

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

**On:** 30 March 2022

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

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**Heading:** Facilities Management Operational Performance Report

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## **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 February 2022.
  - 1.2 Building Services continue to operate normal day to day business and out emergency out of hours repairs. The backlogs experienced following lockdowns have now been dealt with. However, the service currently experiences delays in the provision of some resources but is managing this within the programmed works.
  - 1.3 At its meeting of 3 March 2022 the Council agreed to invest £1.2 million for school pitches, as outlined at paragraph 4.11 of this report.
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## **2. Recommendations**

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

- 2.1 Approves the content of this report including the adjustment to the capital plan as outlined in section 4.12 below.
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### 3. Background

#### 3.1 Covid Recovery

Building Services continue to actively manage a repair service within the constraints of the Scottish Government guidance and the current Covid-19 restrictions. These include social distancing, enhanced cleaning and PPE measures. Employees across the service continue to show great commitment and resilience while delivering essential services, across Renfrewshire.

3.2 The delivery of several larger scale construction projects has been severely impacted by the COVID-19 pandemic. Work has been ongoing to complete these projects as soon as possible.

### 4. Operational Update

#### 4.1 Gas Servicing

From 1 April 2021 –15 February 2022 the domestic gas servicing and repairs team carried out 18,374 appointments.

#### 4.2 Aids and Adaptations

Housing Services allocate these work requests to both Building Services and external contractors and manage any requests. From the end of May 2021 until 16 February 2022 Building Services has completed 74 full adaptations and currently have 16 live jobs at various stages, giving a total of 90 for the period.

#### 4.3 Voids

Building Services continues to work on void houses and undertake full compliance checks for the Homeless Persons Units (HPU). These works have allowed people presenting as homeless to be accommodated.

A total of 749 voids were completed from 1 April 2021 to 16 February 2022.

| Void Returns from 1 April 2021 – 16 February 2022 |  |                                      |                   |
|---|--|--------------------------------------|-------------------|
| Full Void Works*                                  | *Inclusive Gas Central Heating (GCH) install | *Inclusive Asbestos Removal (ASB RE) | Preliminary Works |
| 749   | 95   | 124                                  | 776               |

SHQS Voids - Building Services has been allocated additional SHQS Voids, which were previously carried out by an external contractor. This has increased from 2 to 4 properties a week since 26 April 2021.

The number of SHQS voids completed from 26 April 2021 – 16 February 2022 is 100.

#### 4.4 **PPE Hub**

Building Services has been managing the Renfrewshire HSCP distribution hub for PPE at Unit 5 in Underwood Road since July 2020. In partnership with the HSCP, Building Services has responsibility for servicing 60 care facility properties per week and has responsibility for supplying Lateral Flow Device test kits to care homes.

#### 4.5 **Water Management**

Building Services operatives have continued to carry out water management testing throughout the pandemic. They test and inspect various water outlets within schools or public buildings. Works carried out from 1 April 2021 to 16 February 2022.

- 91,277 tests
- 301 properties for samples taken
- 161 remedial repairs completed. This has increased due to the new risk assessments that have been carried out.
- As part of the quarter 4 shower cleaning programme 900 showers have been cleaned across 73 sites.

#### 4.6 **Commercial Gas**

Specialist facilities engineers carry out all compliance works which include gas servicing, F-Gas servicing (air conditioning), AHU servicing and the cleaning of kitchen canopies and filters.

Gas servicing is carried out in schools, public buildings and domestic properties. This programme can also lead to various faults being found with boiler parts and the subsequent requirement for maintenance repairs to be undertaken.

#### 4.7 **Streetlighting**

##### 4.7.1 The Street Lighting team has completed the following works during 1 April 2021- 31 January 2022

- 767 Emergencies attended during working hours
- 35 Emergencies attended out of hours
- 3308 Dark lamps put in lighting (attended)
- 1184 Planned maintenance completed
- 119 Excavations completed

##### 4.7.2 Performance Indicators

Reported street lighting faults which were attended within the 7-day timescale – 01 April 2021 –31 January 2022

- 99.88% were attended within the 7day period against a target of 95%.

#### 4.8 **Contracts**

##### 4.8.1 School Toilet Upgrades.

Works have commenced on the large toilet upgrade plans for schools across Renfrewshire.

- West Primary – complete.
- St Mary's Primary – complete.
- Williamsburgh Primary – complete.

- Our Lady of Peace Primary is complete.
- Langcraigs Primary commenced on 6 January 2022.
- Bushes Primary commenced on 6 January 2022.
- St Fillan's Primary is scheduled for the Spring break. There are only two toilets in this school which means Building Services can't carry out the upgrade during the school term. Additional resources have been identified for this from the adaptations team. All materials required have been received.

