

Agenda

- **Post Installation Performance of Cavity Wall & External Insulation**
 - Colin King BRE & UK Centre for Moisture in Buildings
- **WHQS Environmental Programme**
 - Iwan Cale – Flintshire CC Contracts Surveyor
- **State of the Local Authority Building Maintenance Market**
 - Rob Bailey, APSE



Building Maintenance and Repairs State of the Market 2018

Vickie Hacking
Principal Advisor, APSE

State of the Market



- Context
- Scope of services
- Staff and skill set
- Apprenticeships
- New build
- Workload
- Productivity
- Growth and Decrease
- Efficiencies
- Compliance

Context

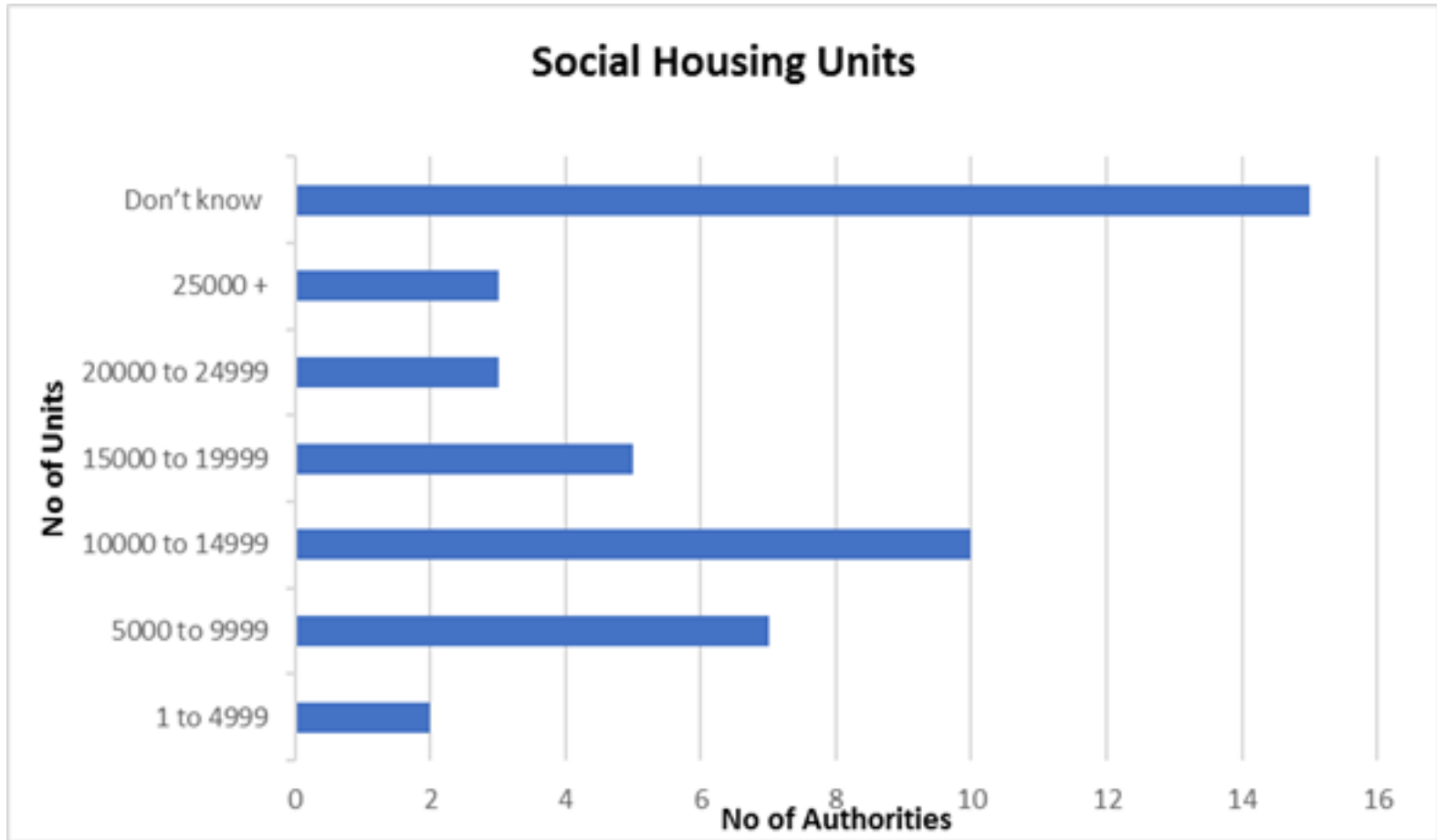


- Political focus on building more homes
- Grenfell
- Universal Credit
- Skills and capacity

Scope of the service



Social housing units



How is the stock managed?



