

APSE

North Ayrshire Council
Building Services
Improvement Journey



Focus. Passion. Inspiration.



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

North Ayrshire - context

171 Operatives
12 Trades

50,000 + jobs per
annum

£23m Income

13,300 (approx)
houses

One main depot,
including stores

7 Business Units

-  Responsive Repairs
-  Void Works
-  Planned Works
-  Projects
-  Aids and Adaptations
-  Timber and Dampness
-  Street Lighting

Workforce Planning



Grow our Own

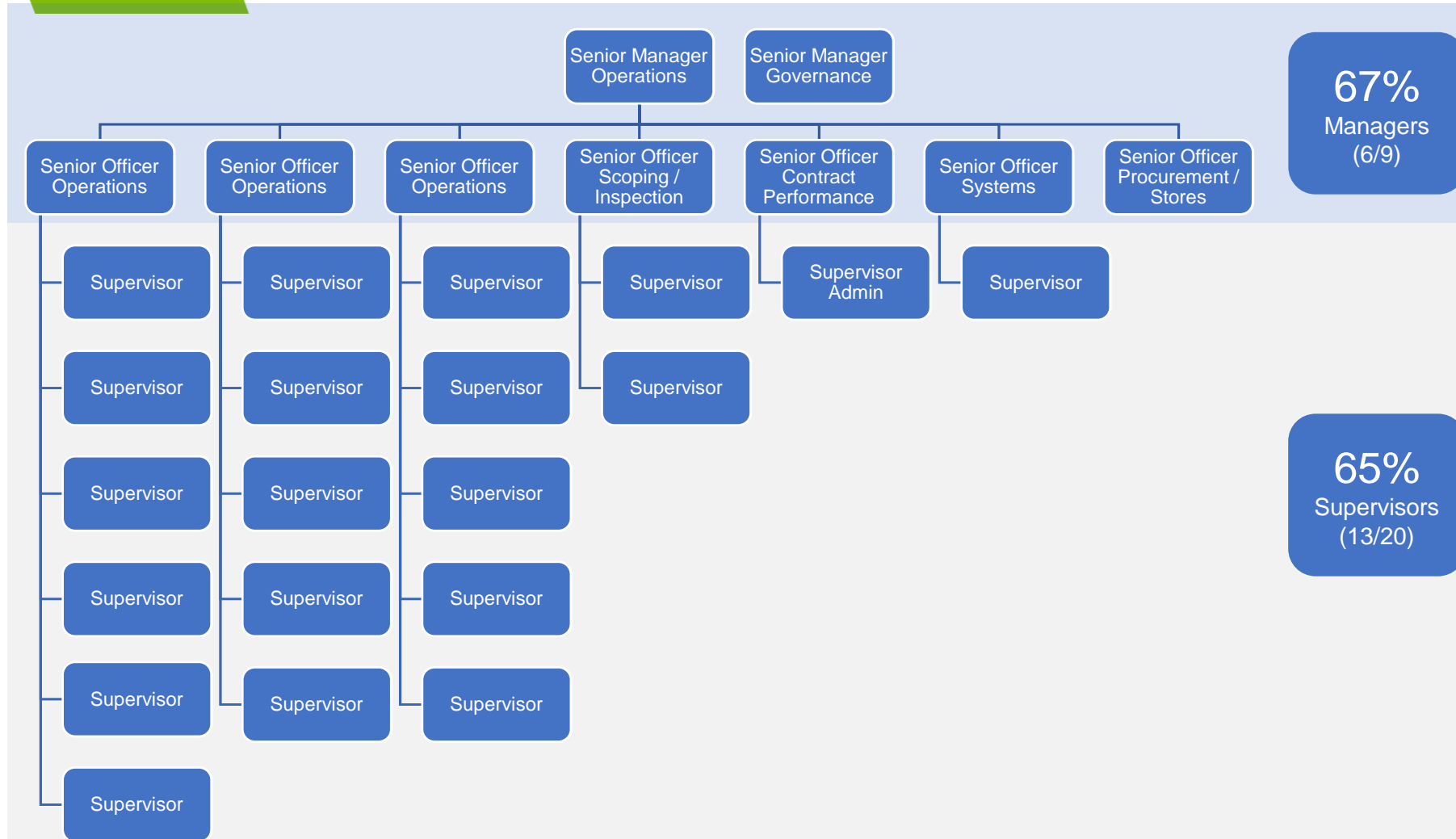
- *Apprentices*
- *Retention*
- *Community Projects*
- *Employee Development*




Succession Planning


- *Training Week*
- *Further Education*
- *Shadow Programme*
- *Creating opportunities*

