

Local Authority Building Maintenance



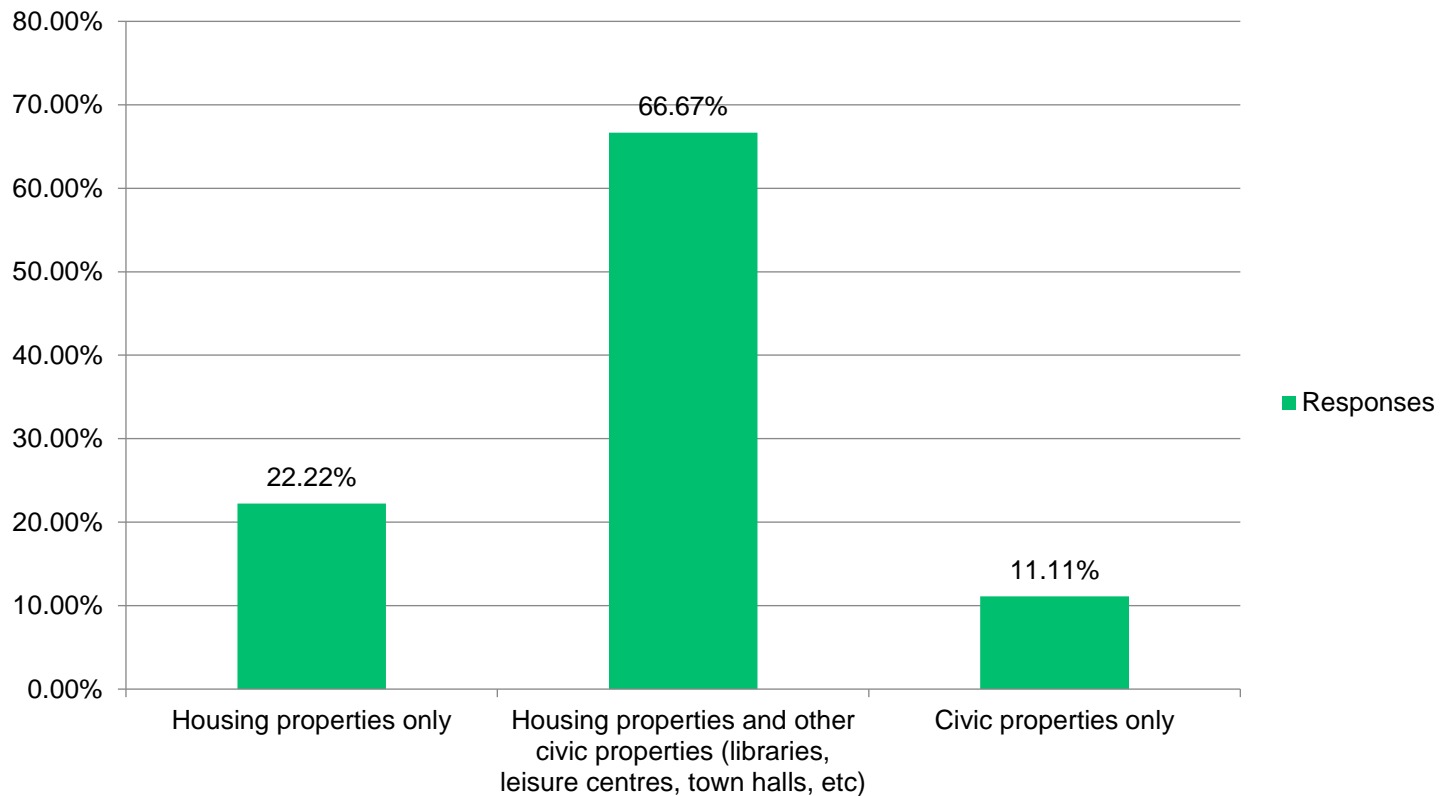


Legislative changes - 2025

- Decent homes standard review
- Housing Health and Safety Rating System (HHSRS) review
- Damp and Mould / Awaab's Law
- Procurement Act 2023
- Retrofit and Energy Efficiency Standards
- Future Homes Standard
- EPC B and C Targets

