
To: FINANCE, RESOURCES AND CUSTOMER SERVICES POLICY BOARD

On: 14 NOVEMBER 2018

Report by: DIRECTOR OF ENVIRONMENT & INFRASTRUCTURE

**Heading: OPERATIONAL PERFORMANCE REPORT: INTEGRATED FACILITIES
MANAGEMENT (HARD & SOFT SERVICES)**

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.
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2. Recommendations

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board approves the operational performance update contained within this report.
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3. Operational Updates

3.1 Facilities Management - Hard Services

Scottish Housing Quality Standards (SHQS) / Investment

- 3.1.1 Building Services continue with investment work to tenanted houses as identified by Communities, Housing & Planning Services. Building Services are carrying out the remaining works of the Council's SHQS. The type of works carried out can include a complete rewire of a house, installation of a new kitchen, installation of a bathroom and upgrade or renewal of the central heating system.

Housing Repairs & Maintenance

Void Properties

- 3.1.2 The Council's target time for reletting a void property is 14 calendar days. Voids over the 14-day target are monitored and reviewed jointly with Communities, Housing and Planning on a weekly basis. There are a number of reasons for additional time being taken to complete voids work, including an additional work requirement being identified during the works period. To avoid multiple visits post occupancy tradesmen take the opportunity to carry out any additional works whilst the instructed void works are taking place.

During Quarter 2 (July – Sept) 508 void properties were returned to Communities, Housing & Planning Services, which accounted for 45% returned within the 14-calendar day timescale. Figures for Quarter 2 are within line with similar dates within this period.

Month	Returns	Completion within timescale
Q1	418	50.9%
Q2	508	45%
Totals (Q1 -Q2)	926	48%

General Responsive Repairs Update

- 3.1.3 Repairs and maintenance performance outcomes, results, for Building Services, for the second quarter of 2018/2019 detail 12,456 individual responsive repairs requested across all trades. Building Services attended to over 95.9% within the time category allowed.



Category	Q2 2018/19	Q1 2018/19	2017/18	Target
	Value	Value	Value	
Total Repairs Completed	12,456	13,115	53,985	n/a
Repairs Completed on time	11,945	12,596	51,518	n/a
% Overall Repairs Completed Within Target	95.9%	96.04%	95.43%	94%
% Emergency Repairs completed within target	97.2%	99.15%	98.31%	97%
% Routine repairs completed within target	93.5%	92.82%	91.51%	97%
% Programmed repairs completed within target	100%	100%	98.79%	97%
% Right to Repair Qualifying repairs completed within target	99.1%	99.17%	99.04%	97%

Compliance Update

- 3.1.4 The Hard FM compliance team continues to manage areas of compliance such as electrical tests, powered lifts, roller shutters and legionella property portfolio, effectively through the Corporate Asset Management Information System (CAMIS). The information held within the system continues to develop and is now available at site level to property users. Areas of Soft FM are being introduced into CAMIS, as part of the integration of Hard & Soft FM services. This will allow all repairs reporting to be undertaken via the CAMIS system for both building fabric and Soft FM equipment. This supports CAMIS as a key operational system within the authority.



- 3.1.5 Street Lighting maintenance figures for the first 2 quarters from April 2018 to September 2018 are detailed below:

BUILDING SERVICES Street Lighting Summary April - September 2018	Qty	Comments
Jobs completed in period total this financial year.	1,105	891 Completed by internal street lighting team 212 Completed by external contractors.
Jobs programmed within the next 2 months	78	38 column replacements 40 cable replacements
Jobs to be planned and programmed.	2,161	2,000 planned maintenance. 161 loops / column replacements
LED lamp replacements	138	Awaiting lanterns, follow on from the capital replacement programme.

3.2 Facilities Management - Soft Services

3.2.1 The school catering service – working with pupils and partners

Catering staff will continue to participate in Hearty Lives' and School Nutrition Action Groups to obtain feedback on the success of these new menus to form the basis of further menu changes. This interaction allows young people to input to food choices available in their schools.

