



Building Maintenance and Repairs State of the Market 2018

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State of the Market



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

Context

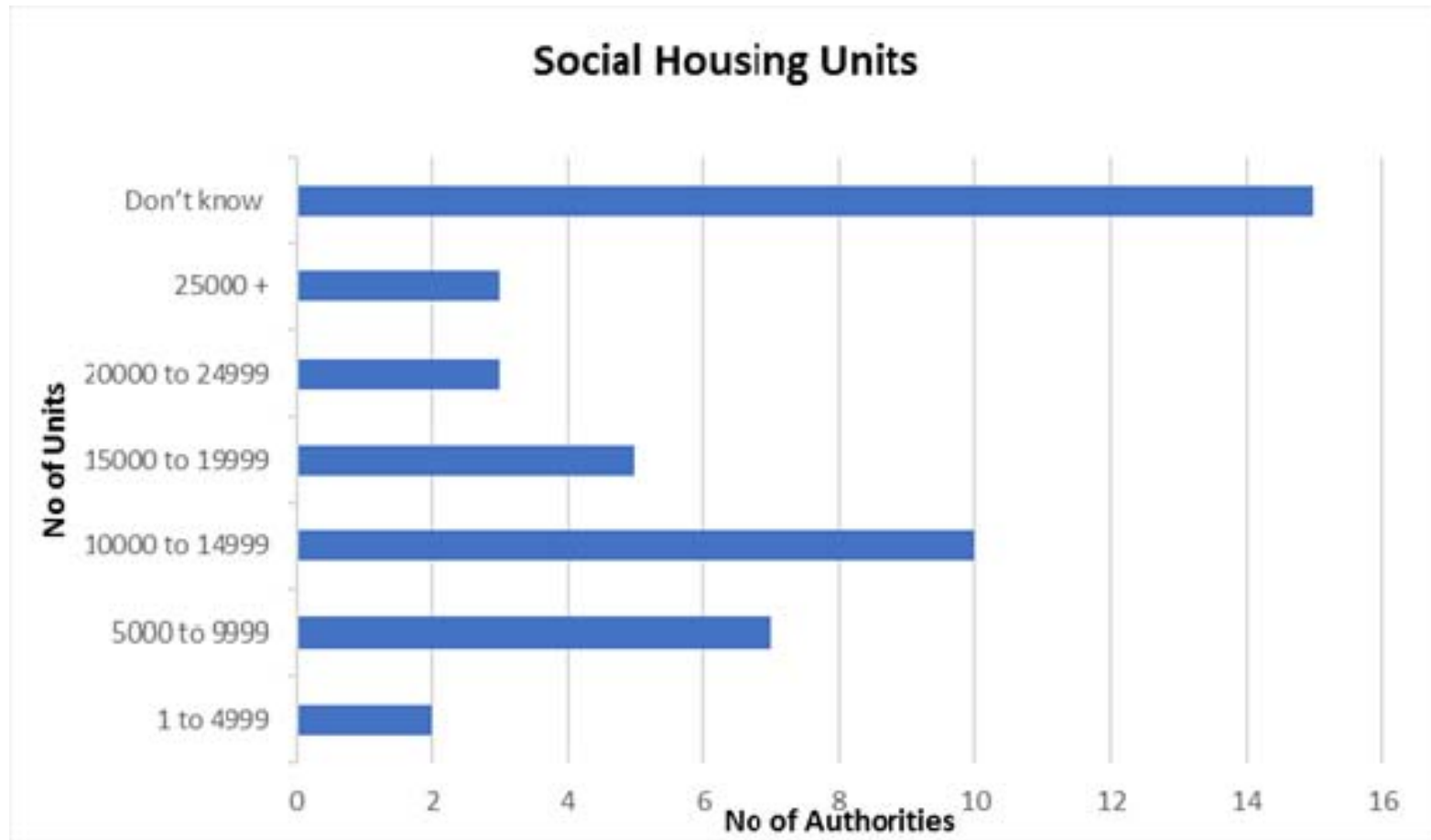


- Political focus on building more homes
- Grenfell
- Universal Credit
- Skills and capacity

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?

