

To: Finance, Resources and Customer Services Policy Board

On: 18 April 2024

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 February 2024.

2 Recommendations

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

2.1 Notes the content of this report.

3 Operational Update

3.1 Service Reviews

As noted in the February 2024 Service Update report, Officers within the service continue to progress the work areas 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

3.1.1 Updates will be provided via Service Update Reports and following completion of this work, a further report on Building Services will be brought to this Policy Board later this year.

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 (monthly) to ensure planned tasks are met and certification is issued timely. New separate maintenance contracts are now in place for smoke vents, sprinklers systems and dry risers. The current performance is 87% due to delays in the fall arrest contract award which has impacted the overall performance. Officers continue to work with colleagues in procurement to ensure the new contract is in place.

3.3 **Public Buildings Repairs data**

The repairs profile remains as expected, as detailed below:

2023/24	Education	Core	Prestige	OneRen	Total
Repairs	6,776	2,609	690	248	10,323

3.4 **Capital/Life Cycle Projects**

3.4.1 Hard FM Support Services Officers continue to be involved in discussions regarding the entire public building portfolio, including new schools. The recent focus was to develop the SIMP (Standard Information Management Plan) which will assist the Service moving forward. This exercise helps establish the documentation that will be presented by the contractor at handover, to ensure information is suitable and accurate, and to allow ongoing maintenance plans/replacement works to be developed.

3.5 **Life Cycle Replacement works**

3.5.1 **Completed Commissions**

- St Annes Primary School – renewal of road surface/hard standing
- Mile End Centre – platform lift renewal.
- Johnstone Bowling Club – retaining wall renewal
- Langbank Primary School – part renewal of road surface/hard standing

3.5.2 **New Commissions**

- St Mary's Primary School – Boiler renewal.
- Paisley Pre 5 Centre – Boiler renewal.
- Heriot Primary School – complete renewal of all heating pipes.
- Johnstone Community Centre – part renewal of roof covering and cladding (stage area).
- Hillview Nursery – Intruder Alarm renewal.
- Brown Institute – demolition of unsafe structure.
- Beechwood Community Centre – part renewal of roof covering.
- Arkleston Primary School – structural remediation and roof cladding works at boiler house.
- Our Lady of the Peace Primary School – structural remediation and roof cladding works at boiler house.
- Rashielea Primary School – structural remediation and roof cladding works at boiler house.

3.5.3 Moving forward, the service hopes to establish a longer-term strategy for the Life Cycle Maintenance works, including the proactive replacement of key elements of properties. To that end, discussions are ongoing with service partners and contractors to develop boiler replacement programme for the next few years. The service is also reviewing fire and security systems across the estate for any potential replacements/upgrades.

3.6 **Legionella Control**

3.6.1 To ensure on-going compliance with regards to legislation and Approved Codes of Practice, Officers within Facilities and Property Services undertook refresher training and obtained the Level 3 Award in Legionella Control for Responsible Persons.

3.6.2 This ensures that staff are adequately trained to monitor and maintain the water systems across Renfrewshire Council's building portfolio.

3.7 **Fire Safety**

3.7.1 A new group has been formed with service partners and Health and Safety colleagues to focus on fire safety within properties with sleeping accommodation. This will involve an overall review of fire safety management and mitigation within Care Homes and Children's Homes. Works are currently ongoing to review of fire/smoke travel prevention and fire stopping in these properties.