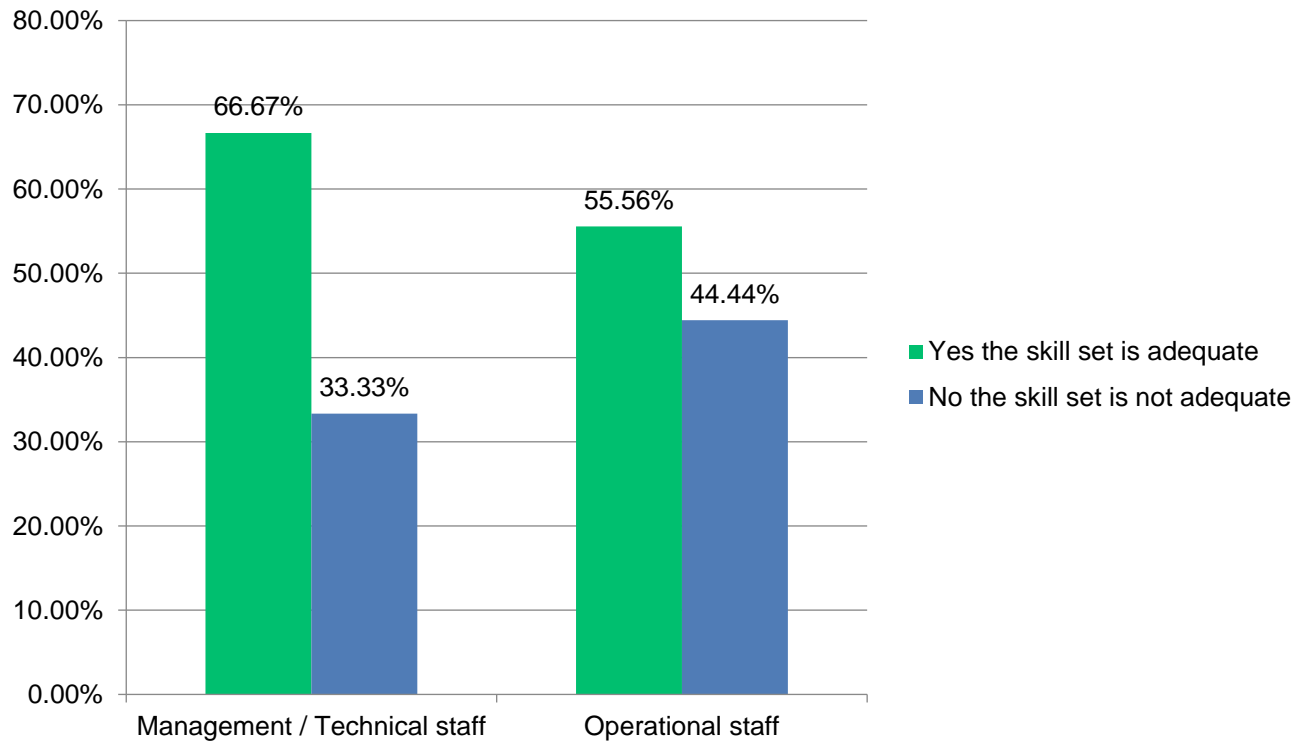
Service provided

Do you provide a service for any of the following ?