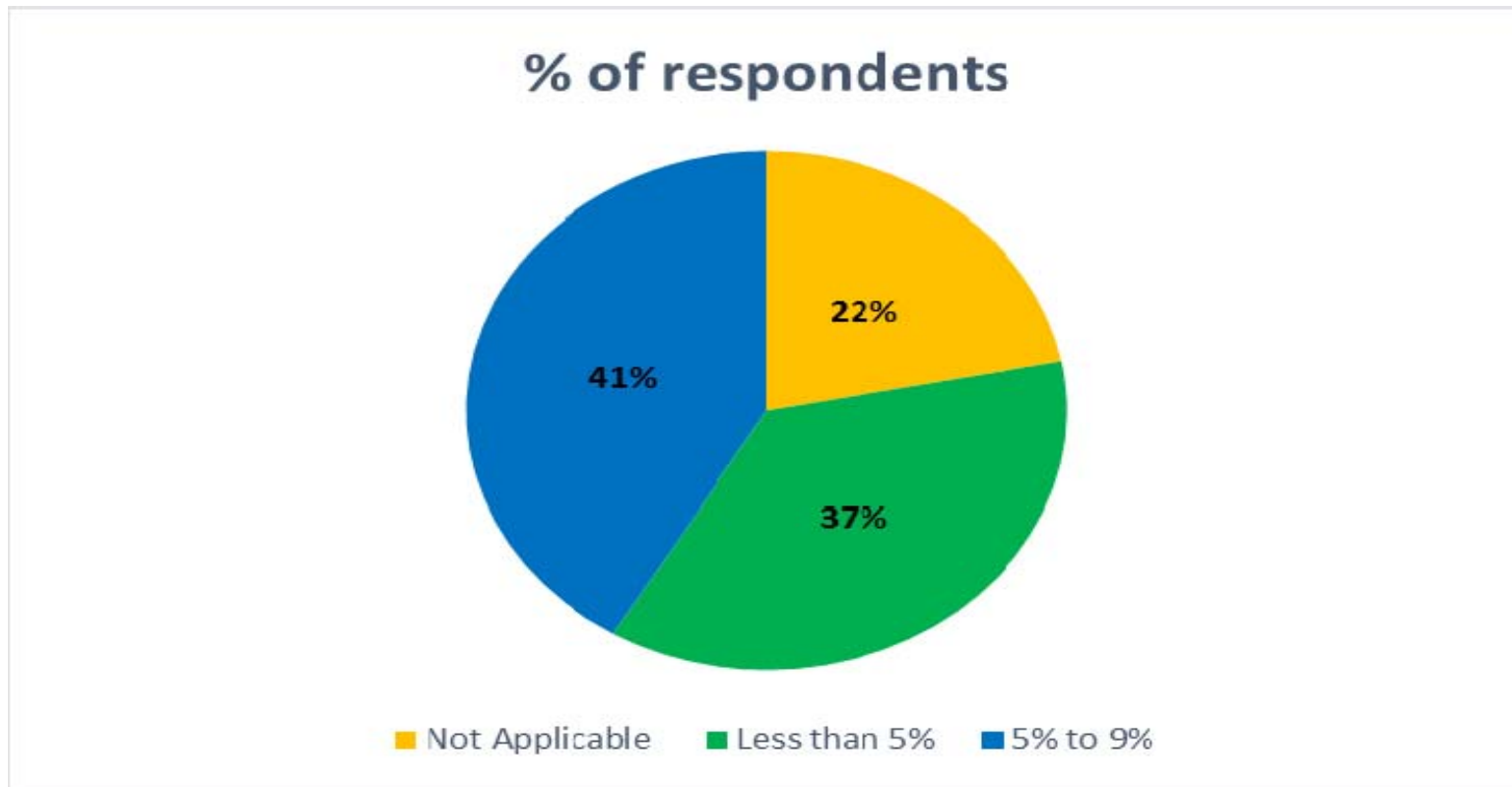
- 79.07% - current scheme in place
- 9.30% - planning introducing a scheme
- 11.63% - did not have a scheme and had no plans in place



