

# Merton Council

## Standards Committee

### Membership

#### Councillors

Peter McCabe (Chair)

David Williams (Vice-Chair)

John Dehaney

Mary-Jane Jeanes

Philip Jones

Ian Munn BSc, MRTPI(Rtd)

Tobin Byers

Najeeb Latif

#### Co-opted members

Sophie Bowen

#### Substitute Members:

Oonagh Moulton

Gregory Patrick Udeh

Adam Bush

#### Independent Persons invited to attend meeting

Suresh Patel

Derek Prior

A meeting of the Standards Committee will be held on:

**Date: 21 October 2015**

**Time: 7.15 pm**

**Venue: Committee rooms D & E - Merton Civic Centre, London Road,  
Morden SM4 5DX**

**Merton Civic Centre, London Road, Morden, Surrey SM4 5DX**

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## Standards Committee

### 21 October 2015

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#### **Note on declarations of interest**

Members are advised to declare any Disclosable Pecuniary Interest in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that matter and must not participate in any vote on that matter. If members consider they should not participate because of a non-pecuniary interest which may give rise to a perception of bias, they should declare this, withdraw and not participate in consideration of the item. For further advice please speak with the Assistant Director of Corporate Governance.

All minutes are draft until agreed at the next meeting of the committee/panel. To find out the date of the next meeting please check the calendar of events at your local library or online at [www.merton.gov.uk/committee](http://www.merton.gov.uk/committee).

## STANDARDS COMMITTEE

16 JUNE 2015

(19.15 - 20.20)

PRESENT

Councillors: Peter McCabe (Chair), Mary-Jane Jeanes, John Dehaney, Ian Munn, Philip Jones, Pauline Cowper (substitute for Cllr Tobin Byers), David Williams, Najeeb Latif

Co-opted members: Beverley Huie, Nigel Brotherton, Sophie Bowen

Officers: Paul Evans, AD Corporate Governance, Margaret Culleton, Head of Internal Audit & Investigations, Hilary Gullen, Democratic Services

### 1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Derek Prior

### 2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

None

### 3 MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)

Agreed

### 4 REGULATION OF INVESTIGATORY POWERS ACT (Agenda Item 4)

Paul Evans introduced the report, there had been no covert surveillance requests since February 2015.

Committee members agreed that more covert surveillance/investigatory work might be useful for catching fly tippers etc

Paul Evans will request a report from Regulatory Services on overt surveillance, and update data from London Borough of Richmond regarding mechanisms used for investigating fly tipping.

Resolved: the Committee noted the report.

### 5 ANNUAL GOVERNANCE STATEMENT (Agenda Item 5)

Margaret Culleton summarised the report.

Committee members asked questions on the following points:

P9 Can a report be provided on shared services – listing those and the governance arrangements

P15 4.6: Whether partnership performance reports could be put on the internet to be accessible to everyone

P16 4.12: Where the Partnership Register was kept

P19: 7.3 Whether more information on the five borough fraud partnership could be obtained

P21: Whether the new forward plan system could be improved

P25/28 Whether a brief explanation of why actions on improvement plan were carried forward be given (for example, if it was carried over due to a change in circumstances)?

P31: Discussion took place on Disclosure and Barring Service checking, and whether a review was required on the effectiveness of DBS. Beverley Huie gave information from her professional experience that the DBS check is now portable due to a relaxation in requirements. There is a need to 'risk assess' each position. Whether to carry out a DBS is not a preference, but something that needs to be justified and can be challenged by an individual. Once a DBS is registered there is no need for a new check as organisations can access updates online, although they do need updating every three years. There is no need for a DBS if an individual takes up a similar position with a different organisation, ie a school governor taking up another governor post at a different school.

The Committee agreed that a review of Merton's DBS practice, to ensure the use is appropriate and proportionate, would be helpful.

Committee members thanked Beverley for her helpful comments, and acknowledged it showed the value of having independent members on the committee.

Partnership/shared services: clarification was required as to which partnerships and shared services existed, and their structures.

Paul Evans agreed to check whether performance reports were on the internet, and to look at the forward plan timescales and report back to the next meeting.

Paul Evans spoke of the need to track across four or five boroughs to see what opportunities exist for future shared services.

Resolved: Standards Committee agreed the Annual Governance Statement

6 LOCAL AUTHORITIES (STANDING ORDERS) (ENGLAND) (AMENDMENT)  
REGULATIONS 2015 (Agenda Item 6)

Paul Evans introduced this report explaining the amendment required to the constitution which has to be done in the first business meeting following the issue of the regulations in May.

Resolved: Committee agreed the recommendation.

## 7 MEMBERS' DECLARATIONS OF INTEREST (Agenda Item 7)

Paul Evans introduced the report, explaining the changes taking place since July 2012 and how declarations vary between boroughs.

Discussion took place regarding the difficulties in understanding what needed to be put in, and that it would be helpful to have guidance alongside the form, based on the questions most frequently received.

Paul Evans clarified that any position of control or management in the borough should be declared, including Trade Union membership, and guidance should be sought for any queries. It was possible that some of the partnership working or shared service arrangements might result in more possible conflicts of interest, and members should be aware of these.

Resolved: Committee agreed the recommendations

## 8 COMPLAINTS AGAINST MEMBERS (Agenda Item 8)

Paul Evans gave a verbal report - no complaints had been received since February.

Resolved: Committee noted the report

## 9 WORK PROGRAMME (Agenda Item 9)

Committee noted that 'Whistleblowing review' should have been added to the October work programme:

Work Programme

October  
Gifts and Hospitality Members  
Gifts and Hospitality Officers  
Annual Complaints Report  
Whistleblowing

Every Meeting  
Regulation of Investigatory Powers Act 2000 authorisations  
Complaints against members

As Required  
Constitutional Amendments  
Polling Places

Specific Items  
Constitutional changes – financial regulations  
GP terms of reference  
Council standing orders and Chief Executive's delegation

The meeting ended at 8.20pm with the Chair and Cllr Williams expressing gratitude to Beverley Huie and Nigel Brotherton for their valuable service on the committee.

## Committee: Standards Committee

Date: 21 October 2015

Wards: All

## Subject: Regulation of Investigatory Powers Act Authorisations

Lead officer: Graham Owen

Lead member: Councillor Peter McCabe, Chair of Standards Committee

Contact officer: graham.owen@merton.gov.uk

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### Recommendations:

- A. That members note the purposes for which investigations have been authorised under the Regulation of Investigatory Powers Act (RIPA) 2000.
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### **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1. To inform members about investigations authorised since June 2015 under RIPA.

### **2 DETAILS**

- 2.1. The council has a number of statutory functions that involve officers investigating the conduct of others with a view to bringing legal action against them. These functions include investigating anti-social behaviour, fly tipping, noise nuisance control, planning (contraventions), benefit fraud, contraventions of trading standards, licensing and food safety legislation.
- 2.2. Whilst the majority of investigations are carried out openly, some investigations must be carried out using covert surveillance techniques or involve the acquisition of communications data. Communications data is information about the times of calls or internet use and the location and identity of the callers, but not the content of the calls or details of the websites viewed.
- 2.3. RIPA regulates the authorisation and monitoring of these investigations to safeguard the public from unwarranted intrusion of privacy.
- 2.4. With effect from 1 November 2012, the Protection of Freedoms Act 2012 requires local authorities to obtain the approval of a magistrate for the use of covert surveillance.
- 2.5. In line with the revised Code of Practice, reports detailing the use of RIPA are submitted to Standards Committee on a quarterly basis.
- 2.6. Since June 2015, no covert surveillance has been authorised.
- 2.7. Since June 2015, there have been no requests for CCTV footage for RIPA investigations.
- 2.8. No RIPA no authorisations have been rejected by the Magistrates Court.

2.9. Since June 2015, no applications have been made for the acquisition of communications data.

2.10. The annual statistics return to report on the conduct and use of directed surveillance and covert human intelligence was returned to the Office of Surveillance Commissioners Office on 30 April 2015.

2.11 At the Standards Committees previous meeting members asked to be reassured that the low level of RIPA authorisations did not indicate a lack of enforcement activity in Merton in relation to fly tipping and littering. A comparison with a neighbouring borough was requested to benchmark the level of enforcement activity.

There are various offences that could be described as fly-tipping or associated with fly-tipping. The following figures are activity in Merton and a neighbouring Borough. The enforcement maybe carried out using covert methods, which requires a RIPA authorisation, or overt methods which does not.

**Section 33 Environmental Protection Act 1990** – The standard fly-tipping offence (unauthorised deposit of waste).

Council: 0 Prosecutions

Merton: 8 Prosecutions

1. 07.05.13 Guilty Plea. £165 fine, £165 costs, and £20 victim surcharge
2. 07.05.13 Guilty Plea. £350 fine, £475 costs, and £35 Victim surcharge
3. 07.05.13 Guilty Plea. £200 Fine, £115 Costs, £20 Victim Surcharge
4. 07.01.14 Withdrawn following reps and payment of £50
5. 07.10.14 G Plea. Fine £500, costs £500, v/s £50
6. 09.12.14 Guilty plea. Sentence: fine £500, v/s £50 and prosecution costs of £400
7. 19.12.14 Convicted following trial. Sentence: fine £600, v/s £60 and prosecution costs of £1000
8. 13.01.15 Guilty plea. Sentence: fine £150, v/s £20 and prosecution costs of £200

**Section 87 Environmental Protection Act 1990** – Littering offence (smaller items such as cigarette butts, carrier bags etc).

Council: 0 Prosecutions

Merton: 1 Prosecution

1. 07.01.14 Littering – cigarette £600 fine, £350 costs, £60vs

**Section 34 Environmental Protection Act 1990** – Waste duty of care offences

This covers a multitude of different offending, the most common ones being such as:

- Failure to furnish waste transfer notes;



- Failing to take reasonable steps to prevent the escape of waste from their control;
- Failing to take reasonable steps to secure that waste is only transferred to an authorised person;
- Failing to take reasonable steps to transfer a written description of waste when it is transferred to another;

These offences often arise out of an investigation into a fly-tipping incident. These prosecutions are often undertaken where the actual offence of fly-tipping isn't/cannot be prosecuted either due to lack of proof or where the identity of the actual fly-tipper cannot be ascertained.

Council: 0 Prosecutions

Merton: 3 Prosecutions

1. 03.06.14 1x s.34(5) EPA 1990 – Failure to Furnish Waste Transfer Notes  
Summons Withdrawn – belated payment of FPN
2. 04.11.14 2x 34 EPA 1990 – duty of care provisions 2x Guilty pleas: 1<sup>st</sup>  
offence: Fine £500 2<sup>nd</sup> Offence: No separate penalty, Costs £200, VS £50
3. 07.04.15 Failure to Furnish Waste Transfer Notes – s.34(6) Environmental  
Protection Act 1990 Guilty plea. £150 Fine, £450 Costs, £20 VS

**Section 17 Greater London Council (General Powers) act 1972** – Failure to identify the driver/person in charge of a vehicle

Another associated offence that arises out of the course of an investigation into a fly-tip. Vehicles are frequently used to carry out the fly-tipping incident. Quiet often witnesses are able to record the registration number of the vehicle. A notice under this provision is then sent to the registered keeper of the vehicle requesting that they identify the person in charge of the vehicle t the time of the incident. It is an offence to fail to provide the requested information because if the information is not provided it is virtually impossible to identify the person who actually carried out the fly-tipping offence.

Council: 2 Prosecutions

1. 04.11.14 Proved in Absence. Fine £1,000, Costs £1,035, VS £100
2. 03.02.15 Proved in Absence. Fine £400, Costs £200, VS £40

Merton: 0 Prosecutions

Please note that Fixed Penalty Notices may be issued by the client departments for offences under s.87 and certain s.34 offences. If these FPNs are paid the Defendants cannot be prosecuted.

### **3 ALTERNATIVE OPTIONS**

- 3.1. The report is for information only.

### **4 CONSULTATION UNDERTAKEN OR PROPOSED**

- 4.1. No consultation has been undertaken regarding this report.

**5 TIMETABLE**

5.1. N/A.

**6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

6.1. None.

**7 LEGAL AND STATUTORY IMPLICATIONS**

7.1. All investigation using covert surveillance techniques or involving the acquisition of communications data is in line with the Regulation of Investigatory Powers Act 2000.

**8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

8.1. RIPA was introduced to regulate existing surveillance and investigations in order that they meet the requirements of Article 8 of the Human Rights Act. Article 8 states:

1) Everyone has the right for his private and family life, his home and his correspondence.

(2) There shall be no interference by a public authority with the exercise of this right except such as is in accordance with the law and is necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others.

**9 CRIME AND DISORDER IMPLICATIONS**

9.1. RIPA investigations are authorised for the prevention or detection of crime or the prevention of disorder.

**10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

10.1. None.

**11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

11.1. None.

**12 BACKGROUND PAPERS**

12.1. None.

## **Standards Committee:**

**Date: 21 OCTOBER 2015**

Agenda item:

Wards: All

## **Subject: Receipt of Gifts and Hospitality by Members**

Lead officer: Paul Evans, Monitoring Officer

Lead member: Chair of Standards Committee, Councillor Peter McCabe

Forward Plan reference number: N/A

Contact officer: Paul Evans

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### **Recommendations:**

A. That the committee considers the extract from the register

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#### **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

1.1. To report entries made to the Register of Gifts and Hospitality for members since the last consideration of the register on 23 October 2014

#### **2 DETAILS**

2.1. Entries made to the register since the last report are attached at appendix 1.

2.2. At the Standards Committee on 23 October 2014 it was resolved that “future reports should include an assurance that those councillors who have not declared gifts and hospitality have been contacted to confirm that they had nothing to declare”. This has been done.

#### **3 ALTERNATIVE OPTIONS**

3.1. None – it is for the Standards Committee to comment as it sees fit on the contents of the register

#### **4 CONSULTATION UNDERTAKEN OR PROPOSED**

4.1. None

#### **5 TIMETABLE**

5.1. The register is updated whenever a declaration is made.

#### **6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

6.1. None

#### **7 LEGAL AND STATUTORY IMPLICATIONS**

7.1. Members are required by the Code of Conduct to report offers of gifts and hospitality. Failure to report may be a breach of the Code of Conduct.

#### **8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

8.1 There are no specific human rights or equalities issues arising from this report. The requirement to ensure that the Council in conducting its activities

has proper regard to issues relating to human rights and equalities and fair treatment of all people is a significant component of ethical governance.

**9 CRIME AND DISORDER IMPLICATIONS**

9.1. None

**10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

10.1. None

**11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

- Appendix 1

**12 BACKGROUND PAPERS**

12.1. None

<b>Name</b>	<b>Details</b>	<b>Date</b>	<b>Value</b>
Agatha Mary Akyigyina	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon Tennis Championship tickets. Through the ballot I received 2 tickets for 6 July 2015 for which I paid £196. offered by AELTC	25.06.15	£196.00
Stephen Alambritis	Guest of Terrapin Communications at Fulham v Norwich match. Value unknown but over £25 offered by Terrapin Communications	18.10.14	Over £25.00
	Guest of Fulham Foundation at Fulham v Charlton match. Value unknown but over £25 offered by Fulham Foundation	24.10.14	Over £25.00
	Guest of Paul Strank Roofing Ltd at AFC Wimbledon v Cambridge United. Value unknown, in excess of £25. offered by Paul Strank Roofing Ltd	29.11.14	Over £25.00
	Guest of Mr Perter Bingle at Fulham FC v Watford FC. Value unknown, in excess of £25. offered by Mr Peter Bingle	05.12.14	Over £25.00
	Two tickets to the Mayor's Night performance of Cinderella at the New Wimbledon Theatre. Value unknown, in excess of £25. offered by New Wimbledon Theatre	16.12.14	Over £25.00
	Christmas gift of bottle of wine, value unknown but in excess of £25 offered by Geeta, Vinod and Praful Nargund	19.12.14	Over £25.00
	Christmas gift of bottle of wine, value unknown but in excess of £25 offered by Geeks	19.12.14	Over £25.00
	Guest of AFC Wimbledon at AFC Wimbledon v Liverpool FC FA Cup 3rd round match, value unknown but in excess of £25. offered by AFC Wimbledon	05.01.15	Over £25.00
	Guest at Fulham vs. Derby football match including two tickets, value unknown but in excess of £25 offered by Terrapin Communications	28.02.15	Over £25.00
	Guest at AFC Wimbledon vs. Portsmouth football match, value unknown but in excess of £25 offered by Paul Strank Roofing Ltd	21.03.15	Over £25.00
	Guest of Brian Kingham at Merton Music Foundation 'Music is for Life', £32.00. ; Value £32	21.04.15	£32.00
As part of LGA Conference - Dinner guest of PricewaterhouseCoopers along with 100 local authority leaders and officers. Value unknown, in excess of £25	30.06.15	Over £25.00	

Name	Details	Date	Value
	As part of LGA Conference - Speaker at fringe meeting for BRDO, travel cost covered by BRDO, value £214.90. ; Value £214.9	01.07.15	£214.90
	Guest of AELTCC at Wimbledon Tennis Championships in Royal Box. Value unknown, in excess of £25	02.07.15	Over £25.00
	Guest at Fulham vs Brighton football match. Value unknown, in excess of £25 offered by Fulham FC	15.08.15	Over £25.00
Mark Allison	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon Tennis Championship tickets. Through the ballot I received 2 tickets for 8 July 2015 for which I paid	08.06.15	Not supplied
Stan Anderson	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon Tennis Championship tickets. Through the ballot I received 2 tickets for 30 June 2015 for which I paid £100. offered by AELTC	01.06.15	£100.00
Laxmi Attawar	No Entries		
Hamish Badenoch	No Entries		
John Bowcott	Attendance at Merton Best Business Awards Ceremony and Dinner as a guest of Merton Council. Value unknown but over £25	03.10.14	Over £25.00
Michael Bull	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets offered by The All England Lawn Tennis and Croquet Club. Through the ballot I received 2 tickets for 12 July 2015 for which I paid £320.	16.07.15	£320.00
Adam Bush	No Entries		
Tobin Byers	No Entries		

Name	Details	Date	Value
Charlie Chirico	No Entries		
David Chung	No Entries		
Caroline Cooper-Marbiah	No Entries		
Pauline Cowper	No Entries		
Stephen Crowe	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets offered by The All England Lawn Tennis and Croquet Club. Through the ballot I received 2 tickets for 4 July 2015 for which I paid £168.	16.06.15	£168.00
Mary Curtin	No Entries		
David Dean	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets offered by The All England Lawn Tennis and Croquet Club. Through the ballot I received 2 tickets for 10 July 2015 for which I paid £266.	01.07.15	£266.00
John Dehaney	No Entries		
Nick Draper	2 tickets for Mayor's Charity Pantomime performance offered by New Wimbledon Theatre ; Value £60	18.09.15	£60.00
Edward Foley	One complimentary ticket for the Mayor of Merton's Charity Performance of 'Cinderella' at the New Wimbledon Theatre offered by Ambassadors Theatre Group (New Wimbledon Theatre) ; Value £29.5	16.12.14	£29.50

Name	Details	Date	Value
Brenda Fraser	No Entries		
Fidelis Gadzama	No Entries		
Ross Garrod	No Entries		
Suzanne Grocott	Attendance at Merton Best Business Awards Ceremony and Dinner as a guest of Merton Council. Value unknown but over £25	03.10.14	Over £25.00
Jeff Hanna	No Entries		
Joan Henry	No Entries		
Daniel Holden	No Entries		
James Holmes	No Entries		
Janice Howard	3 tickets to attend the Fireworks Display held in Wimbledon Park on Bonfire Night with my husband and daughter accepted in capacity as local ward councillor and offered by the London Borough of Merton ; Value £25	05.11.14	£25.00
Mary-Jane Jeans	No Entries		
Abigale Jones	No Entries		
Philip Jones	No Entries		
Andrew Judge	No Entries		



<b>Name</b>	<b>Details</b>	<b>Date</b>	<b>Value</b>
Sally Kenny	No Entries		
Linda Kirby	No Entries		
Abdul Latif	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets offered by The All England Lawn Tennis and Croquet Club. Through the ballot I received 2 tickets for 2 July 2015 for which I paid £130.	19.06.15	£130.00
Najeeb Latrif	No Entries		
Brian Lewis-Lavender	No Entries		
Gilli Lewis –Lavender	No Entries		
Edith Macauley MBE	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon Tennis Championship tickets. Through the ballot I received 2 tickets for tennis championships for which I paid £266. offered by AELTC	12.06.15	£266.00
Russell Makin	No Entries		
Maxi Martin	Two tickets to the Mayor's Night performance of Cinderella at the New Wimbledon Theatre. offered by New Wimbledon Theatre ; Value £29.95	16.12.14	£29.95
Peter McCabe	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon Tennis Championship tickets. Through the ballot I received 2 tickets for 29 June 2015 for which I paid £100. offered by AELTC	18.06.15	£100.00
Oonagh Moulton	2 tickets for the Mayor of Merton's Charity Performance of 'Cinderella' at the New Wimbledon Theatre offered by the Ambassadors Theatre Group (New Wimbledon	16.12.14	Over £25.00

Name	Details	Date	Value
	Theatre). Value unknown but over £25		
Ian Munn BSC, MRTPI (Rtd)	No Entries		
Katie Neep	One ticket to the Mayor's Night performance of Cinderella at the New Wimbledon Theatre. offered by New Wimbledon Theatre ; Value £29.5	16.12.14	£29.95
	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon Tennis Championship tickets. Through the ballot I received 2 tickets for 9 July 2015 for which I paid £238. offered by AELTC	09.07.15	£238.00
Dennis Pearce	No Entries		
John Sargeant	No Entries		
Judy Saunders	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon Tennis Championship tickets. Through the ballot I received 2 tickets for 1 July 2015 for which I paid £130. offered by AELTC	01.07.15	£130.00
David Simpson CBE	No Entries		
Marsie Skeete	One ticket to the Mayor's Night performance of Cinderella at the New Wimbledon Theatre. offered by New Wimbledon Theatre ; Value £29.5	16.12.14	£29.50
Peter Southgate	2 tickets for the Mayor of Merton's Charity Performance of 'Cinderella' at the New Wimbledon Theatre offered by Ambassadors Theatre Group (New Wimbledon Theatre) ; Value £50	16.12.14	£50.00
	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets offered by The All England Lawn Tennis and Croquet Club. Through the ballot I received 2 tickets for 5 July 2015	02.06.15	£168.00

Name	Details	Date	Value
	for which I paid £168.		
Geraldine Stanford	Two tickets to the Mayor's Night performance of Cinderella at the New Wimbledon Theatre. offered by New Wimbledon Theatre ; Value £29.5	16.12.14	£29.50
Linda Taylor OBE	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets offered by The All England Lawn Tennis and Croquet Club. Through the ballot I received 2 tickets for 7 July 2015 for which I paid £196.	06.07.15	£196.00
Imran Uddin	One ticket to the Mayor's Night performance of Cinderella at the New Wimbledon Theatre. ; Value £29.5	16.12.14	£29.50
Gregory Patrick Udeh	No Entries		
Peter Walker	No Entries		
Jill West	No Entries		
Martin Whelton	One ticket to the Mayor's Night performance of Cinderella at the New Wimbledon Theatre. offered by New Wimbledon Theatre ; Value £29.5	16.12.14	£29.50
David Williams	No Entries		

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## **Standards Committee:**

**Date: 21 October 2015**

Agenda item: Gifts and Hospitality – Officers

Wards: All

## **Subject:**

Lead officer: Paul Evans, Monitoring Officer

Lead member: Chair of Standards Committee, Councillor Peter McCabe

Contact officer: [paul.evans@merton.gov.uk](mailto:paul.evans@merton.gov.uk)

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## **Recommendations:**

A. That the Committee notes the report.

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## **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1. Section 4 of the Council's Officers Code of Conduct for Employees deals with the acceptance of gifts and hospitality by members of staff. Officers are required to ensure that the receipt of gifts approved by their managers and hospitality which they may receive are recorded in their departmental hospitality registers.
- 1.2. This report provides information on gifts and hospitality recorded in the hospitality registers for the period 1 October 2014 to 30 September 2015

## **2 DETAILS**

The Code of Conduct for Employees requires that:

- All offers of gifts must be reported to managers
- Significant gifts (over £25) must be registered on the departmental register.
- Acceptance of gifts should only occur in very limited circumstances and approved in advance by the manager;
- All offers of hospitality must be reported to managers;
- The hospitality (no minimum value) must be registered on the departmental register;
- There are limited circumstances where acceptance of hospitality may be acceptable

- Hospitality received in the course of business meetings and at free training does not need to be registered, but managerial approval is required.

