

To: Finance, Resources and Customer Services Policy Board

On: 2 June 2021

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 March 2021.
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2. Recommendations

- 2.1 It is recommended that members of the Finance, Resources and Customer Services Policy Board:
- note the content of this report.
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3. Facilities Management - Hard Services
Update for Finance, Resources and Customer Services Policy Board - Facilities Management

- 3.1 This section of the report sets out the key changes for Facilities Management during this time, critical service areas that continued and the recommencing of full services following the lifting of Scottish Government restrictions on the 26th of April. Building Services are looking forward to full normal service delivery.

Building Services

- 3.2 Building Services has operated a reduced service during the COVID-19 pandemic as all routine and non-emergency repairs were suspended at the beginning of the first lockdown in March 2020 and suspended again through the further lockdown periods

when only statutory, compliance and emergency repairs were being carried out.

All Works Completed To 31st March 2021.

Service Area	Total
Aids & Adapts	129
CRA Short Term/Emergency	1426
CRA Compliance	1988
External	1860
Gas	24026
HPU	1068
Misc Capital Works - HRA	862
Property Maintenance / Owners	937
Short Term / Emergency	22965
Stair & Close	1379
Void	3404
Total	60044

- 3.3 With the lifting of restrictions on the 26th of April we are working to programme in the backlog of doors and windows for those tenants who have been waiting some time for these works to recommence.
- 3.4 After extensive discussions with Corporate Health and Safety and in consideration of the lockdown imposed in December 2020 the following work packages were assessed. Full consideration of the safety of both the residents and the operatives has been taken into account and revised Risk Assessments, PPE and Toolbox Talks have been in place. As restrictions lifted on the 26th April further areas that had been deferred were able to recommence.
- Smoke detector programme - commenced January 2021 and is progressing with a substantial number of tests being completed every week, this has been further accelerated with the lifting of restrictions.
 - Electrical testing programme for domestic housing – commenced January 2021 and is also progressing well. Following the start of the programme in early January we are now carrying out the programme to its capacity of up to 74 electrical tests per week.
 - Window servicing programme – working in partnership with housing to identify houses and specification.
 - Boiler replacement programme has recommenced following the lifting of restrictions
 - SHQS tenanted houses – has been hold due to the large volume of work required and the disruption to tenants. This again has recommenced on the 26th April.
 - Aids and adaptations – dealt with on a risk-based approach in partnership with Housing and Social Work.

Non-essential multi-trade repairs have recommenced on the 26th April 2021 with tenants who have waited the longest being prioritised first before new repairs. These repairs are being logged as they are reported, with customers advised that as we are

working through backlog repairs they will be contacted by telephone when an appointment date can be given.

This information has been communicated via the Council's social media channels and the reduction in the backlog and the delivery of new repairs is being monitored closely.

Building Services will continue review all guidance as the restrictions are lifted and the Council follow the tier system, whilst ensuring both tenants and employees can remain safe and following the guidelines in place.

- 3.5 The gas servicing compliance program has continued throughout the last 12 months, as an essential service, with provision being made for vulnerable tenants and those with COVID -19 related illnesses. In addition, testing and inspection of electrics in public buildings, testing and inspection of emergency lighting and gas servicing/gas soundness testing have also continued.
- 3.6 Building Services continues to work on void houses and undertake full compliance checks for Homeless Persons Units (HPU). This has allowed people presenting as homeless to be accommodated.

676 voids have been completed since the commencement of lockdown in 2020 through to 31st March 2021.

Void Returns 24/3/20 - 31/3/21			
Full Void Works*	*Inclusive Gas Central Heating (GCH) install	*Inclusive Asbestos Removal (ASB RE)	Preliminary Works
676	76	80	337

Prelim works include:

- Full property clear outs
 - Removal of full kitchens for asbestos contractor
 - Removal of bathroom suites for asbestos contractor
 - Removal of gas central heating systems for asbestos contractor
 - Temporary electricity boards fitted for asbestos contractor.
 - Full reinstatements after asbestos removal.
- 3.7 Building Services has been allocated additional SHQS voids, which were previously carried out by an external contractor. Building Services has recruited 12 new trade operatives to enable them to increase the level of void returns and provide a steady flow of refurbished suitable housing for those in need.
- 3.8 Building Services is now fully operational and managing the Renfrewshire HSCP distribution hub for PPE at Unit 5 in Underwood Road. In partnership with HSCP we are now servicing over 100 care facility properties per week, and in addition we are now supplying Lateral Flow test kits to care homes.

