

SERVICE REPORT CARD

Property and Valuation Service

1st April 2015 to 29th February 2016

Brief description of the service

The Property and Valuation Team is the new overarching service area that covers the work of the former disestablished teams of Estates and Valuation, Strategic Property and Facilities Management. The new team works as two units:

1. **Property and Asset Management.** – Incorporating the Estates and Valuation section and Strategic Property Management function.
2. **Facilities Management.**

These changes are as a result of the recent restructure of the Property and Regeneration Section. This section has a full time equivalent staff of 72.33

The service is responsible for the delivery of statutory obligations, in respect of property compliance, energy, traveller sites and asset valuation. The section as a whole also supports the delivery of statutory services through its strategic property role.

The Property and Valuation service delivers a wide range of multi- disciplined services on behalf of the Council to include:

Property and Asset management – 21.25 staff delivering the service to include :

- Acquisitions - Compulsory Purchase or negotiation
- Disposals – surplus land and buildings
- Management of non-operational commercial portfolio
- Corporate Estate and Strategic Management and Valuation advice
- Property Terrier (TPMS) and Graphical Information Service(GIS).
- Corporate land and building surveys
- Assets, and Insurance Valuations and Rating Appeals
- Neath September Fair
- Manage Caegarw and Briton Ferry Travellers sites
- Corporate property compliance – Asbestos management and fire precautions.
- Corporate Energy, carbon and water management.
- Strategically manage the Councils operational portfolio.
- To develop and implement the Councils Corporate Asset Management Plan
- Review and implement the Councils Accommodation Strategy

Facilities Management - 51.08 FTE staff delivering the service (45.22 are cleaning and canteen staff), to include:

- Building maintenance of all Civic buildings
- Concierge/security - Concierge at Neath Civic and The Quays. Security at Port Talbot Civic.
- Accommodation Moves - undertake staff moves.
- Archiving and Confidential Waste
- Civic Catering - three coffee shops at Neath and Port Talbot Civic Centres and The Quays.
- Cleaning - all Council buildings (apart from schools).
- To programme and implement Disability Access works
- Manage 14 public conveniences across the County Borough.

Overall Summary of Performance 2015/16 Financial Year

There are ever changing priorities in the Service particularly surrounding FFP requirements of other Directorates.

Directorates have/are reducing the number of operational properties, which significantly impacts on the workload ranging from community asset transfers, disposal of surplus properties, negotiating surrenders of leased properties as well as decanting and space planning/physical alterations of allocated accommodation for displaced staff

Property and Asset Management are currently negotiating circa 20 leases for the transfer of Bowls Greens and Community Centres to Community Groups. 24 properties have been declared surplus and passed to the service to date this year.

Property and Asset Management also provide Planning Services with expert advice/consultancy on development and review of the Affordable Housing Policy and valuation advice on the viability of housing schemes.

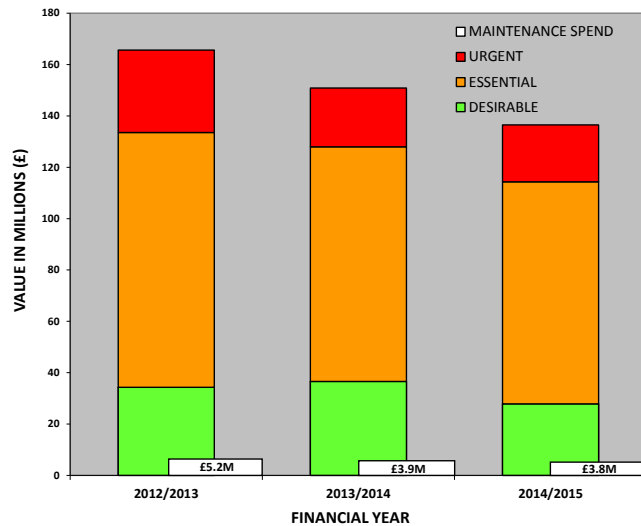
Facilities management have/are moving circa 340 staff affecting 9 properties