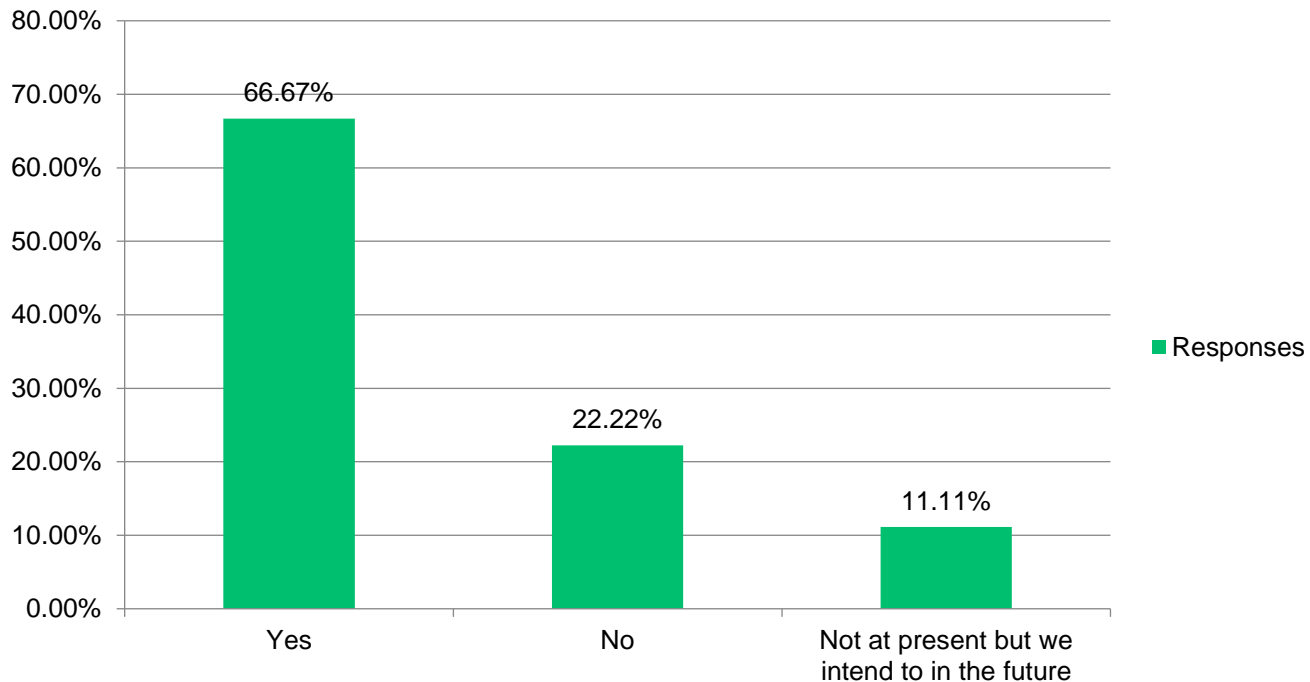
Skill set

Is the skill set in your organisation adequate for your needs?



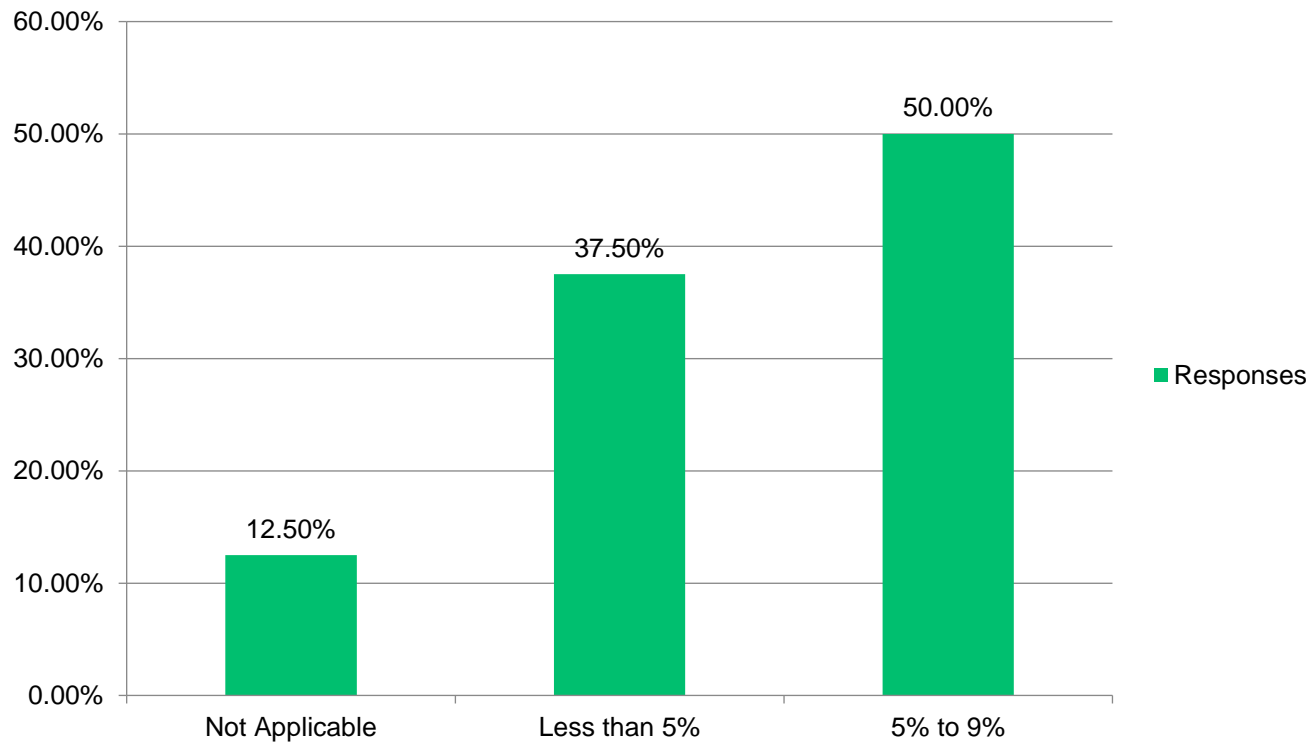
Plans to upskill your workforce with green skills

