

To: Finance, Resources and Customer Services Policy Board

On: 21 November 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), Building Services and Property Services delivered by Environment, Housing & Infrastructure since the last Policy Board in September 2024.
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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.
- 2.2 Notes and approves the on-going discussion between Renfrewshire Council and OneRen to transfer of community lets in schools as detailed in Section 4.5.
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3 Operational Update

Hard Facilities Management (Hard FM)

3.1 Capital/Lifecycle Projects

- 3.1.1 Following a review of the Core Facts property condition surveys (5 yearly checks across the Learning Estate), a prioritised list of work is being prepared to upgrade some schools. As a result of recent engagement with colleagues in the Property Services team, Officers are progressing feasibility studies to the 5 schools that are rated as a condition 'C', as below:

- Auchenlodment Primary School
- Bridge of Weir Primary School
- Douglas Street Pre 5

- St Peter's Primary School
- Johnstone High School

3.1.2 Once feasibility reports have been returned and assessed, Officers will issue suitable work packages, with appropriate funding from the Lifecycle Capital Maintenance budget. This should result in these properties being re-evaluated to at least a condition 'B' rating.

3.1.3 Core Facts condition surveys commenced throughout the PPP Schools estate in July 2024 with reports expected soon from Renfrewshire Schools Partnership (RSP). As well as addressing the Core Facts requirements for the Scottish Government return, these surveys to be used to plan for long term Lifecycle Maintenance works.

3.1.4 Hard FM has identified some work packages that will align with the community halls investment as agreed within the Council budget in March 2024:

- Langbank Village Hall – Circa £25k on resurfacing of the car park and installation of external lighting - works are now complete.
- Howwood Village Hall – painting of external doors and render works. Further work to tarmac and relining of car bays has been added and is in progress.
- Howwood Village Hall – renewal of gas boiler

3.2 **Lifecycle Replacement works**

3.2.1 The following commissions have been progressed/completed since the previous Board:

- £350k has now been set aside for various Council wide minor upgrade works. (This is an increase of £100k from the budget reported in the September Service Update report).

The table below (indicative list) highlights some work undertaken and others yet to be fully explored and agreed but currently being scoped:

Site	Type of Work	Work Required	Status
Gallowhill Primary School	New door	Fit new metal external fire door	Complete
Mary Russell School	Roof works	Fit ventilation to main corridor and renew felt	Complete
Gryffe High School	New door	Fit new metal external door	Complete
Trinity High School	Vinyl	Renew carpet for vinyl - Very poor condition/trip incident	Complete
Arkleston Residential Unit	Roof works	Renew Facia and soffits and maybe gutters	In progress
Barochan Residential Unit	Roof works	Renew Facia and soffits and maybe gutters	In progress
Love Street Disability Resource Centre	Car Park	Resurface Car Park	Complete
Community Meals	Flooring	Kitchen - new floor overnight in a 10 hour window	Complete
Lochwinnoch Library	Roof works	Some areas above the plant room beyond repair / maybe new roof required	TBC
Renfrewshire House Car Park	Security	New car park barrier	Complete

Renfrewshire House Roof Repairs	Roof works	Repairs to roof leaks on 5th floor	Complete
St Catherine's Primary School	Flooring	Renew flooring in office area following drainage leak	Complete
St Mary's Primary School	Roof works	Renew section of roofing above kitchen	In progress
Mile End Centre	Car Park	Pot holes	Completed
Anchor Centre	Car Park	Pot holes	Completed
Lochwinnoch Nursery	fence gates	Alter gate	In progress
Lochfield ELCC	fence gates	New fence	In progress
Newmains Primary School	Lining car park	Thermoplastic lining	Complete
Paisley Grammar School	Fire Alarms	Renew fire panel	Complete
Glen Park Visitor Centre	Car Park	Drain / sewage issues - Survey	Commission raised
Glen Park Depot and Nursery	New door	Miracle span door	Commission raised
Barshaw Park	Demolition	Demolish an old store	Tender awarded
10 Schools	Tarmac	Pot holes and steps	Complete
Gryffe High School	Flooring	New vinyl	Complete
Bridge of Weir Primary School	Flooring	New vinyl	Complete
Park Mains High School	Doors	New door	Awaiting Delivery
Blackhall Supported Accommodation	Refurb	Refurbish toilet	Complete
Houston Primary School	Roof works	Roof repairs	Planned
Williamsburgh Primary School	Roof works	Reline Gutter	Planned
Rashielea Primary School	Roof works	Re-felt roof	Planned
Gryffe High School	Extractors	Remove 1 extract unit and replace second	Awaiting delivery
Trinity High School	Heating	Renew pipework roof	Planned

