

TITLE OF REPORT: Construction Services Update**Purpose of Summary**

1. To provide an update on the current position of Construction Services during the service review process.

Background

2. Members will be aware that during the summer a new Joint Local Agreement for Salary Structures and Revised Working Arrangements within Construction Services was negotiated with trade unions and put in place from September 2022. This included a performance management framework linked to pay as well as a customer promise for working standards. This has enabled a deep dive review of the service and operational changes to be made.

Key Areas**Restructure**

3. Each area of the service has undergone a review. This has followed a 'form follows function' rationale that has informed recruitment and system needs.
4. Teams within the service have been placed under clear lines of management that remove duplication of work and enable them to be more effective. This has supported process change to simplify delivery and remove barriers to better productivity.

Recruitment

5. The restructure began with 111 new posts to be recruited to but resulted in 164 vacancies due to various redesignation of roles and internal promotions. 49 external appointments have been made and 47 internal promotions. 19 posts have been held for review as the service changes are implemented. 49 posts remain vacant including 19 trades staff, 5 surveyors, 13 Customer Operations staff, 1 Service Manager and 1 Section Managers.

Backlog of Council House Repairs

6. The repairs backlog progress is detailed in Table 1 below. The target is for completion of all backlog works, apart from those where the tenant has not permitted access, by the end of March 2023.

7. **Table 1 – Responsive Repair backlog information**

	7 th June 2022	28 th February 2023
Incomplete	6250	1109
Complete	0	5141
Households	5165	1009
Communal Areas	357	89
Unallocated	6250	104
Non-roofing	4426	990
Roofing	1824	119

Note - Current outstanding roofing repairs – 140 made up of 84 house roofs, 39 outhouses, 17 garages

Empty Council Houses

8. Changes to empty property processes and team management have seen improvements since September. Table 2 below shows the summary data.
9. The empty property repair team is now working to incrementally improving weekly targets.
10. The overall target is to have less than 150 voids undergoing works by September.

11. **Table 2 – Empty properties**

Week	Completions	New Voids	Let	Available for Letting	Total Undergoing /Awaiting Works	Total Void
April	81	63	77	92	397	523
May	98	141	128	74	414	536
June	65	89	89	74	436	557
July	88	103	108	89	436	571
August	98	111	114	84	459	603
September	86	77	93	91	451	591
October	91	88	100	94	441	587
November	129	122	122	118	424	584
December	64	51	78	100	411	559
January	81	94	103	89	430	580

As of 21st February 2023, 414 empty properties were undergoing or awaiting repair work and 108 ready to let.

Damp Mould and Condensation

12. A commitment has been given to the Secretary of State for Levelling Up on how the Council will manage reports of damp, mould, and condensation.
13. A new process is in place that involves repairs teams, asset management, housing management and external support resources.

14. Overall, the Council has 1139 known cases of damp mould and condensation that are in progress of resolution. 805 have been reported since November 2022. 534 cases have been resolved to date. 452 mould wash downs are in progress as an interim measure with 268 completed.
15. The void standard has been amended to include a positive input ventilation (PIV) unit. These units will also be fitted into properties with persistent mould.
16. A PIV continuously draws fresh air through a filter into a property to dilute moisture laden air and reduce the levels of mould spores and condensation.

Members Enquiries

17. The number of members enquiries have reduced from an average of 30 per week during the summer to an average of 6 per week at the current time.

Recommendation

18. To consider this report and provide any questions and comments.

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