

**Bolsover District Council**  
**Meeting of the Employment and Personnel Committee**  
**6 November 2024**  
**Dragonfly – Property Services additional role –**  
**Corporate Property Officer in the Facilities Management Service**  
**Report of the Portfolio holder for Growth**

<b>Classification</b>	This report is public.
<b>Contact Officer</b>	Katie Walters, Head of Property Services (Dragonfly)

**PURPOSE/SUMMARY OF REPORT**

To seek approval to employ a second Corporate Property Officer in the Dragonfly Facilities Management Service to make Facilities Management more resilient, efficient, and effective.

**REPORT DETAILS**

**Background**

- 1.1 Facilities Management manages 40 corporate buildings on behalf of the Council. The Service is managed by the Corporate Property Manager, supported by one Corporate Property Officer. The Dragonfly Business Support Team provides administrative support.
- 1.2 Facilities Management manage 17 directly employed cleaners and the caretaker. They also manage an external £1m Facilities Management contract, which allows for the provision of certain trades such as electricians and plumbers to be available 24 hours per day. In addition, 18 specialist external contractors are directly managed by Facilities Management.

**Details of Proposal or Information**

- 2.1 Detailed work as part of managing the budgets, has reduced the ad hoc budget spend but has also meant that there has been less time to spend in other areas such as remedial works following risk assessments and strategically planning capital works. We are seeking to create a permanent, second Corporate Property Officer, which would allow the Facilities Management Service to continue to save on ad hoc budgets whilst also being able to complete more planned-remedial and capital works which would have a beneficial effect on lifecycle costs. For example, a solar panel installation project at Riverside Depot has been identified and is estimated to save £434k over the lifetime of the installation (an average of £17,360 per annum). Having a second Corporate Property Officer on the team would enable this project to be brought forward earlier than is currently possible.
- 2.2 Analysis has been carried out on the savings that could be made through challenging quotes compared to always directly awarding work through the external contract. The

analysis was carried out on the savings that have been made on three key buildings (The Arc, Riverside Depot, and The Tangent). Projections show that if additional quotes continue to be obtained this will reduce the ad hoc repairs and maintenance spend by £30,500 per annum across these 3 buildings. Further savings have been achieved on the remainder of the managed buildings but analysis on these areas has not been carried out. A recent Facilities Management audit has recommended that a greater number of quotations should be challenged (especially where quotes exceed £1,000) to ensure value for money is achieved.

- 2.3 A module on the Uniform software, which Dragonfly already has in place, has been identified to achieve additional improvements. There is an initial time requirement in populating and implementing the module but currently there is no capacity within Facilities Management to do this. Having an extra Corporate Property Officer would enable the population of the Facilities element. This will allow the Commercial Team, who agree lettings on commercial buildings, to be informed in real time as to the status of repairs at commercial buildings. Equally Facilities Management would benefit from knowing which properties are to be let next so that work can be integrated effectively into the work stream.
- 2.4 Facilities Management currently does work for local parishes and other public sector partners and is keen to continue benefiting from these income streams. Having a second Corporate Property Officer in Facilities Management would enable further income streams to be pursued.
- 2.5 Other benefits from employing a second Corporate Property Officer, time permitting, could come in the form of training to enable them to complete currently outsourced work at a cheaper rate than charged by external contractors e.g. fire door and ladder inspections.
- 2.6 The external contract is due for renewal in October 2024. Recently, research was carried out to establish whether cost savings could be made by managing the external contract inhouse i.e. rather than going through the third-party external contractor for in and out of hours reactive and non-reactive works, Dragonfly could directly enter into arrangement with these contractors. The inhouse model breaks even at year 5 and after that makes a surplus every year. Insourcing is currently not possible as Facilities Management does not have the resources to enable the necessary preparation works or the future management of the additional contractors. Having the extra resource available would also allow Dragonfly to become ready for any future insourcing.
- 2.7 Furthermore, the recent flooding at Pleasley Vale Mills has shown that Facilities Management is not resilient when faced with incidents of this nature. Having a second Corporate Property Officer on the team would have enabled the service to continue more smoothly whilst dealing with this emergency.
- 2.8 The cost of employing a second Corporate Property Officer will be £43,033 to £46,657 (including oncosts but subject to the pending pay award pending) which is grade 7. The person specification for this post is shown at **Appendix 1**. The job description is shown at **Appendix 2**.