Other works include:

- Renfrewshire House – works will be in the roof voids of each floor to check and undertake fire separation/stopping works. Pre-start meeting completed and work commenced on 4 November.
- Lochfield Primary School – Removal of wall and erection of new fence (or wall). Resident engagement on going.
- Underwood Road Depot – interconnection of all fire alarm panels – works in progress.
- Howwood Primary School – historic water ingress. (Ongoing – roof covering latent defect under warranty noted and fixed but still water ingress).
- Bishopton Primary School – Repainting of corridors and installation of half height wall boards – complete.
- St Mary's Primary – Renewal of 4 boilers - complete
- Wallneuk Record Store – re-roofing and structural remediation works – complete.
- Montrose Care Home – mothballing and securing of a now vacant property – complete.

PPP Lifecycle works:

- St Andrews Academy – Synthetic pitch replacement - complete
- St Andrews Academy – Main boys toilet refurbishment – complete
- Gleniffer High School – 3 x domestic hot water heaters replaced – complete
- Todholm Nursery – ground levelling & grass reinstatement works complete
- Todholm Primary School – fence replacement at pitch complete
- Woodlands Primary School – grass pitch reinstatement works - complete
- All 9 sites – Ongoing flooring replacement & decoration works nearing completion
- All 9 sites – External render repair and decoration works – complete.

3.2.2 The Hard FM team are currently working on the following commissions:

- West Primary School – Painting of school following rewire (on-going)
- Blackhall Supported accommodation – part refurbishment of resident’s bathrooms (7No)
- Children’s Homes (x2) – gutter/facia renewal and clean-up of render
- HQ Building Management System upgrade
- HQ lining of car park, general clean up and drainage works
- HQ lighting and controls upgrade feasibility.
- Foxbar Rivers Comm Centre – renewal of fascia/soffit and gutters.

3.3 **Compliance – Key Performance Indicators (KPIs)**

3.3.1 Overall performance for this period has increased to 89%. Whilst performance remains strong and officers continue to monitor, it is expected that the figures for the next reporting period will reach nearer to (or exceed) agreed targets. This aligns to the recent changes applied to the electrical compliance element, as the increase in performance filters through.

Overall performance for this period continues at 100% within the PPP Schools estate.

3.4 **Public Buildings Repairs data**

3.4.1 The repairs profile remains as expected, as detailed below for 2024/25:

2024/25 Repairs	Education	Core	Prestige	OneRen	Total
	4143	1477	452	238	6310

3.4.2 The financial pressure on the repairs budget remains a challenge for the service. Officers are monitoring the expenditure, and it is fully expected that all but critical repairs will be in deferment prior to the next reporting period.

3.4.3 Officers continue to engage with colleagues across the services to try and maximize income generation (fee income and resolution of compliance costs).

3.5 **Fire Safety**

3.5.1 All fire risk assessments in sleeping accommodation have now concluded. Officers are reviewing the reports and actioning any items that will mitigate and lessen the overall fire risk for each property. These works are ongoing and are approximately 50% complete and it is anticipated that they will all be concluded by the end of year.