- 61.16% - Registered Landlord
- 21.52% - ALMO
- 16.22% - Local Authority Housing Company / directly managed



Services provided for :-

- 48.84% - Housing properties and civic properties
- 30.23% - Housing properties only
- 27.91% - Civic properties only

Staff and skill set





Staff and skill set

Answer Options	Management/ Technical/ Admin Staff		Operational Staff		Agency Staff	
	2018	2015	2018	2015	2018	2015
Increased significantly (over 20%)	0%		0%		5.56%	
Increased (up to 20%)	6.98%	23.8%	9.76%	38.9%	16.67%	
Stayed the same	41.86%	47.6%	36.59%	27.8%	36.11%	
Decreased (up to 20%)	32.56%	28.06%	41.46%	33.3%	25.00%	
Decreased significantly (over 20%)	18.60%		12.20%		16.67%	

Skill set for needs



Adequate

- 60% - Management / Technical staff
- 64.54% - Operational staff

Not adequate

- 40% - Management / Technical staff
- 38.45% - Operational staff

Maintaining skills



10 Year Plan

- 55.81% - have a 10 year plan in place
- 44.19% - do not have a 10 year plan in place

Green issues

- 44.19%— have or plan to upskill
- 55.81% have no plans to upskill

Apprenticeships





Do you run an apprenticeship scheme?

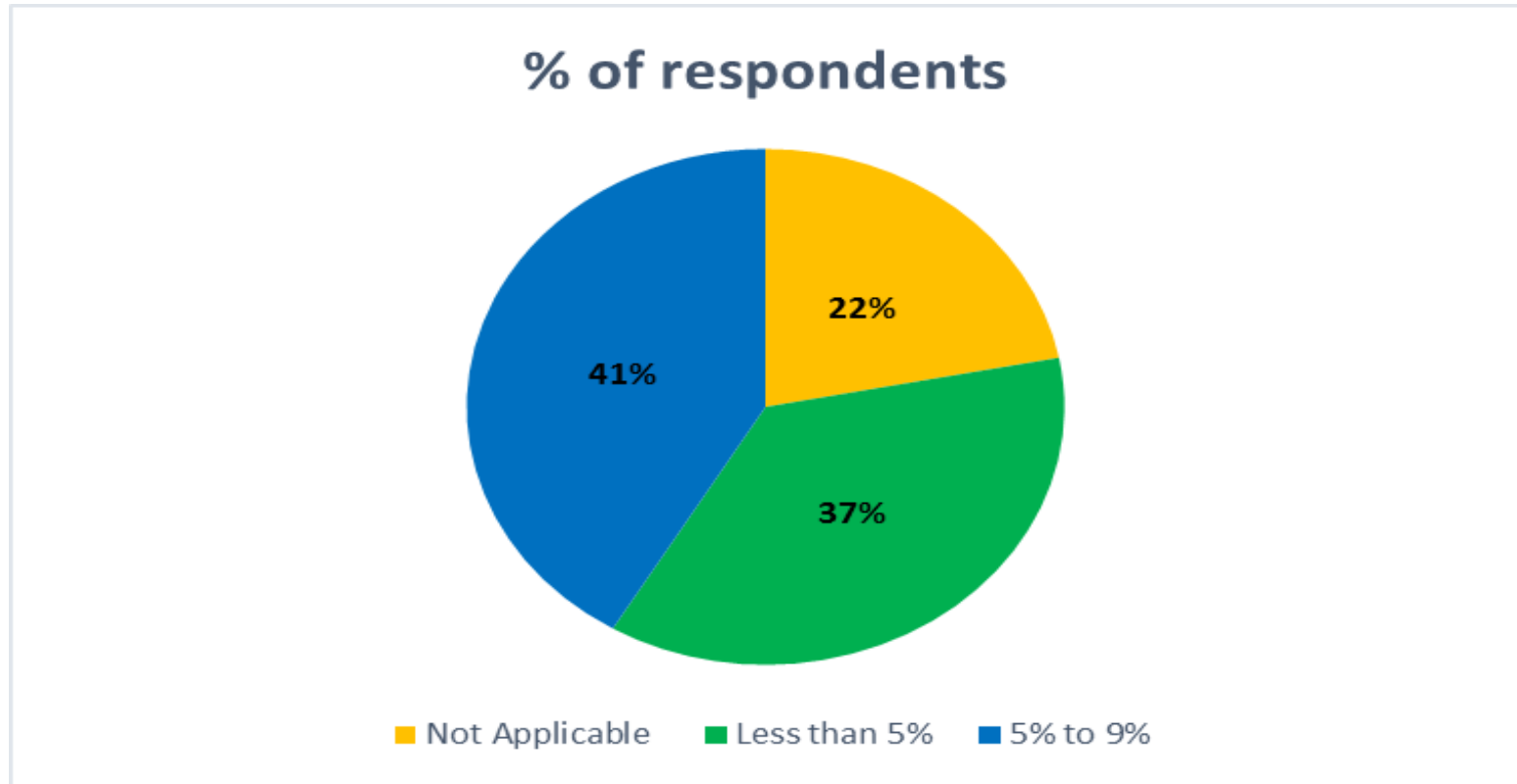
- 79.07% - current scheme in place
- 9.30% - planning introducing a scheme
- 11.63% - did not have a scheme and had no plans in place



