

To: Finance, Resources and Customer Services Policy Board

On: 23 November 2023

Report by: Director of Environment, Housing & Infrastructure

Heading: Facilities and Property Services - Service Update Report

1 Summary

- 1.1 Environment, Housing & Infrastructure brings together a range of Council services and activities, with both strategic and operational responsibilities. This report provides an operational performance update on Facilities Management (Hard and Soft Services) and Property Services delivered by Environment, Housing & Infrastructure since the last Policy Board in September 2023.
 - 1.2 Building Services continue to operate normal day to day business and our emergency out of hours repairs as the contractor for Housing Services. The supply issue with materials has improved and only remains in a few areas where longer lead in times continue to be experienced. The service continues to manage all works.
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2 Recommendations

It is recommended that members of the Finance, Resources and Customer Services Policy Board:

- 2.1 Notes the content of this report.
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3 Operational Update

3.1 Service Reviews

As noted at the last policy board, Renfrewshire Council previously commissioned a consultant to undertake several reviews. The latter, finalised in 2022, considered aspects across Housing Services, Building Services, Property Services, Customer Services and Procurement.

Officers continue to work on 6 pieces of work as detailed below:

- Void property management process and potential remodelling
- Productivity Analysis and initial measurement process design
- Business Plan framework for Building Services
- Job costings - options analysis
- Organisational design
- Review of call handling from the Customer Contact Centre

This will continue until December 2023 with a further report on Building Services being brought to this Policy Board in 2024.

Hard FM

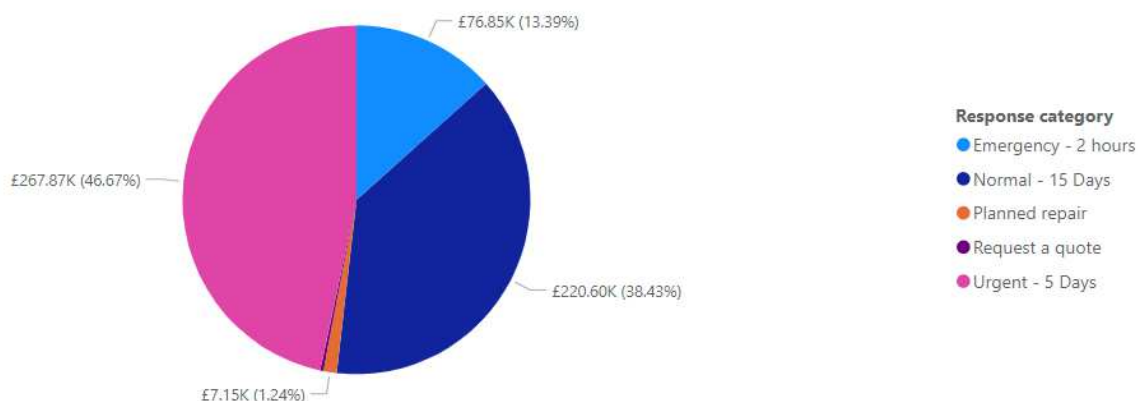
3.2 Compliance – Key Performance Indicators (KPIs)

Overall performance continues to meet 90% target however ongoing governance is required to ensure this trend remains. To help deliver this, and to drive contractor performance and best practice, officers continue to hold regular contractor review meetings to ensure planned tasks are met and certification is issued timely.

3.3 Public Buildings Repairs data

Repairs profile remains as expected, as detailed -

2023/24 Repairs	Education	Core	Prestige	OneRen	Total
	4,100	1,600	400	200	6,300



3.4 **Capital/Life Cycle Projects**

Hard FM Support Services Officers continue to be involved in discussions regarding the new Dargavel Primary school and Park Mains extension. Further updates will be provided to future policy board meetings where required.