Do you have plans to upskill your workforce to deal with issues relating to green energy? (e.g. maintaining solar panels)



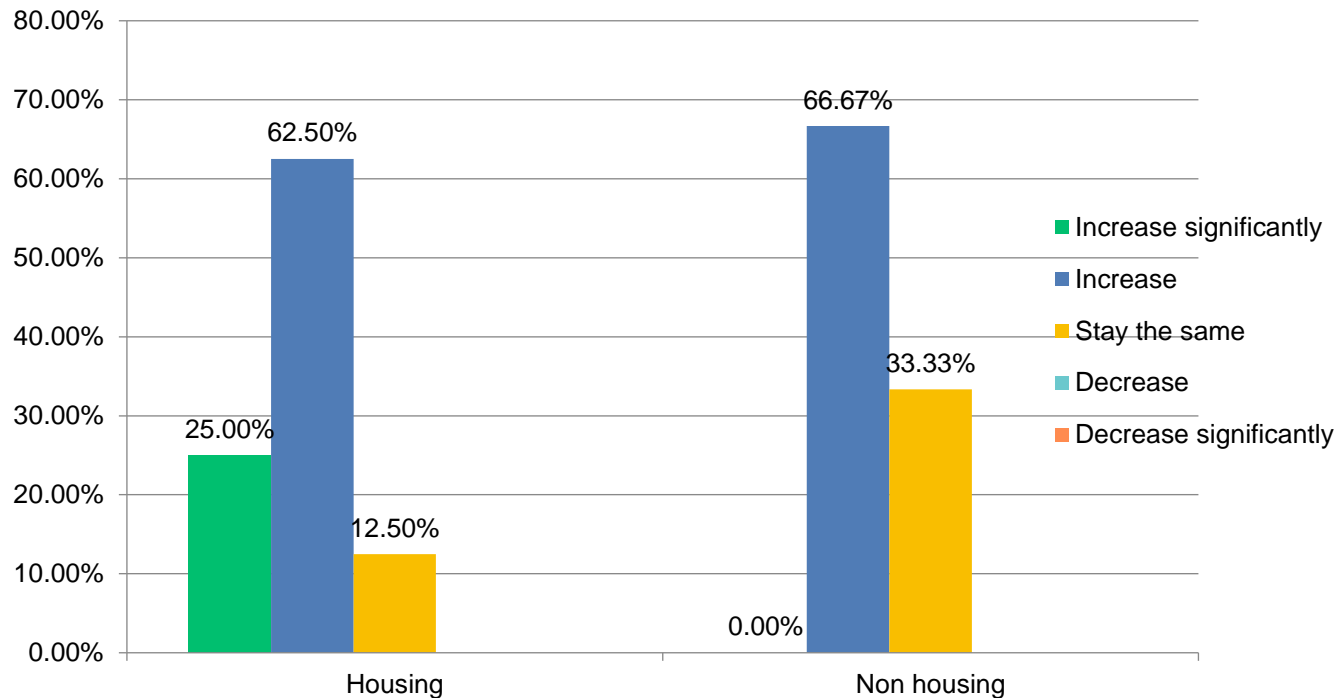
Apprentices within the workforce

