

**To:** Finance, Resources and Customer Services Policy Board

**On:** 8 September 2022

---

**Report by:** Director of Environment & Infrastructure

---

**Heading:** Facilities Management Operational Performance Report

---

## **1. Summary**

- 1.1 This report provides an operational performance update on Facilities Management (Hard and Soft Services) delivered by Environment & Infrastructure since the last Policy Board in June 2022.
  - 1.2 All the facilities management and operational services continue to operate normal day to day business and the emergency out of hours repairs. The housing repair backlogs experienced following lockdowns have now been cleared with the service returning to planned response schedules. As experienced through the FM and property industry, the service is currently experiencing delays in the provision of some materials and products but managing this within the programmed works and keeping customers and communities updated where this is being experienced.
- 

## **2. Recommendations**

- 2.1 It is recommended that members of the Finance, Resources and Customer Services Policy Board:
    - Approves the operational performance update detailed within this report.
-

### **3. Background**

#### **Covid Recovery**

- 3.1 Building Services continue to actively manage a repair service to both domestic households and to public buildings. There remains a level of absence due to Covid-19 however the employees across the service continue to show great commitment and resilience while delivering essential services across Renfrewshire.
- 

### **4. Operational Update**

#### **Gas, Water & Electrical Services**

- 4.1 During the last period over 3000 domestic and commercial gas service, electrical testing and water management systems have been serviced, repaired and replaced. This included the likes of large scale heating replacements in schools such as Johnstone High school.

#### **Void, Aids and Adaptations**

- 4.2 During this period over 200 houses were cleared, repaired and invested in and returned to tenant services for reletting, with a further 35 properties having aids and adaptations made to the properties to support tenants in their property.

#### **Streetlighting**

- 4.3 In the first quarter of the year the Street Lighting Team have performed well with 100% of all reported dark lamps attended within the 7-day timescale. In addition, they attended 203 emergencies.

#### **School toilet upgrades**

- 4.4 The £1.5m school toilet upgrade programme has progressed well over the school holiday period. To date works have been completed in 9 schools as set out below:
- West Primary School
  - St Mary's Primary School
  - Williamsburgh Primary School
  - Our Lady of Peace Primary School
  - St Fillan's Primary School
  - Lochfield Primary School
  - Langcraigs Primary School
  - Bushes Primary School
  - Thorn Primary School
- 4.5 Works are currently on-going on the 4 remaining schools/nurseries in this programme with works scheduled for completion during October 2022 at the following schools:
- Auchenlodment Nursery & Primary School
  - Trinity High School
  - Bridge of Weir Primary School
  - Arkleston Primary School

### **Contracts – CO<sub>2</sub> monitors**

- 4.6 Building Services has completed permanently fixing the mobile CO<sub>2</sub> detectors within Renfrewshire Primary schools (non-PPP schools). The programme for installation across the PPP schools is planned for completion in October, subject to availability of components. On conclusion, the total number of teaching & learning spaces that will be monitored (including PPP locations) will be around 1765.

### **Installation of LED Lighting**

- 4.7 A programme of LED lighting installation commenced in May across the PPP schools. The programme is progressing well with around 5 schools now having their lighting system fully replaced. Whilst early in operation, a reduction in energy consumption has been observed and positive feedback from teaching staff with the additional functionality available to them in the classroom to support presentations and teaching. This programme will continue through the remainder of 2022.

### **Work Hub**

- 4.8 Building Service job management system has begun being replaced with a system call 'Work Hub '. Work will be dispatched and completed electronically, materials order and replenished seamlessly and ultimately provide a better service to the housing tenants of Renfrewshire.
- 4.9 This first phase of functionality is being implemented with support from several corporate service areas such as ICT. Members will be kept updated on progress of implementation and further functionality as it comes online over the coming months.

### **Apprentice Programme**

- 4.10 Building Services have recruited 4 new apprentices, 3 youths and 1 adult. They are currently progressing through the recruitment process aiming to commence employment by early September.

## **5. Soft FM (Facilities Management)**

- 5.1 A new school meal menu is in place for the new school year, building on the feedback from pupils, parents councils and parents over the last school term. As parents start to return to schools, taster sessions will be put on across parent's evenings and with Primary 1 classes to promote the school meals service.
- 5.2 The service has also been reviewing the menus in secondary schools to encourage more pupils to use the school meals' service. Changes have been implemented in secondary schools on a pilot basis. This involves having a snack-based service, with the introduction of new dining furniture, replicating a cafe environment. It is hoped that this will encourage more pupils to use the school meal service.
- 5.3 The service continues to work in partnership with OneRen to support community lets. A focus for the new school year has involved consultation with let organisations on let locations, to ensure good quality local facilities can be provided that meets the needs

of the let organisation. Where possible lets will be accommodated within all communities from schools that are already open, to reduce the need to open more schools, reducing energy consumption across the estate.

- 5.4 The service worked closely with colleagues from the Communities and Housing Service to deliver a meal service as part of the 'summer of fun' programme during the 2022 summer holidays.
- 5.5 A review of Soft FM staffing within HSCP premises has commenced. The work will look to replicate the FM model that has been implemented across the school estate. This remodel will look to create posts with longer working hours and more family-friendly shift patterns to attract and retain staff and align with the FM model introduced as part of the recent remodelling of the service delivered in schools and early learning centres over the last 2 years.
- 5.6 The service continues to look at innovate ways to overcome challenges around recruitment. This has involved partnership working with Invest in Renfrewshire at a recent event where an additional 30 new members of staff were recruited. The service is also planning more locally focussed recruitment days over the coming months and we will continue to ask member support to promote these events, which has proven a useful channel to highlight awareness of local jobs within communities.
- 5.7 The Period Products (Free Provision) (Scotland) Act 2021 has been in force since 15 August 2022. The Soft FM service continues to work with colleagues across the authority to ensure that free sanitary products are always available in Renfrewshire's schools. Officers are working with the schools to promote the use of more environmentally friendly and re-usable products and have developed a QR code ordering process to improve accessibility to these.
- 5.8 Work is ongoing to ensure all staff across the service are provided with the relevant training required to carry out their roles. Staff have been working with West College Scotland for the delivery of food hygiene training and with the British Institute of Cleaning Science (BICS) in respect of cleaning training. We have also provided management development training opportunities to our supervisory and management team across the service.

---

## Implications of the Report

- 1. **Financial** – Any financial impact from COVID-19 referenced in this report will be progressed through the Council's financial & budget planning process.
- 2. **HR & Organisational Development** – Any staffing changes referenced in this report will be progressed through the Council's HR policies, including home working and flexible working.
- 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** – The COVID-19 pandemic and possible issues arising from Brexit has and will continue to have a significant impact on existing contractual obligations and on the procurement of future goods and services required by the Council.
10. **Risk** – None
11. **Privacy Impact** – None
12. **COSLA Policy Position** – None
13. **Climate Change** – None

---

**List of Background Papers** – None

---

**Author:** Gordon McNeil, Director of Environment & Infrastructure