4.8.2 The service is actively working with the schools to maintain the programme of works and accelerate where possible.

4.8.3 Building Services faces daily issues as competition increases for construction material across all trades. The supply of material is proving problematic due to volatile market conditions. Work is continuing to ensure materials are procured to keep services running. This has resulted in longer lead times, with some items taking between 12-16 weeks from date of order to delivery, which has resulted in the completion times for works being longer.

#### 4.9 **Apprentice Programme**

Building Services intends to recruit 4 new apprentices over the coming months with a view to commencing employment in August 2022.

#### 4.10 **Awards**

Building Services has recently received notification from the Royal Navy Maritime Reserves that they have been awarded the Silver Award as part of their Employer Recognition Scheme.

#### 4.11 **School Pitches**

Following the Council's decision on 03 March to invest £1.200 million to support a programme of lifecycle and maintenance improvements in artificial playing surfaces, technical condition surveys will now be prioritised to assess requirements at Gryffe HS, Park Mains HS, Castlehead HS and Johnstone Hub, with Gryffe High School and Johnstone Hub being in the first phase of improvements later in this financial year.

4.12 Subsequent to the Council agreeing the capital plan as outlined above, the Council has received a developer contribution of £0.206 million in relation to increasing the capacity of Kirklandneuk PS. Construction work in this regard is ongoing with the works costs being funded by the Council. Receipt of this developer contribution will allow the release of an equivalent sum from the Council funding agreed to be utilised as an initial committed sum to install an artificial playing surface at Kirklandneuk PS. It is proposed the capital plan is adjusted to reflect the receipt of the developer contribution and the commitment above.

### 5 **Soft FM (Facilities Management)**

5.1 The service continues to work closely with Children's Services and Health and Safety Officers to ensure provision of a safe and clean environment for pupils and staff in all educational establishments. The service works closely with Health & Safety colleagues to ensure that requirements detailed within the Scottish Government's published Coronavirus (COVID-19): guidance on reducing the risks in schools are met.

- 5.2 From January 2022 the Universal Free School Meal Provision covers all primary 4 and primary 5 pupils and has gone well
  - 5.3 There are significant capital works required across the school estate to ensure that there is capacity for the preparation and serving of these additional meals. The service has been carrying out preparatory work with colleagues from Building Services, Hard FM, Property Services and Procurement.
  - 5.4 The service continues to experience challenges around recruitment of staff. A recruitment event held in Park Mains High School on 15 February 2022 provided an alternative method for candidates to apply for posts. Following a successful communications exercise, the event attracted around 140 candidates with 60 being offered posts on the day. This event required partnership working with colleagues from Employee Services and HR to ensure that all aspects of the recruitment process could be completed on the day. There are plans to hold further events, targeted to the locations where vacancies are hardest to fill, with the next one scheduled for April 2022.
  - 5.5 The service continues to develop school lunch menus, in preparation for new menus being introduced in August 2022. Consultation has been ongoing with pupil groups, Head Teachers and Parent Councils, with taster sessions being carried out with new menu options. The service continues to ensure it meets the requirements of the revised Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020, which were introduced earlier in the year.
  - 5.6 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.
  - 5.7 A suited lock system has now been rolled out across schools and community centres. This provides the infrastructure to control all keys centrally and deliver resilience to ensure that all schools can be opened on time in the event of any staff absence. It also ensures that any keys which are lost, can be deactivated, therefore reducing risk.
  - 5.8 The service has expanded the use of the Corporate Asset Management Information System (CAMIS) to include the reporting of cleaning equipment repairs. Management, servicing, and repair of equipment is completed by the service's Compliance and Repairs Operatives. This service provision will be developed further over the coming months to incorporate other areas of the service, ensuring our frontline staff have equipment which is fit for purpose and the achievement of a reduction in the cost of repairs.
  - 5.9 The Scottish Government introduced the Good Food Nation (Scotland) Bill in October 2021 to support the ambition of the Scottish Government that Scotland becomes a Good Food Nation by 2025. The expansion of the school meals' service is a key factor in this Bill and Soft FM will work with other services to ensure that Renfrewshire publishes its Good Food Nation Plans to contribute to this national strategy.
  - 5.10 The Service were shortlisted in the APSE Soft Facilities Management Innovation Awards 2022 in both the Building Cleaning and Catering categories. The final was held on 3 March 2022 an unfortunately the service was unsuccessful on the night.
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## 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. The amendment to the capital plan is self-financing.
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. Building Services repairs in line with new standards for renewable energy.

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**List of Background Papers** - none

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