

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

**On: 8 February 2024**

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

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**Heading: Facilities and Property Services - Service Update Report**

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## **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 November 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.
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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 in the November 2023 Service Update report, Officers have been working 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

Following completion of this work, a further report on Building Services will be brought to this Policy Board in 2024.

## Hard FM

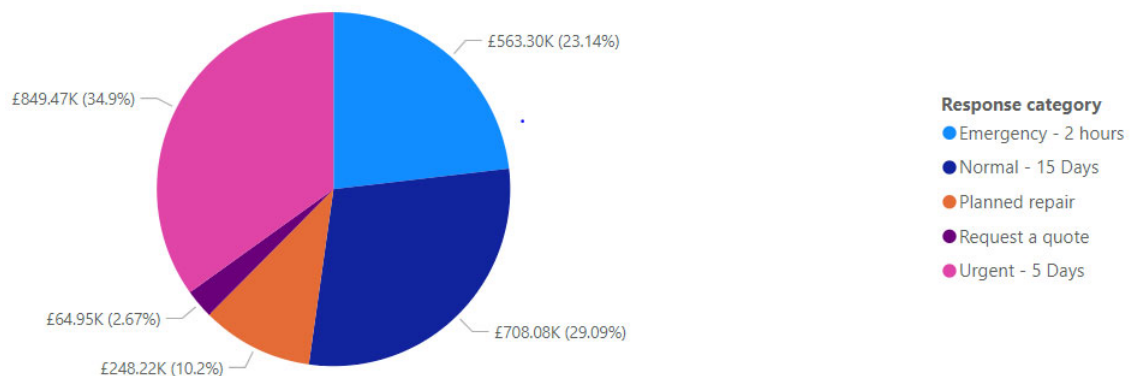
### 3.2 Compliance – Key Performance Indicators (KPIs)

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. New separate maintenance contracts now in place for smoke vents, sprinklers systems and dry risers.

### 3.3 Public Buildings Repairs data

Repairs profile remains as expected, as detailed –

2023/24 Repairs	Education	Core	Prestige	OneRen	Total
	5,518	2,123	582	216	8,439



### 3.4 Capital/Life Cycle Projects

Hard FM Support Services Officers continue to be involved in discussions regarding the new Paisley Grammar high school and the extension of Park Mains High School. Further updates will be provided to future policy board meetings where required.

### 3.5 **Life Cycle Replacement works**

#### 3.5.1 **Completed Commissions**

- Rashielea Primary – replacement CCTV system
- Gallowhill MUGA – New playing surface and lighting
- Abbey House – Boiler replacement
- Douglas St Nursery – Disability Discrimination Act adaptations (toilet/access)
- Broomlands Clock Tower - minor refurbishment of clock face and surrounding structure

#### 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 re-wire (phase 2)
- St Annes Primary – renewal of road surface.

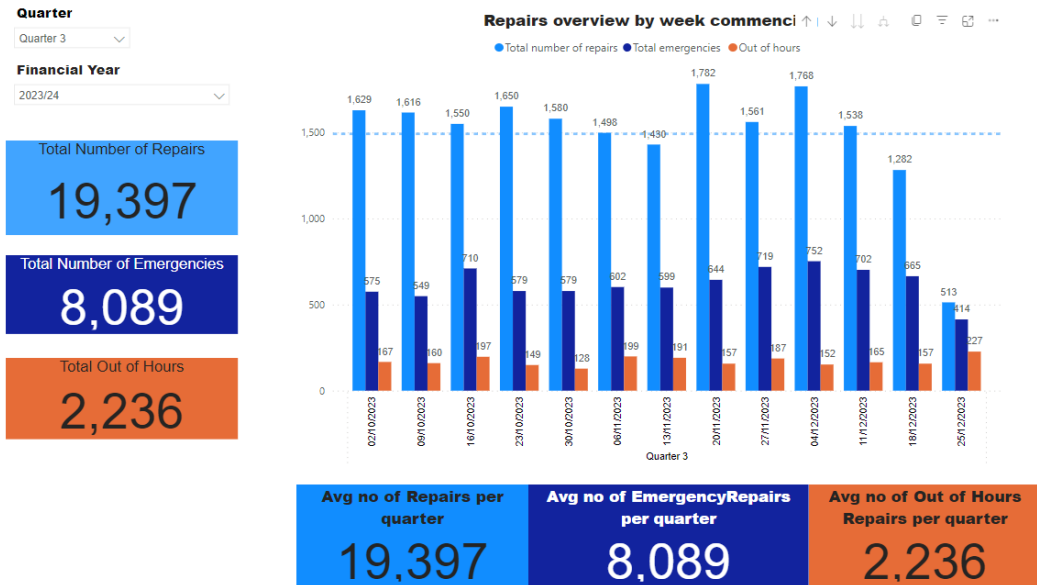
### 3.6 **Legionella Control**

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.

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

### 3.7 **Responsive Repairs**

The chart below shows the volume of the 3rd quarter of 2023 (October-December) 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 3rd quarter figures show that of the total number of repairs issued for the period is 19,397. 42% these have been classed as emergency or next day attendance.

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

The requests for repairs follow seasonal trends and the third quarter of last year included the major cold spell just before Christmas. There is a significant drop in the same time period this year due to the weather not being as severe.

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 3 (1 October to 31 December 2023), the domestic gas servicing and repairs team carried out 2771 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

The figure in quarter three this year has risen against the same period last year with around 15% more gas services being completed. However, all annual gas servicing will be completed within 365 days.

GAS SERVICE/INSPECTIONS	Target	October	Nov	Dec	Q3
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 due to issues with utilities, asbestos and rot works which must be carried out by colleagues prior to any repair works being undertaken by Building Services.

The volume of void houses returned by Building Services in Quarter 3 of 2023/24 (October - December) 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
2023/24	Quarter 3	243	34	9	190

### 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 1,859 houses since the start of the programme in 2021. It should also be noted that following these tests there are approximately 80% of houses that require various levels of remedial electrical work. 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

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. The numbers have increased in the 3rd quarter following the review of the lettering process in September 2023.

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. Discussions are taking place with Housing Services to discuss next steps to ensure legal requirement and compliance as a landlord.

## **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 were fully operational from Monday 15 December 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. We continue to wait for the outcome of this submission.

### **4.2 Community Hall upgrades**

4.2.1 Following a Council motion on 9 March 2020, £50k was allocated for upgrades to Community Halls and in particular kitchen upgrades. Officers from Soft FM have worked with colleagues in OneRen to assess and upgrade kitchens on a case by case basis. This has led to new fridges/microwaves/ovens as required with some kitchens also receiving upgrades to cupboards/worktops. To assist with aesthetics, some halls also had curtains replaced from this fund.

### **4.3 PPP Schools**

4.3.1 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.

4.3.2 Officers have been working closely with colleagues in AMEY with regards to Planned Preventative Maintenance (PPM) to ensure the PPP schools are maintained in an appropriate condition as detailed in the contract.

## **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)**

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.

Property Services officers have been working in conjunction with an external engineering consultant to produce remedial solutions and an options paper has been prepared that recommends that strengthening works are the most advantageous solution. These will aim to minimise inconvenience to the school whilst works are ongoing. Property Services officers have already been engaging with colleagues from Procurement, Hard FM and Building Standards to ensure that they are aware of the urgency of this work.

Similar assessments of the non-education estate have also been carried out and no RAAC has been identified to date and this has been reported to Elected Members and Scottish Government.

## 5.2 **Paisley Learning and Cultural Hub**

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.

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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** - 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** – None

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**List of Background Papers** – None

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