How many apprentices

Answer options	Responses
Less than 5	21.95%
5 to 9	17.07%
10 to 14	17.07%
15 to 19	12.20%
20 or more	17.07%
Not applicable	14.63%

Percentage of workforce



New Build





- Range from 0 to over 1000
- Largest proportion (30%) = less than 30 units



Capacity and skills to build new properties

- 51.16% - have the required skills
-
- 48.84% - did not have the relevant skills

Workload



Personal Workload



- 85.71% - Increase or significantly increase
- 11.90% - Stay the same
- 4.76% - Decrease or significantly decrease



Workload of the service

Housing

Answer Options	2018 Housing %	2015 Housing %	2012 Housing %	2010 Housing %
Increase significantly	19.35%	8.3%	0%	9.2%
Increase	35.48%	30.5%	20.6%	32.9%
Stay the same	29.03%	52.8%	50%	38.2%
Decrease	12.90%	8.3%	26.5%	15.8%
Decrease Significantly	3.23%	0%	2.9%	4%



Workload of the service

Non-Housing

Answer Options	2018 Non-housing %	2015 Non-housing %	2012 Non- housing %	2010 Non- housing %
Increase significantly	3.23%	5.9%	0%	7.4%
Increase	41.94%	47.1%	30.8%	18.5%
Stay the same	19.35%	29.4%	50%	25.9%
Decrease	35.48	17.6%	26.5%	33.3%
Decrease Significantly	0%	0%	2.9%	14.8%