Our succession planning in practice



 **68%**
of 22 plumbers

 **50%**
of 46 joiners

 **55%**
of 22 electricians

Employee wellbeing

Wellbeing health check



Mental health first aiders



Resilience Training (local college developed and delivered)



Employee Handbook – Gambling Charter/Wellbeing section



New initiatives to reduce Hand Arm Vibration



Focus on employee engagement

Quarterly employee briefing	
Trade Union Engagement	
Internal Groups	
Toolbox talks	
Time to talk	
Mobile Technology	

Performance Focused



Employee performance monitoring and reviews



Comprehensive performance reports



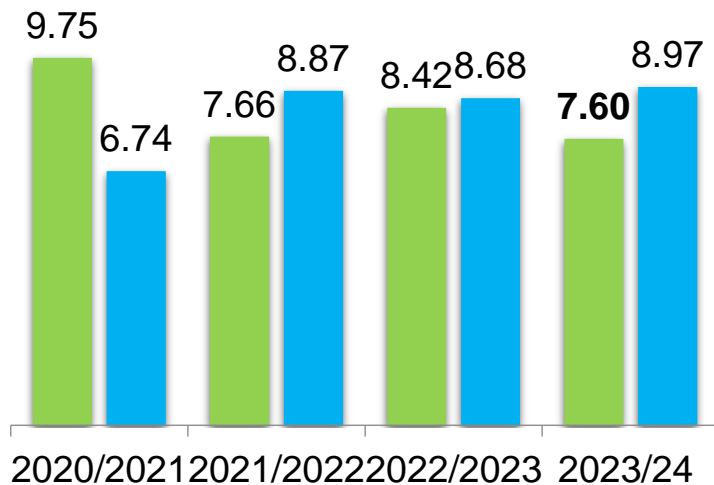
Fully utilise the tracker as a financial management tool



Partnership working with client/HS

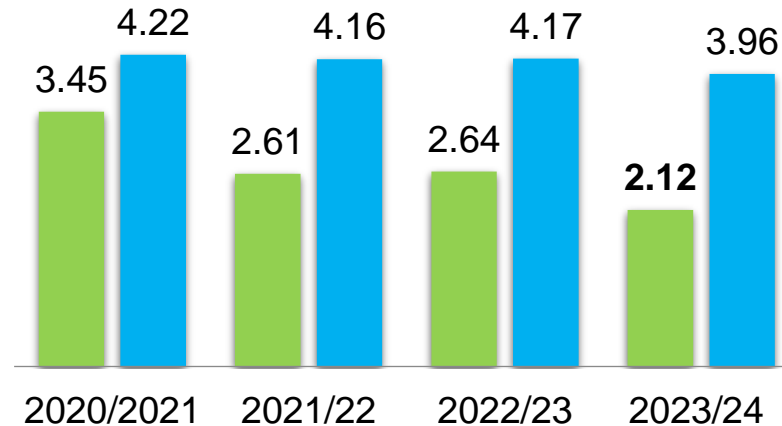
Repairs performance

Average length of time taken to complete non-emergency repairs (days)



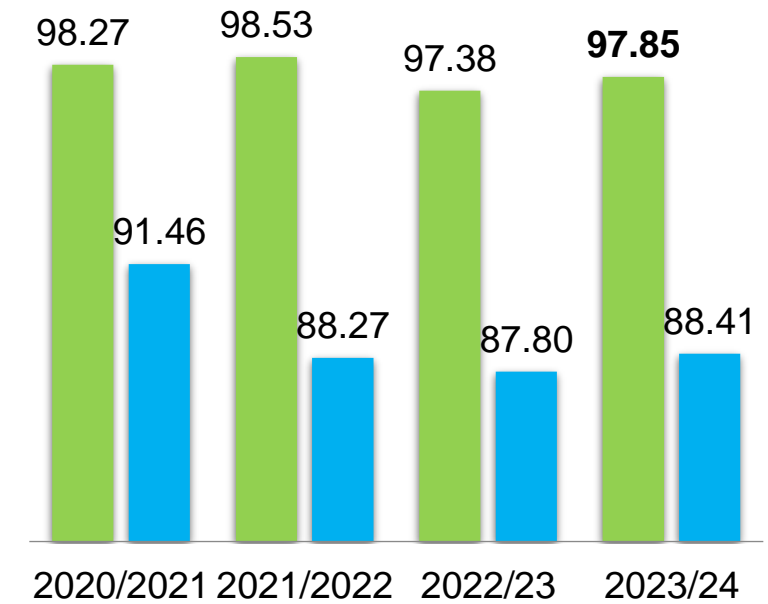
■ NAC ■ Scottish Average

Average length of time taken to complete emergency repairs (hours)