3.8 **Building Responsible Persons**

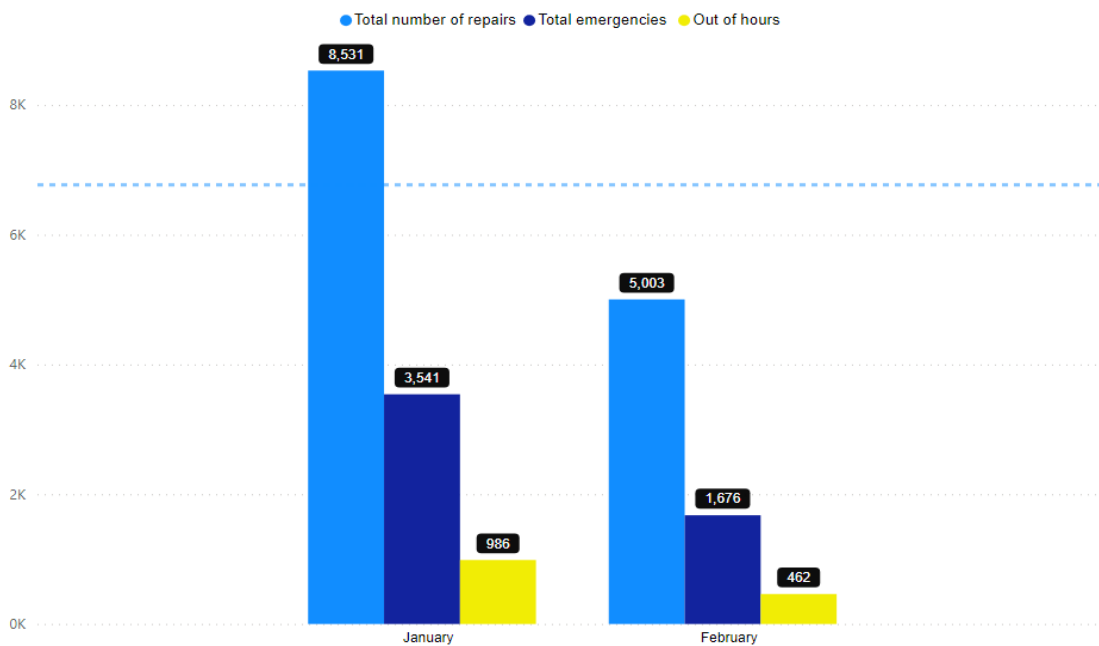
3.8.1 A review of the responsible persons for properties is currently underway. An internal Officer Group has been established between Facilities and Property Services (Hard FM, Soft FM, Property Services), Corporate Health and Safety and HSCP. This will

ensure that all responsibilities are understood and maintenance is actioned quickly via the Corporate Asset Management Information System (CAMIS).

3.9 **Responsive Repairs**

3.9.1 The chart below shows the volume of the January/ February 2024 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.

Repairs overview by week commencing



Avg no of Repairs per quarter	Avg no of Emergency Repairs per quarter	Avg no of Out of Hours Repairs per quarter
13,534	5,217	1,448

3.9.2 The January/ February figures show that of the total number of repairs issued for the period is 13,534 and 39% these have been classed as emergency or next day attendance which is proportionally less than in the previous months.

3.9.3 In addition, of the total number of emergencies issued, 28% are out of hours.

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

Total number of repairs	Financial Year	Quarter
16,340	2023/24	Quarter 1
16,989	2023/24	Quarter 2
19,397	2023/24	Quarter 3
13,534	2023/24	Jan/ Feb

3.9.4 The requests for repairs follow seasonal trends and the figures for January/ February are in line with expectations.

3.10 Domestic Gas Servicing

3.10.1 In January/ February (1 Jan to 29 Feb 2024), the domestic gas servicing and repairs team carried out 2,268 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
2,771	2023/24	Quarter 3
2,268	2023/24	Jan/ Feb

3.10.2 The figure in January/ February this year has risen against the same period last year with around 3% more gas services being completed. However, all annual gas servicing will be completed within 365 days.

GAS SERVICE/INSPECTIONS	Target	January	February
Gas Certificates Obtained before Previous Expiry % (charter)	100%	100%	100%

3.11 Voids

3.11.1 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. The new interim single voids team are being located shortly within Underwood Road with a view of working closer together to enable more houses to be returned to the letting pool quicker. This will include all voids currently undertaken by external contractors.