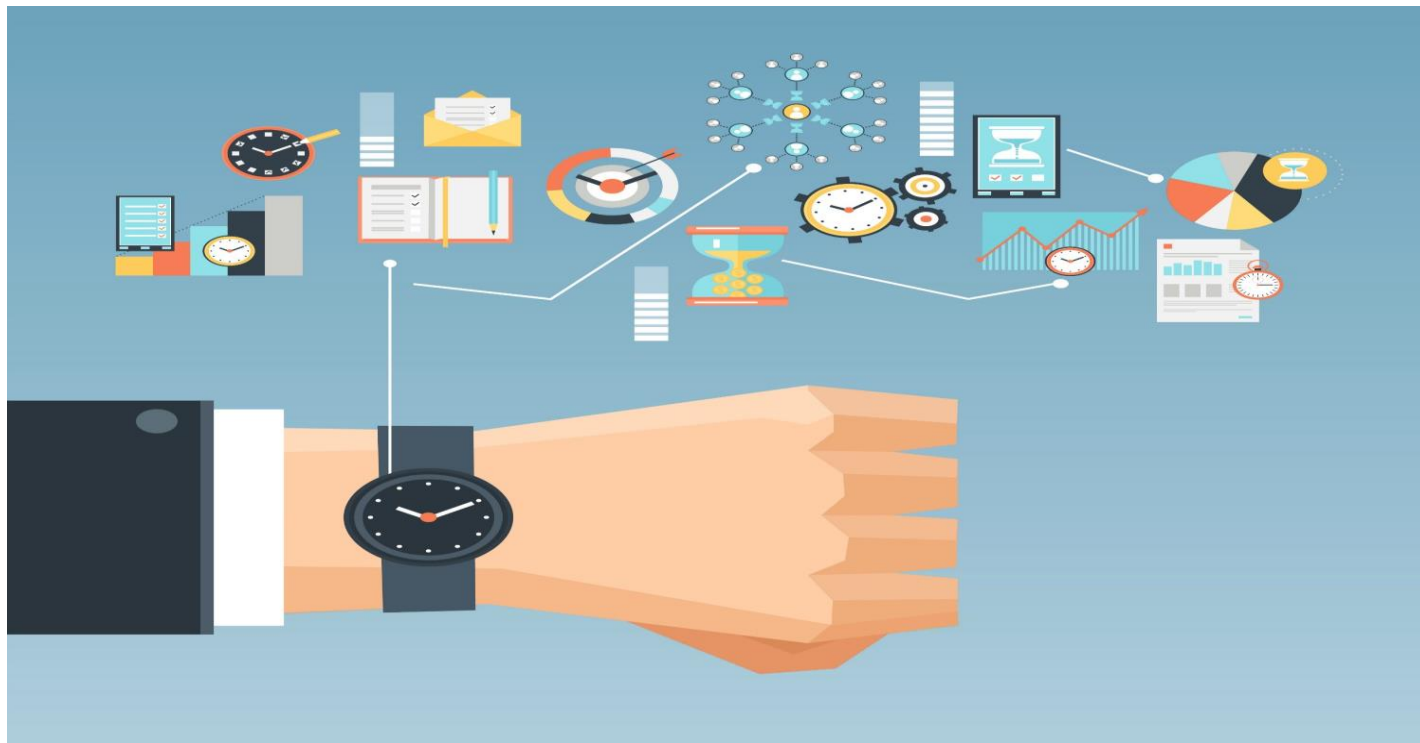


Work for other organisations

- Academies - 44%
- Schools – 84%
- Care homes - 52%

- **Others:-**
 - Social housing providers
 - Other types of civic buildings
 - Other local authorities
 - Housing providers
 - Community groups
 - Arm's length companies

Productivity



Changes in repairs and maintenance

	Emergency Repairs		Urgent Repairs		Day to day repairs		M&E / Gas work		Voids	
	2018	2015	2018	2015	2018	2015	2018	2015	2018	2015
In-house; likely to continue	70.7%	64%	75.6%	74%	75.6%	74%	55%	52%	74.3%	71%
In-house; likely to be outsourced within 2-3 yrs.	2.4%	0%	0%	4.5%	0%	0%	0%	0%	0%	0%
External; likely to continue in house in 2-3 yrs.	24.4%	14%	22%	17%	22%	22%	42.5%	43%	25.7%	21%
External; likely to be brought in house in 2-3 yrs.	4.9%	14%	4.9%	0%	4.9%	0%	2.5%	0%	5.7%	0
Has been brought in house in 2-3 yrs.	0%	7.5%	0%	4.5%	0%	4.5%	2.5%	4.5%	2.9%	8.5%