2.1. The inspection by the Monitoring Officer of the various register shows that:

The departmental registers continue to be maintained electronically in the adopted corporate manner in all departments.

Notifications and registrations have taken place in the departments as follows (excluding tickets for non senior officers for the tennis championships(:

**Registrations:**

<b>Department</b>	<b>Registrations</b>
Chief Executive's	3 (1 accepted)
Children Schools and Families	12 (9 accepted)
Community and Housing	3 (1 accepted)
Corporate Services	8 (4 accepted)
Environment & Regeneration	4 (3 accepted)

- Excluding entries for non senior officers relating to the tennis championships the register for the period 1 October 2014 to the 30 September 2015 contained 30 entries, 18 of which were accepted.
- The nature of accepting gifts and hospitality accepted can be classified as falling within a number of categories:
  - Project and partnership working hospitality
  - Social events organised by commercial companies/external organisations, including awards ceremonies.
  - Gifts from businesses.
  - Gifts from individuals.

The registers do not disclose inappropriate acceptances of gifts or hospitality..

**3. ALTERNATIVE OPTIONS**

- 3.1 The Committee could decide not to have this information reported to it but has previously recognised that this would not be compatible with its role as the proactive promoter and monitor of ethical standards.

**4. CONSULTATION UNDERTAKEN OR PROPOSED**

- 4.1 A review of registers was reported to Corporate Management Team on 6 October 2015.

**5. TIMETABLE**

- 5.1 This is an annual report.

**6. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 6.1 None

**7. LEGAL AND STATUTORY IMPLICATIONS**

- 7.1 Section 117 Local Government Act 1972 makes it an offence for an officer under the cover of office or employment to accept any fee or reward other than proper pay and benefits.
- 7.2 The receipt or gift of any reward or advantage for an act or omission that suggests favour to any person in their official capacity may constitute a criminal offence under the Bribery Act 2010.

**8. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

- 8.1 None

**9. CRIME AND DISORDER IMPLICATIONS**

- 9.1 None

**10. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

- 10.1 Failure by officers to address their responsibilities under the Code of Conduct could result in disciplinary action by the Council. Failure of the Council to monitor and promote the observance of the Code could result in an unnoticed lack of compliance and managers which might result in complaints, damage to the reputation of the Council, possible adverse impacts upon the quality of the Council's decision making processes and legal challenges to council actions.

**11. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

11.1 Appendix 1: Details of the Registers held by Directors for the period 1 October 2014 until the 30 September 2015

**12. BACKGROUND PAPERS**

12.1 None



## **Committee: Standards Committee**

**Date: 21 October 2015**

Wards: All

**Subject: Annual Complaints and Member Enquiry Report 2014-15**

Lead officer: Graham Owen

Lead member: Councillor Mark Allison

Contact officer: Graham Owen

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### **Recommendations:**

1. To note the contents of the report.
- 

## **1. Report and executive summary**

- 1.1 This report gives Members an overview of the performance of the council during 2014/15 in responding to complaints and Members Enquiries.
- 1.2 Complaints are recognised as a valuable tool in helping officers to understand the concerns of residents in the delivery of services and have an important role in supporting the improvement of those services.
- 1.3 The number of complaints and members enquiries received by the council has increased in the last three years which can be seen as a positive indication of how accessible our complaints process is.

## **2. Details**

- 2.1 Complaints, including Local Government Ombudsman (LGO) complaints and Member Enquiries are monitored by the Complaints team. The data collected is used to provide the performance information in this report broken down by department. Performance for the number of complaints dealt with in time, the number of complaints escalated to Stage 2 and LGO complaints answered in time are corporate performance indicator.
- 2.2 The council's formal complaints procedure, which does not cover complaints subject to a statutory procedure, has two stages with the following response timescales:
  - Stage 1 within 20 working days; and
  - Stage 2 within 25 working days.

- 2.3 Social services are subject to a statutory complaints procedure. In Children's Social Care, the deadlines are
- Stage 1 within 10 (up to 20) working days
  - Stage 2 within 25 (up to 65) working days
  - Stage 3 within 30 working days.
- Adult Social Care complaints have a single stage with a deadline of 25 working days.
- 2.4 There is a single point of contact for all telephone and email complaints provided by the Complaints team.

### 3. Complaints

- 3.1 The council received a total of 966 Stage 1 and Stage 2 complaints, compared to 961 in 2013/14.
- 3.2 A total of 917 Stage 1 complaints were received, a 3.5% increase over 2013/16 when 886 Stage 1 complaints were received.

	2014/15	2013/14	Change
Corporate Services	221	240	-7.9%
Children, Schools & Families	66	79	-16.5%
Environment & Regeneration	557	473	+17.8%
Community & Housing	73	94	-22.3%
<b>Total</b>	<b>917</b>	<b>886</b>	<b>+3.5%</b>

- 3.3 A total of 49 complaints progressed to Stage 2 across all departments, a decrease of 35% on 2013/14 when 75 Stage 2 complaints were received. The reduction in the number of escalated complaints demonstrates the benefit of providing a through and timely response to the initial complaint.

	2014/15	2013/14	Change
Corporate Services	12	18	-33.3%
Children, Schools & Families	6	6	No change
Environment & Regeneration	29	47	-38.3%
Community & Housing	2	4	-50.0%
<b>Total</b>	<b>49</b>	<b>75</b>	<b>-34.7%</b>

- 3.4 No Stage 3 Children's Social Care complaints were received in 2014/15.
- 3.5 The council responded to 86.5% of Stage 1 complaints on time, which represents a small improvement in performance from 2013/14. There was

also an increase of 4% in performance in dealing with Stage 2 complaints from 2013/14.

	% age on time					
	2014/15		2013/14		Change	
	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2
CS	98.6%	100%	91.7%	83.3%	+6.9%	+16.7%
CS&F	69.7%	66%	58.2%	33.3%	+11.5%	+32.7%
E&R	85.0%	86.2%	85.2%	91.5%	-0.2%	-5.3%
C&H	76.7%	50%	87.2%	100%	-10.5%	-50.0%
<b>Total</b>	<b>86.5%</b>	<b>89.3%</b>	<b>84.8%</b>	<b>85.3%</b>	<b>+1.7%</b>	<b>+4.0%</b>

3.6 The council upheld or partially upheld 581 complaints, an increase of 34% compared to 2013/14.

	2014/15		2013/14		Change	
	Upheld	Part upheld	Upheld	Part upheld	Upheld	Part upheld
CS	49	53	40	57	+22.5%	-7.0%
CS&F	18	19	2	3	+800%	+533%
E&R	281	135	204	100	+37.7%	+35.0%
C&H	13	13	15	12	-13.3%	+8.3%
<b>Total</b>	<b>361</b>	<b>220</b>	<b>261</b>	<b>172</b>	<b>+38.8%</b>	<b>+27.9%</b>

3.7 173 compliments were received on departmental service delivery.

	2014/15	2013/14	Change
Corporate Services	58	44	+31.8%
Children's Schools & Families	17	23	-26.1%
Environment & Regeneration	45	22	+104.5%
Community & Housing	53	113	-46.9%
<b>Total</b>	<b>173</b>	<b>202</b>	<b>-14.4%</b>

3.8 It is recognised that more work needs to be done to capture compliments. Many compliments are informal and verbal in nature and so are not recorded. They are however an important source of feedback about council services and the staff who deliver them. If recorded and the stories they tell published internally, they can offer a positive perspective on the work of staff and their managers.

- 3.9 Monitoring of complaint responses at Stage 1 has identified concern over the quality of some replies which leads to complaints escalating. To help managers check that their replies address the issues and meet good practice standards, a data quality checklist is sent with the complaint to each officer responsible for drafting the response. Few of these forms are returned to the Complaints team. However, they provide a useful tool in identifying if the Stage 1 response adequately addressed the complaint. The Complaints team feedback to officers where it is felt that the Stage 1 response led to the complaint escalating.
- 3.10 The Complaints team have worked closely with service areas to identify trends or areas that need to be addressed. A Complaints Officer now attends monthly meetings of Children’s Social Care and Youth Inclusion’s senior management team, to discuss any specific issues with dealing with complaints and member enquiries. This has resulted in improved performance in that area.
- 3.11 Compensation can be offered to complainants at Stages 1 or 2 as a remedy for injustice or as a payment for time and trouble to the complainant. During the year £600 was offered to complainants, with a further £2,000 paid to a complainant as a result of a children’s social care Stage 2 complaint.
- 3.12 No complaints were considered vexatious.

#### 4. Informal and Policy Complaints

- 4.1 A complaint is logged as informal when it is deemed that a quick resolution of the problem is the main concern of the complainant rather than an investigation and written explanation. Informal complaints are particularly applicable to the resolution of complaints about services in Environment and Regeneration such as waste collection and street cleaning and this is reflected in the significantly higher number of informal complaints logged against this department compared to others. Informal complaints increased by 56% compared to 2013/14.

	2014/15	2013/14	Change
Corporate Services	18	24	-25.0%
Children, Schools and Families	39	2	+1850%
Environment and Regeneration	440	288	+52.8%
Community and Housing	2	6	-66.7%
<b>Total</b>	<b>499</b>	<b>320</b>	<b>+55.9%</b>

4.2 The table below gives a breakdown of informal complaints by service area.

	Number	Service
Corporate Services	18	4 Housing Benefit & 4 Council Tax
Children, Schools & Families	2	1 Social Care & 1 CSP
Environment & Regeneration	440	260 Street Scene & Waste
Community & Housing	2	1 Libraries

4.3 Policy complaints are defined as 'expressions of dissatisfaction with the council's policy in a specific service area', as opposed to dissatisfaction with of failure of services to meet standards. Policy complaints are dealt with under Stage 1 of the complaints process with issues fed back to team managers so that they are aware of the impact of their decisions. Policy complaints cannot be escalated without an appeal

4.4 The Complaints team have worked to ensure that when a complaint is classed a policy complaint, that the service user is signposted to the relevant policy.

4.5 Twenty eight policy complaints were received, the same as in 2013/14.

	2014/15	2013/14	Change
Corporate Services	3	12	-75.0%
Children, Schools and Families	0	1	-100%
Environment and Regeneration	23	14	+64.3%
Community and Housing	2	1	+100%
<b>Total</b>	<b>28</b>	<b>28</b>	<b>0.0%</b>

4.6 Of the 23 policy complaints received in Environment and Regeneration, six related to parking permits and three to vehicle crossovers, whilst other complaints concerned garden waste, recycling and building noise.

## 5. The services customers complain about

5.1 The areas that customers complained about the most, at Stage 1 are:

Service	Number	% of total received
<b>Waste &amp; Streetscene</b>	388	42%
<b>Council Tax</b>	79	8.5%
<b>Benefits</b>	75	8%
<b>Parking</b>	48	5%
<b>Planning</b>	36	4%

Traffic & highways	34	3.7%
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## 6. Local Government Ombudsman (LGO) Enquiries

- 6.1 The Annual Review letter from the LGO is attached as **Appendix A**. The LGO received 98 complaints and enquiries about the council's services, 9 less than 2013/14. Seventeen were investigated (29 in 2013/14) and 30 were closed after initial enquiries (27 in 2013/14).
- 6.2 Of the seventeen cases investigated the Ombudsman upheld complaints against the council in seven cases.
- 6.3 A breakdown of investigations made by the LGO during the year is attached as **Appendix B**.
- 6.4 The Complaints team monitors the response deadlines set by the Ombudsman in their communications with the council. The council responded to 92% of the deadlines on time.

Service Area	Compensation
Children's Social Care (Child Protection conference)	£300
Children's Social Care (Child Protection referral)	N/A
Adult Social Care (Domiciliary care)	£150
Planning	£600
Building Control	£1000
Greenspaces (Allotments)	N/A
Greenspaces (Use of tennis courts)	N/A

- 6.5 In total, £2,050 was paid following decisions made by the LGO. The majority of payments were to compensate complainants for time and trouble. This is broadly inline with the findings of a recent National Audit Office report.
- 6.6 There is no formal LGO benchmarking undertaken however, analysis was undertaken of performance of all London boroughs and Merton had the:
- 7<sup>th</sup> lowest number of referrals to the LGO in London, with 86; and
  - 4<sup>th</sup> lowest number of upheld complaints in London, compared to the number investigated. See **Appendix C** for details.
- 6.7 The LGO has developed a workbook for councillors which explains how they can support local people with their complaints and identifies

opportunities for using complaints data as part of their scrutiny toolkit. This workbook has been distributed to all Merton councillors.

## 7. Benchmarking

- 7.1 The Complaints team attends London wide complaints forums considering best practice issues and contribute to the London Complaints Managers Group, which works closely with the LGO and other agencies.
- 7.2 Attempts have been made over the past year to develop meaningful benchmarking data but it is difficult to draw conclusions because the recording of complaints continues to vary between councils.

## 8. Members and MP Enquiries

- 8.1 The total number of Member and MP enquiries received, via the members' enquiry inbox, was 2,775, an increase on 2013/14 when 2,583 were received. Overall MP enquiries make up around 60% of all enquiries. The figure is not a reflection of all Member activity, as it does not include enquiries made by Members directly to officers, which are dealt with as business as usual.

Department/Service Area - Majority of enquiries	2014/15	2013/14	Change
CS –Revenues & Benefits (370)	370	329	+12.5%
CS&F – Schools admissions (30) & social work (17)	145	117	+23.9%
E&R –Traffic & Highways (371) Waste Services (342)	1,395	1,333	+4.6%
C&H –Housing Needs (689)	869	804	+8.1%
<b>Total</b>	<b>2,775</b>	<b>2,583</b>	<b>+7.4%</b>

- 8.2 A breakdown of Member and ME enquiries by ward and by service area is shown in **Appendix D**.

## 9. Service improvements and learning from complaints

- 9.1 Complaints are a valuable source of customer insight and are being used by services to help them identify areas for improvement. The Complaints team seeks feedback from complainants by sending a feedback form with the complaint acknowledgement. During 2014/15 only five were returned. Two stated their response did not address all the points raised in their

complaint and two stated that the letter did not explain what had happened to resolve their complaint.

- 9.2 There has been a continuing focus by the Complaints team on working with service managers to use complaints as a valuable feedback on customer concerns which help identify and prioritise service improvements.
- 9.3 As well as making improvements to services identified from feedback through complaints, the Complaints team has been focussing on improving how managers handle complaints. Work is underway in Children's Schools and Families to increase the number of complaints resolved at the first stage and therefore preventing escalation.
- 9.4 Where complaints investigations have identified issues around professional practice, procedure or individual performance, these have been taken up with the relevant service managers.
- 9.5 In Revenues and Benefits, if a complaint is received about staff attitude on the phone, a member of the Complaints team will listen to the call to ensure the Stage 1 response is fair and unbiased and that if the complaint escalates to Stage 2, it will not be because the issue has not been investigated thoroughly.
- 9.6 Following a Stage 2 complaint about how the revenue and benefits service dealt with a vulnerable resident a staff training need was identified. As a result a course was run in Spring 2015 on "Identifying vulnerability and its impact on revenue collection".
- 9.7 Complaints are a central component of the new Ofsted inspection framework and we are required to evidence organisational learning from complaints and customer feedback. Detailed information on complaints about the Children, Schools and Families department during 2014/15 is now held on file and is readily available should it be required in the event of an inspection.
- 9.8 The Head of Information Governance attends all of the DMTs every two months to maintain a high profile for complaint handling by service managers and to identify areas where performance needs to be addressed.

## **10. Next Steps**

- 10.1 The Complaints team periodically reviews the corporate complaints procedure to ensure it continues to be fit for purpose and takes account of any new relevant legislation and best practice.



- 10.2 The Complaints team will work with the Business Improvement team to agree how feedback from complaints can be used in the council's programme of continuous improvement.
- 10.3 The Complaints team will be reviewing the feedback sent to the departmental management teams, to ensure it meets their needs.
- 10.4 A case management system is due to be developed as part of the Customer Contact project.

## **11. Alternative options**

- 11.1 Not applicable.

## **12. Consultation undertaken or proposed**

- 12.1 The Complaints Officers were consulted on this report.

## **13. Timetable**

- 13.1 This is dependant on receipt of the LGO annual letter.

## **14. Financial, resource and property implications**

- 14.1 During the year £2600 was offered to complainants as local settlement and £2,200 was paid following decisions made by the LGO, mainly for time and trouble payments.
- 14.2 Stage 2 complaints that are subject to the Children Act regulations require an independent investigator and an independent person to be appointed. In 2014/15, three Stage 2 complaints were made, at a cost of £13,406. Close monitoring of Stage 2 and 3 social care complaints is in place to ensure costs represent value for money.

## **15. Legal and statutory implications**

- 15.1 The council has a number of legal and statutory obligations in relation to Adults and Children's social care complaints.
- 15.2 Complaints for Adult Social Care are governed by the Local Authority Social Services and National Health Service Complaints (England) Regulations.
- 15.3 Complaints about Children's social care fall under the requirements of the Children Act 1989 and statutory guidance issued in 2006 called "Getting

*the Best from Complaints*” which advises local authorities on implementing the Act.

15.4 There is no statutory requirement to publish this report.

## **16. Human rights, equalities and community cohesion implications**

16.1 It is important all those involved in dealing with complaints are mindful of ensuring a consistent approach with all complainants in line with Equalities principles.

16.2 Training has been undertaken by both the Complaints team and Revenues and Benefits to improve communication with people with a learning disability.

16.3 All complaints where there has been an allegation of discrimination are reviewed the Equalities and Community Cohesion Officer. There were 5 complaints that alleged harassment or discrimination, one was upheld, one was partially upheld and the rest were not upheld.

## **17. Risk management and health and safety implications**

17.1 Poor complaint handling could be a reputational risk to the council, especially with the increase in people using social media to raise awareness of issues.

## **18. Appendices – the following documents are to be published with this report and form part of the report**

18.1 Annual Review Letter of the LGO.

18.2 Breakdown of LGO investigations in Merton

18.3 LGO performance by London Borough

18.4 Breakdown of Member and MP enquiries by ward and service area

## **19. Background Papers – the following documents have been relied on in drawing up this report but do not form part of the report**

19.1 None

## 20. Report author

- Name: Graham Owen
- Tel: 020 8545 3573
- Email: [graham.owen@merton.gov.uk](mailto:graham.owen@merton.gov.uk)

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18 June 2015

*By email*

Mr Ged Curran  
Chief Executive  
Merton London Borough Council

Dear Mr Curran

### **Annual Review Letter 2015**

I am writing with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2015. This year's statistics can be found in the table attached.

The data we have provided shows the complaints and enquiries we have recorded, along with the decisions we have made. We know that these numbers will not necessarily match the complaints data that your authority holds. For example, our numbers include people who we signpost back to the council but who may never contact you. I hope that this information, set alongside the data sets you hold about local complaints, will help you to assess your authority's performance.

We recognise that the total number of complaints will not, by itself, give a clear picture of how well those complaints are being responded to. Over the coming year we will be gathering more comprehensive information about the way complaints are being remedied so that in the future our annual letter focuses less on the total numbers and more on the outcomes of those complaints.

### **Supporting local scrutiny**

One of the purposes of the annual letter to councils is to help ensure that learning from complaints informs scrutiny at the local level. Supporting local scrutiny is one of our key business plan objectives for this year and we will continue to work with elected members in all councils to help them understand how they can contribute to the complaints process.

We have recently worked in partnership with the Local Government Association to produce a workbook for councillors which explains how they can support local people with their complaints and identifies opportunities for using complaints data as part of their scrutiny tool kit. This can be found [here](#) and I would be grateful if you could encourage your elected members to make use of this helpful resource.

Last year we established a new Councillors Forum. This group, which meets three times a year, brings together councillors from across the political spectrum and from all types of local authorities. The aims of the Forum are to help us to better understand the needs of councillors when scrutinising local services and for members to act as champions for learning from complaints in their scrutiny roles. I value this direct engagement with elected members and believe it will further ensure LGO investigations have wider public value.

## Encouraging effective local complaints handling

In November 2014, in partnership with the Parliamentary and Health Service Ombudsman and Healthwatch England, we published *'My Expectations'* a service standards framework document describing what good outcomes for people look like if complaints are handled well. Following extensive research with users of services, front line complaints handlers and other stakeholders, we have been able to articulate more clearly what people need and want when they raise a complaint.

This framework has been adopted by the Care Quality Commission and will be used as part of their inspection regime for both health and social care. Whilst they were written with those two sectors in mind, the principles of *'My Expectations'* are of relevance to all aspects of local authority complaints. We have shared them with link officers at a series of seminars earlier this year and would encourage chief executives and councillors to review their authority's approach to complaints against this user-led vision. A copy of the report can be found [here](#).

## Future developments at LGO

My recent annual letters have highlighted the significant levels of change we have experienced at LGO over the last few years. Following the recent general election I expect further change.

Most significantly, the government published a review of public sector ombudsmen in March of this year. A copy of that report can be found [here](#). That review, along with a related consultation document, has proposed that a single ombudsman scheme should be created for all public services in England mirroring the position in the other nations of the United Kingdom. We are supportive of this proposal on the basis that it would provide the public with clearer routes to redress in an increasingly complex public service landscape. We will advise that such a scheme should recognise the unique roles and accountabilities of local authorities and should maintain the expertise and understanding of local government that exists at LGO. We will continue to work with government as they bring forward further proposals and would encourage local government to take a keen and active interest in this important area of reform in support of strong local accountability.

The Government has also recently consulted on a proposal to extend the jurisdiction of the LGO to some town and parish councils. We currently await the outcome of the consultation but we are pleased that the Government has recognised that there are some aspects of local service delivery that do not currently offer the public access to an independent ombudsman. We hope that these proposals will be the start of a wider debate about how we can all work together to ensure clear access to redress in an increasingly varied and complex system of local service delivery.

