



A GUIDE TO NEWPORT NORSE

NORSEGROUP.CO.UK



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NEWPORT NORSE WORKING IN PARTNERSHIP WITH NEWPORT CITY COUNCIL

This document explains the role of Newport Norse and outlines how we are making a positive difference to the local community and people who use our services.

Newport Norse is part of the Norse Group, a successful and established, public sector-owned organisation committed to delivering quality services. We do this in a commercially focussed way while maintaining a public service ethos.

We are uniquely placed to understand the pressures on local authorities and private business alike. We strive to ensure we benefit not only the businesses we work with, but also the communities in which we operate.

We believe full collaboration leads to better results. We work closely with clients to understand their needs so we can offer a solution that suits them the best. We take ownership of projects and ensure we always deliver on our promises.

We have the scale and resources of a national organisation whilst understanding the value of supporting businesses at a local and community level. We are committed to sourcing locally wherever possible - supporting local employment and suppliers alike.

We provide a full range of property and asset management, design, technical and consultancy services to local authorities, government agencies and other clients engaged with managing property assets and delivering capital investment programmes.

Since our inception in 2014, we have increased our annual turnover to around £18.0m from an initial £7.3m a year, and have grown our workforce from 210 to around 320 staff.

We have centralised property services procurement to achieve greater corporate value; reduced the amount of operational property and facilities work sub-contracted to third parties; adopted a more commercial approach; sought and achieved trading with others to offset costs to the council and provided access to the wider skills and capacity of the Norse Group.



ALL ABOUT US

Newport Norse was established in July 2014 to provide a total property service to Newport City Council.

The relationship is a joint venture between Newport City Council and Norse Commercial Services with both sides shareholders in the venture. The contract is for 10 years and initially had a contract value of £7.3m per annum. The Norse Group is 100% owned by a public sector organisation – Norfolk County Council.

Working from our base in Caradog House, Cleppa Park, Newport Norse currently manages approximately 1,500 assets for the city council, with a total asset value of some £388m.

OUR ROLE

To deliver property solutions and manage property and FM services to the public, third and private sectors in South Wales.

OUR VISION

To be the property and FM provider of choice in South Wales, recognised for delivering outstanding solutions.

OUR AIMS

1. Achieve sustainable and profitable growth.
2. Expand our customer base and meet our clients' needs.
3. Maximise local employment opportunities.
4. Make a positive impact on the communities we serve.
5. Always deliver high quality services efficiently and effectively.
6. Maintain a culture where our people thrive and reach their full potential.

“We pride ourselves on being a dynamic, independent, publicly owned organisation – designing, developing and managing buildings, while continually striving for greater efficiencies on behalf of our client...”

OUR VALUES



QUALITY

We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.



INNOVATION

We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.



RESPECT

We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.



TRUST

We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.



FREQUENTLY ASKED QUESTIONS

WHAT SERVICES DO NEWPORT NORSE DELIVER?

Newport Norse provide a 'one stop shop' for all property and FM services, which include:

- building maintenance, including direct labour
- statutory testing and inspection
- cleaning and catering
- estates and valuation
- design and construction procurement
- project management
- corporate premises management.

We act as the council's Client / Landlord Agent, ensuring council policy is followed and that the council fully optimises the use of its property assets.

We work with the council to ensure the people who occupy council properties are safe.

HOW DOES NEWPORT NORSE BENEFIT THE CITY COUNCIL?

Newport Norse carries out projects and services for fees and charges agreed with the council. By improving efficiency and internalising previously externalised/sub contracted work, the business generates profits and returns around 50% of these to the council. The company also carries out work for third parties which help offset the costs to the city council.

Has the council transferred ownership of any of its property to Newport Norse? No, the council has retained ownership of all its assets.

HOW DOES THE COUNCIL OBTAIN VALUE FOR MONEY?

Fees and charges are benchmarked to ensure they are value for money. The company also wins new business from third parties under competition, again demonstrating value for money. An independent report in 2018 by CIPFA (The Chartered Institute of Public Finance and Accountancy) found Newport Norse had been beneficial for the council and provides the best option for the foreseeable future.

A number of actions to strengthen the current arrangements are being actioned and we continue to take steps to ensure we are operating at maximum efficiency by removing any duplication of costs.

DOES NEWPORT NORSE PAY THE LIVING WAGE?