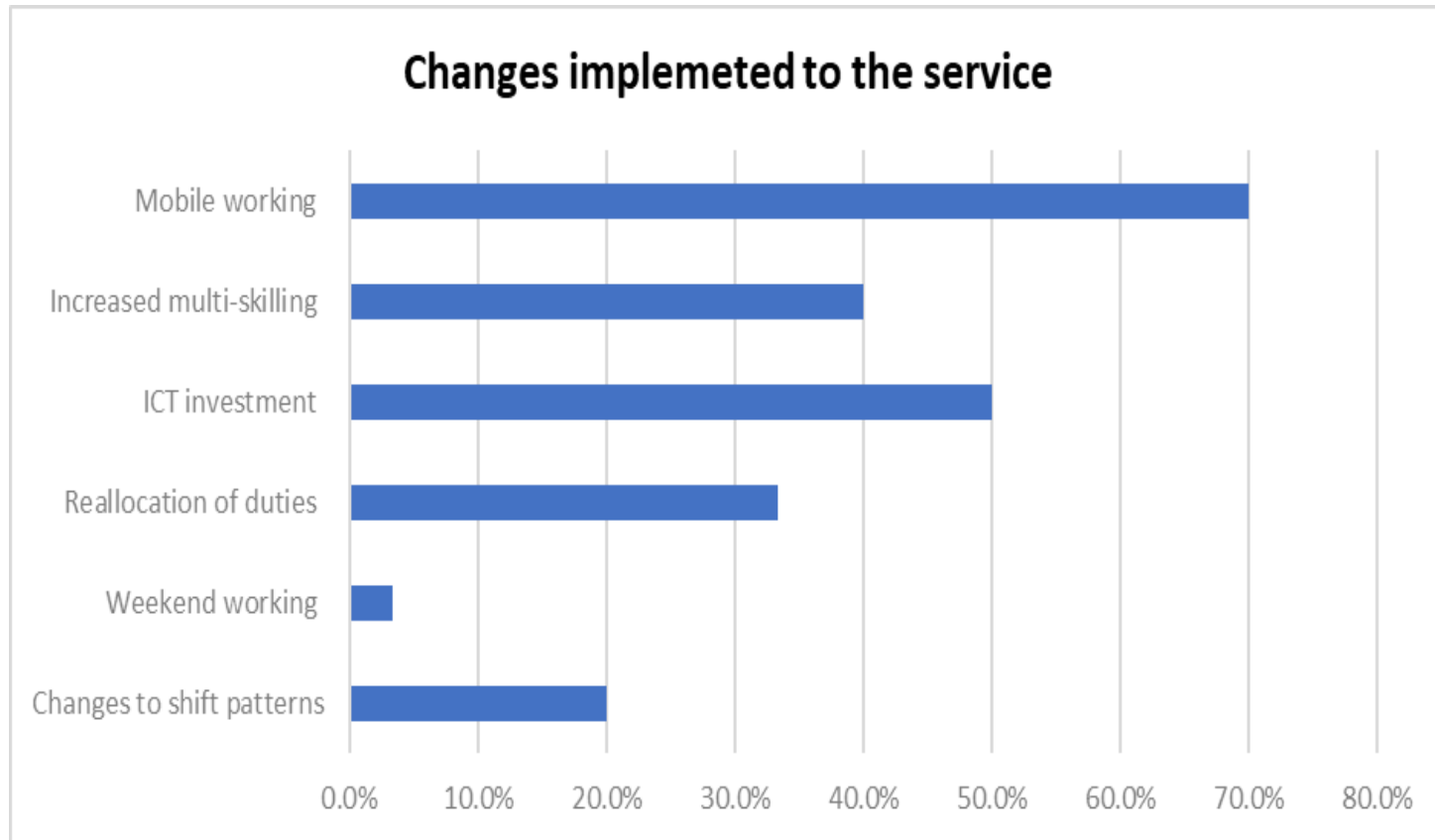
Changes in repairs and maintenance

	Aids and adaptations		New build		Housing capital works		Civic building repairs		Civic building capital works	
	2018	2015	2018	2015	2018	2015	2018	2015	2018	2015
In-house; likely to continue	55.3%	56%	20.6%	26%	45.5%	45%	39.4%	45%	27.3%	42%
In-house; likely to be outsourced within 2-3 yrs.	0%	0%	0%	0%	3.0%	0%	3.0%	5%	3.0%	0%
External; likely to continue in house in 2-3 yrs.	42.1%	24%	64.7%	57%	48.5%	41%	48.5%	40%	60.6%	53%
External; likely to be brought in house in 2-3 yrs.	5.3%	8%	8.8%	8.5%	6.1%	14%	9.1%	5%	9.1%	5.5%
Has been brought in house in 2-3 yrs.	2.6%	12%	11.8%	8.5%	6.1%	0%	0%	5%	0%	0%