Yours sincerely



Dr Jane Martin  
Local Government Ombudsman  
Chair, Commission for Local Administration in England

## Local authority report – Merton LB

For the period ending – 31/03/2015

For further information on interpretation of statistics click on this link to go to <http://www.lgo.org.uk/publications/annual-report/note-interpretation-statistics/>

### Complaints and enquiries received

Local Authority	Adult Care Services	Benefits and tax	Corporate and other services	Education and children's services	Environmental services and public protection	Highways and transport	Housing	Planning and development	Total
Merton LB	10	16	4	12	2	29	9	16	98

Page 3  
Decisions made

Local Authority	Detailed investigations carried out		Advice given	Closed after initial enquiries	Incomplete/Invalid	Referred back for local resolution	Total
	Upheld	Not Upheld					
Merton LB	7	10	1	30	5	33	86

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Merton LB  
Decisions made in period (Apr 2014 - Mar 2015)

	Ref	Authority	Category	Decision date	Decision
1	13018427	Merton LB	Highways & Transport	07/Apr/2014	Closed after initial enquiries
2	13020383	Merton LB	Adult Care Services	10/Apr/2014	Referred back for local resolution
3	14000949	Merton LB	Environmental Services & Public Protection & Regulation	16/Apr/2014	Referred back for local resolution
4	14000988	Merton LB	Housing	16/Apr/2014	Referred back for local resolution
5	13021363	Merton LB	Highways & Transport	22/Apr/2014	Closed after initial enquiries
6	13019945	Merton LB	Corporate & Other Services	28/Apr/2014	Closed after initial enquiries
7	13016595	Merton LB	Planning & Development	28/Apr/2014	Upheld
8	14001934	Merton LB	Planning & Development	06/May/2014	Referred back for local resolution
9	14000462	Merton LB	Benefits & Tax	08/May/2014	Closed after initial enquiries
10	14002540	Merton LB	Adult Care Services	14/May/2014	Incomplete/Invalid
11	14002640	Merton LB	Education & Childrens Services	15/May/2014	Referred back for local resolution
12	14002303	Merton LB	Highways & Transport	22/May/2014	Closed after initial enquiries
13	14002061	Merton LB	Highways & Transport	27/May/2014	Closed after initial enquiries
14	14002160	Merton LB	Highways & Transport	27/May/2014	Closed after initial enquiries
15	14002772	Merton LB	Corporate & Other Services	02/Jun/2014	Closed after initial enquiries
16	14003588	Merton LB	Education & Childrens Services	02/Jun/2014	Referred back for local resolution
17	14003686	Merton LB	Adult Care Services	03/Jun/2014	Referred back for local resolution
18	13012454	Merton LB	Education & Childrens Services	09/Jun/2014	Upheld
19	14004116	Merton LB	Environmental Services & Public Protection & Regulation	11/Jun/2014	Referred back for local resolution
20	14004131	Merton LB	Education & Childrens Services	11/Jun/2014	Referred back for local resolution
21	14003887	Merton LB	Highways & Transport	18/Jun/2014	Incomplete/Invalid
22	14003134	Merton LB	Benefits & Tax	24/Jun/2014	Closed after initial enquiries
23	13020920	Merton LB	Adult Care Services	30/Jun/2014	Upheld
24	13011619	Merton LB	Adult Care Services	03/Jul/2014	Not Upheld
25	14005579	Merton LB	Highways & Transport	04/Jul/2014	Incomplete/Invalid
26	14005799	Merton LB	Housing	09/Jul/2014	Referred back for local resolution
27	14006245	Merton LB	Benefits & Tax	16/Jul/2014	Referred back for local resolution
28	14006703	Merton LB	Education & Childrens Services	22/Jul/2014	Referred back for local resolution
29	14005441	Merton LB	Planning & Development	29/Jul/2014	Closed after initial enquiries
30	14007249	Merton LB	Planning & Development	30/Jul/2014	Referred back for local resolution

Merton LB  
Decisions made in period (Apr 2014 - Mar 2015)

31	14007429	Merton LB	Benefits & Tax	04/Aug/2014	Referred back for local resolution
32	14007856	Merton LB	Housing	13/Aug/2014	Referred back for local resolution
33	14008069	Merton LB	Benefits & Tax	13/Aug/2014	Referred back for local resolution
34	14008292	Merton LB	Benefits & Tax	18/Aug/2014	Referred back for local resolution
35	14006964	Merton LB	Highways & Transport	22/Aug/2014	Closed after initial enquiries
36	14008352	Merton LB	Highways & Transport	28/Aug/2014	Closed after initial enquiries
37	13007150	Merton LB	Adult Care Services	01/Sep/2014	Not Upheld
38	14007891	Merton LB	Highways & Transport	03/Sep/2014	Closed after initial enquiries
39	14008683	Merton LB	Highways & Transport	05/Sep/2014	Closed after initial enquiries
40	14008788	Merton LB	Highways & Transport	09/Sep/2014	Closed after initial enquiries
41	14008633	Merton LB	Planning & Development	09/Sep/2014	Referred back for local resolution
42	14009054	Merton LB	Benefits & Tax	12/Sep/2014	Referred back for local resolution
43	14009746	Merton LB	Education & Childrens Services	22/Sep/2014	Closed after initial enquiries
44	14010394	Merton LB	Benefits & Tax	23/Sep/2014	Referred back for local resolution
45	13017891	Merton LB	Corporate & Other Services	25/Sep/2014	Upheld
46	14002510	Merton LB	Highways & Transport	01/Oct/2014	Not Upheld
47	14001071	Merton LB	Highways & Transport	01/Oct/2014	Not Upheld
48	14011591	Merton LB	Adult Care Services	13/Oct/2014	Referred back for local resolution
49	14010901	Merton LB	Highways & Transport	21/Oct/2014	Closed after initial enquiries
50	14009661	Merton LB	Highways & Transport	21/Oct/2014	Closed after initial enquiries
51	14012159	Merton LB	Housing	22/Oct/2014	Referred back for local resolution
52	14006548	Merton LB	Education & Childrens Services	28/Oct/2014	Closed after initial enquiries
53	14006362	Merton LB	Highways & Transport	30/Oct/2014	Closed after initial enquiries
54	14005426	Merton LB	Highways & Transport	03/Nov/2014	Not Upheld
55	14011274	Merton LB	Planning & Development	04/Nov/2014	Closed after initial enquiries
56	14013057	Merton LB	Benefits & Tax	06/Nov/2014	Referred back for local resolution
57	14013573	Merton LB	Highways & Transport	17/Nov/2014	Incomplete/Invalid
58	14013582	Merton LB	Highways & Transport	17/Nov/2014	Referred back for local resolution
59	14012536	Merton LB	Highways & Transport	20/Nov/2014	Closed after initial enquiries
60	14013072	Merton LB	Benefits & Tax	27/Nov/2014	Incomplete/Invalid
61	14013965	Merton LB	Highways & Transport	03/Dec/2014	Closed after initial enquiries

Merton LB  
Decisions made in period (Apr 2014 - Mar 2015)

62	14013715	Merton LB	Highways & Transport	03/Dec/2014	Closed after initial enquiries
63	13011239	Merton LB	Planning & Development	03/Dec/2014	Upheld
64	13014000	Merton LB	Adult Care Services	04/Dec/2014	Not Upheld
65	14013992	Merton LB	Planning & Development	12/Dec/2014	Closed after initial enquiries
66	14015061	Merton LB	Highways & Transport	12/Dec/2014	Referred back for local resolution
67	14014293	Merton LB	Planning & Development	18/Dec/2014	Closed after initial enquiries
68	14014527	Merton LB	Education & Childrens Services	22/Dec/2014	Closed after initial enquiries
69	14015563	Merton LB	Benefits & Tax	23/Dec/2014	Referred back for local resolution
70	14005735	Merton LB	Education & Childrens Services	05/Jan/2015	Upheld
71	14015931	Merton LB	Housing	07/Jan/2015	Advice given
72	14009400	Merton LB	Planning & Development	12/Jan/2015	Not Upheld
73	14016698	Merton LB	Housing	21/Jan/2015	Referred back for local resolution
74	14010759	Merton LB	Planning & Development	26/Jan/2015	Not Upheld
75	14017598	Merton LB	Benefits & Tax	05/Feb/2015	Referred back for local resolution
76	14009972	Merton LB	Corporate & Other Services	10/Feb/2015	Upheld
77	14018020	Merton LB	Highways & Transport	12/Feb/2015	Referred back for local resolution
78	14018045	Merton LB	Adult Care Services	12/Feb/2015	Referred back for local resolution
79	13019107	Merton LB	Education & Childrens Services	19/Feb/2015	Not Upheld
80	14018044	Merton LB	Benefits & Tax	20/Feb/2015	Referred back for local resolution
81	14018201	Merton LB	Corporate & Other Services	25/Feb/2015	Closed after initial enquiries
82	13020630	Merton LB	Education & Childrens Services	25/Feb/2015	Not Upheld
83	14017234	Merton LB	Highways & Transport	25/Feb/2015	Closed after initial enquiries
84	14019473	Merton LB	Housing	09/Mar/2015	Referred back for local resolution
85	14019695	Merton LB	Benefits & Tax	25/Mar/2015	Closed after initial enquiries
86	14020954	Merton LB	Highways & Transport	31/Mar/2015	Referred back for local resolution

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## Complaints and enquiries received 2014/15

Local Government  
**OMBUDSMAN**

Local Authority	Upheld*	Not upheld	Total LGOs received	% upheld
City of London	0	0	13	0%
Ealing LB	10	6	184	5%
Kensington & Chelsea	4	11	72	6%
Islington LB	7	9	111	6%
Barking & Dagenham	9	10	117	8%
Hackney LB	12	10	156	8%
Enfield LB	12	9	153	8%
Havering LB	7	11	88	8%
Merton LB	7	10	86	8%
Camden LB	11	14	133	8%
Barnet LB	17	19	203	8%
Tower Hamlets LB	11	12	122	9%
Lewisham LB	15	17	153	10%
Hounslow LB	13	12	132	10%
Croydon LB	24	28	236	10%
Westminster City C	17	19	165	10%
Bexley LB	8	6	76	11%
Greenwich LB	14	9	131	11%
Hammersmith & Fulham	13	14	121	11%
Hillingdon LB	12	7	109	11%
Wandsworth LB	10	4	90	11%
Southwark LB	22	17	187	12%
Kingston upon Thames	9	2	71	13%
Sutton LB	6	4	46	13%
Harrow LB	19	12	143	13%
Brent LB	23	16	169	14%
Newham LB	44	30	311	14%
Lambeth LB	42	24	293	14%
Redbridge LB	26	20	181	14%
Waltham Forest LB	27	19	182	15%
Haringey LB	35	20	209	17%
Bromley LB	29	20	164	18%
Richmond upon Thames	10	4	46	22%

**Notes**

The statistics include all the complaints and enquiries received in 2013/14.

Number of complaints and enquiries received: a number of cases will have been received and decided in different business years, this means the number of complaints and enquiries will not always match the number of decisions made.

For further information on interpreting the statistics, click

[Local Government Ombudsman • Note on interpretation of local authority statistics](#)

Local Authority	Upheld*	Not upheld	Total LGOs received	% upheld
City of London	0	0	13	0%
Kensington & Chelsea	4	11	72	27%
Havering LB	7	11	88	39%
Merton LB	7	10	86	41%
Islington LB	7	9	111	44%
Camden LB	11	14	133	44%
Croydon LB	24	28	236	46%
Lewisham LB	15	17	153	47%
Barnet LB	17	19	203	47%
Westminster City C	17	19	165	47%
Barking & Dagenham	9	10	117	47%
Tower Hamlets LB	11	12	122	48%
Hammersmith & Fulham	13	14	121	48%
Hounslow LB	13	12	132	52%
Hackney LB	12	10	156	55%
Southwark LB	22	17	187	56%
Redbridge LB	26	20	181	57%
Enfield LB	12	9	153	57%
Bexley LB	8	6	76	57%
Waltham Forest LB	27	19	182	59%
Brent LB	23	16	169	59%
Bromley LB	29	20	164	59%
Newham LB	44	30	311	59%
Sutton LB	6	4	46	60%
Greenwich LB	14	9	131	61%
Harrow LB	19	12	143	61%
Ealing LB	10	6	184	63%
Hillingdon LB	12	7	109	63%
Lambeth LB	42	24	293	64%
Haringey LB	35	20	209	64%
Wandsworth LB	10	4	90	71%
Richmond upon Thames	10	4	46	71%
Kingston upon Thames	9	2	71	82%

**Notes**

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Local Authority	Upheld*	Not upheld	Total LGOs received	% upheld
City of London	0	0	13	0%
Richmond upon Thames	10	4	46	22%
Sutton LB	6	4	46	13%
Kingston upon Thames	9	2	71	13%
Kensington & Chelsea	4	11	72	6%
Bexley LB	8	6	76	11%
Merton LB	7	10	86	8%
Havering LB	7	11	88	8%
Wandsworth LB	10	4	90	11%
Hillingdon LB	12	7	109	11%
Islington LB	7	9	111	6%
Barking & Dagenham	9	10	117	8%
Hammersmith & Fulham	13	14	121	11%
Tower Hamlets LB	11	12	122	9%
Greenwich LB	14	9	131	11%
Hounslow LB	13	12	132	10%
Camden LB	11	14	133	8%
Harrow LB	19	12	143	13%
Enfield LB	12	9	153	8%
Lewisham LB	15	17	153	10%
Hackney LB	12	10	156	8%
Bromley LB	29	20	164	18%
Westminster City C	17	19	165	10%
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Waltham Forest LB	27	19	182	15%
Ealing LB	10	6	184	5%
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**Notes**

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	Community & Housing						Corporate Services						Children, Schools & Families					Total	
	Access & Assessment	ASC Commissioning	Public Health	Direct Provision	Housing	Libraries	Business Improvement	Corp. Gov.	Customer Services	HR	I&T	Resources	CSP	Early Years	Schools admissions	Social Care & Youth Inclusion	Education		SENAT
Abbey	1	1	0	0	14	0	1	0	3	0	0	1	0	0	0	1	2	0	24
Cannon Hill	2	1	0	0	9	0	0	0	7	1	0	0	0	0	0	0	2	0	22
Colliers Wood	5	2	0	0	56	2	0	0	20	1	0	0	3	0	0	3	1	0	93
Cricket Green	18	0	0	0	95	1	0	0	37	0	0	0	1	0	0	14	4	0	170
Dundonald	1	0	0	0	1	0	0	1	1	0	0	0	1	0	0	0	1	0	6
Figges Marsh	11	0	0	0	130	0	0	0	27	0	0	0	0	0	0	6	1	0	175
Graveney	3	0	0	0	53	0	0	0	25	0	0	1	1	0	0	2	0	0	85
Hillside	2	0	0	0	0	1	0	1	3	0	0	1	1	0	0	1	0	0	10
Lavender Fields	2	0	0	0	68	0	0	1	24	0	0	0	0	0	0	5	4	0	104
Longthornton	7	0	0	0	59	0	0	0	23	0	0	1	1	0	0	1	3	0	95
Lower Morden	11	1	0	0	23	0	0	0	8	0	0	0	0	0	0	3	10	0	56
Merton Park	2	0	0	0	8	0	0	1	3	0	0	0	1	0	0	0	0	0	15
Mitcham and Morden - MP	1	0	0	0	0	0	0	1	9	0	1	0	0	0	0	3	4	0	19
Pollards Hill	15	0	0	0	90	0	0	1	36	0	0	0	2	0	0	3	7	0	154
Ravensbury	7	2	1	1	68	0	0	0	30	0	0	0	1	0	0	4	5	0	119
Raynes Park	4	0	0	0	9	0	0	0	7	1	0	0	0	0	0	0	1	0	22
St Helier	9	0	0	0	60	0	0	1	39	0	0	0	0	0	0	4	1	0	114
Trinity	2	0	0	0	9	0	0	1	5	0	0	0	0	0	0	0	2	0	19
Village	1	0	0	0	2	0	0	0	2	0	0	0	1	0	0	0	1	0	7
West Barnes	0	0	0	0	3	0	0	0	5	0	0	1	0	0	0	0	1	0	10
Wimbledon - MP	2	0	0	0	0	1	0	0	0	0	0	0	2	0	0	2	2	0	9
Wimbledon Park	2	1	0	0	2	0	0	0	5	0	1	3	2	0	0	1	1	0	18
Blank & splits	9	5	1	0	81	1	0	2	26	0	0	0	6	0	0	9	7	0	147
<b>Total</b>	<b>117</b>	<b>13</b>	<b>2</b>	<b>1</b>	<b>840</b>	<b>6</b>	<b>1</b>	<b>10</b>	<b>345</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>23</b>	<b>0</b>	<b>0</b>	<b>62</b>	<b>60</b>	<b>0</b>	<b>1,493</b>

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## Environment &amp; Regeneration

	Traffic & Highways	Waste	Environmental Health, Trading Standards & Licensing	Parking	Planning	Future Merton	Property	Greenspaces	Leisure	Safer Merton	Transport	Splits	Total
Abbey	23	26	4	5	11	1	0	3	0	1	0	16	90
Cannon Hill	26	5	0	5	6	1	0	5	1	1	0	4	54
Colliers Wood	17	21	3	5	7	2	0	4	0	2	0	5	66
Cricket Green	16	12	1	9	10	2	2	4	0	1	0	12	69
Dundonald	10	10	0	3	2	1	1	0	1	0	0	3	31
Figges Marsh	22	53	2	6	3	0	0	1	1	4	0	11	103
Graveney	20	11	2	5	13	3	0	1	0	5	0	3	63
Hillside	8	8	0	2	2	1	0	1	0	0	0	2	24
Lavender Fields	35	81	3	2	18	0	3	7	0	6	0	30	185
Longthornton	30	32	3	7	15	0	2	2	0	0	0	12	103
Lower Morden	37	25	2	5	16	0	0	3	1	1	0	4	94
Merton Park	4	1	0	2	2	0	1	1	0	0	0	0	11
Mitcham and Morden - MP	8	9	2	1	3	0	0	3	0	2	0	0	28
Pollards Hill	22	18	6	7	10	1	0	5	0	0	0	10	79
Ravensbury	21	19	2	4	14	0	2	6	0	1	0	13	82
Raynes Park	15	18	1	8	9	1	0	1	0	1	0	6	60
St Helier	11	8	7	2	5	0	0	5	0	2	0	3	43
Trinity	7	7	4	6	6	0	0	0	1	0	0	5	36
Village	16	7	1	4	3	0	1	0	1	0	0	2	35
West Barnes	17	9	2	0	3	0	0	2	0	0	0	4	37
Wimbledon - MP	4	1	0	0	0	1	0	0	0	0	0	0	6
Wimbledon Park	20	14	2	4	7	2	2	6	0	0	0	7	64
Blank	30	15	4	23	11	3	0	4	0	0	0	7	97
<b>Total</b>	<b>419</b>	<b>410</b>	<b>51</b>	<b>115</b>	<b>176</b>	<b>19</b>	<b>14</b>	<b>64</b>	<b>6</b>	<b>27</b>	<b>0</b>	<b>159</b>	<b>1,460</b>

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## **Committee: Standards Committee**

**Date: 21 October 2015**

Wards: All

### **Subject: Appointment of independent persons and their relationship to Standards Committee**

Lead officer: Paul Evans, Assistant Director Corporate Governance

Lead member: Councillor Peter McCabe, Chair of Standards Committee

Contact officer: Julia Regan, Head of Democracy Services, 0208 545 3864

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#### **Recommendations:**

- A. That the Standards Committee note the appointment of Suresh Patel and Derek Prior as independent persons to serve for a period of three years from 12 July 2015;
  - B. That the Standards Committee note that the independent persons are invited and encouraged to attend meetings of Standards Committee in an advisory non-voting capacity;
  - C. That the Standards Committee agrees to review this arrangement in February 2016 and to take a view on whether it still requires a co-opted member once Sophie Bowen's first term of office finishes in June 2016.
- 

#### **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1. Standards Committee has previously agreed to combine the roles of the independent persons and the independent non-voting co-opted members of the Standards Committee.
- 1.2. This is no longer viable as such an arrangement would automatically disqualify the independent person from continuing to be an independent person.
- 1.3. The role description for the independent person has therefore been amended so, rather than being a co-opted member, the independent persons are invited and encouraged to attend meetings of the Standards Committee in an advisory, non-voting capacity.
- 1.4. Council has agreed the appointment of Suresh Patel and Derek Prior as independent persons to serve for a period of three years from 12 July 2015.

#### **2 ALTERNATIVE OPTIONS**

- 2.1. The appointment of co-opted members to Standards Committee is entirely discretionary.

#### **3 CONSULTATION UNDERTAKEN OR PROPOSED**

- 3.1. None

#### **4 TIMETABLE**

- 4.1. None.

**5 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 5.1. Independent persons and co-opted members of the Standards Committee are paid £100 per meeting. The recommendations in this report will not lead to any increase in the overall budget for allowances.

**6 LEGAL AND STATUTORY IMPLICATIONS**

- 6.1. See body of the report.

**7 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

- 7.1. None specific to this report.

**8 CRIME AND DISORDER IMPLICATIONS**

- 8.1. None specific to this report.

**9 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

- 9.1. None specific to this report

**10 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

- none

**11 BACKGROUND PAPERS**

- 11.1. None

## **Committee: Standards Committee**

**Date: 21 October 2015**

Wards: All Wards

### **Subject: shared service arrangements**

Lead officer: Caroline Holland, Director of Corporate Services

Lead member: Councillor Mark Allison, Deputy Leader and Cabinet Member for Finance

Contact Officer: Sophie Ellis, Assistant Director of Business Improvement

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#### **Recommendations:**

- A. That the Standards Committee discuss and agree on the most appropriate mechanism for informing councillors about the council's various shared services arrangements.

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#### **1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

1.1 General Purposes Committee, at its meeting on 25 June 2015, considered a report that set out the arrangements for a shared audit service and provided an update on the HR shared service. Members requested a report to the next meeting of the committee to set out how information on all the shared services arrangements across the council, including governance and monitoring arrangements could be made available in one place on the council's website.

1.2 Current shared services arrangements are set out in the appendix to this report.

1.3 Members are asked to advise on whether the layout and content is helpful and whether it would be appropriate to publish this on the council's website or to use an alternative mechanism for updating councillors.

#### **2. ALTERNATIVE OPTIONS**

2.1 General Purposes Committee is requested to give views on the most appropriate format and content for publishing information about shared service arrangements.

#### **3. CONSULTATION UNDERTAKEN OR PROPOSED**

3.1 None.

#### **4. TIMETABLE**

4.1 The information in the appendix was initially compiled for a scrutiny task group review of shared services that was presented to the Overview and Scrutiny Commission on 14 July 2014.

#### **5. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

5.1 Work to compile and publish information will be done within existing resources.

- 6. LEGAL AND STATUTORY IMPLICATIONS**
  - 6.1 None for the purposes of this report.
- 7. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**
  - 5.1 None for the purposes of this report.
- 8 CRIME AND DISORDER IMPLICATIONS**
  - 8.1 None for the purposes of this report.
- 9. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**
  - 9.1 None for the purposes of this report.
- 10. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**
  - 10.1 Appendix -
- 11. BACKGROUND PAPERS**
  - 11.1 Notes of task group meetings.