What percentage of the workforce is made up of apprentices



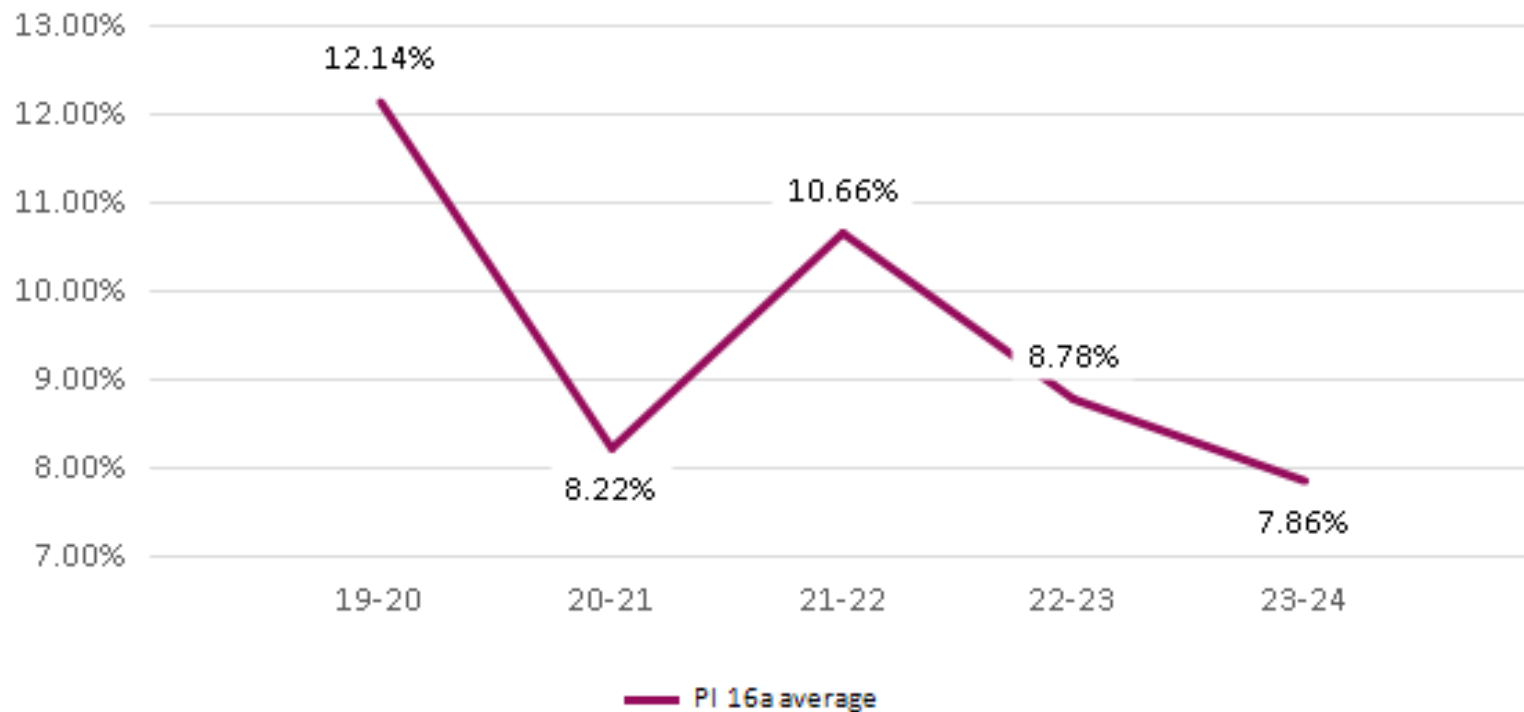
Workload within service

How do you expect the level of workload of the building repair and maintenance service to change over the next 2 or 3 years?



