

A guide to **Newport Norse**

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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 annual turnover to around £12.7m from an initial £7.3m a year and have grown our workforce from 210 to 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.



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

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 Telford Street, Newport Norse currently manages approximately 1,500 assets for the city council with a total asset value of some £320m.

Our role

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

Our vision

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

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.

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.**

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 manager.

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 bench marked 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 National 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

Customer.Feedback@newportnorse.co.uk



Newport Norse at a glance



Annual turnover
£12.7m



Rebate for 2018/19
£360,000



99%
of our green chemicals
are biodegradable



Staff employed
320



Almost
11,000
maintenance jobs
a year



Rebate to Council so far
£1.2m



95%
of calls responded
to within deadline



Excellent
Health and safety record



**Growing
number**
of contracts with
outside organisations

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 and development, 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.

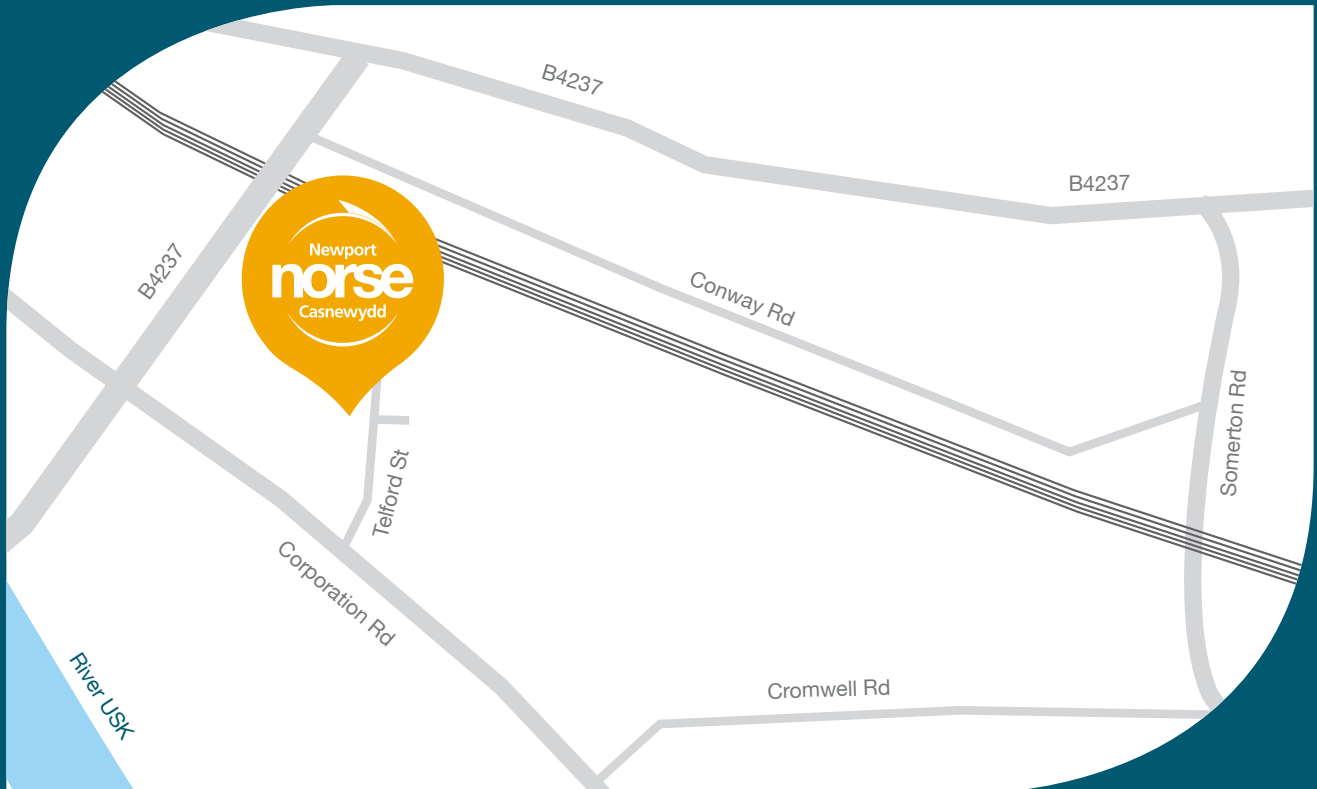
Our volunteer programme is a new initiative allowing each member of staff to have one day a year (pro rata) for volunteering purposes. Staff have helped transform a rundown garden for local women's refuge, supported Dementia Awareness events and assisted the first ASD School in Newport with its preparations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

Newport Norse sponsored the inaugural Schools Awards, a ceremony that seeks to recognise those who make a significant difference to the education of young people across Gwent.

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.



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

Our out of hours number is **01633 656656**



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