## LBM Shared Services –Snapshot July 2015

Service Area	Arrangement	Governance
<b>Children &amp; young people</b>		
Adoption recruitment	Pooled resources - LBRuT, RBK, LBS, LBM	Sponsoring Group - Directors of the four agencies. Strategic Board – heads of service. Operational Group – team managers.
School governors	shared management agreement- LBM, LBS LBM is host authority and invoices Sutton for the agreed costs	The authorised officers for the service are: LB Merton: Head of School Improvement LB Sutton: Head of Improvement and Support.
School admissions service	Memorandum of Understanding Agreement for Head of LBM Admissions to manage LBS Admissions service	Memorandum of Understanding governs the reporting and management and financing arrangements No joint governance board as such. The School Admissions Manager works within the line management of Merton when here (reporting to Service Manager - Contracts & School Organisation), and that of Sutton Executive Head of Education & Early Intervention when there.
Travellers education service	Shared - LBM, LBS Sutton provides the service	No governance structure in place. LBM purchases services from LBS
Out of hours children's social care duty service	4 boroughs. Hosted by Sutton	Operational board at service manager level with escalations through Assistant Directors
<b>Adult social care</b>		
Shared Social Care Emergency Duty System	Joint working arrangement - LBM, LBR, LBS, RBK. Richmond is the Host Authority.  No staff were TUPE'd, staff formally work for London Borough of Richmond Arrangement not open for new member to join	TBC
<b>HR</b>		

Service Area	Arrangement	Governance
Organisational development, HR management and other HR functions	Shared - LBM, LBS LBS is host authority In October 2009 Merton HR employees TUPE'd to Sutton.	Joint Chief Executives Governance Board under collaboration agreement
Payroll IT system	Shared - LBM, LBR, LBS, RBK LBS is host authority.	Joint Directors Governance Board under collaboration agreement
<b>Governance</b>		
Legal	Collaboration agreement - LBM, LBR, LBS, RBK. LBM is host authority The shared service continues until termination provisions are implemented in accordance with the agreement. Staff are TUPE'd – work for LBM	Governance Board which comprises of the Director of Corporate Services from Merton, the Director of Finance and Corporate Services from Richmond, the Director of Resources from Sutton and the Executive Head of Organisational Development and Strategic Business from Kingston. The Assistant Director of Corporate Governance and Joint Head of Legal Services from Merton and the Monitoring Officer from Kingston are required to attend but do not have a vote.

Service Area	Arrangement	Governance
Internal audit	In-house Merton will join LBR & RBK on the 1 <sup>st</sup> October and staff will be TUPE'd to Richmond.	<p>A Shared Service Board with senior representative officers from LBR, RBK and LBM, including the three Directors of Finance (S151 officers) will oversee the delivery of the Shared Service, and the arrangements between the three authorities.</p> <p>Regular reports will continue to be made to the Audit Committees/General Purposes Committee.</p> <p>Decisions regarding the volume / level of audit and investigation work will rest with the SSB so that the Directors of Finance can fulfill their Local Government Act S151 responsibilities. This will also be subject to relevant member approval at each authority.</p> <p>The Head of the Shared Service will be line managed by the Director of Finance and Corporate Resources at LBR and will report direct to the SSB.</p>
South West London Fraud Partnership	Partnership led by Wandsworth council, including Sutton, Richmond and Kingston councils.	Wandsworth will provide quarterly reports to the Head of Audit & Investigation on progress, and this information will form part of the progress report for GP committee on audit and investigation activity.
<b>Finance</b>		
Pensions IT system	LBM purchase them from LB Wandsworth, as part of a contractual delegation under S.101 of the 1972 Local Government Act	Managed by AD Resources LBM as a commissioned service
Pensions service		

Service Area	Arrangement	Governance
Bailiffs service	Joint working arrangement - LBM, LBS LBM staff only Sutton pays a contribution to cover running costs and share surplus (note this is a self financed service) Rolling contract with minimum notice time to drop out Arrangement is open to new member (but it will require a re-negotiation of the redistribution of the surplus)	The board is comprised of Director of Corporate Services for both Councils and Head of Revenues and Benefits for both
<b>Environment</b>		
Transportation	Shared - LBM hosts service for LBS	The Transport section are in the process of tendering for a shared Taxi framework with Sutton, Richmond and Kingston (Sutton leading). That framework will be in place later this summer for to allow call off of new SEN Home To School contracts by the beginning of the school term.

Service Area	Arrangement	Governance
Regulatory services (i.e. Environmental Health/Trading Standards and Licensing)	Shared service currently consisting of LBM and LBR and operational since August 1st 2014. Service hosted and led by Merton. LBR staff TUPE'd	<p>The governance for the shared regulatory service consists of (1) a management board and (2) a joint regulatory committee.</p> <p>The management board consists of Paul Foster, John Hill and Jon Freer (an AD at Richmond).</p> <p>The Joint Regulatory Committee consists of four councillors, two from each Council. The make-up is as follows:</p> <p><u>Richmond</u></p> <ul style="list-style-type: none"> <li>• Strategic Cabinet Member for Environment, Business and Community</li> <li>• Chairman of the Licensing Committee</li> </ul> <p><u>Merton</u></p> <ul style="list-style-type: none"> <li>• Cabinet Member for Environmental Cleanliness and Parking</li> <li>• Cabinet Member for Community &amp; Culture</li> </ul>

Service Area	Arrangement	Governance
<p>South London Waste Partnership</p>	<p><b>Disposal - jointly procured disposal contracts.</b></p> <p>Phase A, delivering cost effective waste disposal contracts.</p> <p>Phase B the procurement of a longer term more sustainable waste disposal solution diverting residual waste from landfill.</p> <p><b>Environmental services Phase C</b></p> <p>a joint procurement for a number of environmental services, namely:</p> <ul style="list-style-type: none"> <li>➤ Waste Collection and recycling</li> <li>➤ Commercial waste</li> <li>➤ Street Cleaning</li> <li>➤ Winter Maintenance</li> <li>➤ Vehicle Maintenance</li> <li>➤ Green spaces, principally grounds maintenance</li> </ul>	<p>legally binding inter authority agreement between LBM, LBS, RBK, LBC</p> <p>The governance structure for the partnership currently comprises of:</p> <p><u>Management Group (MG)</u>. Lead officers from each authority and chaired on an annual rotational bases. This is supported by both strategic, and project management roles employed by the Partnership.</p> <p><u>Joint Waste Committee (JWC)</u> this is made up of Cabinet and Executive Members from each of the 4 boroughs. This group is responsible for all key decisions made on behalf of the Partnership, relating to Waste Disposal functions delegated by the individual boroughs to the Committee.</p> <p>The Joint Procurement of waste collection and other environmental services is overseen by the SLWP <u>Strategic Steering Group (SSG)</u>, comprised of the four boroughs' Environment Directors, A representative of the four boroughs' Financial Directors and currently chaired by the Chief Executive of Croydon (the Chair role rotates on an annual basis every June)</p>

## Committee: Standards Committee

### Date:

Wards: All

## Subject: Revisions the Contract Standing Orders in response to the Public Contracts Regulations 2015

Lead officer: Peter Stone, Head of Commercial Services

Lead member: Councillor Peter McCabe

Contact officer: Peter Stone, [peter.stone@merton.gov.uk](mailto:peter.stone@merton.gov.uk)

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### Recommendations:

- A. That Members note and recommend that General Purposes Committee approve the proposed revisions made to the Council's Contract Standing Orders to in response to the implementation of the Public Contracts Regulations 2015.
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## 1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. To inform members about the proposed changes to the Contract Standing Orders (CSOs), which form Part 4G of the Council's Constitution, in light of the legislative changes brought about by the Public Contracts Regulations 2015 (the "PCR").

## 2 DETAILS

- 2.1. The Council, as a public authority is bound by the PCR which govern public sector procurement of works, supplies and services contracts. The PCR are designed to open up the EU's public procurement market to competition, to prevent "buy national" policies and to promote the free movement of goods and services.
- 2.2. The PCR passed into law on Thursday 26 February 2015. The PCR aim to provide clarity, promote transparency, improve the efficiency of the procurement process (both in respect to the administrative burden on buyers and suppliers, but also in the timescales), and ensure greater access to public contracts for SMEs.
- 2.3. The Council is obliged to maintain a set of Contract Standing Orders to cover the procurement of all works, supplies and services and the procedures underpinning them.
- 2.4. The PCR have had an immediate impact on the ways in which the Council undertakes its procurement activity, which creates the opportunity to undertake a comprehensive review and overhaul of the Contract Standing Orders, to bring them in line with current legal requirements and best practice.
- 2.5. The main impacts which will affect the Council include:
- i) Contracts below £25,000 (for local authorities) are not subject to the PCR.

- ii) Making shortlisting illegal for all contracts with a value below £172,514. Therefore contracts with a value below this threshold cannot have a formal pre-qualification questionnaire designed to restrict the number of bidders submitting tenders. Certain “suitability” questions are permitted to enable a level of shortlisting.
- iii) Making it a requirement to advertise tenders on a national website, Contracts Finder, where a contract with a value over £25,000 has been advertised nationally.
- iv) All procurement documentation (this is likely to include the PQQ, ITT, Specification, Contract Terms and Conditions) is to be available and published at the time of advertising. The rationale is that by publishing a full specification at the outset it allows bidders to better gauge whether opportunity is appropriate and therefore reduce unnecessary costs in bidding for both the supplier and the Council.
- v) Fewer services fall into the new Light Touch Regime, which replaces the previous Part B services, and introduces a new OJEU Threshold of £650,050, below which the procurement regime is more flexible.
- vi) The PCR allow the Council to devote greater attention to pre-procurement activity (referred to in the PCR as preliminary market consultations) with a view to achieving better outcomes from its procurements, provided this does not have the effect of distorting competition and does not result in a violation of the principles of non-discrimination and transparency.
- vii) The PCR introduce two new procurement processes (referred to as (1) the Competitive Procedure with Negotiation (replacing the negotiated procedure) and (2) the Innovation Partnership). The Open, Restricted and Competitive Dialogue procedures remain, resulting in a total of five available procedures.
- viii) The Council will have the power to reserve participation in certain procurement exercises to social enterprises or staff mutuals (limited to a set of particular services and provided the organisations invited to bid fulfil the criteria set out in the PCR).
- ix) The circumstances in which the Council shall be permitted to vary its contracts without triggering a new procurement process have been defined. For example, in future the Council will be permitted to vary a contract where the need for a modification has arisen due to circumstances which a diligent authority would not have envisaged when it let the contract and provided that the modification does not alter the nature of the contract and any increase in cost does not exceed 50% of the original contract value.

## **2.6. Recommended changes to CSOs**

2.6.1 The key changes proposed within the review of the CSOs are summarised below:

### **a) Structure**



The CSO's have been revised structurally to ensure they follow a logical path from the initial pre-procurement stages, through the required process and finally to contract management.

### b) Application of the CSOs

The CSOs have been amended to reflect the PCR, in particular to reflect those points set out at the Proposed Revisions section above.

### c) Contracts Register

In line with the Local Government Transparency Code 2015, which sets out the minimum data that local authorities should be publishing, the frequency it should be published and how it should be published, the CSOs make it a requirement to enter all contracts of £5,000 or greater in value on to the Central Contracts Register.

### d) Revising the current procurement thresholds

Current position;

Threshold	Process	Decision Making
< £10,000	<b>Best Value</b> 3 written quotations, however 1 may be acceptable providing it demonstrates value for money	Responsible Officer duly authorised under a Scheme of Management
£10,000 - £100,000	<b>Quotations</b> 3 written quotations	Head of Service duly authorised under a Scheme of Management
£100,000 - relevant EU Threshold	<b>Tenders</b> Officers to decide whether a one or two (with pre-qualification) stage process is used	<ul style="list-style-type: none"> <li>Director duly authorised under a Scheme of Management where the value of contract is between £100,000 and £500,000</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Director duly authorised under a Scheme of Management and Chief Executive where the value of contract is between £500,000 and £2,000,000</li> </ul>
> Relevant EU Threshold	<b>Tenders</b> , following one of the following procedures: <ul style="list-style-type: none"> <li>Open Procedure</li> <li>Restricted Procedure</li> <li>Competitive Dialogue</li> </ul>	<ul style="list-style-type: none"> <li>Director duly authorised under a Scheme of Management and Chief Executive where the value of contract is between £500,000 and £2,000,000</li> </ul>

	<p>Procedure</p> <ul style="list-style-type: none"> <li>• Call-Off from an Existing Framework Agreement</li> </ul>	<p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Cabinet where value of the contract is £2,000,000 or greater</li> </ul>
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Proposed revisions (Purple text denotes the changes)

Threshold	Process	Decision Making
< £25,000	<p><b>Best Value</b></p> <p>3 written quotations, unless the requirement is urgent or it can be demonstrated there is only one supplier capable of meeting the requirement</p>	Responsible Officer duly authorised under a Scheme of Management
£25,000 - £100,000	<p><b>Quotations</b></p> <p>3 written quotations, although officers may choose to advertise</p> <p>If advertised, must also advertise on Contracts Finder</p> <p>No pre-qualification stage</p>	Head of Service duly authorised under a Scheme of Management
£100,000 - relevant EU Threshold	<p><b>Advertised</b></p> <p>Must advertise on Contracts Finder in all cases</p> <p>No separate pre-qualification stage can be used</p>	<ul style="list-style-type: none"> <li>• Director duly authorised under a Scheme of Management where the value of contract is between £100,000 and £500,000.</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Director duly authorised under a Scheme of Management and Chief Executive where the value of contract is between £500,000 and £2,000,000</li> </ul>
> Relevant EU Threshold	<p><b>Advertised following one of the following procedures:</b></p> <ul style="list-style-type: none"> <li>• Open Procedure</li> <li>• Restricted Procedure</li> </ul>	<ul style="list-style-type: none"> <li>• Director duly authorised under a Scheme of Management and Chief Executive where the value of contract is between</li> </ul>

	<ul style="list-style-type: none"> <li>• Competition with Negotiation</li> <li>• Competitive Dialogue Procedure</li> <li>• Innovation Partnership</li> <li>• Call-Off from an Existing Framework Agreement</li> </ul> <p>Must advertise on Contracts Finder in all cases</p>	<p>£500,000 and £2,000,000</p> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Cabinet where value of the contract is £2,000,000 or greater</li> </ul>
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### e) Advertising requirements

Due to the new requirements in the PCR regarding the advertising of contract opportunities and awards, clarification has been added within the CSO's to ensure that the circumstances for advertising opportunities is clear:

	<b>Contract opportunity</b>	<b>Contract Award</b>
< £25,000	No requirement to advertise*	No requirement to advertise*
£25,000 - £100,0000	No requirement to advertise*	No requirement to advertise*
£100,000 - relevant EU Threshold	Contracts Finder	Contracts Finder
> Relevant EU Threshold	Contracts Finder & OJEU notice or (in the case of restricted or competitive procedure with negotiation) a Prior Information Notice (PIN)	Contracts Finder & OJEU

While there is no requirement to advertise the opportunity, Officers may due to the requirement of market conditions choose to do so. Where the opportunity is publically advertised, an advert and award notice must be placed on Contracts Finder where the contract opportunity is above £25,000.

All opportunities will need to be placed through the Council's e-tendering system, which has a direct feed to Contracts Finder and the OJEU, ensuring Officers can use one system to place all of the required advertisements where applicable.

## **f) Framework Agreements**

Further clarification has been added regarding the process for dealing with Framework Agreements. Specifically, where the Council plans to procure a new Framework Agreement, then the procurement would be subject to the same requirements as any other contract based on its value. No further approvals will be required beyond setting up the Framework i.e. sign off will not be required to enter in to a call off contract from a Council procured Framework Agreement.

Where the Council intends to enter into a call off contract from an externally procured Framework Agreement, such as those operated by Crown Commercial Services and ESPO, the Officer will require approval from Commercial Services and Legal Services to use the Framework and subsequently prior to entering into each call off contract. The appropriate level of approval will be based on the value of the call off contract.

## **g) Mandating the use of the e-tendering system and record keeping**

We have taken the opportunity to mandate the use of e-tendering across the Council, in order to satisfy the requirements of the legislation to “provide electronic access [to the procurement documents] from the date of the OJEU notice”.

Furthermore, the electronic audit trail created by utilising the system will ensure Officers are able to easily create a conclusion report, with the supporting evidence readily available, as required by the new Regulation 84.

### **Procurement Toolkit Refresh**

- 2.7 Along with the proposed revisions to the CSOs the Procurement Toolkit, available to staff via the Councils intranet, has also been refreshed in order to further support Officers undertaking compliant, outcomes focused procurements that meet the Council’s needs now and in the future.
- 2.8 The key updates include;
- i) The creation of a suite of template documents for all the main procedures, including Quotations, Open and Restricted OJEU tenders and supporting detailed guidance notes.
  - ii) Short summary guides and tables which offer a ‘quick guide’ to the approvals, advertising and procurement procedures based on the contract value
  - iii) Detailed guidance on market engagement, drafting Prior Information Notices (PINs) and the requirements of the Light Touch Regime.
  - iv) ‘Process flows’ have been created for each procurement process, showing Officers the key stages and minimum timescales required to undertake the individual process, such as Open, Restricted and Competitive with Negotiation.
  - v) Templates for obtaining approval to invite tender and award a contract, where Officers have delegated authority as part of the Scheme of Delegation.
  - vi) A commercial and procurement glossary.
- 2.9 All documents have been created using the same themes and language to ensure consistency and so that the principles are clear and easy to understand.

## **Concessions Regulations 2015**

- 2.10 New regulations covering the procurement of concessions contracts are due to pass in to law in April 2016. This will provide an opportunity to reflect on the impact of the recommended changes, which are the subject of this report, and make any further amendments as required by the new legislation.

### **3 ALTERNATIVE OPTIONS**

- 3.1 No alternative options were considered as the CSOs are required to be amended to ensure they are compliant with current legislation.

### **4 CONSULTATION UNDERTAKEN OR PROPOSED**

- 4.1. The proposed revisions have been developed in partnership between Legal Services and Commercial Services and have been presented and consulted upon, in two iterations, at the Council's Procurement Board on the 15<sup>th</sup> of July and 6<sup>th</sup> of October 2015.

### **5 TIMETABLE**

- 5.1. N/A

### **6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 6.1. None.

### **7 LEGAL AND STATUTORY IMPLICATIONS**

- 7.1. The Council is required to have Contract Standing Orders to govern its procurement processes. Those Contract Standing Orders must comply with all legislation, which would include complying with the PCR.
- 7.2 The update of the Contract Standing Orders will ensure that they are compliant with all legislation.

### **8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

- 8.1 None.

### **9 CRIME AND DISORDER IMPLICATIONS**

- 9.1 None.

### **10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

- 10.1. None.

### **11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

- 11.1. Draft Contract Standing Orders document.

### **12 BACKGROUND PAPERS**

12.1. None.

## **CSO 1 CONTRACT STANDING ORDERS, COMPLIANCE AND TERMINOLOGY**

- 1.1 These Contract Standing Orders must be complied with unless an Exemption is obtained in accordance with CSO 8.
- 1.2 Failure by Officers to comply with these Contract Standing Orders is a disciplinary offence.
- 1.3 Subject to CSO 9, it will be a condition of any contract between the Council and anyone who is not an Officer of the Council but who is authorised to carry out work on behalf of the Council in relation to any Contract or Disposal Agreement (e.g. Consultant) that they comply with these Contract Standing Orders.
- 1.4 These Contract Standing Orders govern the procurement of all Contracts for works, services and supplies and (where expressly stated) Disposal Agreements.
- 1.5 These Contract Standing Orders do not apply to schools that operate under Schemes of Financial Management unless otherwise stated in the [Scheme for Financing Schools or Tenant Management Organisations.]
- 1.6 Disposal Agreements are dealt with at CSO [#]. Unless otherwise stated to the contrary, the remainder of these Contract Standing Orders deal with Contracts for works, services and supplies.
- 1.7 Every Contract must comply with:
  - 1.7.1 all applicable Laws;
  - 1.7.2 EU Procurement Law;
  - 1.7.3 Financial Regulations;
  - 1.7.4 relevant Council Policies.
- 1.8 Nothing contained in these Contract Standing Orders shall override any Law, including EU Procurement Law. For the avoidance of doubt, where there is a change in EU Procurement Law after the publication of these Contract Standing Orders, the rules and procedures set out in the (new) EU Procurement Law shall apply to the procurement of Contracts. Where the rules and procedures set out in the (new) EU Procurement Law are not consistent with these Contract Standing Orders, these Contract Standing Orders shall not apply.
- 1.9 These Contract Standing Orders are a controlled document and only the Director of Corporate Services can make recommendation to change them. Changes to these Contract Standing Orders may only be made by [Full Council].
- 1.10 These Contract Standing Orders (whether superseded or not) shall be retained for 20 years from the date of publication before being considered for destruction.
- 1.11 The Director of Corporate Services may from time to time issue practical guidance as to the steps to be taken to comply with these Contract Standing Orders. The guidance relevant to Contracts is contained in the Procurement Toolkit (see CSO 3).

- 1.12 In these Contract Standing Orders reference to a post, Director, Directorate, department, team or the like includes a reference to any re-designated post, Director, Directorate, department, team or the like who performs or substantially performs the role, function or duties of that post, Director, Directorate, department, team or the like.
- 1.13 All references in these Contract Standing Orders to Contracts are, unless otherwise stated to the contrary, references to works, services and supplies contracts.
- 1.14 Unless stated otherwise, all references in these Contract Standing Orders to Contracts include Framework Agreements, although in addition, there are particular references to Framework Agreements only.
- 1.15 Terminology and abbreviations referred to in these Contract Standing Orders are set out at Appendix 1.
- 1.16 All references in these Contract Standing Orders to one gender shall include a reference to other genders.

## **CSO 2 AMENDMENT OF CONTRACT STANDING ORDERS**

- 2.1 These Contract Standing Orders may be supplemented, varied or amended from time to time during their currency in respect of the thresholds set out at CSOs 20 and 21 and 22 with the written approval of the Leader, Chair of Scrutiny, Chief Executive and the Monitoring Officer.
- 2.2 Each such supplement, variation or amendment shall be published on the Council's internet and intranet together with the date from which such supplement, variation and/or amendment is to apply.

## **CSO 3 PROCUREMENT TOOLKIT**

- 3.1 The Procurement Toolkit contains guidance, information, templates, tools and techniques to assist Officers in undertaking procurement and contract management activity generally and in accordance with these Contract Standing Orders.

## **CSO 4 SCHEMES OF MANAGEMENT**

- 4.1 The Chief Executive and any Officers authorised by him in accordance with the relevant Scheme of Management may authorise the entry into Contracts [and Disposal Agreements] by the Council.
- 4.2 Each Director will, before the commencement of each financial year and on making any amendment, supply to and agree with the Director of Corporate Services, a Scheme of Management for their department specific to their delegated functions.



- 4.3 The agreed Scheme of Management for each department shall set out:
- 4.3.1 the names and posts of Officers approved for the purposes of:
- 4.3.1.1 the conduct of the procurement/Disposal (e.g. advertising of Contract and Disposal Agreement opportunities, setting tender requirements, issuing tender documents, evaluating tenders received, recommending award of Contracts and the entry into of Disposal Agreements) and for the operation of awarded Contracts;
- 4.3.1.2 authorising:
- (a) the award and, where relevant, the sealing of Contracts and entry into of Disposal Agreements on behalf of the Council;
- (b) the award and, where relevant, the signing of Contracts or Disposal Agreements on behalf of the Council; and
- (c) the placing of Orders on behalf of the Council;
- 4.3.2 in the case of CSO 4.3.1.2, the maximum financial threshold (which may be an unlimited sum) up to which each relevant Officer has approval to act.
- 4.4 No person or post identified in CSO 4.3.1.1 of the relevant Scheme of Management shall be the same as a person identified in CSO 4.3.1.2(a), (b) or (c) of the relevant Scheme of Management and vice versa.
- 4.5 The Director of Corporate Services shall keep a register of all Schemes of Management and make this available on the Council's intranet.