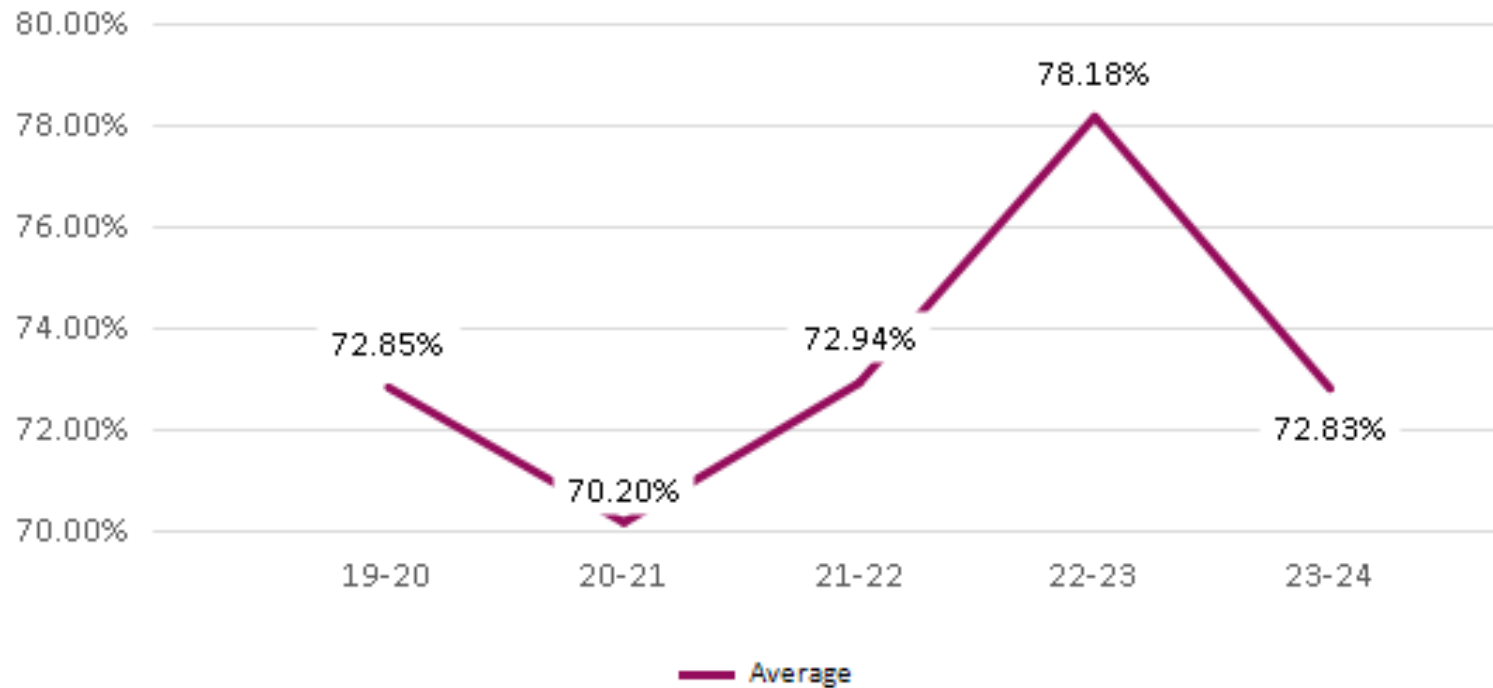
Staff Absence

PI 16a Percentage staff absence (operational staff)



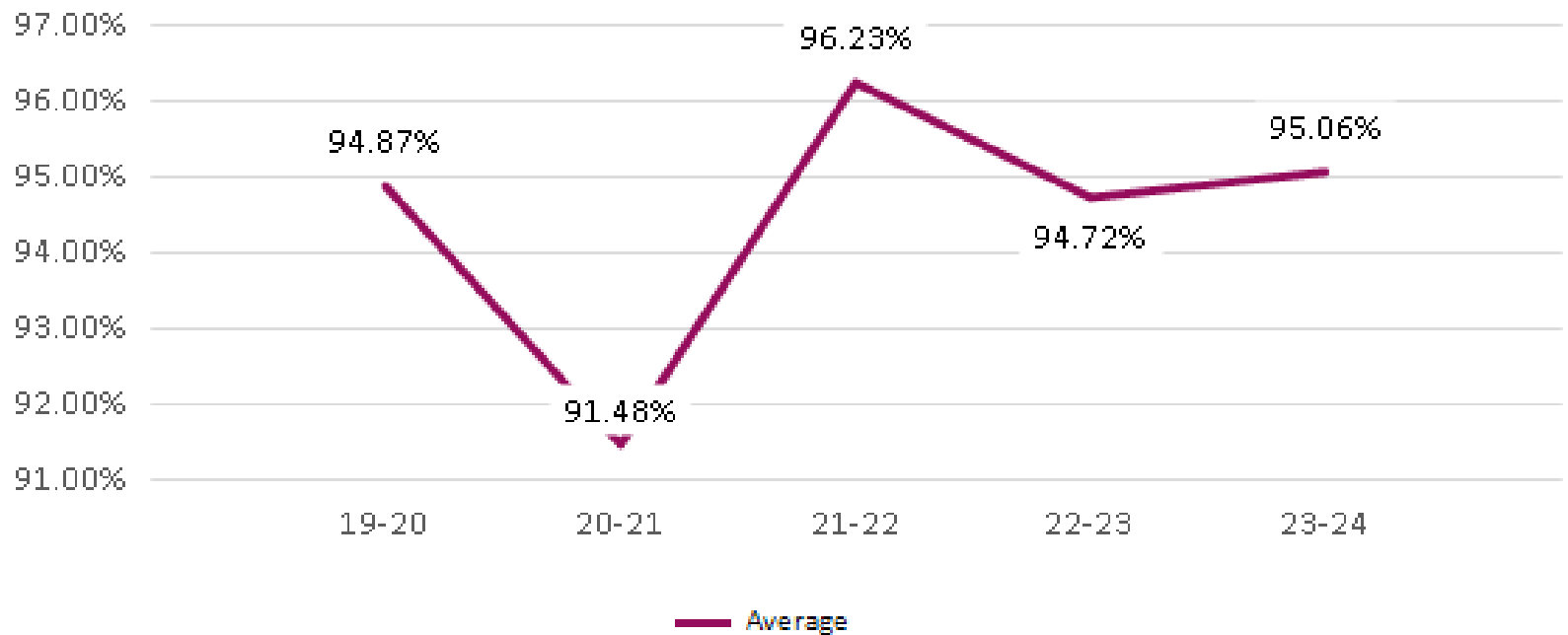
Repairs Productivity (1)