3.5 **Life Cycle Replacement works**

3.5.1 **Completed Commissions**

- Glendee Nursery – new CCTV system
- Rashielea Primary – replacement CCTV system
- Gallowhill MUGA – New playing surface and lighting (part funded)
- Abbey House – Boiler replacement
- Wallneuk records store – new roof
- Douglas St Nursery – Disability Discrimination Act adaptations (toilet/access)
- Broomlands Clock Tower - minor refurbishment of clock face and surrounding structure
- West Primary school - Redecoration after rewire (phase 1)

3.5.2 **New Commissions**

- South End clock tower (Causeyside St) – minor refurbishment of clock face and surrounding structure.
- Renfrewshire House – tarmac resurfacing and relining works.
- Renfrewshire House – BMS upgrade
- Renfrewshire House – entrance ramp upgrade works
- Charleston Centre – Fire Alarm upgrade.
- West Primary school – redecoration after rewire (phase 2)

3.6 **Net Zero Strategy (for buildings)**

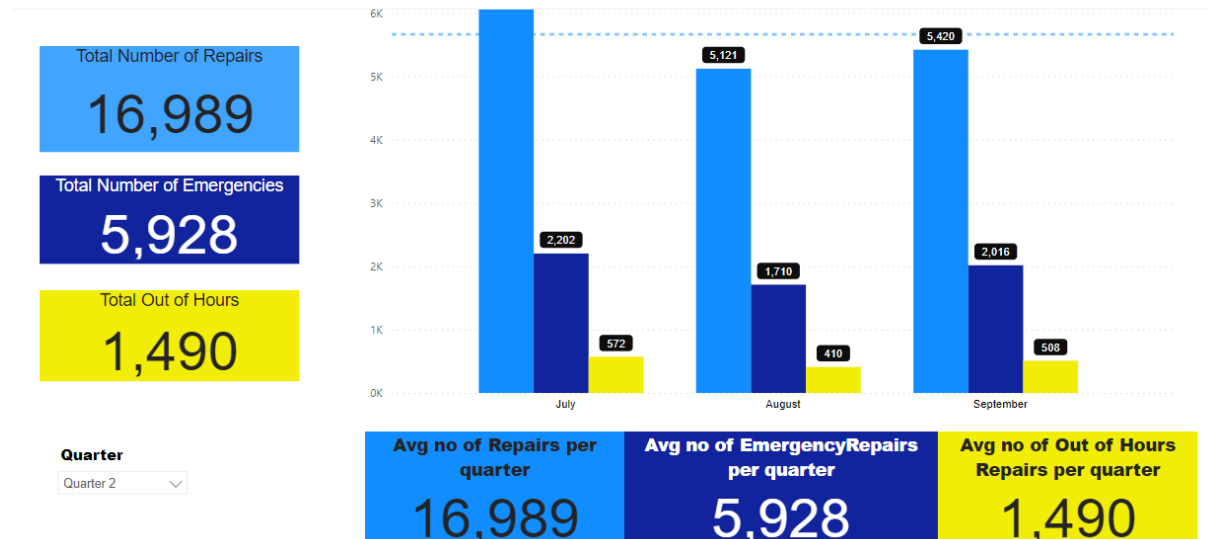
Officers from Facilities and Property Services have been invited onto a West Region Working Group looking at Net Zero targets across the public building portfolio. This is to prevent duplication and share best practice across the region.

Condition Surveys proposed for the whole learning estate have now been awarded and are progressing well with a completion date of the end of 2023. They will then be reviewed and discussed with Children's Services as part of the Learning Estate Project Board.

Condition surveys for 14 other properties have concluded (libraries, community centres) to allow this to be fed into the Strategic Property Review.

3.7 Responsive Repairs

The chart below shows the volume of the 2nd quarter of 2023 (July to end September) for responsive repairs reported by tenants. These are only the repairs that Building Services attended as there are other repairs that will be issued directly to other contractors.



The 2nd quarter figures show that of the total number of repairs issued for the period is 16,989. 35% these have been classed as emergency or next day attendance.