■ NAC ■ Scottish Average

% of reactive repairs carried out in the last year completed right first time

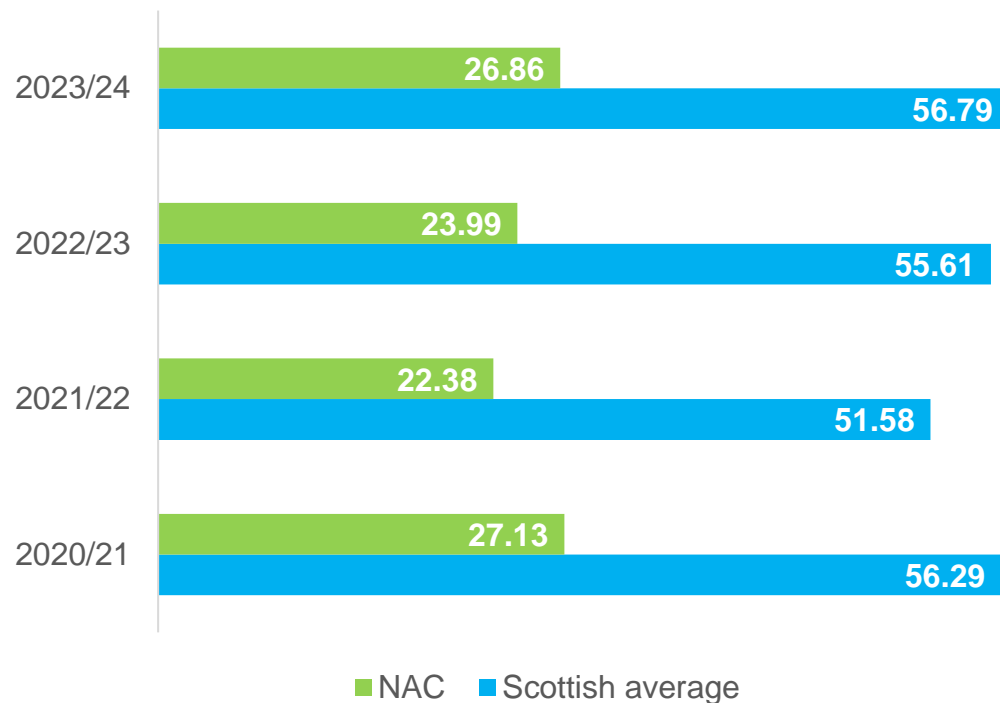


■ NAC ■ Scottish Average

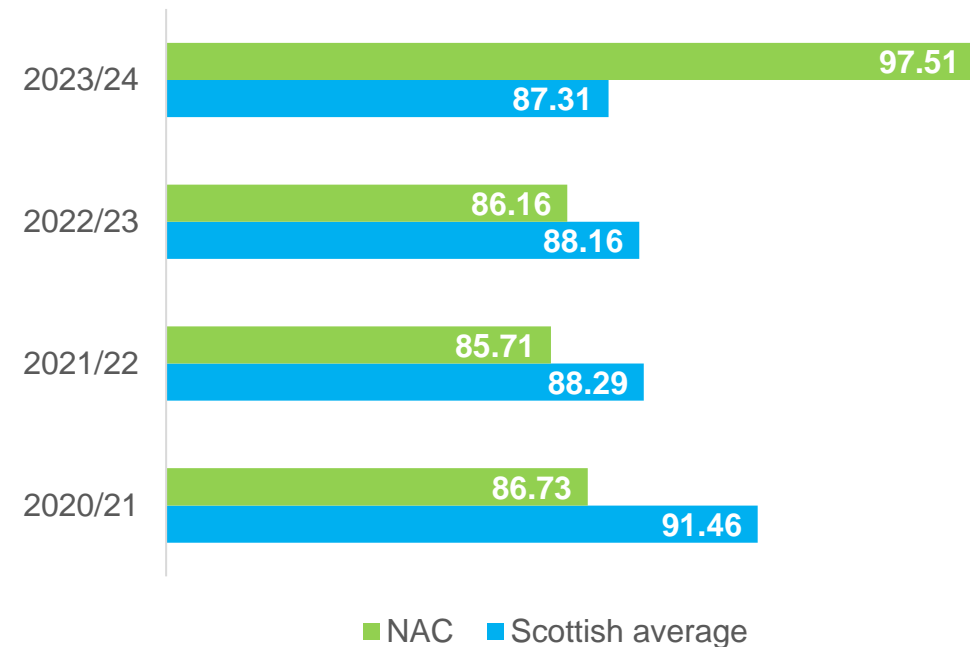
NB: Scottish Average bench-marking data is not yet available for 2023-24

Voids /customer satisfaction

Average time to re-let properties in the last year (days)



% of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service





What next

Review SOR's

**Review
Structure**

**THE
CHALLENGE**
**Decarbonisation
of fleet**