



PROJECT DETAILS

CLIENT East Ayrshire Council

PROJECT External Envelope Enhancement Programme 2022/24

LOCATION East Ayrshire, Scotland

RTM Public Contract Scotland – Open Procedure

CONTRACT SBCC / MTC (Scotland) 2011

VALUE £29,000,000

ROLE Principal Contractor

END DATE March 2026

PROJECT SUMMARY

HISTORY

East Ayrshire has a proactive approach to planned maintenance and in June 2022 brought forward a contract opportunity for a programme of external envelope enhancements delivered over an initial 18-month period with the option of two consecutive one-year extensions, the council has committed to c.£29m planned investment by the end of March 2026. This will mean around 1,600 properties will benefit per calendar year from the programme.

PRE-CONSTRUCTION AND PROJECT DELIVERY

McConnell was delighted to win the 60% Commercial / 40% Technical procurement exercise which meant we could continue serving East Ayrshire Council and its customers. We have an extensive track record of delivering multi-faceted energy efficiency and building refurbishment contracts across East Ayrshire's residential, mixed tenure neighbourhoods.

The new contract means we can provide continuous and new employment, learning, development and training opportunities for local constituents and build upon all of our previous good works and investment.

Since taking up the contract in September 2022, the houses have benefited from works that prolong the lifetime of the external envelope, increase whole house energy efficiency, reduces fuel bills and carbon emissions.

COMMUNITY BENEFITS

Giving back to the community is important to us, and in partnership with the council, we have annually:

- ▶ Secured and delivered six work placements
- ▶ Created five new full-time jobs
- ▶ Completed 157 training weeks on site
- ▶ Achieved 14 new qualifications at NVQ2 or above
- ▶ Completed 10 training plans
- ▶ Delivered 10 education visits (colleges and schools)
- ▶ Spent 85% of the contract value within the East Ayrshire supply chain
- ▶ Supported the CVO East Ayrshire Open Doors Charity
- ▶ Generated significant community funding for Auchinleck, Drongan, and Cumnock communities

AT A GLANCE:

- ▶ External envelope enhancements delivered over 18-month period
- ▶ 1,600 properties benefited
- ▶ Provided continuous and new local employment
- ▶ Meaningful community engagement - invested into the community through training, educating, funding and employment

East Ayrshire Council External Envelope Enhancement Programme 2022/26



SCOPE OF WORKS

- ▶ New insulated render system to external walls & chimneys
- ▶ Replacement windows
- ▶ New pitched roof coverings and insulation
- ▶ Cavity wall insulation removal and replacement
- ▶ Solar PV installations
- ▶ Aluminium over-cills to windows
- ▶ Renewal of rainwater goods and waste pipes
- ▶ New PVCu linings to fascias
- ▶ New door canopies
- ▶ Replacement chimneys
- ▶ External door removal and replacement

CRITICAL SUCCESS FACTOR

- ▶ Previous experience of working with East Ayrshire Council over many years ensured that we aligned our services and resources in order to meet their specific requirements in the most valuable, cost-effective way
- ▶ Advanced engagement with local suppliers and subcontractors through “meet the buyer” events, helped shape an agile, effective, high quality response, with 85% of the contract value spent with local East Ayrshire workforce and supply chain
- ▶ An over-arching master-planning approach to the works, the associated site constraints and local operating environments was essential
- ▶ The combination of directly employed and skilled local subcontract labour, for roofing, insulated render, and roof insulation works, provided the flexibility to meet programme requirements
- ▶ Adding our own approved Structural Engineers, Scaffold Designers, Asbestos, Electrical & Mechanical Specialists to our Design Team guaranteed our full compliance with all applicable Statutory, Governance & Regulatory standards
- ▶ The appointment of a Resident Liaison Officer and the every-day development and delivery of a focussed customer care approach that was highly communicative and sensitive to individual and collective community needs, was highly appreciated by the residents and adjoining neighbours and was a key component of the 95%+ resident satisfaction score
- ▶ Our Resident Liaison / Customer Care approach and appointment system generated high levels of access in compliance with our programmed schedule
- ▶ The appointment of a Community Benefit Co-ordinator ensured that our community engagement was planned, robust, and highly collaborative. This appointment was critical in achieving the high priority Community Benefit Outcomes set out in the (mandatory) community engagement plan
- ▶ Compliance with our ISO 9001, 14001, and 45001 management systems and safe operating procedures, saw us deliver high quality installations and the highest regard for environmental protection and waste management with more than 98% of waste being segregated, recycled, and diverted from landfill