## **CSO 5 DIRECTOR'S RESPONSIBILITY**

- 5.1 Directors are responsible for ensuring within their department that:
- 5.1.1 these Contract Standing Contract Standing Orders are observed and complied with;
- 5.1.2 Schemes of Management exist which comply with CSO 4;
- 5.1.3 Contracts and Disposal Agreements are awarded/entered into and managed in accordance with these Contract Standing Orders;
- 5.1.4 Responsible Officers within their department responsible for carrying out procurement and commissioning have the appropriate level of ability and experience to interpret, implement and comply with these Contract Standing Orders;
- 5.1.5 accurate records and clear audit trails of all actions, decisions and approvals relating to all Contracts and Disposal Agreements, are maintained and are available for inspection. Such records and audit trails shall include, without limitation, documentation and a record of processes undertaken relating to Quotations, Tenders, Orders, Contracts and Disposal Agreements;
- 5.1.6 the records and audit trails referred to in CSO 5.1.5 shall be kept for a period of retention equal to the length of the relevant Contract or (where relevant) Disposal Agreement plus seven (7) years.

## **CSO 6 RESPONSIBLE OFFICERS' DUTIES**

- 6.1 Every Contract [and Disposal Agreement] will have a Responsible Officer nominated by or on behalf of the departmental Director. Where no Responsible Officer has been appointed, the Responsible Officer shall be deemed to be the budget holder of the

department from which the Contract is funded [or Disposal Agreement is handled].

- 6.2 Detailed guidance on the role of Responsible Officers in respect of Contracts is set out in the Procurement Toolkit.
- 6.3 Notwithstanding any provision set out elsewhere in these Contract Standing Orders, the Responsible Officer shall be responsible for carrying out the activities set out in CSO 6.4 or ensuring that such activities are carried out.
- 6.4 Responsible Officers shall in carrying out any procurement:
  - 6.4.1 before selecting the most appropriate procurement route, carry out a robust options analysis in accordance with CSO 14;
  - 6.4.2 seek value for money and may, to the extent relevant, proportionate and permitted by the EU Procurement Regulations consider social benefits of the Contract;
  - 6.4.3 at all times comply with:
    - 6.4.3.1 these Contract Standing Orders; and
    - 6.4.3.2 all relevant Laws, including EU Procurement Law;
  - 6.4.4 at all times adhere to the principles of non-discrimination, equal treatment, transparency, proportionality, mutual recognition and free movement of goods and services. These principles mean that:
    - 6.4.4.1 there should be no conflict between official duties and private interests;
    - 6.4.4.2 there should be no improper influence placed on any person to show favour (or disfavour) towards any tenderer;
    - 6.4.4.3 at all times tenderers must be dealt with in an honest, fair, open and transparent way;
    - 6.4.4.4 information provided by tenderers should be regarded and treated as confidential subject to the FOIA, EIRs and the Transparency Regulations;
  - 6.4.5 not favour or discriminate against any tenderer;
  - 6.4.6 conduct all activity in accordance with the highest standards of probity and integrity to prevent fraud and corruption;
  - 6.4.7 carry out tender evaluation fairly, impartially and in accordance with these Contract Standing Orders, including in accordance with evaluation methodology and Award Criteria that have been disclosed to tenderers in advance;
  - 6.4.8 keep all records and audit trails as required by CSO 5.1.5 and 5.1.6;
  - 6.4.9 any Contract awarded is recorded in the relevant Forward Plan in accordance with CSO [#];
  - 6.4.10 initiate all Contract procurements correctly and in accordance with these Contract Standing Orders and the Council's relevant procurement strategy and policies;
  - 6.4.11 fulfil the role as the project sponsor or appoint a project sponsor and appoint a project manager where relevant;
  - 6.4.12 adhere to the Council's Procurement Governance and Gateway Process set out at [INSERT LINK];
  - 6.4.13 where a Contract is awarded, record the Contract in the Council's' Contract Register and deposit the signed Contract with Legal Services;
  - 6.4.14 take into account all relevant Laws and Council strategies and policies relating to equality, diversity and sustainability when tendering for Contracts;
  - 6.4.15 carry out and demonstrate that s/he has carried out appropriate statutory and stakeholder consultation;
  - 6.4.16 clarify the role (if any) of community groups, the voluntary sector and the business community;
  - 6.4.17 ensure that the Council's whistleblowing procedure is included in all Tender

documents;

6.4.18 ensure that, all permanent and temporary staff, consultants and community representatives involved in a procurement complete the form of declaration of interest set out in Appendix 3. This declaration should be made both on appointment to the Council and on appointment to a particular procurement shall certify such person as either acceptable to the relevant appointment or take any necessary action in respect of potential Conflicts of Interest, in accordance with CSO [#].

- 6.1 The Responsible Officer for each procurement shall ensure that the procurement documents clearly set out how tenderers may contact the Council with any queries. This should be via the Council's e-tendering system and tenderers should be advised that they should not contact individual Officers directly.
- 6.2 Any queries received by Officers directly must not be responded to in detail and in such circumstances, a nominated Officer should advise the tenderer how to raise the query so that CSO 6.3 is complied with.
- 6.3 The Responsible Officer shall ensure that the requirements set out in this CSO 6 are complied with and such compliance is properly evidenced. The Responsible Officer may not delegate this duty to another Officer.

## **CSO 7 COMMUNITY REPRESENTATIVES**

- 7.1 Officers may invite community representatives (e.g. tenant representatives, service users) to participate in the procurement/Disposal process in order to assist in the development of specifications and selection of Providers and may also invite them to comment on a Provider's performance under a particular Contract. The agreement of the Director of Corporate Services is required for any other type of involvement where this is a requirement of any Law or Council policy.
- 7.2 Community representatives (excluding Members) are not and may not be Officers or Responsible Officers and they may be involved in a procurement/Disposal or provide comment only in accordance with CSO 7.1. For the avoidance of doubt, all decisions will be taken by the Council within the framework of the relevant Scheme of Management.
- 7.3 The Council must always avoid any perception, suspicion or risk of potential allegation of bribery or corruption. Accordingly, the Responsible Officer shall ensure adequate records of any community representatives involved in any of the activities set out in CSO 7.1 are kept. Such records must include the names of the community representatives, dates, the extent of their involvement, any written responses, reports, etc. they have provided and notes of any meetings attended. Where possible, written responses from community representatives are preferred to discussions. If discussions are necessary, then these should be face to face and the Responsible Officer should attend, accompanied by another Council Officer.
- 7.4 Responsible Officers shall ensure community representatives complete the Declaration of Interest and Confidentiality Undertaking set out in Appendix 3.

## **CSO 8 EXEMPTIONS FROM CONTRACT STANDING ORDERS**

- 8.1 The Chief Executive will consider and where appropriate grant Exemptions to these

Contract Standing Orders requested by Officers within the Corporate Services Department.

- 8.2 For all other departments, the Director of Corporate Services is authorised to grant Exemptions to these Contract Standing Orders and the following procedure shall apply:
  - 8.2.1 the Exemption must be submitted in writing to the Director of Corporate Services on the form set out at Appendix 4 and must include:
    - 8.2.1.1 the CSO number from which Exemption is requested;
    - 8.2.1.2 the reasons for requiring the Exemption; and
    - 8.2.1.3 the alternatives available if the Exemption is not granted;
  - 8.2.2 the Director of Corporate Services will ask the Head of Commercial Services, Head of Shared Legal Services and Head of IT Service Delivery to provide comment.
- 8.3 A non-exhaustive list of indicative circumstances where an Exemption may be granted is set out in Appendix 2.
- 8.4 No Exemption may be granted:
  - 8.4.1 that would result in a breach of Law, including EU Procurement Law;
  - 8.4.2 that requires Cabinet to accept a tender that has not been identified as the successful tender following evaluation;
  - 8.4.3 that differs from the Scheme of Management;
  - 8.4.4 that removes the requirement for a Declaration of Interest by any Officer or Members
- 8.5 The Director of Corporate Services shall maintain a register of Exemptions granted by department which shall refer to the relevant Contract/Disposal Agreement and set out the nature of the Exemption and the value of the Contract/Disposal Agreement and include the Exemption report. The Director of Corporate Services shall report Exemptions bi-annually to the Procurement Board.
- 8.6 The Head of Commercial Services and Head of Shared Legal Services or their nominated Officers shall on a regular basis analyse the nature of the Exemptions requested and those granted and shall make appropriate recommendations to the Director of Corporate Services about the operation of the Exemptions procedure.
- 8.7 In exceptional circumstances if the Director of Corporate Services and/or the Chief Executive are not able to carry out their role in accordance with this CSO 8, any two Officers, from the Deputy S151 Officer, the Monitoring Officer or any of the Council' remaining Directors may, acting jointly, consider and where appropriate grant Exemptions.

## **CSO 9 EXCEPTIONS – DISPOSAL AGREEMENTS AND CONTRACTS NOT REQUIRING TENDERING**

- 9.1 The following are not required to be tendered in accordance with these Contract Standing Orders unless otherwise required by Law and no Exemption shall be required under CSO 8:
  - 9.1.1 Contracts of employment for permanent staff;
  - 9.1.2 Disposal Agreements and/or property Disposals effected by the Council's Property Officer except to the extent of **Page 74**;
  - 9.1.3 Contracts for which a specific Exemption from tendering has been granted

- pursuant to CSO 8;
- 9.1.4 Call-off Contracts (provided they are in accordance with CSO [#]);
  - 9.1.5 Orders placed under Corporate Contracts, Dynamic Purchasing Systems or E-Auctions (provided they are in accordance with CSO [#])
  - 9.1.6 Contracts for the spot purchase of residential, nursing or domiciliary care for an individual from a Provider on one of the Council's Framework Agreements, Accredited Provider Registers or Approved Lists for such Providers as the same are in place from time to time, [in accordance with the procedures set out in the Procurement Toolkit];
  - 9.1.7 arrangements for the engagement of counsel;
  - 9.1.8 certain legal services (as defined in Regulation 10 of the PCR);
  - 9.1.9 the engagement of professional expert witnesses in contentious matters;
  - 9.1.10 appointment of independent investigators, arbitrators, mediators, and facilitators; and
  - 9.1.11 contracts for particular Voluntary Sector bodies where the Council is seeking to move from a grant agreement to a formal contractual relationship, and where the purpose of the contract is to establish the general conditions to support the voluntary sector body in adapting to the new arrangements, where the grant terminates.

## **CSO 10 HEALTH AND SAFETY**

- 10.1 Any Provider that wishes to work for the Council must comply with the Council's health and safety policy and, where appropriate to the Contract, be registered with an appropriate safety scheme in procurement, for example the Contractors Health and Safety Assessment Scheme (CHAS) or other appropriate scheme.
- 10.2 In circumstances where it would be appropriate for the Provider to be registered with a safety scheme, if a department may need to appoint a non registered Provider, the Council's Head of Safety Services must approve the appointment (from a health and safety perspective only).
- 10.3 All Contracts must be subjected as appropriate, to second and third stage competency assessments to comply with the Council's health and safety policy on the selection and control of Providers.

## **CSO 11 EQUALITY AND DIVERSITY**

- 11.1 Responsible Officers shall carry out their role with due regard to the need to ensure that all procurement activity eliminates unlawful discrimination and promotes equality of opportunity.
- 11.2 Responsible Officers shall ensure that they have taken into account all codes of practice issued by the Equality and Human Rights Commission on how equality and diversity issues may be embedded in procurement.

## **CSO 12 SOCIAL, ENVIRONMENTAL AND ECONOMIC MATTERS**

- 12.1 Before commencing the procurement for any Contract meeting the criteria set out in CSO 12.2, Officers must consider whether the Public Services (Social Value) Act 2012 (the "Act") applies to the subject matter of the Contract.
- 12.2 Contracts to which CSO 12.1 applies are those Contracts for:
- 12.2.1 services; or
  - 12.2.2 services together with goods or works,
- in each case, with a value at or above £25,000.
- 12.3 Whilst the Act applies only to those Contracts meeting the criteria set out in CSO 12.2, as a matter of best practice Officers should consider social, environmental and economic matters before commencing any procurement.
- 12.4 Where the Act applies Officers must (at the pre-procurement stage) consider:
- 12.4.1 how what is proposed to be procured might improve the economic, social and environmental well-being of the Council's area;
  - 12.4.2 how, in conducting a procurement process, the Council might act with a view to securing that improvement; and
  - 12.4.3 whether to undertake a consultation on these matters.
- 12.5 Examples of matters that may be considered under the Act:
- 12.5.1 carbon emission reduction;

- 12.5.2 promotion of energy efficiency and renewable energy;
- 12.5.3 water conservation and the protection of biodiversity;
- 12.5.4 reduction and promotion of recycling of waste;
- 12.5.5 the borough's built environment;
- 12.5.6 protection from crime and disorder and reduction in the fear of crime;
- 12.5.7 promotion of access for people with disabilities; and
- 12.5.8 promoting employment.

- 12.6 In considering these matters, Officers must only consider matters that are relevant to the subject matter of the Contract and that are proportionate.
- 12.7 Where appropriate and always subject to the PCR, the appropriate Officer should ensure requests for Tenders or Quotations are framed in such a way to encourage local suppliers, SMEs and third sector organisations such as social enterprises to bid.

## **CSO 13 CONFLICTS OF INTEREST**

- 13.1 It is at all times important that an Officer's, Member's or any other person's recommendation, advice, action, etc. in relation to the Council's interest is not impaired (or does not appear to be impaired) by a Conflict of Interest with their private interest or duty to another entity.
- 13.2 It is also important that there is no perception of a Conflict of Interest.
- 13.3 In order to ensure actual or perceived Conflicts of Interest are identified and appropriate steps taken to ensure the Council's interest is not impaired, the following people are required to declare any interests which may affect the procurement process for a Contract or the management of any Contract or Disposal Agreement:
- 13.3.1 all permanent or temporary staff;
  - 13.3.2 all Consultants involved in a procurement;
  - 13.3.3 all community representatives;
  - 13.3.4 all Members of the Council involved in any relevant decision (executive or scrutiny) relating to a Contract or Disposal Agreement.

This should be done by those persons completing the declaration of interest form at Appendix 3.

- 13.4 The rules concerning the declaration of interests by Members are set out in full in the Council's Code of Conduct for Members. The rules concerning the declaration of interests by Officers are set out in the Council's Staff Code of Conduct. Both of these documents can be found [on the Council's intranet at INSERT LINK].
- 13.5 The Officer to whom an interest is declared has a duty to examine that declaration in the context of the Contract or Disposal Agreement in question. In doing so they have to decide whether the interest declared would (or would appear to an informed observer to) affect the person's ability to represent the Council's sole interest if they participate or make any decision (or be involved in the making of any decision) in the procurement or management of the Contract or Disposal Agreement.
- 13.6 A person who is considered to have a Conflict of Interest will be precluded from participating in the procurement and/or the decision and/or management of the Contract

or Disposal Agreement until the Conflict of Interest is removed.

## **CSO 14 ACCEPTANCE OF GIFTS AND HOSPITALITY**

- 14.1 Acceptance of gifts, money, hospitality and other inducements by any Officer, Member or other person (for example, temporary staff, Consultants and community representatives) involved in the procurement and/or the management of and/or any decision relating to a Contract or Disposal Agreement, could be viewed as accepting a bribe or corrupt practice. The general rule is that no gift, money, hospitality or other inducement should be accepted by such persons. The Council's rules on the receipt and registration of gifts, money, hospitality and other inducements are set out in the Staff Code of Conduct and in the Members Code of Conduct which can be found on the Council's intranet at [INSERT LINK].
- 14.2 Any Officer, Member or other person involved in the procurement process for a Contract or Disposal Agreement should be particularly sensitive to their involvement in that procurement where a person or organisation that has offered or given them a gift, money, hospitality or other inducement is involved in that procurement or may submit a tender for that Contract or Disposal Agreement in the future.
- 14.3 All offers of gifts, money, hospitality or other inducement should be reported in accordance with the relevant Code of Conduct referred to at CSO 14.1.

## **CSO 15 UNAUTHORISED DISCLOSURE OF INFORMATION**

- 15.1 No Officer, Member or Consultant of the Council is permitted to disclose to any internal or external party any information they have obtained which may reasonably and objectively be deemed to be capable of influencing the outcome of the award of a Contract or Disposal Agreement.

## **CSO 16 PRE-TENDER MARKET CONSULTATION**

- 16.1 Prior to commencing a procurement process, Officers may consider whether it is appropriate to carry out a market consultation with a view to preparing the procurement and informing potential Tenderers of the Council's procurement plans and requirements.
- 16.2 Information obtained during market consultation may be helpful in the planning and conduct of the procurement, subject to the exercise being conducted in accordance with this CSO 16 and may be helpful, for example, to:
- 16.2.1 establish whether the goods, works or services that the Council wishes to purchase are available and within what price range;
  - 16.2.2 ascertain whether organisations are interested in tendering;
  - 16.2.3 determine the best procurement option for the Contract and the optimum Contract length;
  - 16.2.4 decide the best contractual structure, for example, how to package the Contract, and whether the use of one particular standard form of contract might be more suitable than another to secure the best outcome for the Council;
  - 16.2.5 obtain information about market innovations and feedback on the market's experience of providing similar services to other public authorities.



16.3 In conducting a market consultation exercise, Officers may consult with independent experts or organisations from within the relevant market.

16.4 When carrying out a market consultation, care must be taken to ensure that:

16.4.1 when consulting with the market, a range of organisations are invited to participate (for example, SMEs, larger organisations, voluntary sector where relevant);

16.4.2 the subsequent procurement and the Council's requirements are not influenced by a particular organisation(s) such that the organisation(s) will be at an advantage in tendering;

16.4.3 the process is fair and transparent and does not favour or disfavour particular organisations;

16.4.4 all organisations that are invited to participate are treated equally and receive the same information from the Council;

16.4.5 it is made clear to all organisations that are invited to participate:

16.4.5.1 the extent of confidentiality they may expect in the use of any information that they provide; and

16.4.5.2 the extent of the feedback they might expect at the end of the exercise; and

16.4.5.3 that by participating, there is no commitment by the Council to proceed with any procurement and that if it does so, a robust procurement exercise will be undertaken which may mean that particular organisations may not be invited to submit a Tender or be awarded a Contract.

16.5 The Council must always avoid any suspicion or risk of allegation of bribery, corruption or bias. A detailed record must be kept of the market consultation, the organisations and individuals consulted and the responses obtained, including notes of any meetings held with names of all those present.

16.6 Where face-to-face meetings are carried out, the Responsible Officer should attend such a meeting accompanied by at least one other Officer.

## **CSO 17 OPTIONS APPRAISAL**

17.1 For all procurements with a potential budget above the EU Services Threshold, as detailed in Appendix # the Responsible Officer must carry out a robust Options Appraisal which examines all possible ways of structuring the procurement to allow the Council to obtain the best outcome for the Council.

17.2 The Options Appraisal should take into account both the procurement route (for example, the use of an existing Framework Agreement, partnering with another authority or procuring a new Framework Agreement or stand alone Contract) and the procurement procedure (for example which of the procedures available under PCR 2015 are most suitable).

17.3 Responsible Officers should keep themselves updated with developments within their particular departmental areas or seek advice from Officers in the Commercial Services Team.

17.4 Guidance as to how to undertake an Options Appraisal is provided in the Procurement Toolkit and should follow the Council's Procurement Governance and Gateway Process.

## **CSO 18 JOINT PROCUREMENT ARRANGEMENTS WITH THIRD PARTIES**

- 18.1 Joint procurement arrangements with other public bodies should be considered if such arrangements would offer the Council better Value for Money than traditional procurement arrangements. Examples of joint procurement arrangements are the use of existing Framework Agreements or Dynamic Purchasing Systems set up by another authority or the procurement of a new jointly commissioned Contract where the Provider enters into a Contract with two local authorities to provide services to each of them under the same Contract.
- 18.2 Any proposal for joint procurement must be approved by the appropriate Officer in the relevant Scheme of Management with approval for the relevant level of expenditure to be incurred by the Council. In considering the matter the appropriate Officer must take into account matters such as:
- 18.2.1 the lawfulness of the proposal;
  - 18.2.2 whether the Council's interests are adequately protected; and
  - 18.2.3 whether it offers Value for Money for the Council.

## **CSO 19 CONTRACT VALUE ESTIMATION**

- 19.1 Before commencing a procurement, Officers must estimate the total value of the Contract to be procured. This will determine which Contract Standing Orders and parts of the EU Procurement Regulations apply.
- 19.2 In estimating the total value of the Contract, this must be based on the total amount payable net of VAT and in all cases must include the value of any optional extensions.
- 19.3 A Contract must not be divided into smaller linked Contracts (disaggregated) with the intention to avoid the application of the EU Procurement Regulations or these Contract Standing Orders and where Contracts are disaggregated, the total value of all of the Contracts must be taken into account in determining the value of the Contract.
- 19.4 In the case of Framework Agreements and Dynamic Purchasing Systems, the value to be taken into account shall be the maximum estimated valued of all of the Contracts envisaged to be awarded under the relevant Contract for the total period of the Framework Agreement or Dynamic Purchasing System.
- 19.5 In the case of Innovation Partnerships, the value to be taken into account shall be the estimated value of all of the research and development activities together with the supplies, services or works to be carried out at the end of the Innovation Partnership.
- 19.6 In the case of works Contracts, the estimate must take account of both the cost of the works and the value of the supplies and services necessary for executing the works that are made available to the Provider by the Council.
- 19.7 In the case of supply or services Contracts, the following rules apply:

19.7.1 in the case of regular supply or services Contracts or those that are intended to be renewed over a given period, either:

19.7.1.1 the total actual value of all of the Contracts entered into within the preceding 12 month period, adjusted to take into account estimated changes in quantity or value expected during the first 12 months after the award of the initial Contract; or

19.7.1.2 the total estimated value of the Contracts to be entered into in the 12 month period after the award of the initial Contract or during the financial year where that is longer than 12 months;

19.7.2 in the case of services Contracts:

19.7.2.1 where the contract period is fixed and is less than or equal to 48 months, the total of the value of the Contract over its life;

19.7.2.2 without a fixed term or with a term greater than 48 months, the monthly anticipated value multiplied by 48.

## 19.8 Lots

19.8.1 Where a Contract is divided into smaller Contracts of separate lots, the estimated value should take account of the value of all of the lot Contracts and CSO 19.8.3 applies.

19.8.2 In determining which of the regimes set out in the Public Procurement Regulations apply, this is based on the total value of all of the lot Contracts.

19.8.3 A Contract for an individual lot may be awarded without aggregating its value with other related lot Contracts where:

19.8.3.1 the value of that individual lot Contract is below the Lot Threshold; and

19.8.3.2 the total value of all related lot Contracts entered into pursuant to CSO 19.8.3.1 is less than 20% of the total value of all the relevant associated lot Contracts.

19.9 Specific rules apply to the valuation of concession Contracts, where the Contract may have a nil value. New rules on concession Contracts are anticipated to apply from the end of 2015 and Officers should seek advice from the Commercial Services or Legal Services Teams if considering procuring a concession contract.

## **CSO 20 CONTRACT PACKAGING AND AGGREGATION**

20.1 New Contracts may only proceed where the Council does not have an existing suitable Corporate Contract in place. The Director of Corporate Services will publish a list of current Corporate Contracts in the Procurement Toolkit.

20.2 CSO 19.3 applies with regard to disaggregating Contracts.

20.3 Contracts must be packaged to best ensure they provide Value for Money for the Council.

20.4 Responsible Officers should identify opportunities for aggregation of Contracts across all departments to ensure best Value for Money for the Council and to comply with reviews of service for the Council as a whole. Responsible Officers are required to justify their decision with regard to aggregation of Contracts on the basis of Value for Money.