Newport Norse pays staff working on Newport City Council contracts a sum equivalent to the Living Wage Foundation Living Wage in line with our joint venture agreement.

DOES NEWPORT NORSE OBTAIN CUSTOMER FEEDBACK?

Yes. We meet regularly with various client groups eg the client team, schools estates forum, service

management teams as well as individual clients.

Project related surveys and an annual tele-survey are also undertaken. We value all feedback as it helps us improve our services. If you wish to provide feedback, please email property.services@newportnorse.co.uk

WHAT SHOULD I DO IN AN EMERGENCY?

Please contact the Newport Norse Help Desk immediately by phone on **01633 240456**. We monitor calls 24 hours a day, 365 days a year.

WHAT IS THE RELATIONSHIP BETWEEN NEWPORT NORSE AND THE COUNCIL?

Newport Norse was established in July 2014 to facilitate a total property service to Newport City Council with the TUPE transfer of 210 staff. The relationship is a joint venture between the city council and Newport Norse, which is wholly owned by Norfolk County Council. Profits are shared between Newport Norse and Newport City Council.

WHAT IS THE ROLE OF THE COUNCIL?

In the majority of instances, Newport City Council is both the employer of the staff and the premises owner/ landlord. The council (with advice from us) sets the policies and procedures that building occupiers and users must adhere to e.g. Corporate Landlord Guidance.

WHAT IS THE ROLE OF NEWPORT NORSE?

We act as the council's client agent in respect to the adoption of property policies and procedures. This provides a safe system of work for premises managers to use to discharge their responsibilities in respect of the council's policies, procedures and relevant legislation.

We implement the Service Level Agreements (SLAs) between the council and schools, such as the cleaning service and Fair Funding SLA. We also provide a 'one stop shop' for all property and FM services.

HOW DO WE ORDER NEWPORT NORSE SERVICES?

In respect of day to day building maintenance works, please contact our helpdesk by:

Email - property.services@newportnorse.co.uk

Telephone - **01633 240456**

IS IT COMPULSORY TO USE NEWPORT NORSE?

Whilst the council recommends the use of Newport Norse in respect of property and FM services, it is not compulsory. However, the premises manager must comply with the council's corporate Landlord Policy and procedures in procuring such works and services.

WHAT IS THE DIFFERENCE BETWEEN A NEWPORT NORSE QUOTE AND AN ESTIMATE?

An estimate is an order of cost only for budgeting purposes. A quote is a fixed price provided by us against an agreed detailed specification/scope of works.

HOW LONG BEFORE I RECEIVE A QUOTE?

For routine maintenance works we will provide you with a cost to attend site via our Help Desk immediately upon receipt of your works request.

For minor works/projects our surveyor will contact you within three working days of your initial enquiry to discuss your initial requirements. From this discussion we will determine how long we will need to provide you with either an estimate (order of costs) or fixed price quotation, and we will commit to a timescale at this point.

WHAT INFORMATION CAN I EXPECT TO SEE ON A QUOTE?

We will provide you with a Quote Sheet containing the following:

- unique reference number prefixed with NNQ****
- the details of who requested the quote
- the person's name who created the quote
- the creation and expiry date (60 Days)
- brief description of the works (including any omissions). Please note, as a fully detailed quote is commercially sensitive, this information will not be given to the client prior to receipt of a purchase order to proceed and thereafter only upon request.
- the quote total (excluding VAT).

DO NEWPORT NORSE SUB CONTRACT TO OTHERS?

Yes, where our own internal resources are not available/sufficient or where specialist expertise is required.

WHY CAN'T I SIMPLY USE YOUR CONTRACTORS DIRECTLY?

We use a dynamic purchasing system to ensure the relevant checks on our sub contractors regarding health and safety, financial robustness etc are up to date. We contract with our suppliers directly on our terms of business.

By directly using suppliers we have used, schools do not absolve themselves from making their own appointment checks regarding health and safety, financial robustness etc and will not necessarily benefit from any discounts negotiated with our suppliers.

WHAT ARE THE SAFEGUARDING ARRANGEMENTS?

Newport Norse undertake DBS checks on all "directly employed staff" where required, however we do not routinely undertake DBS checks on contractors and consultants. We are currently concluding guidance

for premise managers on Newport Norse employed contractors working on council premises.

