



# A SCHOOLS GUIDE TO NEWPORT NORSE

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**This document provides Newport Norse customers and stakeholders with useful information regarding the role of Newport Norse and how to access our services.**

Newport Norse is part of an established, public sector-owned organisation committed to delivering public sector values in a commercially focussed way.

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

We are also unique in having the scale and resources of a national organisation to hand, whilst understanding the value of supporting businesses at a local and community level. Newport Norse is committed to sourcing locally wherever possible - supporting local employment and suppliers.

We are able to 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.

**“Our team at Newport Norse is totally committed to working with you to achieve the best result possible...”**





# FREQUENTLY ASKED QUESTIONS

## 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 schools 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, which can include:

- building maintenance (planned and reactive) including direct labour
- statutory testing and inspection
- cleaning and catering
- estates and valuation
- design and construction procurement
- project management.

## WHAT IS THE ROLE OF THE SCHOOL?

The school is normally the tenant of the council in respect of property. It is obliged to adhere to legislative requirements eg CDM, Control of Asbestos Regulations etc and council policies and procedures such as Corporate Landlord Guidance.

## HOW DO WE ORDER NEWPORT NORSE SERVICES?

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

Email - [property.services@newportnorse.co.uk](mailto: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, schools must comply with the council's Corporate Landlord Policy and procedures in procuring such works and services.

## HOW MUCH DO NEWPORT NORSE SERVICES COST?

Our costs are dependent upon the nature, scale and scope of services provided:

- our cleaning service SLA is operated at a cost of £12.95 per hour
- for maintenance work/minor projects we can provide either estimates of costs or fixed price quotation depending on the nature, scale and scope of what might be required
- with regard to construction projects, if our multi-disciplinary design services are required, the fee is dependent upon the size and scale of the project and the services needed.

## HOW CAN I BE ASSURED NEWPORT NORSE IS VALUE FOR MONEY?

During 2018 the council and Newport Norse jointly commissioned CIPFA to review the effectiveness of the Joint Venture agreement. As part of this process our trade rates were benchmarked and found to be competitive.

Similarly, our professional fees were benchmarked as of 1 April 2019.

## HOW SOON WILL NEWPORT NORSE RESPOND TO A SERVICE REQUEST?

The Fair Funding SLA sets out the response times we will seek to achieve for those who join the scheme. We will seek to meet the same timescales for non-SLA members, although scheme members will be prioritised. In an emergency, we would expect to respond to site within two hours, dependent on the severity of the situation.

## 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 helpdesk 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
- 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).

### HOW WILL I KNOW WHEN NEWPORT NORSE/A SUB CONTRACTOR WILL BE ATTENDING MY SCHOOL SITE?

For reactive maintenance we will respond as per the SLA. For planned work you will be contacted to arrange a convenient time before we, or our sub-contractors, arrive on site. If for any reason this procedure isn't followed by us or our sub-contractors, please advise our helpdesk colleagues on **01633 240 456**. This will then be escalated to and addressed by the appropriate manager.

### 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 schools and 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 school should always consider this before allowing any contractors / consultants to enter the site.

### WHO HOLDS THE BUDGETS?

See table below.

| BUDGET                   | OWNED BY                   | DISCHARGED BY      | SCOPE  |
|--------------------------|----------------------------|--------------------|--|
| Central maintenance      | Newport City Council (NCC) | Newport Norse (NN) | Statutory testing and inspections  |
| Locally managed services | NCC                        | School             | Locally managed works/services up to the value of £750 and/or out of scope of the Fair Funding SLA               |
| Fair funding             | NCC                        | NN                 | In-scope maintenance works between £750 and £20,000 on a prioritised basis                                       |
| Retained funding         | NCC                        | School             |  |
| Capital maintenance      | NCC                        | NN                 | Prioritised Capital Maintenance programme for works in excess of £15,000, agreed by NCC's CSAMG                  |
| Capital programme        | NCC                        | NN                 | Capital programme / 21C schools programme of schools improvements, new build and extensions in excess of £15,000 |
| Cleaning services        | NCC / School               | NN                 | School cleaning contracts  |

## HOW LONG WILL MY INVOICE TAKE?

All invoices should be issued to the client within 30 days of completion of works or services.