PI 01a Percentage of non emergency jobs undertaken by appointment



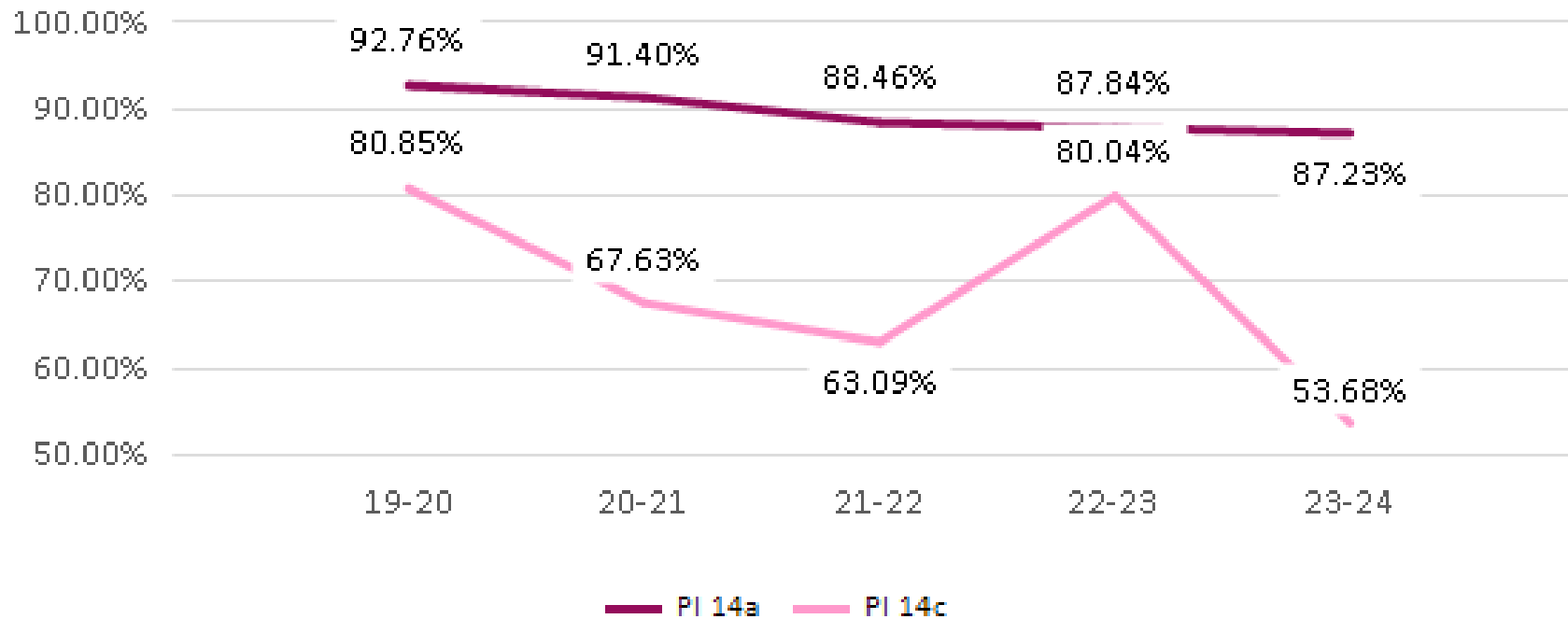
Repairs Productivity (2)

PI 01c Percentage of responsive repairs (non emergency) where authority made and kept appointment (formerly BVPI 185, England Housing only)