- 20.5 Responsible Officers must [x weeks prior to the beginning of each financial year] provide the Director of Corporate Services with an estimate of their procurement requirements for all Contracts for the forthcoming 12 months. This will be in the form of an extract from the relevant Service Plan.
- 20.6 In order to enable the Council to provide its annual EU Statistical Return to Central Government, Responsible Officers must, in January of each year, provide the Director of Corporate Services with details of the total value of all Contracts let in the previous 12 calendar months.

## **CSO 21 EMERGENCY PROCUREMENT**

- 21.1 In an emergency, it may not be possible to comply with the procurement procedures set out in these Contract Standing Orders (particularly in relation to advertising Contract opportunities) and in such cases, an Officer identified in CSO 21.3 may authorise an Officer to carry out an emergency procurement.
- 21.2 In an emergency procurement, Officers may carry out a procurement that is not (either in whole or in part, depending on the circumstances) in accordance with these Contract Standing Orders.
- 21.3 Officers with authority to approve an emergency procurement are:
- 21.3.1 the Chief Executive;
  - 21.3.2 the Director of Corporate Services;
  - 21.3.3 the Director of the relevant department.
- 21.4 In the event that the persons set out at CSO 21.3 are not available, the Responsible Officer may use his/her own judgement based on the severity and urgency of the situation to make a decision as to whether the situation justifies an emergency procurement.
- 21.5 The decision as to whether a situation justifies an emergency procurement shall be made by Officers in accordance with the Council's emergency planning and business continuity procedures.
- 21.6 Unless the circumstances make it absolutely impossible, then a letter/email setting out heads of agreement of any emergency Contract must be signed by the Provider.
- 21.7 As soon as circumstances allow, the Responsible Officer must notify (in writing) the Director of Corporate Services of any Contract awarded based on the emergency procedure.
- 21.8 An emergency procurement should only be undertaken in **genuinely unforeseen emergency circumstances**, for example where:
- 21.8.1 life, property or equipment are immediately at risk;
  - 21.8.2 standards of public health, welfare or safety are required to be re-established without delay, such as in the case of disaster relief or an act of terrorism.
- 21.9 Poor planning, lack of adequate time for a procurement process or a wish to simply extend an existing Contract with a current Provider do not justify an emergency

procurement.

21.10 Where an emergency procurement is carried out, Officers must be able to justify the decision to carry out an emergency procurement in the event of a challenge that the Council is in breach of the EU Procurement Regulations. This justification should be recorded and filed at the time that the decision is taken.

## **CSO 22 PROCUREMENT DOCUMENTS**

22.1 Officers must ensure that all procurement documentation, including the specification and conditions of contract, is available at the point the Contract opportunity is advertised. The documentation should be uploaded onto the Council's e-tendering system and access made available immediately to potential tenderers.

22.2 The procurement documentation must include the evaluation criteria (and sub-criteria) and their weightings and clearly explain the basis of the evaluation, making clear how the evaluation criteria will be applied, how weightings will be distributed and how the different criteria will be scored.

## **CSO 23 CONTRACT SPECIFICATIONS**

23.1 The Responsible Officer must ensure all of the matters relating to the required quality, performance, industry standards, health and safety, social value (to the extent permitted by the Public Contract Regulations) and other essential criteria to the successful performance of the Contract are clearly set out in the specification.

23.2 The specification may include matters such as methods of construction, design, tests and testing methods, inspection and acceptance criteria, quality assurance, packaging, marking and labelling and service level agreements.

23.3 Specific technical specifications must be compliant with Regulations 42 and 43 of the Public Contract Regulations 2015.

23.4 All references to a UK standard or qualification must be accompanied by the words "or equivalent".

23.5 The specification should, where relevant, contain reference to appropriate Council's policies and procedures.

23.6 The specification will be a contractual document and should set out clearly what the Provider is required to do.

## **CSO 24 THE COUNCIL'S E-TENDERING SYSTEM**

24.1 Subject to CSO 24.2, all procurements for Contracts [and Disposal Agreements] regardless of their value must be conducted using the Council's e-tendering system. This would include placing advertisements, requesting Quotations, issuing invitations to tender and publishing procurement documents, communicating with tenderers in writing and submitting Tenders.

24.2 At certain times in complex procurements using the Competitive Procedure with Negotiation, the Competitive Dialogue or Innovation Partnership, it may be appropriate to communicate with tenderers by email or other means. In such circumstances the [Responsible Officer] will make such a decision based on the particular circumstances, including the nature of the communication and stage at which the procurement process is at. The Responsible Officer must ensure probity at all times and that records of all such communication are maintained and kept for a period of [INSERT].

## **CSO 25 ADVERTISING REQUIREMENTS**

25.1 This CSO 25 sets out the advertising requirements for all Contracts.

25.2 The value of the relevant Contract should be calculated in accordance with CSO 19.

### **25.3 Contracts with a value below £25,000**

25.3.1 For Contracts with a value below £25,000, there is no requirement to advertise the Contract opportunity publically unless a Responsible Officer decides that advertising would provide better Value for Money for the Council.

25.3.2 If a Contract opportunity is advertised, there is no requirement to also place an advertisement on Contracts Finder.

25.3.3 The procurement must be conducted in accordance with CSO 26.

### **25.4 Contracts with a value at or above £25,000 and below £100,000**

25.4.1 For Contracts with a value at or above £25,000 and below £100,000, the Contract may be procured by any of the following means:

25.4.1.1 using an existing Corporate Contract or Framework Agreement;

25.4.1.2 seeking Quotations directly from organisations without advertising; or

25.4.1.3 advertising the Contract publically.

25.4.2 If a Contract opportunity is advertised publically or in any other way brought to the attention of a wide group of Providers, information about the contract opportunity must be placed on Contracts Finder within 24 hours of that advertisement or publication.

25.4.3 For the purposes of CSO 25.4.2, a Contract opportunity may be brought to the attention of a wide group of Providers by, for example, publishing a PIN or a notice or advertisement on the Council's website or through the e-tendering system.

25.4.4 The procurement must be conducted in accordance with CSO 27.

### **25.5 Contracts with a value at or above £100,000**

25.5.1 For Contracts with a value at or above £100,000, there is a requirement to advertise the Contract opportunity unless an exemption to these Contract Standing Orders is obtained.

#### Contracts below the EU Threshold

25.5.2 Where the Contract is at or above £100,000 but below the relevant EU Threshold, there is no requirement to place a Contract Notice in the OJEU and an advertisement may be placed via the Council's e-tendering system and in addition by any other means (for example, in a trade journal).

25.5.3 Details of the Contract opportunity must also be published on Contracts Finder within 24 hours of the advertisement referred to in CSO 25.5.2.

25.5.4 The procurement must be conducted in accordance with CSO 27.

### Contracts at or above the EU Threshold

25.5.5 Where the Contract is at or above the relevant EU Threshold, the Public Contracts Regulations apply and the Contract must be advertised in compliance with the requirements of the PCR 2015.

25.5.6 In order to comply with CSO 25.5.4:

25.5.6.1 subject to CSO 25.5.6, the Contract opportunity must be advertised by way of publication of a Contract Notice in the OJEU; and

25.5.6.2 information about the Contract opportunity must also be published on Contracts Finder within 24 hours of sending the Contract Notice to the OJEU.

In addition, Contract opportunities may also be advertised elsewhere, though this must not be before the Contract Notice or information on Contracts Finder have been published.

25.5.7 When the procurement procedure to be followed is the Restricted Procedure or the Competitive Procedure with Negotiation, a PIN may be published in the OJEU instead of a Contract Notice. This may help to reduce the time taken for the procurement, but any PIN must contain all of the information set out in the PCR 2015.

25.5.8 The procurement must be conducted in accordance with CSO 27.

## **25.6 Particular rules for Framework Agreements**

25.6.1 When advertising a Framework Agreement, the advertisement must indicate:

25.6.1.1 that it is a Framework Agreement that is being tendered;

25.6.1.2 the duration of the Framework Agreement and any justification where the term is to exceed 4 years (a Framework Agreement shall not exceed 4 years unless there are exceptional circumstances which can be justified, in particular by the subject matter of the Framework Agreement);

25.6.1.3 the expected maximum number of Providers to be appointed to the Framework Agreement;

25.6.1.4 details of any other authorities (or public bodies) that it is proposed may use the Framework Agreement (where possible, these should be named but in any event must be clearly identified);

25.6.1.5 the estimated total value of the Call-off Contracts to be awarded under the Framework Agreement.

25.6.2 The procurement must be conducted in accordance with CSO [Framework Agreements].

## **25.7 Information to be included on Contracts Finder**

25.7.1 In all cases, the information to be included on Contracts Finder shall specify as a minimum:

25.7.1.1 the internet address at which the procurement documents may be found;

25.7.1.2 a time limit by which interested parties must express an interest in quoting / tendering for the contract, which must be sufficient to allow the interested parties to respond;

25.7.1.3 how and to whom interested parties are to respond; and

25.7.1.4 any other requirements for participating in the procurement.

25.7.2 Information may be placed on Contracts Finder via the Council's e-tendering system or directly with Contracts Finder at [INSERT LINK].

## **CSO 26 PROCUREMENT PROCEDURE FOR CONTRACTS VALUED AT LESS THAN £25,000**

- 26.1 This CSO 26 applies to all Contracts with an estimated value of less than £25,000.
- 26.2 The procurement may be carried out using an existing Corporate Contract or Framework Agreement but otherwise must be carried out in accordance with this CSO 26.
- 26.3 For Contracts with a value of less than £25,000, there is no requirement to advertise the Contract opportunity and Quotations may be sought directly from Tenderers (see CSO 25.3).
- 26.4 Quotations must be sought from at least three Tenderers, although Officers may seek a single Quotation in accordance with CSO 26.5.
- 26.5 Proceeding on the basis of a single Quotation should only take place where this can be demonstrated by the Responsible Officer that there is only one supplier capable of performing the Contract.
- 26.6 All Quotations must be in writing (including where CSO 26.4 applies) and must include details of:
- 26.6.1 the goods, services or works to be supplied;
  - 26.6.2 where and when they are to be supplied;
  - 26.6.3 the value of the Contract, which must include the whole life cost; and
  - 26.6.4 the terms and conditions including payment terms, in certain limited circumstances, or a confirmation that the Provider accepts the Council's terms and conditions of contract.
- 26.7 There is no requirement to publish a Contract Award Notice.

## **CSO 27 PROCUREMENT PROCEDURE FOR CONTRACTS VALUED AT BETWEEN £25,000 AND THE RELEVANT EU THRESHOLD**

- 27.1 This CSO 27 applies to all Contracts with an estimated value of between £25,000 and the relevant EU Threshold.
- 27.2 The procurement may be carried out using an existing Corporate Contract or Framework Agreement but otherwise must be carried out in accordance with this CSO 27.
- 27.3 These Contracts fall into two categories:
- 27.3.1 those below £100,000; and
  - 27.3.2 those above £100,000.
- 27.4 For Contract opportunities with a value below £100,000 there is no requirement to advertise and Quotations may be sought directly from Tenderers although the Responsible Officer may decide it is appropriate to advertise the Contract opportunity (in such circumstances CSO 25.4 applies).



- 27.5 Where Quotations are sought::
- 26.1.1 a Request for Quotations must be sent to at least three tenderers. A template RfQ can be found in the Procurement Toolkit which sets out:
    - 26.1.1.1 the rules of the procurement, such as rules for submission of Tenders, how to raise queries regarding the procurement and instructions for return of Quotations;
    - 26.1.1.2 areas to be completed by Officers, such as the Council's requirements/specification and a specified date and time for return of Tenders;
  - 26.1.2 Officers must ensure that all of information required to be set out in the RfQ template is completed;
  - 26.1.3 if fewer than three written Quotations are received the reason for this must be recorded and kept with the other documentation relating to the RfQ;
  - 26.1.4 where the Contract is for works, tenderers may be selected from Constructionline or an equivalent business directory.
- 27.6 For Contracts opportunities with a value at or above £100,000, these must be advertised in accordance with CSOs 25.5.5, 25.5.6 and 25.5.7.
- 27.7 In all circumstances (i.e. whether advertised or not), the procurement will fall within the category of a "below EU Threshold" procurement and must comply with Regulations 109, 110, 111 and 112 of the PCR 2015 (the "Below Threshold Regime").
- 27.8 The main features of the Below Threshold Regime relate to:
- 27.8.1 advertising (see CSOs 27.4 and 27.6);
  - 27.8.2 there being a prohibition on shortlisting tenderers using a Pre-Qualification Questionnaires for all Contracts with a value below the EU Threshold for services and supplies (see CSO [#]);
  - 27.8.3 the requirement to publish a Contract Award Notice on Contracts Finder (see CSO [#]);
  - 27.8.4 the requirement to include particular terms in the Contract relating to payment of invoices within thirty days and to publishing data relating to compliance with these terms (see CSO [#]).
- 27.9 Other than those matters set out at CSO 27.8, there are no constraints on the procurement procedures where the Contract is governed by the Below Threshold Regime, provided that:
- 27.9.1 the procedure complies with the [EU Treaty Principles] of transparency, non discrimination and equal treatment; and
  - 27.9.2 the procedure used follows the procedure set out in the procurement documents.
- As such, the procurement may follow one of the procedures that apply to Contracts with a value at or above the relevant EU Threshold (see CSO 28) or alternative and/or amended procedures may be used.
- 27.10 In order to comply with the EU Treaty Principles and these Contract Standing Orders:
- 27.10.1 CSO [#] applies with respect to the publication of the Award Criteria and evaluation methodology to apply;
  - 27.10.2 a reasonable and realistic timescale must be set for the return of Tenders and except in emergencies, tenderers must be given a minimum of four weeks to submit their tenders (although this may be longer where the Contract is more

complex or larger).

## **CSO 28 PROCUREMENT PROCEDURE FOR CONTRACTS VALUED ABOVE THE RELEVANT EU THRESHOLD**

- 28.1 This CSO 28 applies to all Contracts with an estimated value above the relevant EU Threshold.
- 28.2 The procurement may be carried out using an existing Corporate Contract or Framework Agreement but otherwise must be carried out in accordance with this CSO 28.
- 28.3 Contract opportunities with a value above the EU Threshold must be advertised in accordance with CSOs 25.5.5, 25.5.6 and 25.5.7.
- 28.4 The procurement must be conducted in accordance with the PCR 2015 and follow one of the following procedures (the relevant Regulations are included for reference):
- 28.4.1 Open Procedure (Regulation 27);
  - 28.4.2 Restricted Procedure (Regulation 28);
  - 28.4.3 Competitive Procedure with Negotiation (Regulation 29);
  - 28.4.4 Competitive Dialogue (Regulation 30);
  - 28.4.5 Innovation Partnership (Regulation 31).
- 28.5 A Pre-Qualification Questionnaire may be used in any of the procedures set out at CSO 28.5 to shortlist tenderers and CSO [#] applies to those PQQs.
- 28.5.1 CSO [#] applies with respect to the publication of the Award Criteria and evaluation methodology to apply.
- 28.5.2 CSO [#] applies with respect to the publication of a Contract Award Notice.
- 28.5.3 CSO [#] applies with respect to the requirement to include certain terms within the Contract.
- 28.6 The Responsible Officer should seek guidance from Commercial Services prior to using any of the procedures set out in this CSO 28.

## **CSO 29 FRAMEWORK AGREEMENTS**

### Accessing an existing Framework Agreement

- 29.1 A Framework Agreement is an agreement which establishes the terms to apply to contracts to be awarded under the Framework Agreement in accordance with those terms. The contracts to be awarded under the Framework Agreement are referred to as Call-off Contracts. A Framework Agreement set up by other authorities or organisations may be set up in such a way that the Council is able to access it.
- 29.2 Where two or more Framework Agreements exist which are capable of fulfilling the Council's requirements, the Responsible Officer shall carry out an options appraisal in

accordance with CSO 17 to select which Framework Agreement is to be used. The Responsible Officer shall keep a full written record of the Value for Money, timeliness or other relevant consideration used to select the chosen Framework Agreement.

- 29.3 Prior to accessing an existing Framework Agreement, the Responsible Officer must first seek confirmation from Legal Services that it is lawful for the Council to access the Framework Agreement.
- 29.4 A Call-off Contract may be awarded following a mini-competition between organisations that have been appointed to the Framework Agreement or by direct award without any further competition. In all circumstances, the procurement process to award the Call-off Contract must follow the procedure and rules set out in the Framework Agreement, particularly in relation to the award criteria to apply to any mini-competition.
- 29.5 The terms and conditions to apply to the Call-off Contract must be substantially the same as those stated in the Framework Agreement to apply. This means that there can be no major amendment to the Call-off Contract, including to the scope of the works, goods or services available. If substantial amendment is required, then it is unlikely that the particular Framework Agreement is suitable.
- 29.6 Call-off Contracts must not be of an unusual length as the Framework Agreement nears its expiry date – i.e. Officers must not enter into lengthy Call-off Contracts to avoid a new procurement.
- 29.7 Prior to accessing an existing Framework Agreement, approval must be obtained in accordance with CSO [#]. Once approval has been obtained to access the Framework Agreement, further approval to enter into the Call-off Contract envisaged to be entered into at the time the approval is given is not required. Approval will be necessary to enter into subsequent Call-off Contracts unless at the time of giving approval to access the Framework Agreement, approval is also given to enter into a number of Call-off Contracts under that Framework Agreement.
- 29.8 There is no requirement under the [EU Procurement Rules] or these Contract Standing Orders to publish a Contract Award Notice or provide for a Standstill Period after entering into a Call-off Contract. However, in certain circumstances it may be prudent to do so and advice from Legal Services should be sought.

#### Setting up a new Framework Agreement

- 29.9 When setting up a new Framework Agreement for the Council the Responsible Officer shall determine the estimated value of the Framework Agreement in accordance with CSO [#] and shall use the appropriate procurement process set out in these Contract Standing Orders based on that value.
- 29.10 All potential contracting authorities that may wish to use the Framework Agreement must be named in the Contract Notice and/or procurement documents.
- 29.11 A Framework Agreement shall not operate for more than four years except in duly justified and exceptional circumstances, although Call-off Contracts may extend beyond the expiry of the Framework Agreement.
- 29.12 Call-off Contracts must not be of an unusual length as the Framework Agreement nears its expiry date – i.e. Officers must not enter into lengthy Call-off Contracts to avoid a new procurement.

## **CSO 30 DYNAMIC PURCHASING SYSTEMS**

- 30.1 Dynamic Purchasing Systems are used to purchase goods, works or services that are commonly available in the market.
- 30.2 As with a Framework Agreement, Officers should follow the procedure set out for the particular Dynamic Purchasing System.
- 30.3 Prior to accessing a Dynamic Purchasing System, the Responsible Officer must first seek confirmation from Legal Services that it is lawful for the Council to access the Dynamic Purchasing System.
- 30.4 When setting up a Dynamic Purchasing System, this must be in accordance with the procedure set out in the Public Contracts Regulations and the Responsible Officer should seek advice from Legal Services.

## **CSO 31 E-AUCTIONS**

- 31.1 E-auctions may be used where permitted by the Public Contract Regulations and in circumstances where this approach will provide the Council with Value for Money.
- 31.2 E-auctions may only be used where the goods, services or works do not involve intellectual performance (such as the design of works).
- 31.3 Before entering into an E-Auction, advice and guidance must be sought from the Procurement Officer, who will liaise with the Commercial Services team as appropriate.

## **CSO 32 SHORTLISTING TENDERERS - PRE-QUALIFICATION QUESTIONNAIRES AND SUITABILITY QUESTIONS**

- 32.1 Pre-Qualification Questionnaires (PQQs) consist of a series of questions used to reduce the number of tenderers interested in tendering for a Contract into a shortlist to be invited to submit Tenders. These are often referred to as “selection” criteria and they differ from Award Criteria in that they look at the tenderer and not at its proposal to deliver the Contract. They are also often referred to as “backward looking” (i.e. looking at experience), rather than forward looking.
- 32.2 Evaluation criteria for assessing PQQ responses must be transparent and clear, particularly whether a question is being assessed on a pass/fail basis or is being scored/weighted. The evaluation criteria must be made available to tenderers in advance.
- 32.3 The rules relating to PQQs are different depending on whether the Contract is:
  - 32.3.1 below the PQQ Threshold;
  - 32.3.2 above the PQQ Threshold (excluding Schedule 3 Services);
  - 32.3.3 for Schedule 3 services above the PQQ Threshold.
- 32.4 For all Contracts, irrespective of the rules set out in the remainder of this CSO 32:
  - 32.4.1 a tenderer **must not** be invited to tender if:
    - 32.4.1.1 it is bankrupt, or is being wound up, or is having its affairs administered

by a court, or has entered into an arrangement with creditors, or has suspended its business activities, or is subject to court proceedings regarding any of these matters; or

32.4.1.2 it is subject to a mandatory exclusion set out in Appendix 5.

32.4.2 a tenderer **may** be excluded from participation in a tendering process if:

32.4.2.1 any of the grounds set out in Appendix 6 apply to it or (if appropriate) to its directors or other persons who have power of representation, decision, or control of the tenderer;

32.4.2.2 it has been, or any of its current directors have been, convicted of an offence concerning professional conduct or has been guilty of grave professional misconduct;

32.4.2.3 it has not fulfilled obligations relating to the payment of taxes or social security contributions;

32.4.2.4 it has seriously misrepresented information supplied to the Council, whether in this tender exercise or earlier; or

32.4.2.5 it is not registered in a professional or trade register of the European state in which it is established; or

32.4.2.6 it has previously been found to be involved in a cartel or in price-fixing, whether on a matter concerning the Council or another organisation.

32.5 Where the Responsible Officer considers that any of grounds set out at CSO 32.4 may exist for excluding a tenderer from participating in a procurement, advice should be sought from the Head of Commercial Services (or the Proper Officer, if different) and Legal Services as to whether the tenderer should be excluded.

32.6 A summary of the rules are set out below, but Officers must use the relevant templates set out in the Procurement Toolkit and cannot deviate from those templates unless this is approved by Commercial Services.

### Contracts below the PQQ Threshold

32.7 Under the Public Contracts Regulations, PQQs cannot be used for Contracts that fall below the PQQ Threshold. This PQQ Threshold is not the same as the EU Threshold and is a lower threshold in some cases:

32.7.1 for services and supplies Contracts, the PQQ Threshold is the same as the EU Threshold;

32.7.2 for works and Schedule 3 services, the PQQ Threshold is set at the same level as the EU Threshold for services and supplies (and not the higher level for works and Schedule 3).

32.8 For those Contracts below the PQQ Threshold, certain “Suitability Questions” may be asked in order to shortlist tenderers, but there are limitations:

32.8.1 Suitability Questions must be relevant to the subject matter of the Contract and be proportionate; and

32.8.2 Suitability Questions cannot be asked at a preliminary stage before inviting Tenders and must be incorporated into a single stage tendering process. This means that the procurement documents must be structured so that the Tender is submitted in two parts and the Suitability Questions are assessed first and the Tenders of only those Tenderers that pass this first stage are opened and evaluated.

- 32.9 The procurement documents must set out the minimum number of tenderers that will be invited to tender in the event that more than that number pass the PQQ. The minimum number can be no less than:
- 32.9.1 five for procurements using the Restricted Procedure;
  - 32.9.2 three for procurements using the Competitive Dialogue Procedure, Competitive Procedure with Negotiation and the Innovation Partnership.
- 32.10 Where there will be a limit on the number of tenderers to be invited to tender, this must also be set out in the procurement documents.
- 32.11 The Procurement Toolkit contains a series of appropriate Suitability Questions and a template Invitation to Tender (ITT) that structures the Tender requirements to meet the requirements of CSOs 32.6.2, 32.7 and 32.8.