3.11.2 The figures below are only for Building Services and does not include any external contractors.

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

3.11.3 The volume of void houses returned by Building Services in Jan/ Feb 2024 is shown below. For 2023/24 so far, this is showing an increase of over 13% in the number of houses Building Services have returned to the letting pool and there is still another full month to be factored in before a full year figure can be ascertained.

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
2023/24	Quarter 3	243	34	9	190
2023/24	Jan/Feb	135	19	4	198

3.12 Electrical Testing programme

3.12.1 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).

3.12.2 On behalf of Housing Services, Building Services have fully electrically tested 1,979 houses since the start of the programme in 2021. It should also be noted that following these tests there are often remedial electrical works requiring to be undertaken. This follow on work is carried out on an appointment basis with the tenant.

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
2023/24	Quarter 3	471
2023/24	Jan/ Feb	120

3.12.3 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 in Housing Services.

3.12.4 Unfortunately, there are now a number of houses that have been through the whole lettering process and have failed to book an appointment for the electrical check to be carried out. A forced entry process is now in place in line with the gas servicing process.

3.13 **Apprentices**

3.13.1 Two of our current apprentices were successful in reaching the finals of the Scottish finals of the APSE apprentice of the year awards.

3.13.2 Work is underway with the Head of Housing and Services and Finance Business Partner (HRA) to establish the number of apprentices required for intake for the new college semester. Given the current challenges around recruitment, consideration is being given to increasing the number of Electrical apprentices in the coming years.

4 **Soft FM (Facilities Management)**

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 are now complete, and kitchens are fully operational.

4.1.2 Discussions continue with the Scottish Government around appropriate funding for Universal Free School meals and the change to those eligible for free school meals via the Scottish Child Payment.

4.1.3 Work will continue to assess the relevant funding with a priority being Heriot Primary School becoming a production/cooking kitchen.

4.1.4 Facilities Management (Soft FM) have been shortlisted for 2 awards at the Assist Awards which will be announced at the ASSIST Conference on 16-17 May 2024. One is for the "Suited Locks project" allowing easier access to properties and the other is for an Officer who has been nominated Outstanding Contribution to Catering Services.

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 Reinforced Autoclaved Aerated Concrete (RAAC)

5.1.1 As previously noted to Board, 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.

5.1.2 Property Services Officers, in conjunction with an external engineering consultant, has now developed a remedial strengthening solution and tender documents have now been issued to market and returned. The required building warrant has now been approved with proposed work starting in June 2024 and continuing over the Summer 2024 (contract timeline dependent).

5.2 Paisley Learning and Cultural Hub

5.2.1 This project, jointly managed by Property Services and HubWest Scotland, was completed and handed over to OneRen in September 2023 and feedback by users has been positive to date.

5.2.2 On 29 February 2024, The Paisley Learning and Cultural Hub won the ESG Refurbishment of the Year Award at the Scottish Property Awards. This is a massive achievement for the project and is recognition of the challenges in refurbishing a derelict, high street property.

5.3 Paisley Arts Centre

5.3.1 This project has been completed and handed back to colleagues in OneRen in early April 2024. Work continues to finalise snagging works and final account with the contractor.

5.4 Brown Institute

5.4.1 Following the service of a Dangerous Buildings Notice from colleagues in Building Standards, a decision was taken by colleagues in Economy and Development to demolish the Brown Institute due to being classified as a dangerous building. Property Services have been commissioned to oversee the demolition and tender documents have now been prepared and tender returns received.

5.5 Renfrewshire House: Car Park Ramp Remedial Works

5.5.1 Works have now commenced on replacing the supporting steel structure and will continue for a period of at least two months. Traffic management alterations to pedestrian and vehicle routes have been set in place to minimise potential hazards associated with the ongoing works.

5.6 Children's Services Estate

- 5.6.1 Property Services continues to be heavily involved across the Learning Estate within Renfrewshire.
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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** – As detailed within the report in relation to work on the Council property portfolio.
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** – None

List of Background Papers – None

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