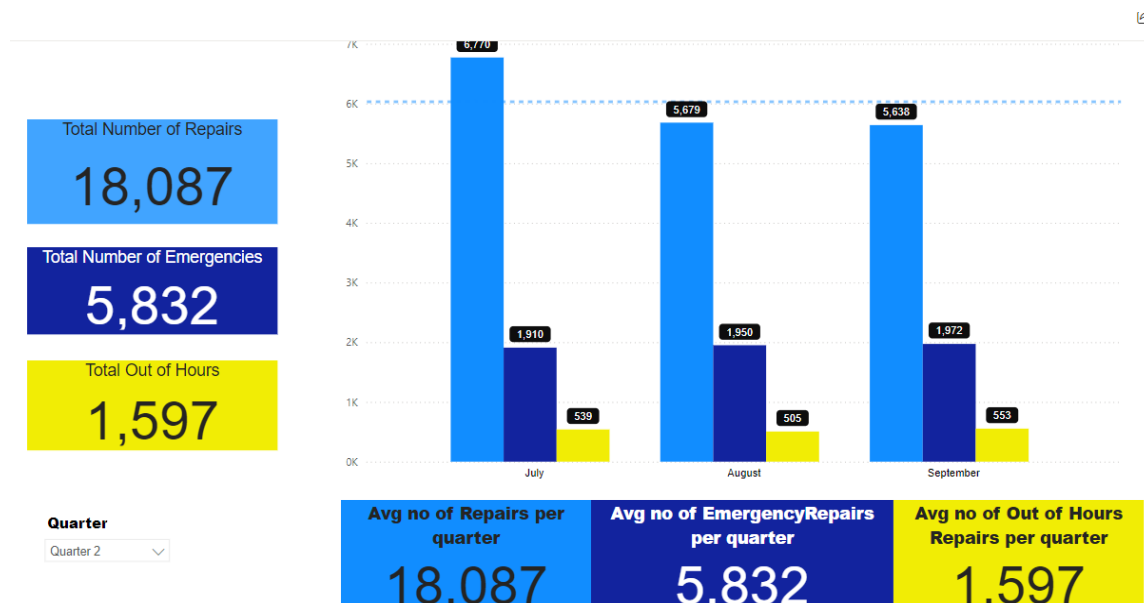
3.6 **Responsive Repairs**

3.6.1 The chart below shows the overall volume of repairs for the Quarter 2 of 2024/25 for responsive repairs reported by tenants. In total there were 18,087 individual repairs for housing clients of which 5832 were classed as an emergency (attendance within 4 or 24 hours), of these 1597 were attended out of working hours. These are only the repairs that Building Services attended as there are other repairs that will be issued directly to other contractors.

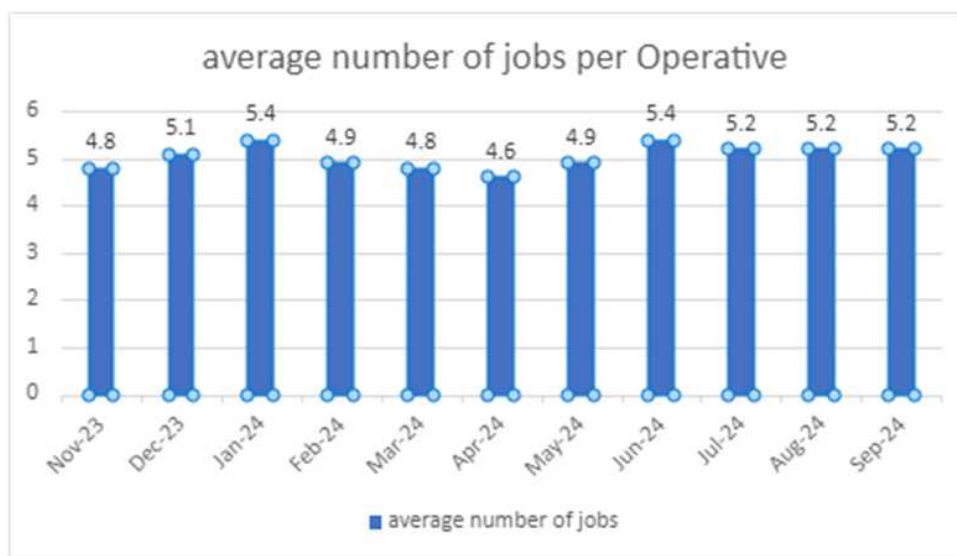
3.6.2 Comparing to the same point in both 2022/23 and 2023/24, the total number of repairs in Quarter 2 in 2024/25 has increased by approximately 6.5%. This is directly due to an overall increase in the number of repairs reported.

