

Corporate Landlord

29 April 2019

Members wished to make the following comments and conclusions:	Response/Comments	RAG Status
<i>Recommendations</i>		
<p>Although it was evident that the Interim Head of Corporate Landlord was carrying out his role commendably, the Committee highlighted the importance and necessity for the Corporate Landlord project to be led by a senior officer from within the Authority. Therefore Members recommend that this is actioned at the earliest opportunity.</p>	<p>The Corporate Landlord team sits within the Communities directorate and reports directly through the Head of Operations - Communities who also acts as the sponser for the Peopletoo contract. This reporting structure then escalates directly to the Chief Executive. After attempting to recruit a permanent Head of Corporate landlord three times the new contract with Peopletoo has agreed that they will continue to fill this role and assist in the recruitment of a permanent member of BCBC staff from 1st April 2020 to enable a safe and sustainable transition for the end of the engagement.</p>	
<p>The Committee highlighted the importance of educating schools of the financial and strategic advantages of committing to the Corporate Landlord model. To assist Officers with this progression, Members recommend the following:</p> <p>1. That strong leadership is allocated to ensure an appropriate level of promotion and incentive is provided to be part of the Corporate Landlord process;</p>	<p>The Director for Education invites the Interim Head of Corporate Landlord to all Head teacher events to enable promotion of the Corporate Landlord process and to update Head teachers on the benfits and performance of the team.</p>	
<p>2. That the outlined benefits of the Corporate Landlord process are presented to governors of each school as well as head teachers;</p>	<p>The Corporate Landlord is planned to present at the next Governors forum meeting.</p>	
<p>3. That Corporate Landlord is included on the agenda as a discussion item at the next Festival of Learning event or in another forum where schools attend on mass.</p>	<p>The Corporate Landlord team regularly presents to the Various Headteachers events. The Director of Education has arranged for CL to attend the Team Bridgend event on 2nd July.</p>	

<p>Following implementation of the Corporate Landlord Model and the proposed centralisation of soft FM budgets the Committee recommend that further efficiencies are considered by re-assessing all roles and responsibilities through the Job Evaluation process that would be effected by these changes – in-house and within schools.</p>	<p>As part of the ongoing management of the Corporate Landlord team, a review will be performed of all roles/responsibilities to identify potential additional efficiencies. Any roles that have changes in responsibility or are modified within BCBC as a result of the review / restructuring will be subject to JE re-assessment.</p>	
<p>The Committee recommend that closer working relationships are developed between the Corporate Landlord team and the Community Asset Transfer Officer to allow communication of information held and knowledge of assets which will assist with effective asset management planning.</p>	<p>The Strategic Asset Management and Investment (SAMI) Manager, the senior portfolio surveyor (Operational estate) and the Community Asset Transfer Officer have arranged weekly meetings to ensure good communication channels are in place and asset information is shared effectively to enable strategic asset management.</p>	
<p>During their discussions regarding the Local Authority assets, the Committee recommend that all Members are informed of the outcome of the scheduled condition surveys along with maintenance plans for each asset within every ward.</p>	<p>As the condition surveys are completed during 2019/20 and the planned maintenance/strategic asset plans are developed, these will be shared with members by the Corporate Landlord team.</p>	
<p>Additional Information</p>		
<p>The Committee queried whether the Corporate Landlord model complete and record surveys of satisfaction for all works undertaken. To assist with the monitoring of the effectiveness of the model, Members ask to receive any feedback received to date to evaluate alongside any obtained following the PeopleToo contact coming to an end.</p>	<p>At present, only anecdotal information regarding client satisfaction is received. A customer satisfaction questionnaire has been developed and will be deployed during the mobilisation of the Integrated Workplace Management Software (IWMS) to enable all jobs, and the service to be scored. This data will be shared as it becomes available.</p>	