3.2.2 **Scottish Government Review of School Food Regulations**

The Scottish Government is currently undertaking a review of Nutrition Requirements for Food and Drink in Schools (Scotland) Regulations 2008. A technical working group was established to provide evidence-based recommendations to progress school food further towards the Scottish Dietary Goals. A public consultation on the recommended changes closed on 29 August 2018 with a high number of responses received. The Scottish Government is planning to issue a report on the results of this consultation prior to the end of December 2018. The new regulations are now expected to be implemented in 2020. The proposed changes will impact on the current school meals' service as well as any other food provision throughout the school day including breakfast service. The changes proposed for Primary Schools will result in the removal of the current Grab and Go/Dine in Day model of meals' service.

Some of the main changes include:

Primary

- There will require to be 2 portions of vegetables and 1 portion of fruit provided with every school lunch;
- Maximum 175g of red/ red processed meat per week (max 100g processed);
- Sweetened and baked products no more than 3 times per week;
- Pastry products not to be provided more than twice per week;
- No confectionery in any place within school premises; and
- Increased nutritional standards

Secondary

- No less than 2 portions of vegetables and 1 portion of fruit to be included in the analysed school lunch;
- Maximum 230g of red/ red processed meat per week across the whole school day (max 130g processed);
- Pastry products not to be provided more than twice per week;
- No confectionery in any place within school premises; and
- Increased nutritional standards

Further reports will be brought to this Policy Board prior to the anticipated timescale of 2020 for any changes becoming effective.

3.2.3 **Period Poverty**

Facilities Management, in consultation with Children's Services, implemented the provision of free sanitary products in all Renfrewshire Schools from the start of the new term in August 2018. A joint review between Facilities Management and Children's Services will take place after the project has been in place for the first two school terms.

3.2.4 **Plastic Straws Campaign**

Facilities Management is working with Scotland Excel to explore alternative market products to replace plastic straws. Feedback will be provided to this Policy Board once this information is available.

4. Service Specific Projects Update

4.1 Facilities Management - Hard Services

General Capital Programme, Update

- 4.1.1 The table below summarises the current ongoing capital project works that are being undertaken by Building Services, scheduled for completion during 2018/2019. The service continues to bid for additional projects for the remainder of the year.

Project	Type of Work	Site Progress	Contract Value
High Flats Fire Upgrade	Door seal renewal	Works Ongoing	£300K
Electrical Compliance Testing	Periodic Testing & Smoke Detector Upgrades	Works Ongoing	£300K



4.2 Facilities Management - Soft Services

Partnership Working

4.2.1 Early Years and Childcare

The schools catering service continues to work in partnership with Children's Services to facilitate the initial roll-out of the new Early Years service provision. This project will also be supported by Hard FM, when required alteration works are progressed in some premises.

Soil Association Food for Life Served Here

- 4.2.2 The work being undertaken in Primary Schools in conjunction with the Soil Association Food for Life scheme to introduce more sustainable local produce within the school meals service.

5. Workforce Development

5.1 Facilities Management - Hard Services

- 5.1.1 As part of an annual ongoing commitment to apprenticeships, trade apprentices are employed by the Building Services operation. Currently there are 7 trade apprentices and 3 adopted apprentices progressing through their training programmes both at college and on site. Quarterly reviews are carried out by Managers and the Training Coordinator to monitor progress.
- 5.1.2 Building Services also provides the opportunity for pupils from local schools to visit the depot for the day to learn about different apprenticeships within the construction industry. The pupils also participated in practical exercises in electrical, joinery, painting and decorating, with the assistance and guidance of existing Building Services apprentices.
- 5.1.3 An additional 3 apprentice posts are in the process of being filled, and it is anticipated that this process will complete before December 2018.