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
16,340	2023/24	Quarter 1
16,989	2023/24	Quarter 2
19,397	2023/24	Quarter 3
20,687	2023/24	Quarter 4

Total number of repairs	Financial Year	Quarter
17,898	2023/24	Quarter 1
18,087	2023/24	Quarter 2
	2023/24	Quarter 3
	2023/24	Quarter 4



3.6.3 The productivity across the responsive repairs teams has been monitored and assessed weekly from November 2023. The graph shows the tracking of the average number of jobs completed per operative per day. The industry average is 4.5 jobs, per operative, per day and Building Services have been consistently above this level.



3.7 Domestic Gas Servicing

3.7.1 In Quarter 2 of 2024/25, the domestic gas servicing and repairs team carried out 3,261 gas services. This is broadly in line with the gas services carried out over the same period in 2022/23 and 2023/24.

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
3,083	2023/24	Quarter 1
3,202	2023/24	Quarter 2
2,771	2023/24	Quarter 3
3,701	2023/24	Quarter 4

Total number of Services	Financial Year	Quarter
3,158	2024/25	Quarter 1
3,261	2024/25	Quarter 2

3.8 Voids

3.8.1 The figures below are only for Building Services only and does not include any external contractors who also carry out void works for colleagues in Housing Services. Comparing 2022/23 with 2023/24 shows that the total number of completed voids has dropped, however, the volume of work in the houses remain very high.

3.8.2 Building Services continue to average between 15-16 days to complete all works required within a void property. However, figures show that the average hours estimated in each void property continues to rise significantly with a rise of 22% since January 2024 this is despite the vast reduction in asbestos re-instatement work due to a change in policy.

Financial Year	Quarter	Total number of completed voids	*Inclusive Gas Central Heating (GCH) install	*Inclusive Asbestos Removal (ASB RE)	Average number of hours per void house	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
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	Quarter 4	225	31	32	104	264
2024/25	Quarter 1	233	48	20	111	192
2024/25	Quarter 2	186	19	14	127	164
2024/25	Quarter 3					
2024/25	Quarter 4					

Building Services have also attended and carried out lock change/safety checks on 291 properties due to terminations/absconds/ evictions during Quarter 2.

3.9 **Electrical Testing programme**

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

3.9.2 On behalf of Housing Services, Building Services have fully electrically tested 4,116 houses since the start of the programme in 2021. Following the initial electrical test there are often remedial electrical works requiring to be undertaken therefore EICR testing was substantially reduced over the last quarter to concentrate of the volume of remedial repairs required. These are on an appointment basis with the tenant.

Financial Year	Quarter	Number of electrical tests completed
2022/23	Quarter 1	639
2022/23	Quarter 2	280
2022/23	Quarter 3	42
2022/23	Quarter 4	187
2023/24	Quarter 1	77
2023/24	Quarter 2	163
2023/24	Quarter 3	471
2023/24	Quarter 4	382

Financial Year	Quarter	Number of electrical tests completed
2024/25	Quarter 1	395
2024/25	Quarter 2	71
	Quarter 3	
	Quarter 4	

3.9.3 The outstanding homes that have failed to engage have now moved to the forced entry process. It is anticipated that due to the high volume two forced entry teams will be required moving forward.

3.10 **Apprentices/Training**

3.10.1 Building Services have 4 trainee Supervisors who have completed the Occupational Works Supervisor SCQF level 6 training in October 2024.

3.10.2 One of the Facilities Technical Supervisors has just commenced the new Honors Degree in Project Management. This will make a total of 3 Technical Supervisors who are engaged in Honours Degree qualifications.

Soft Facilities Management (Soft FM)

4.1 **Capital Works**

4.1.1 Additional Capital award from Scottish Government of £1.303 million has been received to facilitate provision of Free School Meal to pupils in P6-7 whose families are eligible for Scottish Child Payment (SCP).

4.1.2 This additional Capital funding proposes kitchen upgrades focusing on 4 schools:

- Heriot Primary School, Foxbar
- St Margaret's Primary school, Johnstone
- Our Lady of Peace Primary School, Linwood
- Kilbarchan Primary School, Kilbarchan

4.1.3 It should be noted that one school has been removed from the previous reports due to budget allocations and costs obtained to upgrade the schools, however, smaller upgrade works will be done on this school rather than a full kitchen refurbishment.

