles, including waste collection vehicles to support the service. The current fleet of vehicles need to be replaced as they are very old.

Alternative Options Considered and Rejected

It could have been decided not to award a contract for Refuse Collection Vehicles. This option was rejected as the current fleet is becoming obsolete and inefficient with more breakdowns and by not replacing it there would have been a poorer service provided to residents.

Key Points Arising from the Discussion

- The Environment Portfolio Holder confirmed that the cost of six new refuse collection vehicles would be met from the Street Scene vehicle replacement reserve fund. The new vehicles would be more efficient, were a good longer term investment as they reduced the cost of vehicle maintenance and were less environmentally harmful.
- A non-Executive Member welcomed the financial savings set out in the report and asked to what extent electric hybrid vehicles had been considered as part of the procurement process for refuse collection. It was also queried whether CCTV was inbuilt in the vehicles for staff security.

Responding, the Environment Portfolio Holder advised that the Council did have an electric vehicle which it used for short journeys, including to and from the depot. It was the Council's aspiration to use electric vehicles for refuse collection once the appropriate technology was available, including for longer journeys. The Chair added that bodycams were available for staff security. The Environment Portfolio Holder stated that he would investigate whether the refuse vehicles included panic buttons to assist security.

(Action: Head of Street Scene Service)

9. **CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM REPLACEMENT**

Decision that:

1. The award of contract to Netcall Telecom Limited be approved for the replacement Customer Relationship Management (CRM) system;
2. The capital expenditure, as set out in the report and funded from the innovation and investment fund, be approved; and
3. The financial implications, as set out in section 8 of the report, be approved.

Reasons for the Decision

The Executive had previously approved the replacement of the existing CRM system and the initial procurement process in November 2018. The current CRM system does not support the Council's current ICT Strategy, which amongst other elements, foresees a move to more flexible and cheaper cloud based hosted applications that fully support mobile web customer contact and mobile employee work practices. The current CRM system has also reached the end of its initial contract length and has to be renewed on an annual basis.

In approving the award of contract it was taken into account that the highest scoring bidder in the tender process was Netcall Telecom.

Alternative Options Considered and Rejected

The Council could have operated its Customer Services without seeking to improve the customer experience through digital transformation. Whilst this would have saved upfront expenditure on an upgrade of the CRM system, it would have missed the opportunity to channel more traffic to the Council's website, which would have represented an opportunity cost in the medium to long term. This was not considered to be a sustainable way forward.

Key Points Arising from the Discussion

- A non-Executive Member welcomed the replacement of the existing CRM system so that it would improve the customer experience through digital transformation. He sought clarification that the cloud based digital platform would not lead to there being security risks in relation to residents' or customers' shared data.

Responding, the Community Safety and Performance Portfolio Holder advised that the proposed provider used Amazon systems for the cloud which had security protections in place that meet international standards. The Corporate Director added that other London Boroughs were already using the same service from the proposed provider.

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(Action: Customer Services Operation Manager / Head of HR & Customer Services)

CLOSURE: 6.42 pm

CHAIR