- 2.9 The budget for this post would sit with Dragonfly Management, it would be fully funded by the Council, and would be an increase to the general fund. However, as discussed in paragraph 2.2, this post would allow additional quotes for work to be obtained and this will reduce the ad hoc repairs and maintenance spend by £30,500 per annum across 3 Council buildings alone. This and future anticipated reductions in general fund costs, would help meet the cost of this new post.

### **3 Reasons for Recommendation**

- 3.1 Employing a second Corporate Property Officer will be a cost-effective solution to the current under capacity in Facilities Management because it will enable:
- more time to be spent on areas such as remedial works following risk assessments,
  - a greater number of quotations to be challenged to ensure value for money is achieved,
  - completion of more planned-remedial and capital works which will have a beneficial effect on lifecycle costs,
  - the Commercial Team, who agree lettings on commercial buildings, to be informed in real time as to the status of repairs at commercial buildings,
  - Facilities Management to know which properties are to be let next so that work can be integrated effectively into the work stream,
  - further income streams to be pursued,
  - potential training and capacity to complete currently outsourced work at a cheaper rate than charged by external contractors e.g. fire door and ladder inspections,
  - Facilities Management to become ready for any future insourcing and,
  - Facilities Management to become more resilient when faced with unexpected, large, incidents.

### **4 Alternative Options and Reasons for Rejection**

- 4.1 Take no action – rejected because this leaves Facilities Management under resourced, inefficient, ineffective, non-resilient and removes the capacity for income generation / savings when compared to employing a second Corporate Property Officer.

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### **RECOMMENDATION(S)**

1. To approve a new full-time, permanent, Corporate Property Officer post to be funded by the General Fund.

2. To recommend to Council an annual revenue budget increase of £43,033 - £46,657, with the intention to achieve reductions in expenditure of £30,500 as a minimum.

**Approved by Councillor John Ritchie, Portfolio Holder for Growth**

**IMPLICATIONS:**

**Finance and Risk:**

Yes

No

**Details:**

The Corporate Property Officer post will be a grade 7 on the Council's pay scales. This has a salary cost range of £43,033 - £46,657 subject to pending pay award and including all oncosts. The post will be a Dragonfly Management one and will be fully funded by the Council's general fund.

The report specifies that at least £30,500 of recurring expenditure will be saved on the general fund, due directly to the creation of this post. More savings are expected to be made following the creation of this post, which will further balance out the cost of this post to the general fund.

On behalf of the Section 151 Officer

**Legal (including Data Protection):**

Yes

No

**Details:**

It is a legal requirement to provide compliant buildings. The Corporate Property Officer would strengthen the talent, skills, and resilience of Facilities Management.

On behalf of the Solicitor to the Council

**Environment:**

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

**Details:** n/a

**Staffing:**

Yes

No

**Details:**

HR policies will be followed throughout the recruitment process.

On behalf of the Head of Paid Service

**DECISION INFORMATION**

<p><b>Is the decision a Key Decision?</b>          A Key Decision is an executive decision which has a significant impact on two or more District wards, or which results in income or expenditure to the Council above the following thresholds:</p> <p><b>Revenue - £75,000</b> <input checked="" type="checkbox"/> <b>Capital - £150,000</b> <input type="checkbox"/>  <input checked="" type="checkbox"/> Please indicate which threshold applies</p>	<p>Yes</p>
<p><b>Is the decision subject to Call-In?</b>          (Only Key Decisions are subject to Call-In)</p>	<p>Yes</p>

<p><b>District Wards Significantly Affected</b></p>	<p>All</p>
<p><b>Consultation:</b>  <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Executive</b> <input checked="" type="checkbox"/>  <b>SLT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input type="checkbox"/>  <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/></p>	<p>Details:</p>

<p><b>Links to Council Ambition: Customers, Economy, Environment and Housing.</b></p>
<p>The new post links to the four pillars of the Future – the Council’s Corporate Plan.</p>

<p><b>DOCUMENT INFORMATION</b></p>	
<p><b>Appendix No</b></p>	<p><b>Title</b></p>
<p>1</p>	<p>Corporate Property Officer Person Specification</p>
<p>2</p>	<p>Corporate Property Officer Job Description</p>