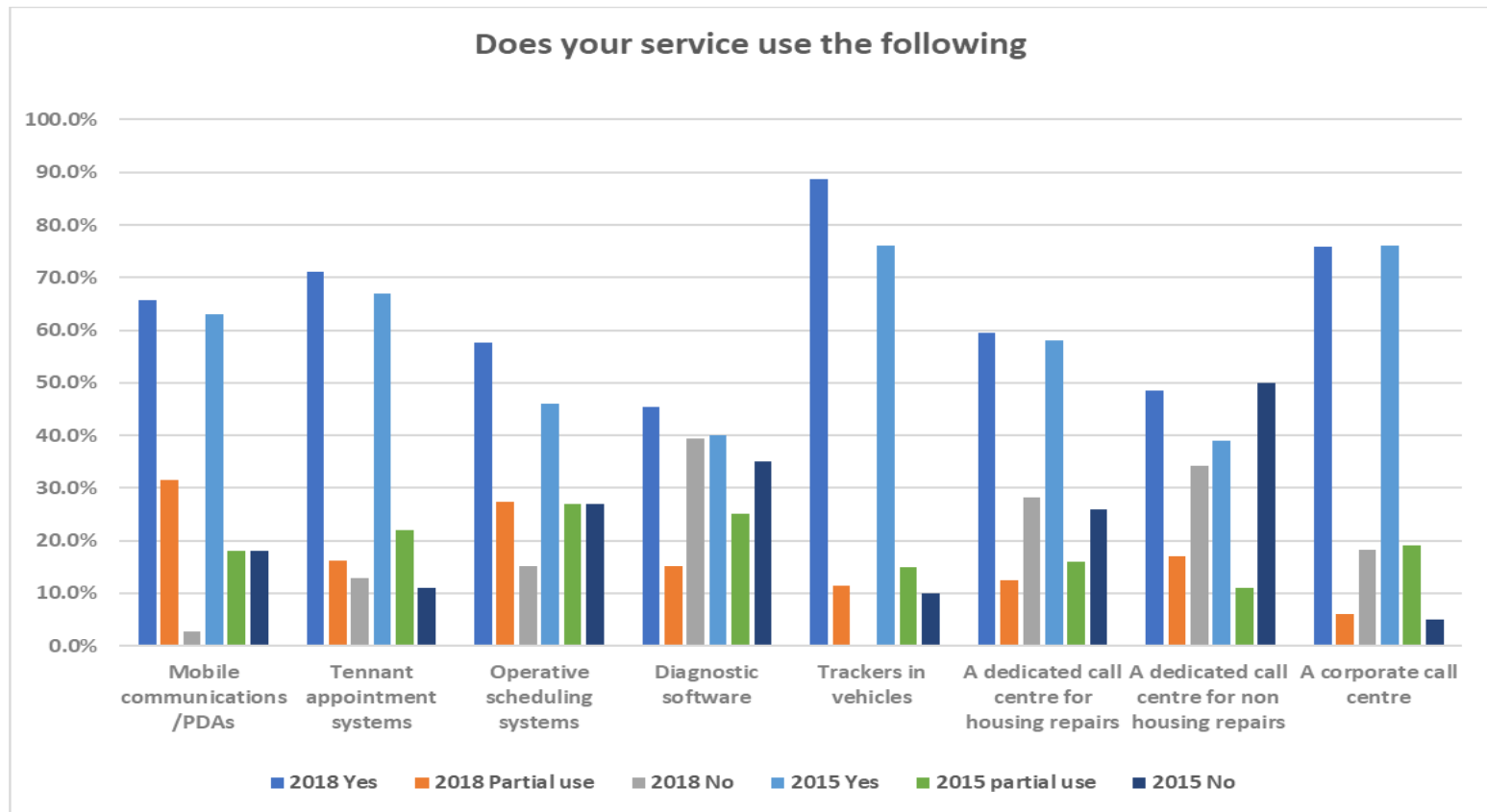
Efficiencies



Changes implemented



Does your service use the following?



