

<b>Title of Report:</b>	<b>Repairs &amp; Maintenance Update</b>
<b>Committee Report Submitted To:</b>	<b>Environmental Services Committee</b>
<b>Date of Meeting:</b>	<b>14<sup>th</sup> September 2021</b>
<b>For Decision or For Information</b>	<b>For Information</b>

<b>Linkage to Council Strategy (2021-25)</b>	
Strategic Theme	Improvement & Innovation
Outcome	Using technology to maximise efficiency and processes
Lead Officer	Head of Estates

<b>Budgetary Considerations</b>	
Cost of Proposal	N/A
Included in Current Year Estimates	N/A
Capital/Revenue	N/A
Code	N/A
Staffing Costs	N/A

<b>Screening Requirements</b>	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	N/A	Date:
	EQIA Required and Completed:	N/A	Date:
Rural Needs Assessment (RNA)	Screening Completed	N/A	Date:
	RNA Required and Completed:	N/A	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	N/A	Date:
	DPIA Required and Completed:	N/A	Date:

## 1.0 **Purpose of Report**

1.1 To inform Members on the process for dealing with planned and unplanned maintenance issues.

## 2.0 **Background**

2.1 Causeway Coast and Glens Borough Council has a significant asset base requiring repair and maintenance. The extent of the assets are summarised in the following table:

No.	Type	No.	Type	No.	Type
4no	3G pitches	6no	depots	58no	playing fields
6no	all weather pitches	2no	ferry terminals	59no	public conveniences
2no	astro turf pitches	18no	Footpaths/walkways	4no	public gardens
12no	beaches	2no	golf courses	6no	recreation grounds
6no	bowling greens	33no	MUGAs/kickabouts	10no	tennis courts
5no	bridges	8no	wet/dry leisure centres	4no	town clocks
129no	bus shelters	5no	museums	12no	war memorials
167no	car parks	61no	open spaces/outdoor gyms	5no	Visitor Information Centres
6no	caravan parks	31no	pavilions/changing facilities	40no	outdoor lighting locations
37no	cemeteries & old graveyards	17no	picnic areas	Several	Support to both Council & non council Events
20no	Community facilities	102no	Play parks		

2.2 Repairs and maintenance are co-ordinated through a computerised maintenance management system. In summary a budget holder can go on to the system and input request for repairs, renewals and any other issue which needs addressing to ensure the continued safe operation of their asset

2.3 Each request is assessed and awarded a priority rating:

Priority 1 – 24hours

Priority 2 – 3 days

Priority 3 – 10 days

Priority 4 – 28 days

Project – 90 days

2.4 The request is then forwarded to the appropriate Supervisor or contractor for action. Issues raised are wide and varied in scale and complexity. Examples include changing a light bulb or unblocking a drain at one extreme to major refurbishment of a public toilet block or office at the other

extreme. This work utilises a full range of operational skills from semi-skilled through to painting, joinery, plumbing and electrical.

- 2.5 The table below summarises the number of requests logged on the system each month for this calendar year along with 'close out' rate and outstanding work:

	No. of Jobs logged	Jobs 'cleared'	In-house incomplete	Contractor incomplete
January	289	226 (78%)	45 (15%)	18 (7%)
February	378	310 (82%)	63 (16%)	5 (2%)
March	366	269 (73%)	81 (22%)	16 (5%)
April	412	296 (72%)	103 (25%)	13 (3%)
May	517	346 (67%)	142 (27%)	29 (6%)
June	704	358 (51%)	272 (38%)	74 (11%)
Total	2666	1805 (67%)	706 (26%)	155 (7%)

### 3.0 Comment

- 3.1 A significant number of outstanding requests are outside our control. For example, there are issues with paperwork for parts being sent from abroad. A supplier has struggled to get a swing sent to us for a play area due to new Brexit protocols. There are also issues with sourcing parts in the first place due to a supply/demand problems.
- 3.2 The ongoing pandemic continues to impact on the 'clear up' rate – with staff either suffering with or isolating due to Covid. Some contractors have not responded as quickly as usual but their response rates have started to improve.
- 3.3 The Estates Structure was approved in February 2020 but with the onset of the pandemic no move was made to fill the vacant posts for financial reasons. These posts remain unfilled pending the ongoing cap on spending and the current work on the implementation of new Terms & Conditions for permanent staff.
- 3.4 During 2020 the focus was on H&S issues as there were fears over budgets and the extent of central government support. Much of the non H&S work has rolled over to 2021.
- 3.4 There have been difficulties filling seasonal posts both in terms of getting the required numbers and then holding on to these seasonal staff.

### 4.0 Recommendation

**It is recommended** that the Environmental Services Committee note the above report.