- 3.9 Water management has been ongoing during the period of the pandemic, with many inspections/checks and remedial works carried out across the Renfrewshire Council estate. Properties that have been closed due to COVID have had a flushing regime put in place to allow the opening of properties when restriction are lifted.
- 3.10 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 January – March:

371 Number of emergencies attended during working hours
10 Number of emergencies attended out of hours
1236 Number of dark lamps put in lighting (attended)

Performance Indicators - Reshaping our place, our economy and our future

Reported street lighting faults which were attended within the 7-day timescale - 1 January 2021 - 31 March 2021):1239

Reported street lighting faults which were attended within the 7-day timescale - Yearly (1 April 2020 – 31 March 2021): 3781

98% were attended within the 7 day period against a target of 95%.

- 3.11 The delivery of several larger scale construction projects was severely impacted by the COVID-19 pandemic and was suspended for several months during lockdown; however, these have recommenced, and work has been on going to complete these projects.
- Refurbishment of recovery café in Whitehaugh Paisley is now completed.
 - The refurbishment works at the Lochwinnoch Primary School nursery commenced on site on the 14th September and was completed for handover to the school on the 25th January 2021.
 - Works have commenced on the large toilet upgrade plans for schools across Renfrewshire. The first school that has been started is West Primary with 10 toilet areas being upgraded. The first areas have been completed over the Easter break.
- 3.12 Building Services are working in partnership with Economic Development to provide places for adult apprentices, who have been made redundant, under the Adopt an Apprentice scheme. Over the last year the service has provided 2 places under this scheme, 1 electrician (4th year apprentice) and 1 joiner (1st year apprentice).

It has also been agreed that a new programme for both youth and adult apprentices will commence in 2021 for 2 years at which time it will be reviewed. The intake for this year will be 3 youths and one adult apprentice.

Support Services (Facilities Management)

- 3.13 The primary focus within this area continues to be maintaining the compliance regime within the Council's operational property portfolio.

- 3.14 As properties have been recommissioned and reopened the focus has been in ensuring that these properties are fully compliant and are COVID prepared in line with Scottish Government guidelines.
- 3.15 The team continues to triage the risks based on the opening schedule and operational capacity. Resources from both external specialist contractors and from Building Services are being directed accordingly to meet the opening schedule.
- 3.16 In addition, the Support Services team have been involved in the following workstreams during this period:
- School Infrastructure Projects The project has commenced and Building Services are now on site at West Primary School. We will continue to monitor progress and utilisation of the Budgeted costs are around £1.6m.
 - Time and Access System – Support Services staff have been involved in the management of the hardware upgrade to enable a smooth transition from Etarmis to Imperago (HFX).
 - Electric Vehicle Charging (EVC) – management of Phase 1 EVC installations across various locations.
- 3.17 Legionella Written Scheme – The Council policy in relation to Legionella is being finalised and will be ratified in due course. The appropriate staff require to be trained and made aware of their responsibilities in connection with this policy. The scheduled training will be completed once operational practice has been returned to a more normal status.

4. Soft FM (Facilities Management)

- 4.1 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 now that pupils have returned to full time schooling. 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.
- 4.2 The provision of school catering continues to be monitored to ensure that the school meals' service is delivered safely, in accordance with COVID-19 guidance. A revised interim menu continues to be delivered to ensure there are hot food options available daily. This situation is monitored on an ongoing basis between Soft FM and Children's Services.
- 4.3 The new Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020, took effect on 8 April 2021. The Soft FM service has prepared school meal menus which meet these new guidelines, which 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. The service will, however, continue to work in partnership with Children's Services to ensure that the school meal service is delivered safely, whilst adhering to the Scottish Government's published Coronavirus (COVID-19): guidance on reducing the risks in schools

- 4.4 Work is continuing on the roll out of the remodelling of the Soft FM service. All existing employees have now commenced in their new roles. A recruitment exercise is currently underway, through MyJobScotland, to fill the remaining vacancies. New training plans have been put in place to ensure employees are equipped with the skills and knowledge to enable them to carry out these new roles.
- 4.5 Soft FM are working closely with colleagues from Children's Services to ensure the phased implantation of the 1140 programme continues. Plans are in place to ensure the service can support the opening of the new build centres over the coming months.
- 4.6 Soft FM continues to support the continued delivery of the Community Meals' service. This service continues to support around 500 vulnerable residents on a daily basis.
- 4.7 The Soft FM 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 have been recruited to ensure the service can maintain safe levels of service delivery, whilst ensuring that all changes in national guidelines are addressed.
- 4.8 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.
- 4.9 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.
- 4.10 The service has been working closely with the British Institute of Cleaning Science (BICS) to develop a training plan to roll-out a nationally recognised qualification for cleaning staff across all areas of the service. The service now has trained assessors and internal train-the-trainers who continue to deliver this training to frontline staff.

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.

List of Background Papers - none

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