Stores arrangements



- 57.58% - Single store
- 42.42% - Delivery service
- 30.30% Multiple store

Increase and decrease



Growth areas

- 44.83% - new housing units
- 37.93% - private rented sector
- 31.03% - housing providers
- 27.59% - insourced stock management

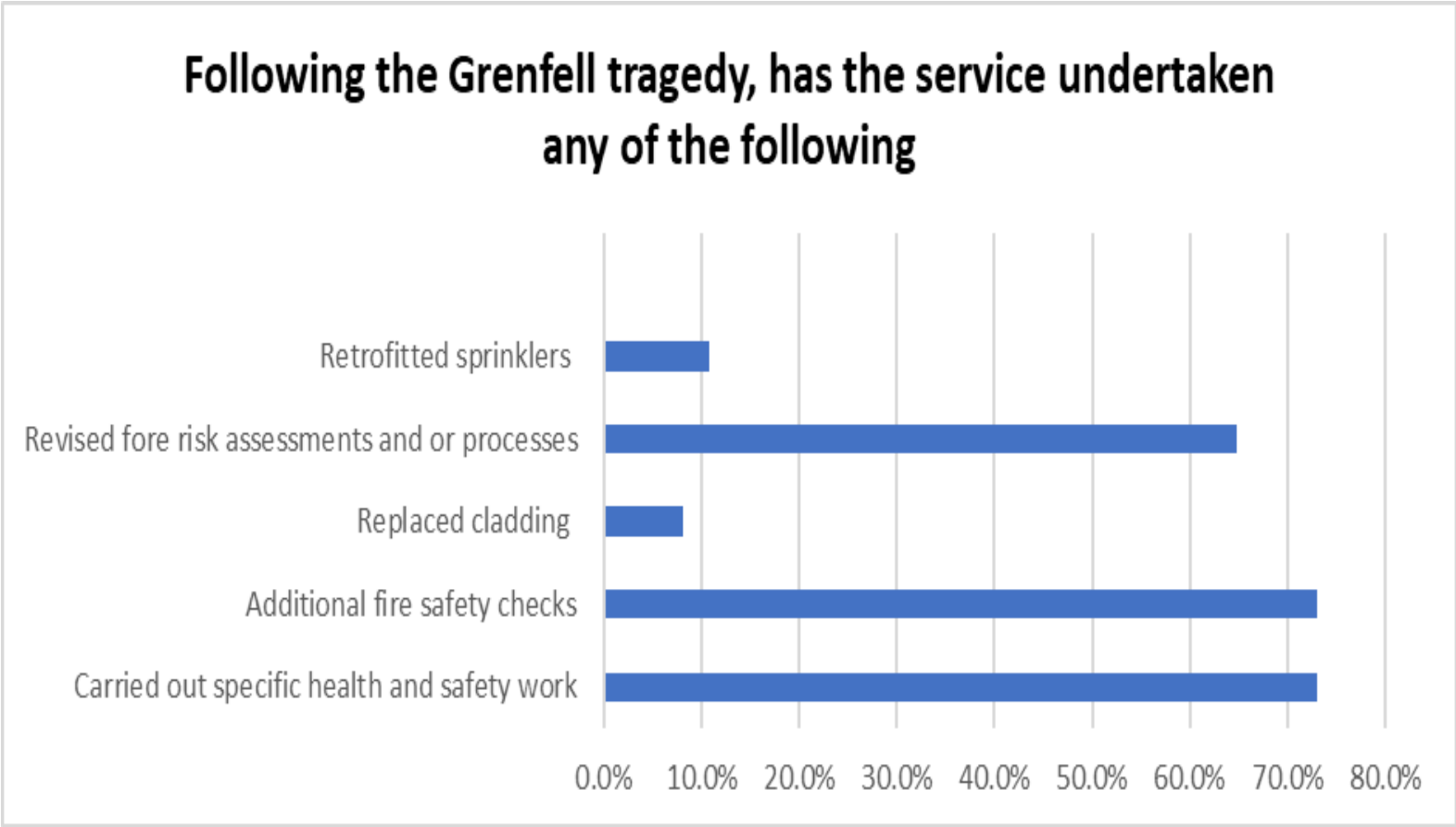
Other :-

- Ad hoc tenders
- Commercial buildings
- Maintenance of renewable technology
- Tenant paying for repairs

Decrease areas

- 69.44% - decreased budgets
- 66.67% - civic assets
- 25.00% - reduction in stock
- 13.89% - tenant behaviour

Work undertaken post Grenfell



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