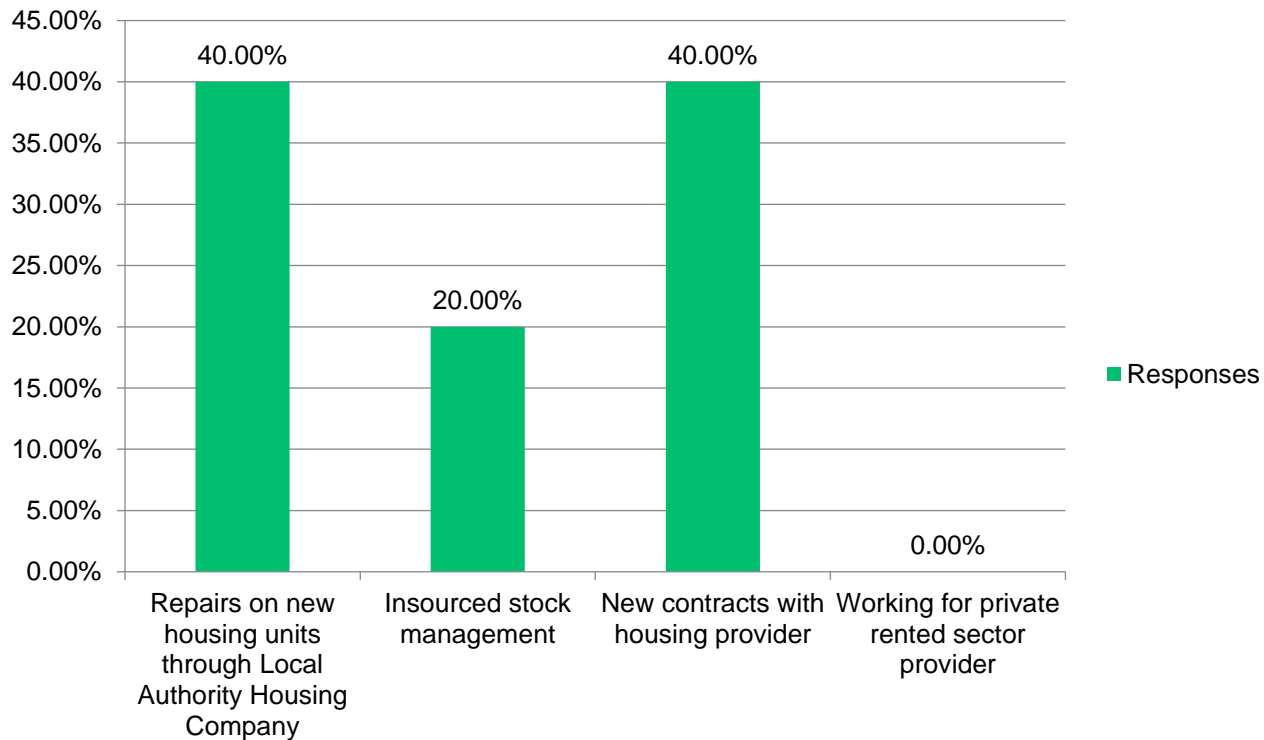
Quality

PI 14a Percentage day to day jobs completed on time
PI 14c Percentage void jobs completed on time



Growth areas in the next 2 or 3 years

Where do you see growth areas for the service over the next 2 or 3 years?



What are the main challenges facing the service?

Main challenges facing the service	% response
Recruiting skilled operatives	85.71%
Complying with new legislation	71.43%
Skilled operatives leaving the council	71.43%
Skilled specialists leaving the council	71.43%
Condition of the housing stock	71.43%
Cost of materials	71.43%
Competing priorities	57.14%
Recruiting skilled specialists e.g. project managers and surveyors etc	57.14%
Funding deficits	42.86%
Tenant behaviour	42.86%

Conclusions

- Legislation and Regulation are placing a greater emphasis on tenants voice
- Social housing providers are being placed under greater scrutiny
- Regulation Regime placing additional costs on the service
- Knowing your assets is more important than ever
- Changes in focus impacting on the delivery of planned projects
- Climate change
- Homelessness



Contact details

Vickie Hacking, Principal Advisor, APSE

Email: vhacking@apse.org.uk

Association for Public Service Excellence

3rd floor, Trafford House, Chester Road,
Old Trafford, Manchester M32 0RS.

telephone: 0161 772 1810

web: www.apse.org.uk



GB 11409



GB 11132



GB 14074