Energy Management – A separate annual energy performance report will be reported in early 16/17

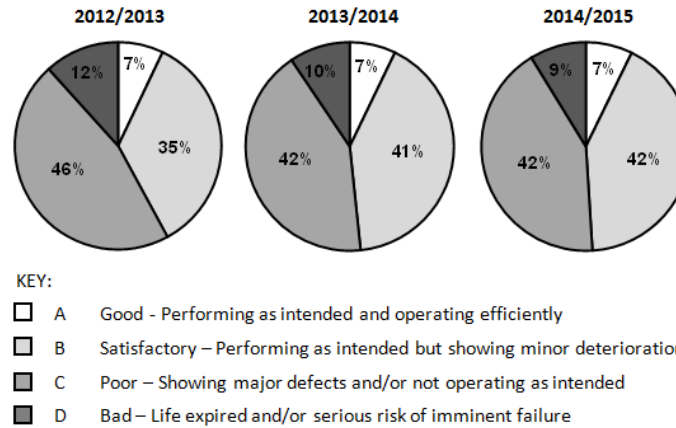
Property performance

The data collected from the comprehensive programme of condition assessments accurately provides the current position of the portfolio's condition and maintenance liabilities. As this information is used as a key element of the asset management decision making process, it is imperative that the collection and interpretation process is analysed and continuously reviewed. The main key performance indicator data is set out below:

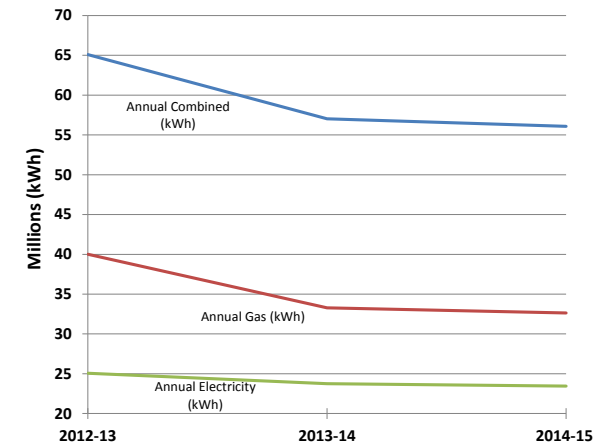
Backlog of Maintenance in £M



Building Condition Grading per M²



Annual Energy Consumption (kWh)



- The building condition data shows an improvement in the number of category A and B buildings and a corresponding drop in the number of C and D grade buildings. This improvement is set against a reduction of over 35%, in real terms, in the maintenance budget available.
- The chart illustrates a significant drop in the number of category D buildings, i.e. those that are 'life expired and/or at serious risk of imminent failure' and C buildings, i.e. 'exhibiting major defects and/or not operating as intended'. This is critical to ensure business continuity.
- There has also been a decrease in the level of urgent works required and an increase in the level of desirable works.

- The above has been achieved by rationalising the Council's property portfolio via the transfer, leasing and disposal of buildings to community groups and organisations, and disposal on the open market.
- The graph on energy consumption shows a reduction in energy usage for both gas and electricity. This is a result of improvements flowing from energy management initiatives and audits and the overall reduction in the number of buildings.

The Service is broadly on track to deliver the key objectives as set out in the 2015/16 Business plan in addition to the priorities outlined above. Details of the progress on the Business plan key actions are set out in more detail below.

Service Priorities

The key actions/ service priorities of the current Property and Regeneration Business Plan 2015 – 2016 are set out below with the progress to date:

ACTION	OUTCOME/PROGRESS
Improving Educational Environment	
To support the Strategic Schools Improvement Programme in the completion of the 5 Case Business Models and the delivery of new school facilities.	Achieved. Modernisation programme is on track.
Energy and Carbon Reduction	
Increase energy & carbon awareness	Not achieved due to the delay in replacing the Energy Officer It is anticipated this will now be achieved 2016-18.
Development of low carbon heating technology	Feasibility study completed.

