

To: Finance, Resources and Customer Services Policy Board

On: 2 February 2022

Report by: Director of Environment & Infrastructure

Heading: Facilities Management Operational Performance Report

1. Summary

- 1.1 Environment & 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) delivered by Environment & Infrastructure since the last Policy Board in September 2021.
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2. Recommendations

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

- 2.1 Approves the content of this report
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3. Facilities Management - Hard Services

Building Services

- 3.1 Building Services continue to actively manage a normal repair service within the constraints of the Scottish Government guidance.
- 3.2 In conjunction with Housing Services it was agreed that the backlog of repairs on hold would be targeted from those repairs with the longest waiting time to the most recent.

This targeted approach has been used to reduce the number of outstanding repairs on the system. This is now complete and only current repairs reported by the tenants

will be on the system.

4. Operational Update

- 4.1 **Gas** – The domestic gas servicing and repair team have been working actively through the back log of works.

From 28 June 2021 all diaries were opened for tenants to make appointments for new repairs. From 1st April 2021 – 26th November 2021 the domestic gas servicing and repairs team carried almost 17,000 appointments.

- 4.2 **Aids and Adaptations** - The service is working with Housing and Social work to actively programme accessible adaptations. Bespoke risk assessments are required to be carried out for vulnerable tenants. This is to ensure tenants needs and considerations are being met while the work is being carried. There remains a backlog of works at various stages of assessment to be carried out. We are working with housing to prioritise these works whilst accommodating smaller more recent requests.

From the end of May 2021 until 26th November 2021 Building Services has completed 53 full adaptations and currently have 17 live jobs at various stages.

- 4.3 **Renewal of UPVC Doors & Windows** – The supplier of UPVC doors and windows has now confirmed that they are unable to fulfil any UPVC door orders that have been made. This has meant that the service has had to search for other suppliers across the country that are able to supply 30 min and 60 min UPVC fire doors. Work is underway to secure suppliers and this has been highlighted to Scotland Excel as they now have no suppliers for these goods.

Reordering the doors that have been waiting some considerable time will again increase the timeline for these works to be completed.

- 4.4 **Voids**
Building Services continues to work on void houses and undertake full compliance checks for the Homeless Persons Units (HPU). This has allowed people presenting as homeless to be accommodated.

A total of 576 voids completed from 1st April to 26th November 2021.

Void Returns from 1 st April – 26 th November 2021			
Full Void Works*	*Inclusive Gas Central Heating (GCH) install	*Inclusive Asbestos Removal (ASB RE)	Preliminary Works
596	76	72	561

SHQS Voids - Building Services has been allocated additional SHQS Voids, which were previously carried out by an external contractor. This has increased from 2 to 4 properties a week since 26 April 2021.

The number of SHQS voids completed from 26th April – 26th November 2021 is 68.

4.5 **PPE Hub** - Building Services has been managing the Renfrewshire HSCP distribution hub for PPE at Unit 5 in Underwood Road since July 2020. In partnership with HSCP we are now servicing 60 care facility properties per week and supplying Lateral Flow test kits to care homes. Arrangements were made to provide a 3 week supply prior to the holiday period.

4.6 **Water Management** - Building Services operatives have continued to carry out water management testing throughout the pandemic. They test and inspect various water outlets within any school or public building. Works carried out from 1st April to 26th November 2021.

- 73,855 tests
- 263 properties for samples taken
- Over 108 remedial repairs completed
- Shower Cleaning programme has restarted in November 2021, all sites completed by 3/12/21 (73 sites, approximately 900 showers)

4.7 **Commercial Gas** - Specialist facilities engineers carry out all compliance works which include gas servicing, F-Gas servicing (air conditioning), AHU servicing and the cleaning of kitchen canopies and filters.

Gas servicing is carried out in schools, public buildings and domestic properties this can also lead to various faults being found with boiler parts and subsequent maintenance requirements.

4.8 **Streetlighting** - Throughout lockdown the street lighting maintenance service has continued to provide a 24-hour emergency service to Renfrewshire residents. The Street Lighting team has been fully operational and has completed the following works during 01 April 21- 30 Nov 21

- 635 Emergencies attended during working hours
- 28 Emergencies attended out of hours
- 2636 Dark lamps put in lighting (attended)
- 1068 Planned maintenance completed
- 100 Excavations completed

Performance Indicators

Reported street lighting faults which were attended within the 7-day timescale – 01 April 21 – 30 Nov 21

100% were attended within the 7day period against a target of 95%.

4.9 **Contracts** - The delivery of several larger scale construction projects was severely impacted by the COVID-19 pandemic and were suspended during the lockdown lock down periods. However, these have recommenced, and work has been on going to complete these projects.

School Toilet Upgrades.

Works have commenced on the large toilet upgrade plans for schools across

Renfrewshire.

- West Primary – complete
- St Mary's Primary - complete
- Williamsburgh Primary - complete
- Our Lady of Peace Primary is complete, with the exception of the nursery toilet, which is programmed for the Feb holiday break due to the access arrangements required.
- Langcraigs Primary commenced on 6th of January 2022
- Bushes Primary commenced on 6th January 2022

The service is actively working to maintain the programme of works, but due to uncertainty of the material market across the whole of the United Kingdom there may be delays to the delivery of sanitary ware.

Kitchen Upgrades for new provision.

Work to prepare the plumbing and electrics for the new catering equipment to ensure the delivery of the Primary 5 School Lunch Extension programme, in Ralston Primary School, Paisley Grammar and Mary Russell School, was completed in readiness for the schools returning on 6th January 2022.

An electrical data logger has been fitted in Paisley Grammar to analyse the electrical draw within the catering facilities this will then be reviewed, and any upgrades required carried out.