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



Changes in repairs and maintenance

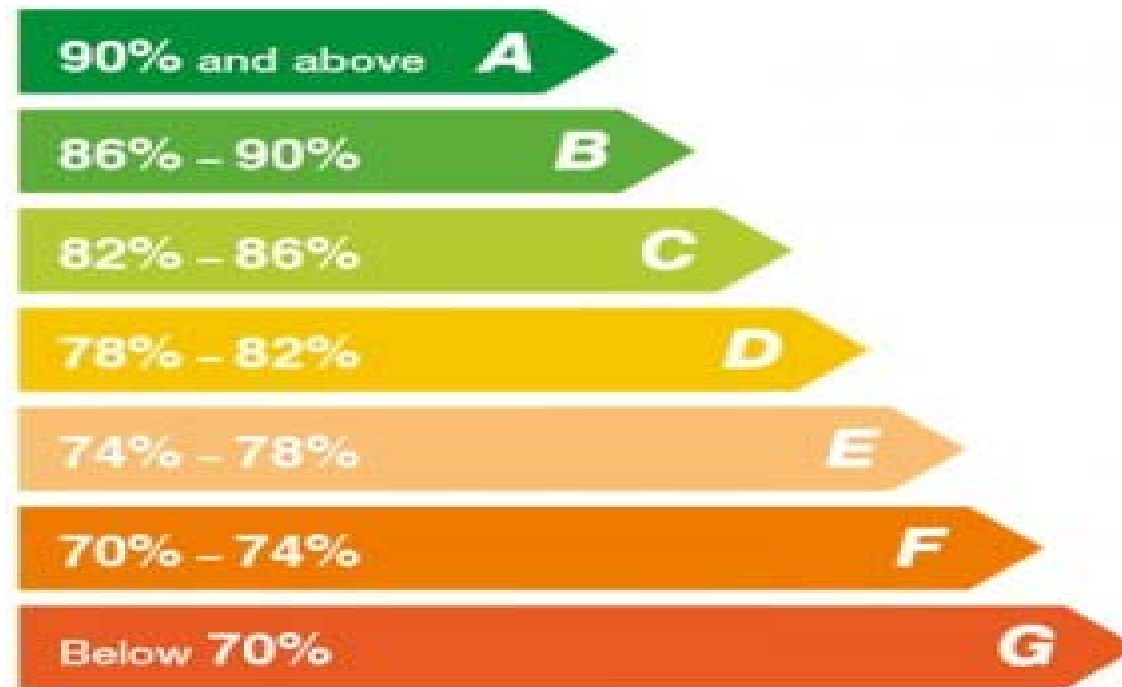
| | Emergency Repairs | | Urgent Repairs | | Day to day repairs | | M&E / Gas work | | Voids | |
|---|-------------------|------|----------------|------|--------------------|------|----------------|------|-------|------|
| | 2018 | 2015 | 2018 | 2015 | 2018 | 2015 | 2018 | 2015 | 2018 | 2015 |
| In-house; 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