Total number of repairs	Financial Year	Quarter
16,482	2022/23	Quarter 1
17,282	2022/23	Quarter 2
21,413	2022/23	Quarter 3
22,121	2022/23	Quarter 4

In addition, of the total number of emergencies issued, 25% are out of hours.

Total number of repairs	Financial Year	Quarter
16,340	2023/24	Quarter 1
16,989	2023/24	Quarter 2

The requests for repairs follow seasonal trends and the second quarter in each year have recorded a similar number of issued repairs.

As detailed previously, work continues to better understand classification of emergency repairs and 24 hour/next day repairs to assess what jobs can be planned in diaries to allow the workforce to be allocated appropriately.

3.8 **Domestic Gas Servicing**

In Quarter 2 (1 July to 30 September 2023), the domestic gas servicing and repairs team carried out 3,202 gas services.

Total number of services	Financial Year	Quarter
2,952	2022/23	Quarter 1
3,533	2022/23	Quarter 2
2,379	2022/23	Quarter 3
3,780	2022/23	Quarter 4

Total number of Services	Financial Year	Quarter
3,083	2023/24	Quarter 1
3,202	2023/24	Quarter 2

The figure in quarter two this year has fallen against the same period last year with around 9% less gas services being completed. Despite a rise of 4% in quarter one, in the first half of the year overall, there have been 3% less gas services completed. This is due to the rolling programme of servicing moving slightly back each year however all annual gas servicing will be completed within 365 days.

GAS SERVICE/INSPECTIONS	Target	July	August	Sept	Q2
Gas Certificates Obtained before Previous Expiry % (charter)	100%	100.00%	100.00%	100.00%	100.00%

3.9 **Voids**

Building Services continue to work closely with our colleagues in Housing Services to maximise the number of houses that are returned to the letting pool. Houses are prioritised based on the current needs of those requiring housing. Weekly operational meetings take place to prioritise houses and review progress. Building Services has continued to return at least the number of void houses received weekly. There is currently a backlog of houses with Housing Services due to issues with utilities, asbestos and rot works which must be carried out prior to any repair works being undertaken.

The volume of void houses returned by Building Services in Quarter 2 of 2023/24 (July-September) is shown below.

Financial Year	Quarter	Total number of completed voids	*Inclusive Gas Central Heating (GCH) install	*Inclusive Asbestos Removal (ASB RE)	Preliminary Works
2022/23	Quarter 1	183	25	27	176
2022/23	Quarter 2	199	38	22	138
2022/23	Quarter 3	144	19	20	126
2022/23	Quarter 4	208	19	3	210

Financial Year	Quarter	Total number of completed voids	*Inclusive Gas Central Heating (GCH) install	*Inclusive Asbestos Removal (ASB RE)	Preliminary Works
2023/24	Quarter 1	245	26	13	141
2023/24	Quarter 2	208	25	25	145

3.10 **Electrical Testing programme**

As part of the on-going electrical compliance requirement of Landlords, Building Services, and other external contractors, have been working in partnership with Housing colleagues to carry out the statutory 5-year check of electrics within every tenanted household across Renfrewshire (approx. 12,200 houses).

On behalf of Housing Services, Building Services have fully electrically tested 4,169 houses since the start of the programme in 2021.

Financial Year	Quarter	Number of electrical tests competed
2022/23	Quarter 1	639
2022/23	Quarter 2	280
2022/23	Quarter 3	42
2022/23	Quarter 4	187

Financial Year	Quarter	Number of electrical tests competed
2023/24	Quarter 1	77
2023/24	Quarter 2	163

Building Services complete the electrical testing based on the number of appointments booked in by the tenants via the letter process carried out by our colleagues Housing. The numbers have increased in the 2nd quarter but not to the same levels as last year. Following a review the lettering process was amended and a new process put in place in September 2023, it is anticipated expected that the numbers will increase substantially in the last 2 quarters.