- 4.10 **Apprentice Programme** - Building Services working in partnership with Housing Services recruited new youth and adult apprentices during July and August. All 9 new apprentices have now started. The 2 adult apprentices and 7 youth apprentices have settled in well to the work environment and college, their first statutory review meetings took place at the beginning of November with our Facilities Managers and the Apprentice Training Officer.
- 4.11 **Stores and Materials** - The service is facing daily issues as competition for construction material across all trades increases is proving problematic due to the volatile market conditions. Work is continuing to ensure materials are procured in order to keep services running.

5. Soft FM (Facilities Management)

- 5.1 The service continues to work closely with Children's Services and Health and Safety to ensure that it provides a safe and clean environment for pupils and staff in all educational establishments. The service works closely with Health & Safety colleagues to ensure that it meets the requirements detailed within the Scottish Government's published Coronavirus (COVID-19): guidance on reducing the risks in schools.
- 5.2 The Universal Free School Meal Provision, has now been extended to all primary 4 and primary 5 pupils from January 2022. However, the implementation for primary 6 and 7 pupils, originally targeted for August 2022 has currently been delayed by the Scottish Government. The Council awaits further guidance on future implementation

dates.

- 5.3 There are significant capital works required across the school estate to ensure that there is capacity for the preparation and serving of these additional meals. The service has been working closely with colleagues from: Building Services; Hard FM; Property Services; and Procurement, to ensure these works are carried out as efficiently as possible.
- 5.4 The service is also working on plans for the additional staffing and for other resource requirements arising from the delivery of these additional free school meals. An additional recruitment exercise is underway to ensure there are adequate Facilities Operative resources in schools to ensure the effective delivery of this increase in service. The service continues to work closely with Head Teachers to address the logistical challenges in the delivery of these additional meals across the lunch service, such as lunch breaks being staggered or additional dining locations being identified to ensure all children can be accommodated for lunch service.
- 5.5 A revised Primary School menu has been developed from January 2022. The service met with pupil groups and Head Teachers, in a number of schools to help develop the revised menu. This consultation will continue over the coming months in preparation of a full new menu from August 2022. We continue to ensure we meet the requirements of the revised Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020, which were introduced earlier in the year. These menus are aligned more closely to the Scottish Government's Scottish Dietary Goals and are centred around four key themes to make school meals even healthier. As these regulations apply to the whole of the school day and not just to the lunch service, an informative training package on the guidelines has been developed to raise awareness to all staff working in schools.
- 5.6 The remodelled Soft FM service has now been fully integrated into schools and Early Learning Centres. Training plans continue to be delivered to ensure that all employees have the skills and knowledge to enable them to carry out their new roles. Regular meetings continue to take place with head teachers to address any issues or concerns which may arise.
- 5.7 Recruitment continues to be a challenge for the service. A Recruitment Event designed as a 'One-Stop Shop' approach planned for 16 December 2021 in Park Mains High School was designed to encourage applicants from the local area to apply for vacancies across the service. However, due to updated Covid Guidance, the event took place virtually. This event was designed to help speed up the recruitment process and resulted in a number of successful applicants being recruited who joined the service in January 2022. Due to the success of this event, once Covid Guidance is relaxed, it is intended this model would be used going forward to support faster and easier recruitment and align with the private sector.
- 5.8 Soft FM continues to support the delivery of the Community Meals' service. This service supports around 500 vulnerable residents on a daily basis.

- 5.9 The service is working closely with colleagues from HSCP to ensure that the housekeeping service delivery in care homes meets all national guidelines relating to COVID-19. Additional temporary management and housekeeping staff are in place until the end of the financial year to ensure the service can maintain safe levels of service delivery, whilst ensuring that all changes in national guidelines are addressed.
- 5.10 Soft FM is actively involved in a number of Right for Renfrewshire projects. The service is providing ongoing managerial input to ensure the successful delivery of these corporate projects.
- 5.11 The service continues to work with CoSLA to ensure the provision of free sanitary products within education premises across Renfrewshire, as part of the Scottish Government's Period Poverty programme.
- 5.12 Work has commenced on the installation of a new suited lock system across the school estate. This will ensure that keys for all schools are controlled centrally and that the service can ensure that all schools can be opened on time in the event of any staff absence. The roll-out of this installation will continue over the coming months.
- 5.13 The service has expanded the use of the Corporate Asset Management Information System (CAMIS) to include the reporting of cleaning equipment repairs. This will be managed by the service's Compliance and Repairs Operatives who continue to service and maintain this equipment. This service provision will be developed further over the coming months to incorporate other areas of the service, ensuring our frontline staff have equipment which is fit for purpose and that we achieve a reduction in the cost of repairs.
- 5.14 The Scottish Government introduced the Good Food Nation (Scotland) Bill in October 2021 to support the ambition of the Scottish Government that Scotland becomes a Good Food Nation by 2025. The expansion of the school meals' service is a key factor in this Bill and Soft FM will work with other services to ensure that Renfrewshire publishes its Good Food Nation Plans to contribute to this national strategy.

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 from COVID-19 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** - as facilities start to open in line with the Scottish Government Routemap, adjustment may have to be made to physical spaces to allow for physical distancing and to comply with relevant guidance.
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 ongoing 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** – As noted in section 5, the CRMG are currently reviewing the Council's risk profile in light of the coronavirus pandemic.
11. **Privacy Impact** – None
12. **COSLA Policy Position** – None
13. **Climate Change** – The installation of electric vehicle charging points will support the Council's climate change goals. Building Services repairs in line with new standards for renewable energy.

List of Background Papers - none

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