Contracts above the PQQ Threshold (excluding Schedule 3 Services)

- 32.12 PQQs are permissible, although not compulsory.
- 32.13 PQQs may be incorporated into a single stage process using the Open Procedure, as described at CSO 32.5.2 for Contracts below the PQQ Threshold.
- 32.14 **Compulsory use of Standardised PQQs**
- 32.14.1 Officers must have regard to the statutory guidance and Standardised PQQs published by the Crown Commercial Service.
  - 32.14.2 Officers may select appropriate questions from the bank of questions set out in the Standardised PQQ.
  - 32.14.3 Further questions relating to tenderers' technical and professional ability may be added to the Standardised PQQs provided they are relevant and proportionate to the Contract.
  - 32.14.4 The wording of the Standardised PQQs may only be changed where absolutely necessary and where this is approved by Commercial Services.

Contracts for Schedule 3 Services above the PQQ Threshold

- 32.15 Contracts for Schedule 3 Services are subject to the Light Touch Regime set out at CSO [#].
- 32.16 PQQs are permissible, although are not compulsory.
- 32.17 PQQs may be incorporated into a single stage process using the Open Procedure, as described at CSO 32.5.2 for Contracts below the PQQ Threshold.
- 32.18 There may be more flexibility in the questions to be included in the PQQ but at the time of publication of these Contract Standing Orders Officers should follow Cabinet Commercial Service guidance and use the Standardised PQQ to the extent relevant. Again, additional questions may be added where these are relevant and proportionate to the Contract.

33.1 In this CSO 33, all references to Tenders includes Quotations and references to Award Criteria include sub-criteria of any level.

#### Award Criteria and evaluation process

33.2 Evaluation of Tenders is carried out by applying Award Criteria.

33.3 The Award Criteria to apply, together with their relative weightings and the methodology used to evaluate Tenders must be contained within the procurement documents issued to tenderers at the commencement of the procurement.

33.4 Evaluation of Tenders must be open, transparent and not discriminate or favour a particular tenderer and must be carried out by applying the published Award Criteria in accordance with the published evaluation methodology.

33.5 Award Criteria must be developed in such a way that for all Contracts the successful Tender will be the one that is the most economically advantageous to the Council, where both price and quality elements are considered.

33.6 In considering price and quality, this may involve:

33.6.1 100% assessment of quality to a fixed budget;

33.6.2 100% assessment of price where a minimum quality threshold is set; or

33.6.3 any percentage split between price and quality.

33.7 The evaluation of price/cost must use a cost-effectiveness approach such as life-cycle costing, which provides for an assessment of the whole life cost of the Tender (for example, including (where such costs fall to the Council) maintenance costs, end of life costs, energy costs). Regulation 68 of the PCR 2015 provides more details of life-cycle costing. Advice may also be sought from Commercial Services.

33.8 The evaluation of quality must be based on criteria, such as qualitative, environmental and/or social aspects, that are linked to the subject matter of the Contract. This means the quality criterion must be further defined by reference to relevant quality sub-criteria. Regulation 67 of the PCR 2015 provides more details how quality may be evaluated. Advice may also be sought from Commercial Services.

33.9 In the Competitive Dialogue and Competitive Procedure, discussions with Tenderers may take place in successive stages and the Council may reduce the number of Tenderers participating in those discussions by applying the Award Criteria at successive stages during the procurement. Where a procurement is conducted in this way, at the final stage of the procurement, the number of tenderers invited shall be sufficient to ensure genuine competition (in so far as there are enough tenderers or Tenders).

#### Probity and conduct of the evaluation process

33.10 Whilst the Tender evaluation process is in progress, Officers, Members and any other person having information relating to that process must not disclose information relating to any Tender or to that Tender process to anybody not directly involved in the process, regardless of whether they are Council Officers, Members, residents of the borough, members of the press or Tenderers (this includes not disclosing to a tenderer

information about its own Tender evaluation).

- 33.11 During the Tender evaluation process, contact with Tenderers must be strictly limited, and where contact is necessary, it must be fully documented. Contact with tenderers must be limited to matters directly related to the Tender evaluation and must be fair and transparent. Examples of where contact may be necessary are to raise clarifications or to arrange presentation meetings. Where an incumbent Provider has submitted a Tender, normal Contract management activities may continue, however care should be taken to limit the interaction to Contract management activities only and the incumbent's (or any other tenderer's) Tender and the procurement/evaluation process shall not be discussed.
- 33.12 Officers should not meet with Tenderers (including an incumbent tenderer that has submitted a relevant Tender) without another Officer being present.
- 33.13 All tenderers must be given exactly the same opportunity and evaluation of Tenders should be carried out by the same group of people (being at least three (3)) and, to the extent that is practically possible, such persons should be independent of each other. All group analysis evaluations shall, to the extent that is practically possible, be carried out by the same group of people for each Tenderer. Particular care should be taken to avoid unnecessary social contact with fellow Officers on the evaluation panel during the Tender evaluation period. Officers involved in a Tender evaluation exercise must be aware of the need to be seen to be fair and to avoid any allegations of bias or corruption.
- 33.14 The Responsible Officer must be able to demonstrate that no tenderer has been given any advantage over another tenderer in respect of the evaluation of their Tender and award of a Contract.

## **CSO 34 CONTRACT AWARD, APPROVALS PROCESS, CALL-IN AND STANDSTILL PERIOD**

### Contract award and approvals process

- 34.1 No contract may be awarded unless:
- 34.1.1 all of the requirements of CSO 6.4 have been met;
  - 34.1.2 the expenditure involved has been included in approved revenue estimates or is in the capital programme or has been otherwise approved by the Director of Corporate Services.
- 34.2 The Responsible Officer must ensure that evidence of authority to commence the procurement process, to award the Contract, to incur the expenditure and the budget code is recorded on the Contract file.
- 34.3 Provided that CSOs 34.1 and 34.2 have been complied with, Contracts may be authorised for award as follows:
- 34.3.1 where the value of Contract is below £25,000, by a Responsible Officer duly authorised under the relevant Scheme of Management;



- 34.3.2 where the value of the Contract is below £100,000, by the Head of Service duly authorised under the relevant Scheme of Management;
- 34.3.3 where the value of Contract is between £100,000 and £500,000, by the Director of the relevant department duly authorised under the relevant Scheme of Management;
- 34.3.4 where the value of the Contract is between £500,000 and £2,000,000, jointly by the Director of the relevant department, duly authorised under the relevant Scheme of Management together with the Chief Executive;
- 34.3.5 where value of the Contract is £2,000,000 or greater, by Cabinet.

- 34.4 Where authority is required for entry into a Framework Agreement, in determining who can approve entry into the Framework Agreement, the value of the Contract for the purposes of CSO 34.3 is the value of the Call-off Contract (or all of them where there is more than one) proposed to be entered into pursuant to the relevant Framework Agreement.
- 34.5 Contracts for the provision of legal services or advice may not be awarded without the prior written consent of the Assistant Director of Corporate Governance or the Head of Shared Legal Services.

#### Call-In and Standstill Period

- 34.6 Any Contract which requires a Key Decision to be made must not be entered into for a call-In period of ten (10) calendar days from date of the Key Decision being made to award the Contract.
- 34.7 Where a Contract has been awarded that has a value above the EU Threshold, the Contract may not be entered into until the expiry of the Standstill Period. The Standstill Period allows unsuccessful tenderers the opportunity to challenge the decision to award a Contract before the contract is signed.
- 34.8 Where the notification of award is sent (in accordance with CSO 35):
  - 34.8.1 by facsimile or electronic means to unsuccessful tenderers, the Standstill Period ends at midnight at the end of the 10<sup>th</sup> day after sending the notification (not counting the day the notice is sent);
  - 34.8.2 by other means, the Standstill Period ends on the earlier of midnight at the end of the 15<sup>th</sup> day after sending and midnight at the end of the 10<sup>th</sup> day after the date on which the last of the unsuccessful tenderers to receive the notice receives it (not counting the day the notice is sent).

## **CSO 35 NOTIFICATION TO TENDERERS**

## **CSO 36 CONTRACT AWARD NOTICES**

- 34.9 Subject to CSO 23.11 the Responsible Officer for the award of an EU contract must also ensure submission of a Contract Award Notice to the OJEU within 48 calendar days of award. Advice on these may be sought from the Commercial Services Team or Legal Services.

## **CSO 37 INTERNAL ADMINISTRATIVE MATTERS FOLLOWING AWARD OF CONTRACT**

- 34.10 All Contracts awarded must be added to the relevant Forward Plan (where applicable).
- 34.11 Each Responsible Officer shall be responsible for:
- 34.11.1 recording details of the Contract on the Contract Register (maintained on behalf of the Director of Corporate Services); and
  - 34.11.2 archiving of the Contract by Legal Services, in each case in accordance with the Procurement Gateway Process.

## **CSO 24 CONTRACTS FOR CONSULTANCY SERVICES OR INTERIM PROFESSIONAL SERVICES**

- 24.1 When procuring Consultancy Services or Interim Professional Services the Responsible Officer shall adhere to one of CSO 20 or 21 or 22 that applies to the anticipated contract value determined as set out in CSO 16 and 17.
- 24.2 When procuring Consultancy Services or Interim Professional Services reference should be made to the Councils Code of Practice on procuring Consultants contained in Appendix 7.
- 24.3 Contracts for Consultancy Services and/or Interim Professional Services shall be in a form approved by the Director of Corporate Services.
- 24.4 Any insurance cover required in the Contracts for Consultancy Services and/or Interim Professional Services shall as a minimum be at such level as the Council Insurance Manager shall reasonably determine in each case.
- 24.5 All providers of Consultancy Services and Interim Professional Services are required to adhere to CSO 10 Conflict of Interest and CSO 11 Acceptance of Gifts and Hospitality.
- 24.6 The Responsible Officer shall award the contract in accordance with CSO 26.

## **CSO 25 CONTRACTS FOR CONCESSIONS**

- 25.1 A Concession Contract is of the same type as a service contract except that the consideration (payment) for the provision of services received consists either solely in the right to exploit the service or in that right together with payment. This can include any contract or agreement in writing where a right to use or exploit a Council site, property, right or facility is granted to another person or body in return for payment or consideration of any kind other than being purely nominal to the Council.
- 25.2 The provisions of these CSOs shall subject to any other relevant authority from Cabinet, Council, Director or Officer authorised under the Scheme of Delegation having been obtained apply to the advertising, tendering, seeking of quotes, evaluation and award of such Concession Contracts as if the requirements upon the Responsible Officer contained in CSO 4.2 applied to the relevant Director or Council officer designated or permitted authorised under the Scheme of Delegation to let the Concession Contract on behalf of the Council.
- 25.3 The Responsible Officer shall award the contract in accordance with CSO 26.

## **CSO 27 CONTRACTS FOR DISPOSAL OF COUNCIL ASSETS**

- 27.1 Subject to clause 27.4 below the Disposal of Council Assets is generally subject to the general requirements imposed by section 123 of the Local Government Act 1972 (duty to obtain best consideration reasonably obtainable). In this context 'best consideration' can, provided that it is reasonable and proportionate to do so in the circumstances, include a quantifiable or demonstrable benefit that compensates the Council for the shortfall in consideration from the Disposal given to the public or community or obtained by the Council from the Disposal.
- 27.2 Where the Disposal of Council Assets involves a Disposal Agreement the Council Property Officer shall determine whether an auction, a tender process or a private treaty is the most appropriate method of Disposal under the procedure confirmed in the Code of Practice – Disposal of Land that satisfies the Councils obligations to obtain best consideration reasonably obtainable.
- 27.3 Where the Council Property Officer determines that the most appropriate method of Disposal is by a tender process then Appendix 8 of the CSOs will apply.
- 27.4 Where a Disposal of Council Assets is proposed which is at less than best consideration reasonably obtainable and the Council has the power to do so no Disposal shall be made without the express written agreement of the Director of Corporate Services under an appropriate Scheme of Delegation and in consultation with the Commercial Services Team and Legal Services.
- 27.5 In all cases where the Disposal of Council Assets is or includes works and/or services to be performed or goods to be supplied which would be subject to EU Procurement Law then the Responsible Officer shall be responsible for ensuring such compliance to the Law

## **CSO 28 AMENDMENTS TO INVITATION TO TENDER DOCUMENTATION**

- 28.1 Reasonable requests for further information relating to an invitation to tender document may be granted, provided the request enables the Council to supply the information not less than 5 days before the date specified for tenders' close (unless special circumstances apply).
- 28.2 Other than where the proposed amendment to the invitation to tender documents would constitute a breach (actual or potential) of EU Procurement law an amendment may be allowable however consideration must first be given as to how significant the amendment is, and what affect this may have to the scope/specification contained in the original tender documents.
- 28.3 No amendments to invitation to tender documents should be issued within 5 days of the date specified for close of receipt of tenders (unless special circumstances apply) in which case a tender extension period should be considered.
- 28.4 In any circumstance amendments to invitation to tender documentation and responses must be distributed to all tenders at the same time.

## **CSO 29 AMENDMENTS TO TENDERS SUBMITTED**

- 29.1 In legal terms a tender or quotation is a formal offer to the Council, which the Council may accept as it stands.
- 29.2 Subject to EU Procurement Law (where applicable) other than in the case of genuine arithmetical or typing errors, if any Tenderer attempts to alter the offer after the last date for receipt of tenders or quotations, they must be informed that they have only two options:
- i. stand by their submitted tender and accept they have made an error or omission and that any contract with the Council will hold them to the information submitted by them in their tender, or
  - ii. withdraw their original tender completely.

## **CSO 30 ARITHMETICAL ERRORS**

- 30.1 All tenders must be checked for arithmetical accuracy. Where examination of tenders reveals arithmetical errors which would affect the tender figure in an otherwise compliant tender, subject to EU Procurement Law (where applicable) the Responsible Officer shall write/email the Tenderer pointing out the error and enquiring whether the Tenderer wants the arithmetically correct figure to:
- i. Amend the tender to the arithmetically correct figure such that the tender remains valid at the new tendered sum.
  - ii. Stand by the original tendered sum, notwithstanding the arithmetical error
  - iii. Withdraw the submitted tender.
- 30.2 Any letter/email must detail the timeframe the Tenderer has to respond.

## **CSO 31 VARIANT TENDERS**

- 31.1 Unless precluded in the invitation to tender it may be possible to consider variant Tenders provided that their submission complies with European procurement legislation and had been invited when issuing the Invitation to Tender. Where a Responsible Officer feels it may be beneficial to invite variant Tenders, then advice should be sought from the Commercial Services Team and Legal Services.
- 31.2 No variant Tender may be considered unless their provision had been provided for in the Invitation to Tender documents and the Contract Notice where applicable.
- 31.3 No variant Tender may be considered unless a compliant Tender has been duly received from the tenderer from whom the variant Tender is received.

## **CSO 32 CONTRACT NEGOTIATION**

- 32.1 Subject to EU Procurement Law (where applicable) the Responsible Officer may negotiate the contract:

- i. where tendering produced inappropriate tenders (for example where the tender figure in an otherwise successful tender exceeds approved or budgeted expenditure, or where the sum has changed since tenders were invited) provided the terms of the contract remain substantially unaltered; or
  - ii. where tendering was discontinued because of irregular tenders, for example because tenders fail to meet the requirements specified in the contract documents or offer variations on them, or the works, supplies or goods fail to meet the technical specification.
- 32.2 The Responsible Officer will invite all who have submitted valid tenders to amend their tenders, in writing, in such matters (e.g. unit price, delivery, discounts or by removing elements of the bill of quantities) as the Responsible Officer specifies. A valid tender is one that has complied with all tendering instructions, including a response to all aspects of the specification.
- 32.3 Such written amendments must be delivered to the Responsible Officer at fixed time and place; opened by the Responsible Officer at the same time after that deadline; initialled and dated by the Responsible Officer. Any subsequent negotiating meetings will be conducted by at least two officers of different disciplines, one being a witness. The Responsible Officer will keep a written record of all negotiations, including notes of all meetings and the names of all individuals present.
- 32.4 Where no tenders are received, the Responsible Officer will either re-tender, excluding those providers who failed to make offers on the first occasion; or if time does not permit, seek an Exemption to negotiate with a suitable provider or providers.

## **CSO 33 FORMS OF CONTRACTS & IN WRITING**

- 33.1 Notwithstanding CSO 35.2 below prior to contract award every proposed contract must be
  - a. in a form which has been approved as being suitable for the proposed purpose by Legal Services and be
  - b. in writing and then either executed under seal or signed by a person in the Council authorised to do so. Legal Services will advise when contracts should be under seal.
- 33.2 Emergency contracts need not be approved beforehand as being in a form which is suitable in accordance with CSO 33.1 a) above or in writing before commencement; but must be confirmed in writing and as suitable as soon as possible. Unless circumstances make it impossible, written Heads of Agreement should nonetheless be drawn up and agreed with the contractor(s) and such approval and writing be performed before award.

## **CSO 34 NOMINATING PRODUCTS/PROVIDERS**

- 34.1 The nomination of a sub-contractor or supplier to a main provider, for carrying out works or services, or supplying goods or materials requires written justification from the Responsible Officer who must discuss the implications of such a nomination with the Head of Commercial Services and Legal Services.

34.2 Where a sub-contractor or supplier is identified as part of a tender the Tenderer must demonstrate the arrangements through which control and management of the sub-contractor or supplier will be exerted to ensure performance as required by the contract is achieved.

## **CSO 35 CONTRACT CONDITIONS**

- 35.1 Unless covered by a framework agreement or collaborative arrangements contract conditions are to be in a form agreed by the Assistant Director of Corporate Governance or Head of Legal Services prior to any award.
- 35.2 Reference must be made to the following and all subsequent amendments and all current relevant legislation including:
- i. Equality Act 2010
  - ii. Health & Safety at Work etc Act 1974
  - iii. Data Protection Act 1998,
  - iv. Human Rights Act 1998
  - v. Freedom of Information Act 2000,
  - vi. or any comparable statutory provision relating to discrimination in employment.
  - vii. Bribery Act 2010
- 35.3 The conditions must also ensure that no employees, agents and sub-providers unlawfully discriminate, and all will comply with all relevant codes of practice issued by the Equality and Human Rights Commission.
- 35.4 Contracts involving the transfer of staff from the Council or from one contractor to another will contain conditions requiring the successful contractor to comply with TUPE legislation and any statutory guidance.
- 35.5 Notwithstanding 35.4 all contracts shall contain terms relating to transitional arrangements at the end or earlier termination of the contract which will cover work in progress and the costs of transferring ownership of assets, data and records.
- 35.6 The conditions must contain a right of access to records, information, data for the purposes of audit as and when required.
- 35.7 Contracts will require Contractors to inform their staff and their sub-contractors of the Council's Whistleblowing Procedures.

## **CSO 36 CONTRACT PERFORMANCE**

- 36.1 The specification for the contract must contain the method by which the contract will be monitored throughout the life of the contract.
- 36.2 During the life of any contract Directors and Assistant Directors must ensure that appropriate systems are in place to manage and monitor contract performance under directions from the Director of Corporate Services.

- 36.3 In cases of consistent poor performance, the Council may terminate the contract in accordance with the provisions in the contract.
- 36.4 Additional guidance on effective contract management and performance monitoring is provided in the Procurement Toolkit.

## **CSO 37 CONTRACT VARIATION AND EXTENSIONS**

- 37.1 No variation or extension to an existing contract may be made unless it has been confirmed by the Responsible Officer that doing so will not breach European procurement legislation; and save in the event of an emergency (as defined elsewhere in these CSOs). Variations and or extensions to a contract will be considered on an individual basis and shall be priced on the basis, of the rates contained in the existing contract. No variation and or extension will be made until funding has been identified in accordance with Council's financial procedures.
- 37.2 Subject to 37.3 below no variation or extension to an existing contract may be made unless it is permitted by the Contract Notice (if applicable), the terms of the contract and was allowed for within the invitation to tender documents and in the decision to award by the Authorising Body.
- 37.3 No variation or extension to an existing contract may be made if that variation or extension would extend the contract period by more than three months, or 25% of the original contract period (whichever is the greater); or
- i. if that variation and or extension would add more than 25% to the value of the contract or would increase the contract sum from below the quotation threshold or more, or
  - ii. if the works, services or goods to be added to or deleted from the contract are substantially different in scope; or
  - iii. be in breach of EU Procurement Law
- 37.4 Agents operating on behalf of the Council may not issue variations without the express written agreement of the Responsible Officer and the Director of Corporate Services.
- 37.5 In cases of urgency, an appropriately authorised Responsible Officer may approve a variation. Urgency for these purposes includes emergency works for the protection of life and property; legal requirements to pay for disputed works or services, and cases where delay would lead to significant financial loss to the Council. In these cases, Responsible Officers will include the details of such urgent variations in a retrospective Exemption Report to Director Corporate Services.
- 37.6 All contract extensions shall, unless otherwise provided for in the original authority to award, be approved by the same Authorising Body that gave authority for the original award of contract.

## **CSO 38 FREEDOM OF INFORMATION ACT (FOI) 2000**

- 38.1 All procurement processes and requests for information must be carried out in accordance with the Council's Freedom of Information policy.

- 38.2 Requests for information about the tender evaluation process will be dealt with by the Responsible Officer. Any response should be prepared after consulting with the Proper Officer who with Information Governance Manager will advise on responses.
- 38.3 Requests for information about past or existing contracts shall be dealt with by the Responsible Officer for that contract or if that officer unavailable for any reason by a suitable officer nominated to perform that role in consultation with the Information Governance Manager.





## APPENDIX 1 - TERMS AND DEFINITIONS

In these Contract Standing Contract Standing Orders and Codes of Practice, the following terms have the following meanings:

“*Acceptance*” is the approval of the final terms and conditions for the purchase of supplies, services or works.

“*Assistant Director*” means the deputy to the appointed Head of a Department within the Council

“*Authorisation*” is the approval required before quotations or tenders for supplies, services or works may be sought

“*Authorising Body*” means a body or individual acting under properly delegated authority empowered to award a contract on behalf of the Council.

“*Cabinet*” means Full Cabinet, Cabinet Committee or Cabinet Portfolio holder unless the context shows otherwise.

“*Call-off contract*” means a contract made following a formal tendering process to create a Framework Agreement with one or more contractors, suppliers or service providers for a defined range of works, goods or services covering terms and conditions (including price) which users 'call off' to meet their requirements. See also 'framework agreement'.

“*Chief Legal Officer*” is the Assistant Head of Corporate Governance or Head of Shared Legal Services as delegated

“*Chief Officer*” is a Departmental Director

“*CSO*” means Contract Standing Contract Standing Order

“*Conflict of Interest*” means conflict of private interest and public duty and or conflict of public duty to a public body and duty to the Council and or the appearance of such a conflict.

“*Community Representative*” means a person appointed by a tenants' voluntary group or similar Representative organisation, to represent their interests in any aspect of the contracts process (but not an elected Councillor)

“*Concession*” is of the same type as a service contract except that the consideration (payment) for the provision of services received consists either solely in the right to exploit the service or in that right together with payment.

“*Constructionline*” means the contractor database provided by the Department of Business Innovation and Skills and Capita that is a register of pre-qualified suppliers from the construction industry.

“*Consultancy Services*” means a contract between the Council and a Consultant for a specific task, consultancy advice and/or other similar consultancy services of research and report to the Council as may be required.

“*Consultant*” means a provider of Consultancy Services.