5.2 Facilities Management - Soft Services

- 5.2.1 Soft Services continues to make a strong commitment to provide opportunities through both Project Search and Traineeship programmes in the authority. These programmes are having a positive impact on all individuals, both mentors and trainees. Soft Services has been shortlisted as a finalist in Diversity and Inclusion category of the Guardian Public Service awards for 2018.
- 5.2.2 The current phase of the Cooking Skills Development Course for catering staff will conclude in November 2018. The next phase will commence early in 2019. This course has been designed specifically to meet the needs of schools catering by considering types of recipes more appealing to young people and re-introducing cooking skills to catering staff. This is being delivered by West College Scotland. The feedback from participating catering staff is very positive.
- 5.2.3 Partnership working continues with Invest in Renfrewshire, as part of the Employability Fund, this has provided opportunities for work experience for candidates within the school catering service in 2018. These candidates received food hygiene and first aid training from Invest in Renfrewshire and were given work placements, providing them with relevant experience to assist them in their search for employment.

6. Attendance

- 6.1 A key priority of Environment & Infrastructure's Workforce Plan is to address levels of absence within the service. This includes a more proactive approach to managing absence and supporting attendance at work. Recent developments have included:

- Joint working with HR across all service areas to provide a more consistent approach to managing absence;
- Introduction of physiotherapy sessions at Underwood Road depot;
- Engagement with occupational health services to improve appointment timescales; and
- Absence Road Shows being rolled out across the service.

6.2 Environment & Infrastructure recorded an overall absence rate, for the first six months of 2018/19, of 6.93 days lost per FTE employee, which is 2.63 days above the target of 4.30. However, the 6.93 days lost per FTE employee is a slight improvement on 6.95 days in the same period in 2017/18. The following table provides an overview of absence performance for each service of Integrated Facilities Management (Hard & Soft Services).



per
lost

Absence Analysis: April – September 2018/19

Service	6 Month Target	Actual	Long-term	Short-term
Environment & Infrastructure	4.30	6.93	80%	20%
Building Services	4.30	10.28	87%	13%
School Catering	4.30	8.34	65%	35%
Building Cleaning	4.30	12.5	88%	12%
Housekeeping	4.30	12.27	86%	14%
School Janitorial	4.30	5.23	70%	30%
School Crossing Patrol	4.30	10.61	89%	11%

7. Performance Update – Indicators and Targets

7.1 Free school meals in primary and secondary schools

School meal uptake at the end of quarter 2 was 68.6%, below the target of 75%.

The service continues to work with Head Teachers, Parents and young people to provide food that will help attract an increase in school meals uptake and to target schools where uptake is less than expected. Work is being undertaken to change the school meal service in order to improve efficiency whilst continuing to increase uptake for both free and paid school meals.



Active Communities and Healthy Lives groups are also involved to consider menus in line with Health and Well Being initiatives in schools.

Enquiries

- 7.2 Environment & Infrastructure received 2,785 front line resolutions in the first two quarters of 2018/19, of which 2,293 (82%) were responded to within timescale.



Over the same period the service dealt with 185 complaint investigations, 106 (57%) of which were dealt with within the agreed timescale.

The complaints process has been changed to allow officers to respond more efficiently to elected members and public enquiries. This has led to performance improvements between Quarter 1 and Quarter 2. In addition, an increased focus has been given to missed bin complaints within the waste service. The aim of this is to ensure repeat complaints will be thoroughly investigated and prevented in the future.

Overtime

- 7.3 The level of overtime across Environment & Infrastructure, at the end of period 6, was 9.2% which was above the revised target of 8%.

It should be noted that the actual overtime rate in this period, for Environment & Infrastructure, now includes four services previously classified as Trading Accounts, namely Catering, Roads, Transport & Building Services, which were reported in separate Board reports.



Hard FM Services, Customer Satisfaction –

- 7.4 As part of the Housing Customer Satisfaction survey required to be carried out by the Scottish Housing regulator the following specific questions are directed at the service provided by Building Services. During the first 2 quarters of 2018/2019, 1290 surveys were carried out with 99% of tenants satisfied with overall housing repair service including customer contact centre and housing repairs services.



Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None
3. **Community & Council Planning** – None
4. **Legal** – None.
5. **Property/Assets** – None.
6. **Information Technology** – None
7. **Equality & Human Rights** - None
8. **Health & Safety** – None.
9. **Procurement** – None.
10. **Risk** – None.
11. **Privacy Impact** – None.
12. **CoSLA Policy Position** - None

List of Background Papers: None

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