4.1.4 Work is underway with colleagues within Property Services (Technical Unit) to assess the resource required to commence work as quickly as possible, with a proposed completion date of August 2025 (resource dependent).

4.2 **School Meals**

4.2.1 New Primary School menus were implemented in June 2024. Having already been awarded Bronze Pro-veg status, the new School meal menu has further been awarded Food for Life Bronze status in September 2024. A new Secondary School menu was implemented in September 2024 with positive response from pupils. PPP Primary Schools also implemented

a new menu in October 2024.

- 4.2.2 Coinciding with the new Secondary School menu, the new Pre-order App has met necessary governance requirements enabling service to proceed with installation from November 2024. This will allow pupils to access balances prior to reaching point of sale, with the aim to reduce meal debt levels. Pre-orders will also enable advanced selection, ensuring pupils can be provided with their preferred choice of meal item whilst helping to reduce queues and waiting times at breaks.
- 4.2.3 Improvements to Johnstone High School dining hall were completed in time for the new school term in August 2024. Upgrades to flooring and wall decoration along with new, modern dining room furniture, developed in conjunction with pupils from the school were implemented. The aim was to improve the dining room experience and encourage an increase in both paid and free school meal uptake. Further consideration to improvement within other secondary schools will be dependent on funding available.
- 4.2.4 Work is undertaken constantly to increase the number of pupils attending universal free school meals (P1-P5), free school meals and paid meals across both primary and secondary schools.
- 4.2.5 Particular work is highlighted in sections 4.2.1 – 4.2.3, however, further work has included:

Primary Schools

- An annual survey issued to pupils and families through education platforms. In 2023, over 1700 responses relating to meals and suggestions were received. In 2024, 2082 responses were received.
- This engagement enabled the development of a menu with a further main meal option (increased from 2 to 3 – the 3rd option being a baked potato or sandwich), which has increased uptake since its implementation in June 2024.
- Taster sessions are held with pupils' groups, targeting specific primary classes which report lower uptake. This has proved popular as it provided an opportunity for pupils to try new menu choices without worrying that they wouldn't like them.
- The Senior Facilities Operative (Production Cook) attends P1 inductions at each school to share the information relating to the menus and enable them to help parents/carers understand the food regulations and the principles behind the restrictions Soft FM work to.
- On site, there is improved visibility of the menu, with menu boards showing images of the food choices each day. Parents can also access PDF of the menu through the Council website.
- Officers have engaged with the Fairer Renfrewshire Lived Experience Panel, holding a taster and information session within St James Primary, Renfrew.
- This was very well received, and the feedback incorporated into decisions made about accessibility to meal information whilst providing an understanding of the impact of the food regulations.
- Officers also incorporate themed days, i.e. Christmas, Easter etc with items which are not limited to the food regulations on these days.

Secondary

- We have actively worked to improve the dining room experience for older pupils. The upgrade to Johnstone High (4.2.3) has been particularly effective in increasing pupils to stay on site.
- New menu price boards have been installed on every site and there are plans to move to digital menus which will help contribute to Net Zero targets.

- The new menu implemented in August 2024 has been particularly successful, with one school highlighting more pupils are accessing the school lunches.
- In December 2024, we will be launching the pilot for the pre-order app for our secondary schools.
- This will enable access to meal account balances whilst being able to purchase their preferred choices, with an aim to reduce queuing time and providing advance requirements for catering staff to prepare adequate provision.
- Officers meet with pupil groups in secondary schools and their suggestions have been instrumental in the changes made by Soft FM.

4.2.6 Within the 6 monthly update of the Service Improvement Plan – the quarter 2 uptake of free school meals is 61% which is above the target of 60%. This is extremely positive and shows the good work being done by Officers to continue to encourage uptake.

4.2.7 As detailed over previous reports, work has been undertaken to increase the number of cooking kitchens across Renfrewshire. This results in less transport and food being prepared and served on site. This has clearly led to a better uptake across schools when prepared on site.

4.3 Montrose Care Home

4.3.1 The service has been working in partnership with HSCP to support the relocation of FM staff to alternative locations due to the closure of Montrose Care Home. Employee engagement has been concluded and preferred choice of future work location agreed. The transition is now complete, Montrose Care Home is closed, and all Soft FM employees have been successfully relocated to other premises.