3.11 **Apprentices**

3.11.1 We are extremely pleased to report that one of our second-year apprentice electricians, Callum Rae, won joint Gold at the recent Scotland apprentice of the year National final.

4 Soft FM (Facilities Management)

Soft FM has been working closely with Health and Safety to agree the process to be followed in the event of an Unwanted Fire Alarm signal in all premises where Soft FM has a presence. A toolbox talk has been delivered to all Soft FM staff which outlines the actions to be undertaken when investigating a fire alarm activation.

Training, delivered by Soft FM, has been provided to Head Teachers and Head of Centres (ELCCs) on how to interpret and reset the fire panel. The training took place over the 2 in-service days at the start of the new school term in August.

Soft FM has introduced a new Cleaning Audit Tool from ASSIST. The CLAMS App collates details from the Cleaning Audits carried out in premises and provides meaningful data that will be used for training and to deliver improvements in the service provided.

4.1 Capital Works

4.1.1 The tender award for the £876,000 Scottish Government Capital funding has been completed. The investment in improvements works in kitchen facilities in Barsail Primary, Erskine, Bushes Primary, Glenburn, and Mossvale/St James Campus, Paisley is ongoing. Works are due to be completed by the end of 2023.

4.1.2 Renfrewshire Council submitted a revised funding request to the Scottish Government and Scottish Future Trust in September 2023. This is part of the Universal Free School Meals paper presented to this Policy Board.

4.2 School Meals

4.2.1 Following the successful launch of the new 3-weekly school meal menus in primary and secondary schools, consultation processes have been established to seek and receive feedback on the menus. Improvement suggestions are being taken into consideration to continually enhance the dining experience for all children.

4.3 PPP Schools

Officers continue to work with the Renfrewshire Schools Partnership and AMEY on monitoring the PPP contract across the PPP portfolio. Discussions remain on-going about Unwanted Fire Alarm Signals across the PPP estate.

5 Property Services

Property Services is a multi-disciplinary design consultancy commissioned by Facilities Management or Council Departments to deliver projects. An update of some of the work currently being undertaken is detailed below. The Members are asked to note that whilst an operational update is provided below, the progress of major projects will be reported through the relevant policy board.

5.1 Dargavel PS Modular Buildings

The three buildings are now in full operation and feedback from users to date has been positive.

5.2 **Reinforced Autoclaved Aerated Concrete (RAAC)**

RAAC is a lightweight form of concrete used in roof, floor, cladding and wall construction in the UK from the mid-1950s to the 1990's. Following evidence of it failing over recent years, work has been undertaken by Facilities and Property Services to review the wider estate.

Initial desktop investigation and visual/physical inspection of the school estate initially identified no RAAC to be present in the construction of schools or early years education establishments.

However, subsequent reassurance/validation checks have identified RAAC panels within Castlehead HS gym areas. These further checks have now been completed with a structural engineering consultant appointed to verify other high level gym and other areas within the school estate and no RAAC has been identified elsewhere within the learning estate.

Officers are now working to look at mitigation measures for these areas within Castlehead High School.

Work to undertake similar assessments remains ongoing across the wider Council estate including public buildings and Council housing. This will take the same risk-based approach with regards to a desk top survey, visits to properties and intrusive inspections where required with the engineering consultant assisting in this process.

Implications of the Report

1. **Financial** – Any financial elements referenced in this report will be progressed through the Council's financial & budget planning process.
2. **HR & Organisational Development** – None
3. **Community/Council Planning** – the report details a range of activities which reflect local community and council planning themes.
4. **Legal** – None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights** – The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – Advice and guidance is being given to protect the health and safety of employees and service users when carrying out priority services for the Council in line with government and health guidance.
9. **Procurement** – As noted within the report.
10. **Risk** – None
11. **Privacy Impact** – None
12. **COSLA Policy Position** – None
13. **Climate Change** – As detailed within the report, work is being undertaken to assess property to understand works required for Net Zero.

List of Background Papers – None

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