	The Authority received £40,000 from DOE et al to fund the study.
Collaboration.	
To support the Transforming Adult Social Care programme with particular regard to the construction of the new Older Persons Residential Care facilities and the review of Day Care facilities.	Achieved- In line with the project Caewern Home has been delivered and opened this year.
Forward Financial Plan.	
To dispose of/lease any surplus assets that arise from the FFP	Process ongoing.
To progress the ongoing Accommodation strategy to identify further opportunities to rationalise accommodation.	Rationalisation has resulted in closure of The Laurels Neath, Llandarcy institute, 11/12 Milland road. and Wellington Place.
Baglan Bay Innovation Centre (BBIC) To take on the management and responsibility for the BBIC from July 2015 and deliver £50,000 per annum revenue savings to support the Forward Financial Plan	Achieved
Capital Receipts To generate capital receipts in excess of £1m	£690,000.00 has been achieved to date
Community Asset Transfers of Council Operational Land and Buildings to Voluntary Sector.	22 Sports grounds/pavilions and 4 community centres have been transferred to community groups to date.

	Transfer has been agreed for a further 4 sites and the leases should be completed in coming months.
Industrial Starter Unit Portfolio Undertake an annual Performance Review of Industrial starter Unit portfolio	Reported and completed.
Rating Appeals Complete Rating appeals and negotiations with a further potential saving of circa £650,000 on the Councils property rates liability.	So far achieved £718,000.00 over the rateable period 2010-17

Financial

Budget Saving Strategies- The savings identified in the Business Plan are on target to be achieved as follows:

Property increase income and reduce expenditure (£50,000)		Achieved
Cease contribution into Civic Building Reserve (£50,000)		Achieved
Reduce subsidy to canteens (£100,000)	Potential closure of 2 canteens	Savings of circa £70,000 achieved to date without the need to close any canteen. Further savings anticipated resultant of the ongoing review of Vat and income.
Port Talbot Civic Centre NNDR (£40,000)	Saving following transfer of Princess Royal Theatre	Transfer did not take place, however savings achieved Civic Building budget

Neath Civic Centre Solar Panels(£5000)	Income from Solar Panels	Scheme did not proceed, however savings made elsewhere within the budget.
Pelenna Mine(£26,000)	Transfer of responsibility to Coal Authority	Achieved

ER/VR savings: 3 members of the FM team will have retired on the scheme by the end of March 2016.

Budgets : As at the end of February 2016 the service is operating within budget.

Employee

Employee/Staffing

- Sickness Absence – the table below shows an average of 5.3 per employee which is well below the average for the Directorate and Authority as a whole. This has increased from last year due to 1 employee being on long term sick

Measure	2014/15 Actual (Full Year)	14/15 Qtr. 3 (cumulative)	15/16 Qtr. 3 (cumulative)
Corporate Measure: Average FTE working days lost due to sickness absence			
FTE Days Lost	522	386	422
FTE Days Lost per Employee	5.5	3.8	5.3
Environment Directorate			
	9.8	7.0	7.3
Council	9.4	6.7	6.8

- Staff Morale - surveys will be carried out for the first time in 16/17.
- Staff Training- Staff PDRS are ongoing and will be completed in early 2016/17.
- Staffing Levels – The overall level of staffing within the service has fell from an FTE of 85.36 to 72.33 during the period.

In addition there has been two unplanned employee departures and one maternity leave in Property and Asset Management. All posts are being advertised and it is hoped that both temporary and permanent replacements can be appointed in the coming months.

This does mean that the current level of staffing in these teams is significantly under strength.

Customer

The Property and Valuation Service has not received any complaints during this period.

A Customer Satisfaction Questionnaire is being considered to capture feedback from both internal clients and the public who make use of sites/facilities to help inform our service performance.