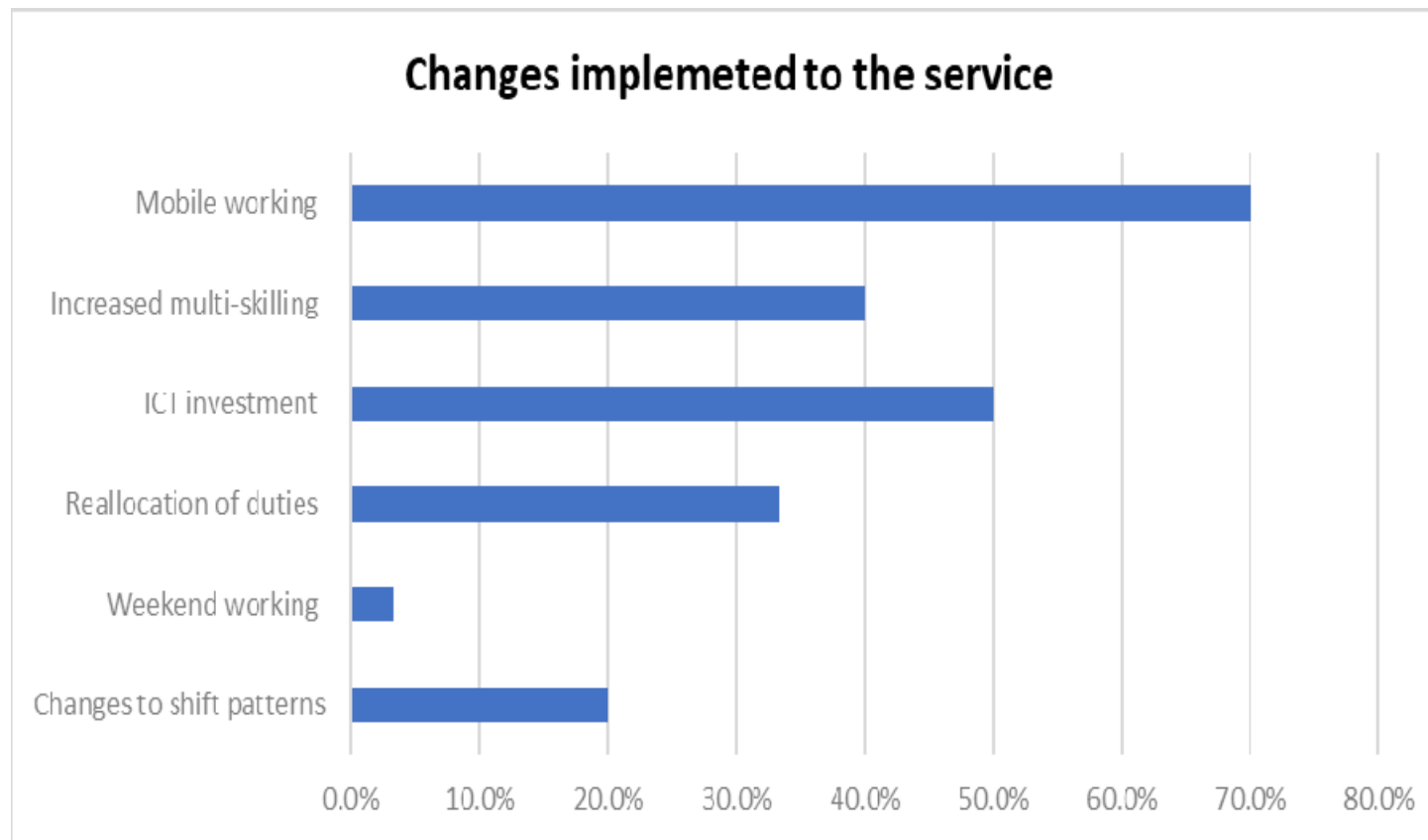
| | Aids and adaptations | | New build | | Housing capital works | | Civic building repairs | | Civic building capital works | |
|---|----------------------|------|-----------|------|-----------------------|------|------------------------|------|------------------------------|------|
| | 2018 | 2015 | 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