4.4 Pathway to Career in Facilities Management - Introduction of Trainee Facilities Operatives for School Leavers

4.4.1 Soft FM, in collaboration with Children's Services, is working on a Traineeship for School leavers that do not want to go on to further education.

4.4.2 Soft FM will create a pathway into Facilities Management, offering school leavers the opportunity to work 25 hours a week in a Primary School. A training programme is currently being prepared, which will cover janitorial and catering tasks, providing an opportunity to sample all roles within Soft FM over a 6-month period.

4.4.3 The aim is to have the training programme and posts in place for Christmas School Leavers

4.5 Use of schools, including weekend and holidays

4.5.1 A review of the sports facilities in Secondary Schools is ongoing by Renfrewshire Council (Soft FM) and OneRen to increase staff lets at weekends and holiday periods.

4.5.2 OneRen already manage and staff the sports facilities in the Secondary Schools listed below:

- Renfrew High School
- Park Mains High School
- Johnstone High School.

- 4.5.3 The 3 Secondary Schools below have outdoor sports facilities that are used at weekends and holiday periods. The lets are currently staffed by Soft FM, however, weekends and holiday periods are not part of core working hours for janitorial staff, so all lets are covered using overtime.
- Trinity High School
 - Gryffe High School
 - Castlehead High School
- 4.5.4 Discussions are also taking place about the development of new schools that have outdoor sports facilities e.g. Paisley Grammar School Community Campus, Dargavel Primary School and the new primary school in Dargavel.
- 4.5.5 OneRen and Soft FM are looking at possibility of OneRen taking over the responsibility of covering the lets at weekends and holiday periods, as OneRen employees already work shift patterns covering weekends throughout the year. This would reduce overtime costs and significantly increase availability of sports facilities at the weekend and holiday periods.
- 4.5.6 This has been approved by the OneRen Board and Officers will now look to update the Service Level Agreement to allow OneRen staff to undertake this work as part of routine duties.

Property Services

5.1 Current Commissions

- 5.1.1 Officers within Property Services continue to work across the Renfrewshire Council's property portfolio and given the workload, major projects are reported to the respective Board e.g. Education and Children's Services Board.

5.2 Castlehead High School - RAAC

- 5.2.1 As previously reported to the Board, the tender for strengthening the RAAC was awarded and works commenced on 3 June 2024. Works were completed on 8 October 2024 and the school gyms are now in operation with the school.

5.3 McKillop Institute

- 5.3.1 Officers have been liaising with Elected Members and hall users to improve the acoustics within the hall wherever possible. Design solution agreed as acoustic drapes and all general builders work now complete. Specialist Audio Visual installer has now manufactured the bespoke acoustic drapes and these were installed on 3 September 2024.

5.4 School Kitchen Expansion

- 5.4.1 The project team are now in the process of designing the various kitchens for the schools This will be done in conjunction with colleagues from Soft FM to ensure layouts/designs are suitable for the respective school.

5.5 Cultural Infrastructure Programme

5.5.1 The Latest developments within the Cultural Infrastructure Programme are listed below:

- Ferguslie Sports Centre: OneRen has taken over the building and defect rectification will be ongoing, and this will include agreement on warranties.
- St James Playing Fields: Modular building now erected on site, in process of being fitted out and due for completion by November 2024 but ongoing issues with Scottish Water meter that project team are presently trying to resolve.
- ON-X Running Track: Project was handed over to OneRen in early October 2024.
- ON-X Hockey Pitch: Project was completed in early November 2024, and handed over to OneRen.

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. Children’s Rights – Facilities and Property Services are essential in trying to assist and deliver against Children’s Rights. In particular, the report demonstrates compliance by ensuring buildings are suitable provides good educational establishments (Article 28 - Access to Education) and by delivering schools meals and nutritious food (Article 27 – Food, Clothing and a safe home).

14. Climate Change – Parts of the work undertaken in this report will reduce carbon emissions and assist in trying the reach Net Zero targets by improving efficiency of current buildings and new buildings across the portfolio.

List of Background Papers – None

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