

Item

Estates & Facilities Service Review and Compliance

Update

To:

Councillor Richard Johnson, Executive Councillor for Housing
Housing Scrutiny Committee 24 September 2020

Report by:

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Wards affected:

All Wards

This report is for information and not for decision.

1. Executive Summary

The report provides an update on the Estates & Facilities Service Review and information on compliance related work within the service, including a summary on gas servicing, electrical testing, recent audit actions and fire safety.

2. Recommendations

The Executive Councillor is recommended to note the progress of the service review and compliance related work detailed within the report.

3. E&F Service Review Update

This is a further to that provided during the last Housing Scrutiny Committee.

The service review has consisted of more than the restructure of staff, we identified 6 themes from a series of consultation and work shop events with the staff within the service, tenants reps, and colleagues across the

organisation that we work closely with, based around the 4 guiding principles of:

- Customers
- Business
- Value
- Risk

These themes were:

- Structure
- Responsibility and Accountability
- Efficiency & Effectiveness
- Performance Management
- Risk Management
- Communication and Engagement

Within these themes we identified action plans to achieve the transformation required within our service delivery and behavioral and cultural change of staff to achieve the improvements within the service in the six identified themes that underpins my mission for the service, “To be a customer focused and business-like Estates & Facilities Service that manages and maintains the Council’s housing stock and other buildings in a safe, efficient and financially sustainable manner.” There have been 74 actions identified, me and the Estates & Facilities Service Managers have been working on these actions during the past year and so far we have completed 52% of them.

The staffing restructure proposed and consulted earlier this year which provided staff with the opportunity to comment and give feedback has received the necessary approvals for implementation and the restructure is now in progress in line with the published implementation paper. We have a phased approach to the recruitment of new and vacant posts and recruitment to several posts are already in progress. Where required the notice of redundancy has been issued to those staff affected and appropriate support is being given.

4. Compliance Progress report

4.1 Gas Servicing

Mears are contracted to complete our gas servicing and maintenance. The table below shows their performance since January 2020 and prior to January they have constantly achieved 100% compliance. From the month of

April includes the change of approach for gaining access in line with the Covid-19 Guidance issued to take in consideration those tenants that were self-isolating and shielding. Now that the shielding has been paused by the Government, we are planning to return to our usual approach in obtaining access for gas servicing and in the process of designing the communication to be issued to tenants with Mears.

| | Jan 20 | | Feb 20 | | Mar 20 | | Apr 20 | | May 20 | | June 20 | | July 20 |
|-----------------------------|--------|--|--------|--|--------|--|--------|--|--------|--|---------|--|---------|
| Services completed | 686 | | 803 | | 642 | | 605 | | 625 | | 781 | | 851 |
| service compliance | 100% | | 100% | | 100% | | 99% | | 99% | | 99% | | 99% |
| overdue within month | 0 | | 0 | | 0 | | 2 | | 56 | | 74 | | 56 |

4.2 Electrical Testing

All properties that are planned for electrical testing this financial year have been ordered with our contractor TSG Building Services. Due to Coronavirus the start of work was postponed until 1/8/20. Work has now started on site but it is too early to supply performance figures.

In order to try to improve access to properties revised letters have been implements along with an incentive scheme. If the tenant responds to the contractor and arranges an appointment, they are entered into a prize draw.

4.3 Fire Safety

The following fire safety measures have been ordered with our contractors and are being programmed for delivery in 20/21:

1. Installation of internal fire doors and fire protection to 188 above ground floor maisonettes.

Following a pilot study some additional works to internal walls have been identified and these are currently being priced by the Contractor before the full program starts.

2. Installation of external fire doors to over 300 fire doors at Hanover Court, Princess Court, Kingsway flats and other flats

This work is in progress and will be completed in September 2020. Within Kingsway, Hanover and Princess on the 19th August, 83% of the doors have been either completed or in progress/booked. (69% complete 14% in progress/ booked)

3. Continuation of the program to replace all no-compliant “Manse” fire doors

This work will follow the completion of the work at Kingsway flats, Hanover Court and Princess Court and is programmed for completion by December 2020.

4. Installation of new emergency lighting in blocks of flats in the Hawkins Road estate

This work has been tendered and will be completed as part of the structural works project that is due to start in October 2020.

5. Improvements to vents and glazing facing onto escape routes in 84 locations

These are ordered and scheduled for completion later this year. No work has been completed yet.

6. Continuation of the heat detector installation program to all properties

Due to Coronavirus the start of work was postponed until 1/8/20. Work has now started on site, but it is too early to supply performance figures.

7. Continuation of the smoke detector replacement program

Due to Coronavirus the start of work was postponed until 1/8/20. Work has now started on site, but it is too early to supply performance figures

8. Fire compartmentation works to houses that have been converted into flats

These are ordered and the contractor has written to residents to arrange access. No work has been completed yet.

5. Implications

5.1 Financial Implications

There are no new financial implications directly relating to the content of this report.

5.2 Staffing Implications

There are no new staffing implications directly relating to this report. The service review restructure holds staffing implications that are dealt with through the organisational change policy, formal consultation, and implementation process.

5.3 Equality & Poverty Implications

There are no new equality and poverty implications associated with this report. An EQIA has been developed for the service restructure and is included within the formal implementation papers.

5.4 Environmental Implications

There are no new environmental implications directly relating to the content of this report.

5.5 Procurement Implications

There are no new procurement implications directly relating to the content of this report.

5.6 Consultation and Communication

Consultation with tenant and leaseholder representatives is an integral part of the Housing Scrutiny Committee.

5.7 Community Safety

There are no new community safety implications directly relating to the content of this report.

6. Background Papers

Background papers used to compile this report:

- a) Estates & Facilities Service Review Consultation Paper
- b) Estates & Facilities Service Review Implementation Paper

To inspect the background papers or if you have a query on the report please contact Lynn Thomas, Head of Housing Maintenance and Assets, Tel: 01223 457831, email: lynn.thomas@cambridge.gov.uk.