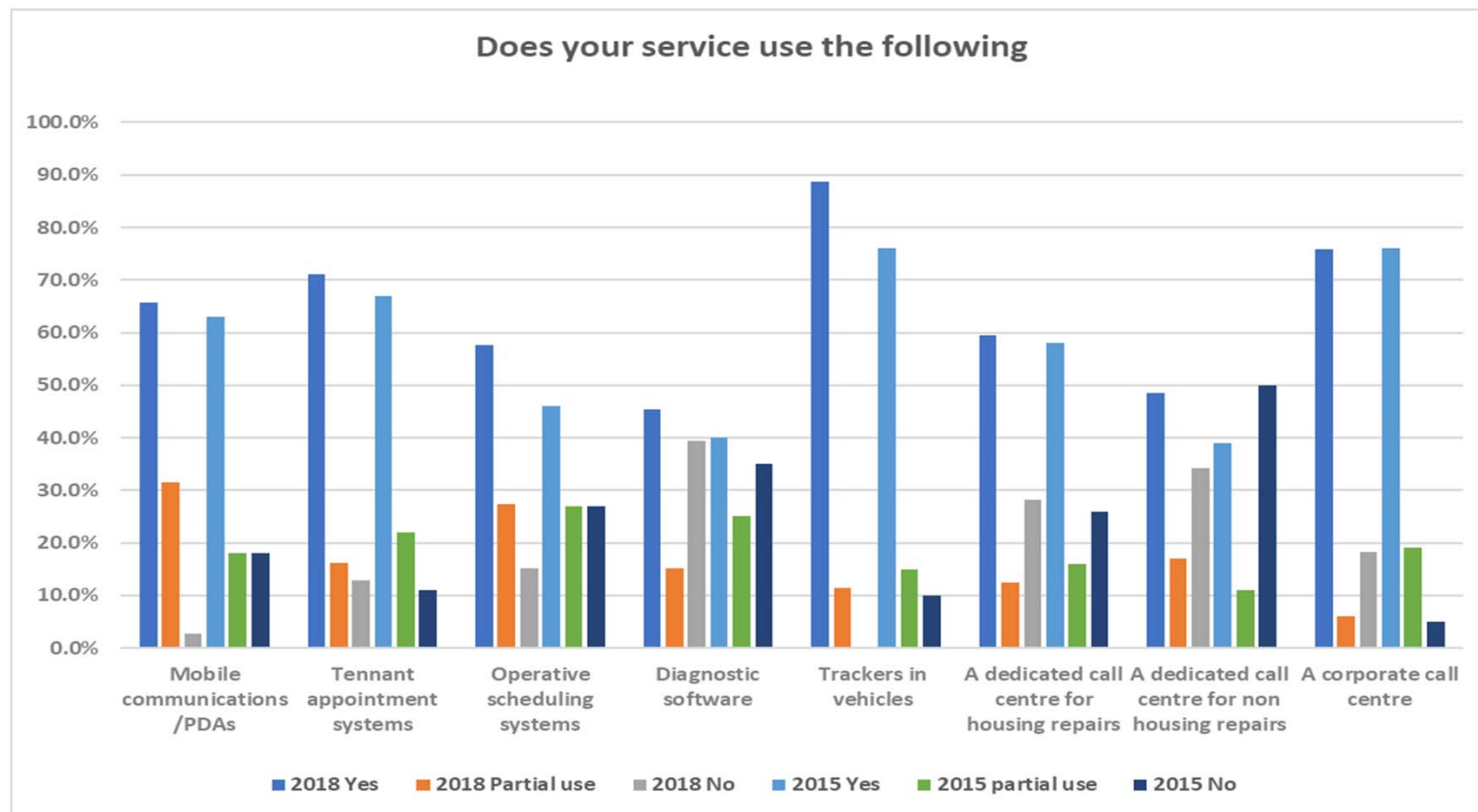


Changes implemented





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 :-

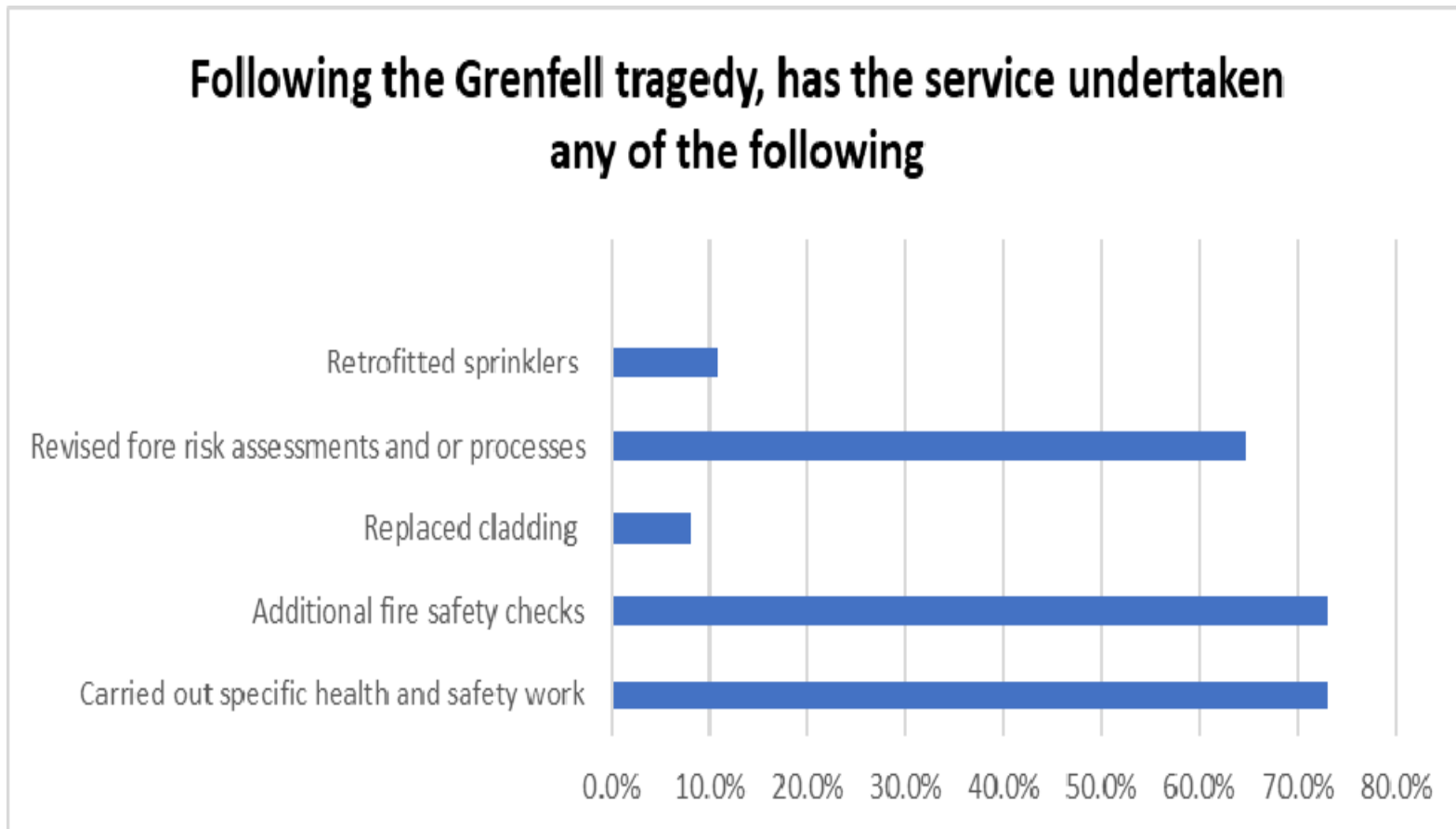
- Ad hoc tenders
- Commercial buildings
- Maintenance of renewable technology
- Tenant paying for repairs

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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