“*Contract*” means any agreement for the supply of goods, materials or services, the execution of works and the awarding of concessions;

“*Contract Award Notice*” means a Contract Award Notice published in the *Official Journal of the European Union* (OJEU) by contracting authorities, confirming award of contract(s).

“*Contract Notice*” means a Contract Notice published in the *Official Journal of the European Union* (OJEU) by contracting authorities, seeking expressions of interest or inviting companies to tender.

“*Contractor*” means an organisation or individual who has agreed a contract to undertake works, supply goods or provide services

“*Contract File*” means a record of all matters relating to a contract.

“*Contract Register*” means a list detailing all contracts that are let by an organisation. The list is dynamic and contains information on contract value, contract manager, supplier and start and expiry dates of the contract.

“*Corporate Contract*” means a contract put in place for the benefit and use of the whole Council including contracts let by service departments intended for such use.

“*Council Insurance Manager*” means the Council officer to whom responsibility for Council Insurance matters is delegated.

“*Council Property Officer*” means the Council officer to whom responsibility for Council Property matters is delegated.

“*Council Asset*” means land and/or chattels that are in the Councils ownership

“*Director*” means the appointed Head of a Department within the Council

“*Director of Corporate Services*” means the Director of Corporate Services or any other Chief Officer to whom responsibility for corporate procurement functions is delegated by the Chief Executive

“*Disposal*” means the divestment of Council ownership in any asset including a sale or disposition of land.

“*E-tendering system*” means the Councils electronic system intended for the electronic execution of quote and tender processes from time to time.

“*EU contract*” a contract covered by the full European Union public procurement regime through being of a value that exceeds one of the thresholds in the appropriate regulations.

“*EU Procurement Law*” means the Public Procurement Regulations 2006 and the Public Contracts (Amendment) Regulations 2009 and all relevant case-law.

“*EU Procurement Regulations*” means the Public Procurement Regulations 2006 and the Public Contracts (Amendment) Regulations 2009

“*Exemption*” a permission granted in accordance with the procedure set out at CSO 8 that all or part of these Council Standing Orders need not be complied with other than in respect of EU Procurement Law.

“*Exemption Report*” means an application for Exemption in the form set out in Appendix 4 below and signed by the Director of Corporate Services.

“*FOIA*” means the Freedom of Information Act 2000 and all statutory enactments, regulations guidances thereon.

“*Framework Agreement*” means an arrangement under which the Council (or another 'contracting authority') establishes in accordance with the Public Contract Regulations 2006 with a provider or providers of goods, works or services, under which contracts can be entered into, or 'called-off' (within the limits of the agreement) when particular needs arise. See also 'call-off contract'.

“*Interim Professional*” means a contract between the Council and an organisation or individual, other than one of employment, for the provision of interim or stand-in services which may also involve elements of consultancy services.

*“Key Decision Call-In”* means the period of 10-days following the meeting of Full Cabinet, Cabinet Committee or Cabinet Portfolio holder during which decisions from the relevant meeting can be called in.

*“Legal Services”* means the Council’s legal services section or such other body as has been approved by Cabinet to act for that purpose.

*“Lowest Tender/Sum”* means the lowest price offered by tender or quotation, which meets the specification.

*“Merton Code of Conduct for Members”* means the relevant Code of Conduct retained on the Council Intranet updated from time to time

*“Merton Code of Conduct for Council Staff”* means the relevant Code of Conduct retained on the Council Intranet updated from time to time

*“Options Appraisals”* means an analysis of the possible ways the Council may structure a commercial arrangement and/or contract with a 3<sup>rd</sup> party in order to obtain best value for money.

*“Procurement Governance & Gateway Process”* means the Procurement Governance and Gateway Process as agreed by the Procurement Board and published in the procurement toolkit.

*“Procurement Toolkit”* means all guidance, information, templates, tools and techniques described on the commercial services team Intranet pages that will be updated from time to time.

*“Proper Officer”* shall mean the Councils’ Head of Commercial Services or such other officer as shall be appointed from time to time to perform that role.

*“Provider”* means any contractor supplying, or offering to supply, goods, works or services (including concessions) to the Council; and includes any firm, agent, company, partnership, public authority, individual or other organisation.

*“Purchaser’s Agent”* means anyone providing a purchaser with a service to assist them in arranging the supply of goods, works, services or concessions

*“Quotation”* means a written offer following a request for quote process

*“Responsible Officer”* or *“RO”* means any permanent or temporary staff member or any other person properly authorised to carry out any of the Council’s contracts functions. Where no Responsible Officer has been appointed, the Responsible Officer shall be deemed to be the budget holder of the section from which the contract is funded.

*“Scheme of Management”* or *“Scheme of Authorisation”* means the management arrangements whereby a Director may implement practically the discharge of any function for which they are responsible.

*“Standstill Period”* means the mandatory 10-day standstill period as described in Public Contract Regulations 2006 that must be observed between notifying tenderers of intention to award a contract and confirming the award of contract.

*“Tender”* means a written offer following advertising and/or formal tendering

*“Tender Evaluation Team”* a team of Council Officers or advisors who collectively conduct the evaluation of a tender and make judgement to recommend a preferred supplier.

*“TUPE”* means the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended

*“Value for Money”* the optimum combination of whole life cost and quality (or fitness for purpose) to meet the users requirements.

*“Workforce Regulations”* means the Local Government Best Value (Exclusion of Non-Commercial Considerations) Contract Standing Order 2001/909 as amended.

*“Whistleblowing Procedures”* means the procedures set out on the Councils Internet pages

*“Witness”* means a member of staff not directly involved in a particular contract, who participates in certain stages to ensure propriety.

## **APPENDIX 2 - EXEMPTIONS FROM CONTRACT STANDING ORDERS**

**1.0** Where an exemption is sought from all or any part of Contract Standing Orders a report justifying the reasons for granting the exemption and the CSO being exempted must be provided in writing in an Exemption Report to the Director Corporate Services (or in their absence the nominated deputy). No requested exemption shall be permitted and take effect until the Exemption Report has been signed as agreed by the Director Corporate Services (or in her absence her nominated deputy).

**PLEASE NOTE AN EXEMPTION CAN ONLY BE GRANTED IN EXCEPTIONAL CIRCUMSTANCES.**

**2.0** No Exemption can be granted where the request would result in a breach of EU Procurement Law.

**3.0** A non-exhaustive list of reasons for seeking exemption is set out below and may be referred to in the Exemption Report by reference to this Appendix 2 and the relevant letter:

- a) that only one provider is able to carry out the work or service or to supply the goods for technical or artistic reasons or because of exclusive rights, for example, the purchase of works of art, museum artefacts, manuscripts or archive collection items;
- b) that time limits required for tendering cannot be met for reasons of extreme urgency (usually emergency contracts where a risk to life, or the security or structural viability of a property can be demonstrated; or contracts where the terms of a Court order set a time limit which specifically precludes all or part of the tendering process); and which, in the case of E.U. contracts, were unforeseen and un-attributable to the Council.
- c) that additional goods, works or services are required which, through unforeseen circumstances, were not included in the original contract and which either are strictly necessary for the completion of the contract or, for technical or economic reasons, cannot be carried out separately without great inconvenience.
- d) that goods are required as a partial replacement for or addition to existing goods or installations and obtaining them from another provider would result in incompatibility or disproportionate technical difficulties in operation or maintenance;
- e) that the rules of a design contest require the contract to be awarded to one of the successful candidates, provided all successful candidates are invited to negotiate that for work carried out for other public bodies, an exemption from tendering has been requested by them in writing (provided exemption is lawful having regard to E.U. or domestic legislation);
- f) the proposed contract is an extension to or variation of the scope of an existing contract, if permitted by the public procurement legislation and demonstrates value for money i.e. below the required EU threshold, unless the existing contract provides for an extension;
- g) when a grant from a public body includes a recommendation as to the supplier or is time limited;

- h) in furtherance of the Council's social enterprise policy, or other economic development aims, subject to the prevailing financial support limits for this type of activity and without breaching public procurement rules;
- i) where the Council has agreed to collaborate with another public body and is satisfied that the contracting arrangements of the lead body (where different from the Council) do not contravene the Council's legal responsibilities in this respect.
- j) if there are exceptional circumstances not previously identified or covered by existing policies, procedures, or the Contract Standing Orders;
- k) Purchase is to be made by auction (including online auctions) or at any public fairs or markets;
- l) Collaborative/Joint Purchasing – Where another authority/public body is acting as 'lead buyer' and provided that person(s) awarding the contract can demonstrate the arrangements comply with the requirements of value for money and other applicable legislation including, where relevant, the EU Procurement Directives. This includes any recognised wider public sector agreements including, for example, Crown Commercial Services or contracts.

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### **APPENDIX 3 – DECLARATION OF INTEREST FORM**

Declaration A

Name of Employee:
Department:
Post or Grade:
Permanent or Temporary:

[Please use block capitals]

I declare that I have read the attached Explanatory Notes and Declaration B and that there are no facts or circumstances that I would be required to specify if I completed Declaration B truthfully, accurately and completely.

In the event of any fact or circumstance changing this position, I agree to make Declaration B to my Chief Officer within 21 days.

Signed.....

Date.....

NOTE: This declaration must be made without amendment or qualification. If you cannot make it without amendment or qualification, you must complete Declaration B.

**Chief Officer's Certificate**

I have considered the above Declaration of Interests and confirm that no matters have been disclosed, and to my knowledge this is an accurate statement.

Signed.....

Date.....

**GENERAL DECLARATION OF INTERESTS FOR SENIOR MANAGERS  
AND STAFF INVOLVED WITH CONTRACTS**

Declaration B

Name of Employee:
Department:
Post or Grade:
Permanent or Temporary:

[Please use block capitals]

In this declaration the interests of your family mean the interests of:

- a) your spouse or partner;
- b) any other member of your family (whatever the relationship) when you have actual knowledge of the interests of that family member. Only the interest needs to be declared not the family connection.

I declare that I have read the attached Explanatory Notes and that to the best of my knowledge and belief the answers specified below are truthful, accurate and complete. I agree to inform my Chief Officer in writing of any change to these answers within 21 days of that change taking place.

NOTE: If declaration B is to be made and the answer to any section is that you have no interest to declare in that particular section, you should write 'None'. Do not leave sections blank.

<b>EMPLOYMENT</b> (other than with Merton Council)
--

1. I am employed by:  of (address)  as a:
---

2. I am self-employed as a:  and my place(s) of business is as follows:  and I trade under the following name(s):
---



**EMPLOYMENT (other than with Merton Council)**

3. I am in partnership with:  
as a:  
my firm's place(s) of business are as follows:  
  
and the firm trades under the following name(s):

4. I am a consultant with or to:  
and their place of business is as follows:  
  
and they trade under the following name(s)

**DIRECTORSHIPS**

5. I or a member of my family hold the following Directorships in the following trading companies (give the companies' names, any names under which the companies trade, the companies' registered addresses and the names of all other directors):

**SHAREHOLDINGS**

6. I, my family or my or their nominees have significant shareholdings in the following companies:

Footnotes: <sup>1</sup>A shareholding is significant for these purposes if its size or value (either absolutely or in relation to the share capital of the

company as a whole) is such that it could give rise to the appearance of a conflict of interest if the Council were to enter into a contract with the company.

<sup>2</sup>A shareholding need not be declared if it is in a company that trades in a field wholly unrelated to your field of work for Merton Council.

**PROPERTY AND LAND OWNED BY THE LONDON BOROUGH OF MERTON**

7. I, or a member of my family, or my, or their nominees hold (directly or indirectly) a tenancy / leasehold interest in the following properties/land (other than my or their principal home) which are owned by Merton Council:

Address of Property(ies):

**APPROVED LIST**

8. I, or a member of my family, or my, or their nominees have the following connection with the following businesses on the Council's Approved List of Contractors and Consultations or my own Department's list of suppliers:

(NB: Connections which must be declared include, but are not limited to, being employed by / in partnership with/ a consultant to/ a director or/ a shareholder in a business on the Corporate or Departmental list)

**SECRET ORGANISATION**

9. I am/am not\* a member of any organisation which administers oaths of secrecy and which has a general or particular intention of ensuring that members assist one another. [If you are a member of such an organisation, specify the name(s) or the organisation(s) and the branch(es) or section(s):

**ANY OTHER CONFLICT OR INTEREST**

10. I have the following interests which could give rise to a conflict of interest or to the appearance of a conflict of interest between the said interest and my duty as an employee of Merton Council:

Signed.....

Date.....

**Chief Officer's Certificate**

I have considered the above Declaration of Interests and am satisfied that nothing it reveals is incompatible with the duties of the employee making the Declaration.

Signed.....

Date.....

## APPENDIX 4 - FORM OF EXEMPTION REPORT

Director of Corporate Services Decision <i>(Chief Executive if a Corporate Services decision)</i>	Approved / Not Approved	Signature	Date

**SUBJECT:**

**LEAD OFFICER:**

**KEY DECISION REFERENCE NUMBER: N/A**

**RECOMMENDATION:**

Head of Commercial Services Recommendation	Approve / Not Approve	Signature	Date

### Guidance For Officers

- Where the text is in brackets [ ] and / or highlighted in yellow relevant text needs to be inserted or deleted as appropriate.
- Where the text is **written in green**, follow the instructions then delete them.

**PLEASE ENSURE THAT ALL TEXT IS REVERTED TO BLACK AND HIGHLIGHTING IS REMOVED**

Why is this request to exclude the application of the Council's Contract Standing Orders to the process of awarding this contract being made and what is the business case to support this request? Please provide all relevant detail.

## **PLEASE NOTE AN EXEMPTION CAN ONLY BE GRANTED IN EXCEPTIONAL CIRCUMSTANCES**

A non-exhaustive list of reasons for seeking exemption is set out in the Contract Standing Orders - Appendix 2 and must be referred to in the Exemption Report by reference to the relevant wording.

[http://intranet/contract\\_standing\\_orders\\_-\\_1st\\_april\\_2012.pdf](http://intranet/contract_standing_orders_-_1st_april_2012.pdf)

[Insert wording]

## **2. DETAILS**

Description of Contract: [Insert]

What are you buying - Goods/Works/Services?

What are the volume/quantities?

Current Supplier(s) (if applicable): [Insert]

Proposed Contract period -

From: [Insert]

To: [Insert]

Total Contract Value £[Insert]

## **3. ALTERNATIVE OPTIONS**

Please describe what alternative options to an exemption have been considered, for example:

- do nothing

- or undertaking a compliant procurement exercise

[Insert wording]

#### 4. FINANCIAL IMPLICATIONS

Please provide a breakdown of cost by financial year

[Insert wording]

Please describe how costs will be controlled over the duration of the contract

[Insert wording]

#### 5. BUDGET SIGN OFF

Name of Budget Holder	Budget Approved	Signature	Date

#### 6. PROCUREMENT IMPLICATIONS

Please describe how:

- value for money will be achieved over the duration of the contract, including contract management
- social value will be considered

[Insert wording]

#### 7. LEGAL IMPLICATIONS AND STATUTORY PROVISION

Is there a statutory requirement to deliver this provision? Yes / No

#### 8. HUMAN RIGHTS AND EQUALITIES IMPLICATIONS

Will this contract impact on the Councils Human Right and Equalities strategic objectives?

*'Equalities Merton' aims for full and equal access to learning, employment, services and cultural life and the celebration of diversity.*

[Insert wording]

#### 9. CONSULTATION UNDERTAKEN

Please set out which Service Area and Officer have been consulted in the preparation of this report. As a minimum please ensure you have consulted with Commercial Services who will advise if further consultation is required.

<b>Department</b>	<b>Comments</b>	<b>Date</b>	<b>Signed</b>
Commercial Services	[x]	[x]	[x]
Insert details of other departments consulted	[x]	[x]	[x]
	[x]	[x]	[x]

### **BACKGROUND PAPERS**

Council Standing Orders

[Insert other papers if required]

### **OFFICER CONTACTS:**

[Insert details]

<b>APPENDIX 5 – GROUNDS FOR MANDATORY EXCLUSION OF ANY CANDIDATE OR TENDERER FROM SELECTION TO TENDER FOR OR AWARD OF ANY PUBLIC CONTRACT</b>
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## **The Public Procurement Directive**

### **Appendix 5 – Grounds for Mandatory Exclusion etc**

Article 45(1) of the Public Sector Procurement Directive 8-385-1357 provides that any candidate or tenderer who has been the subject of a conviction by final judgment of which the Council is aware for corruption as defined in Article 3 of the Council Act of 26<sup>th</sup> of May 1997 and Article 3(1) of the (EU) Council Joint Action 98/742/JHA respectively shall be excluded from participation in a public contract.

The definition of 'corruption' is as follows:

"...the deliberate action of whosoever promises or gives directly or through an intermediary, an advantage of any kind whatsoever to an official for himself or for a third party, for him to act or refrain from acting in accordance with his duty or in the exercise of his functions in breach of his official duties shall constitute active corruption."

Under the Council Joint Action 98/742/JHA, it is:

"the deliberate action of whosoever promises, offers or gives, directly or through an intermediary, an undue advantage of any kind whatsoever to a person, for himself or for a third party, in the course of the business activities of that person in order that the person should perform or refrain from performing an act, in breach of his duties, shall constitute active corruption in the private sector."

Responsible Officers shall consult the Head of Commercial Services and Legal Services prior to debarring any candidate or Tenderer on the above grounds



## **APPENDIX 6 – GROUNDS FOR DISCRETIONARY EXCLUSION OF ANY CANDIDATE OR TENDERER FROM SELECTION TO TENDER FOR OR AWARD OF ANY PUBLIC CONTRACT**

### **The Public Procurement Directive**

Article 45(2) of the Public Sector Procurement Directive provides that any economic operator who has been convicted of any offence concerning his professional conduct, or has been guilty of grave professional misconduct proven by any means which the contracting authorities can demonstrate may be excluded from participation in a public contract

### **The Public Contracts Regulations 2006**

Regulation 23(4) of the Public Contracts Regulations implements Article 45(2) in England providing the right (but not the obligation) to contracting authorities in England to debar contractors that meet any of the requirements set out in Article 45(2).

#### **Note**

Regulation 23(4) only applies to the Tenderer itself.

However regulation 23(1), applies to the Tenderer, it's directors and any other person who has powers of representation, decision or control of the Tenderer and applies to any of the following offences :-

- (a) conspiracy within the meaning of section 1 of the Criminal Law Act 1977 where that conspiracy relates to participation in a criminal organisation as defined in Article 2(1) of the Council Joint Action 98/733/JHA;
- (b) corruption within the meaning of section 1 of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906;
- (c) the offence of bribery;
- (d) fraud, where the offence relates to fraud affecting the financial interests of the European Communities as defined by Article 1 of the Convention relating to the protection of the financial interests of the European Union, within the meaning of-
  - (i) the offence of cheating the Revenue;
  - (ii) the offence of conspiracy to defraud;
  - (iii) fraud or theft within the meaning of the Theft Act 1968 and the Theft Act 1978;
  - (iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985;
  - (v) defrauding the Customs within the meaning of the Customs and Excise Act Management Act 1979 and the Value Added Tax Act 1994;
  - (vi) an offence in connection with taxation in the European Community within the meaning of section 71 of the Criminal Justice Act 1993; or
  - (vii) destroying, defacing or concealing of documents or procuring the extension of a valuable security within the meaning of the Theft Act 1968;
- (e) money laundering within the meaning of the Money Laundering Regulations 2003;  
or

(f) any other offence within the meaning of Article 45(1) of the Public Sector Directive as defined by the national law of any relevant State.

Regulation 23(2) provides that in any case where an economic operator or its directors or any other person who has powers of representation, decision or control has been convicted of an offence set out above, a contracting authority may disregard the prohibition debarring them if :-

“...it is satisfied that there are overriding requirements in the general interest which justify doing so in relation to that economic operator.”

### **Offences under the Bribery Act 2010**

Offences under sections 1, 2 and 6 meet the requirements for debarment under Regulation 23(1) and is set to be discretionary.

Responsible Officers shall consult the Head of Commercial Services and Legal Services prior to debarring or allowing to participate and submit a tender and/or award to any candidate or Tenderer on the above grounds.

## APPENDIX 7 – CODE OF PRACTICE ON CONSULTANTS

[http://intranet/engaging\\_consultants](http://intranet/engaging_consultants)

## **APPENDIX 8 – PROCESS FOR RECEIPT OF PAPER TENDERS**

All tenders from potential suppliers must be submitted via the e-tendering system unless an Exemption from e-tendering has been approved in advance by the Director of Corporate Services.

Where an Exemption from e-tendering has been approved the following process for the receipt of paper tender shall be observed.

Tenders must not be received via email.

### **1.0 Receipt of Tenders**

- a) Every paper based invitation to tender must state that a tender can only be considered if it is delivered in accordance with the instructions detailed in the invitation to tender document.
- b) All paper based invitations to tender must include all relevant information or instructions as are required to correctly lodge the tender with the Council prior to the tender deadline.
- c) All paper based tenders must be delivered to a specified place by a specified time and date and in a sealed package with the correct details and labelling on the package. No details of the Tenderer must be apparent from the packaging.
- d) Paper based tenders will be deposited with the Director of Corporate Services of the Council and accepted by an appointed person.
- e) Arrangements must be made by the Responsible Officer to ensure that on receipt, all paper based tenders received are endorsed with the time and date of receipt and kept confidentially and secure until the time specified for tender opening.
- f) Tenderers must be given a receipt for tenders delivered by hand, or a confirmation fax/email must be sent to Tenderers who have delivered tenders via mail or courier.

### **2.0 Late Tenders**

- a) The Responsible Officer may not consider any paper based tender received by the Council after the specified closing time for the receipt of tenders for that contract.
- b) A paper based tender received late must not be opened and must be clearly marked on the tender package as a late tender "Received after deadline for receipt of tenders" and details of the time and date given and signed by the authorised officer.
- c) Late paper based tenders will be opened after the official tenders are opened only to determine the identity of the tendering party so the tender may be returned to the tendering party with a letter explaining that the tender was received too late and that accordingly it had to be rejected. The letter should give details of the time and date of receipt and give details of the official deadline.

### **3.0 Tender Time Extensions**

- a) In rare cases, following unforeseen complications and prior to the passing of the tender deadline, it may be allowable to extend the timeframe for the return of tenders.

Consideration must be given as to fairness and transparency in granting such extensions. The Proper Officer must be consulted prior to all such extensions being granted.

b) In the event that a tender time extension is granted, the time extension must be granted to all tenderers.

#### **4.0 Tender Opening**

a) Paper based tenders must not be opened under any circumstances until the date and time for tender receipt has passed. If a tender is opened in error, advice must immediately be sought from the Commercial Services Team who will consult with Legal Services.

b) The Responsible Officer must fix a time and date for the opening of the paper based tenders received and must take place after the closing date for submission of tenders. All tenders received for a particular contract must be opened at the same time and place at an appropriate time after the close of receipt, in front of the same people. No person may be present at the tender opening unless s/he is officially designated as part of the process.

c) All paper based tenders opened must be endorsed by at least 3 persons, who must notate the time and date of receipt.

d) The officer leading the opening procedure must record the following details of each tender on the Schedule of Tenders Received:

- i. the date and time specified as the deadline for receipt of tenders for the particular contract
- ii. the date and time that each tender was received;
- iii. the name of the Tenderer and the amount of each tender
- iv. the names and signatures of those present.

e) All persons present at tender opening must sign each tender immediately after it is opened. All tenders received must be signed on the:

- i. Front page of the tender submission
- ii. Tender Price schedule

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