## 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](mailto: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.

**Information in this document is accurate as of April 2022**

## 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.

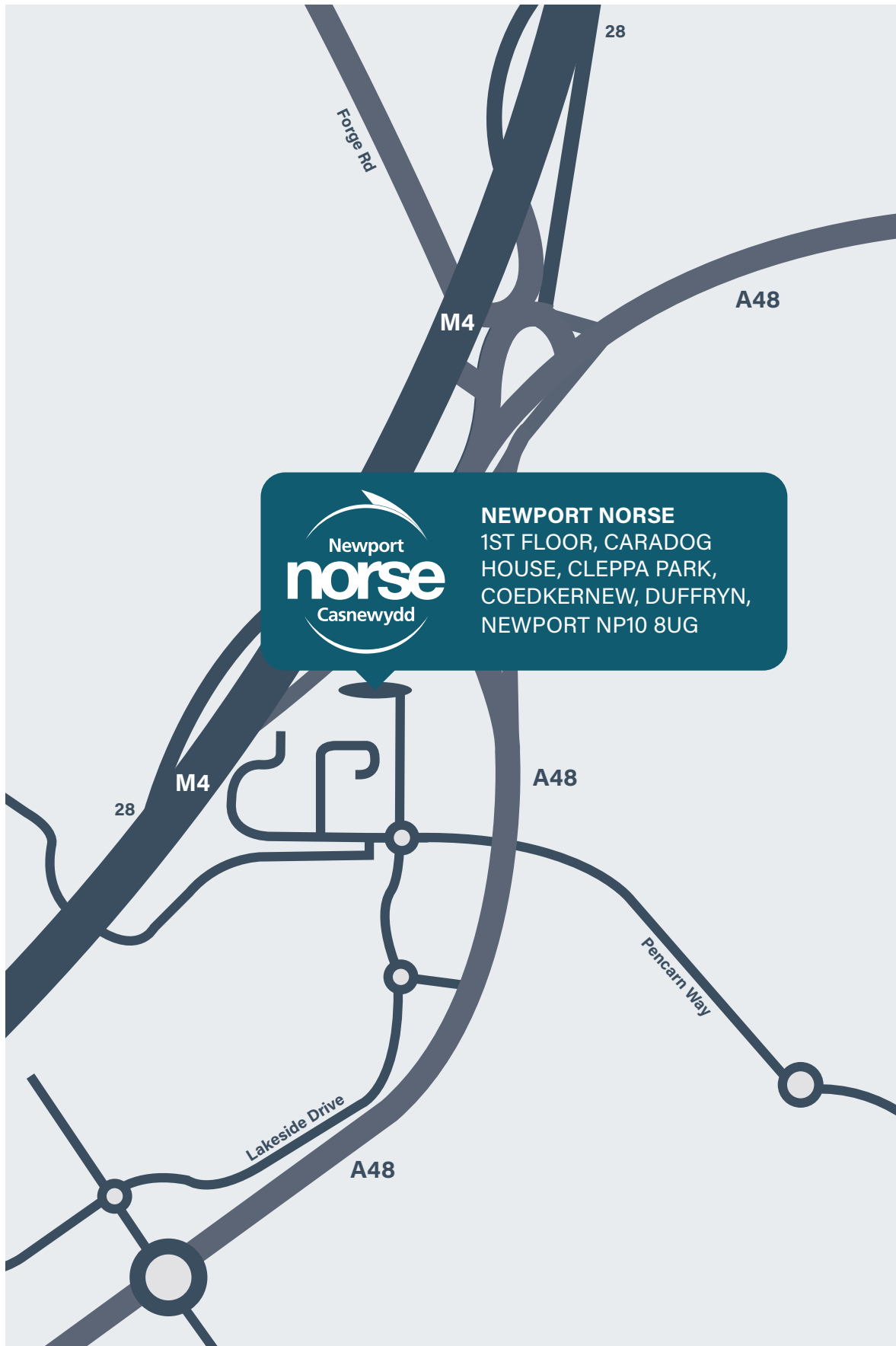
A senior manager or Director (as appropriate) within Newport Norse, who has not previously been involved in the complaint or originating incident, may investigate the complaint, or a complaints case manager may carry out an investigation.

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 Group 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.



## WHERE TO FIND US





NEWPORT NORSE WORKING IN PARTNERSHIP WITH NEWPORT CITY COUNCIL