However, legal advice is that people working with children and young people, including Headteachers and premise managers, are responsible for the safeguarding of the children and vulnerable adults in their care, and they are responsible for ensuring that adequate measures are in place to safeguard pupils, whilst contractors are on the premises.

The premises manager should always consider this before allowing any contractors / consultants to enter the site.

WHAT IF I HAVE A COMPLAINT?

Complaints about Newport Norse are rare, but we have a comprehensive Complaints Procedure set out below which we follow when issues arise.

In the first instance, any day to day queries with the service received can be raised with our operatives directly providing/managing the service or, where appropriate, their immediate works supervisor/line manager.

If you feel it is inappropriate to raise the concern in this way, or are dissatisfied with the response received, please contact the helpdesk by calling 01633 240 456 or emailing property.services@newportnorse.co.uk so that your complaint can be escalated to a senior manager.

We treat all complaints in confidence and always try to learn from them and use them to improve our service.

WHAT IS YOUR COMPLAINTS PROCESS?

All complaints will be acknowledged within three working days and investigated and concluded within 15 working days. We always seek to resolve complaints at the earliest opportunity. Informal (Stage 1) complaints are considered at an operational level.

Stage 2 complaints are those of a sensitive or serious nature or involve a matter that has not been resolved to the customer's satisfaction at Stage 1.

A senior manager or Director (as appropriate) within Newport Norse, who has not previously been involved in the complaint or originating incident, may investigate the complaint, or a complaints case manager may carry out an investigation.

If it is not possible to resolve a complaint at Stage 2, or where a customer is not satisfied with the solution offered by Newport Norse, the complaint will be escalated to Stage 3 for consideration at Managing Director level.

In some circumstances, an independent investigator (possibly someone from another division of Norse or an external investigator) may be appointed to conduct the investigation. The Managing Director's decision will be the final response from Norse and be given direct to the complainant.

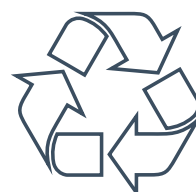
NEWPORT NORSE AT A GLANCE



Annual turnover
£17.8m



Rebate for 2021/22
£664k



Reverse logistics
for cleaning chemicals



Staff employed
300



Circa
11,000
maintenance jobs a year



Rebate to Council so far
£3.2m



95%
of calls responded
to within deadline



EXCELLENT
Health and safety record



**GROWING
NUMBER**
of contracts with
outside organisations

Information in this document is accurate as of April 2022

THE NORSE WAY

Our commitment as a socially responsible employer is a key part of our company values and means delivering services in ways that produce wider long term benefits to both our staff and the local community.

We call our Corporate Social Responsibility (CSR) programme, The Norse Way.

OUR PEOPLE

Supporting our staff to live well is integral to our CSR values. It is not just about offering a living wage, training, development, and employment opportunity programmes; it is about providing engagement and wellbeing initiatives that look after them as individuals.

OUR ENVIRONMENT

As part of the wider Norse Group, Newport Norse has increasingly recognised the environmental impacts of its operation and as such adopts an Environmental Management System.

OUR COMMUNITY

Our Group Community Fund allows Newport Norse staff to access funds to help support voluntary and charitable groups that they are involved with. Previously it has helped purchase new training kit for local sports clubs, supplied a local scout unit with a new mess tent, provided pantomime tickets for residents of a local women's refuge at Christmas and sports equipment for local young rugby players.

The Fund also allows employees to access support and sponsorship for talented relations under 18 allowing them to take advantage of opportunities that they may otherwise not have access to eg providing funds for a talented young rugby player to train with the Gwent Dragons U16 squad and a talented musician to play with a national orchestra. Since its inception, Newport Norse employees have received almost £10,000 which has benefited local groups and individuals.

Our volunteer programme is an ongoing initiative allowing each member of staff to have one day a year (pro rata) for volunteering purposes. Staff have helped transform a local women's refuge, supported Dementia Awareness events and assisted the first ASD School in Newport with its preparations for opening.

Our staff support a number of charities, either as part of the wider group eg Alzheimer's Society or more locally with coffee mornings, jumper days etc.



"...Newport Norse employees have received almost £10,000 which has benefited local groups and individuals..."

WHERE TO FIND US





WE ARE HERE TO HELP

We can be contacted 24 hours a day,
365 days a year via our Help Desk
on 01633 240 456 or email
property.services@newportnorse.co.uk



NEWPORT
CITY COUNCIL
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