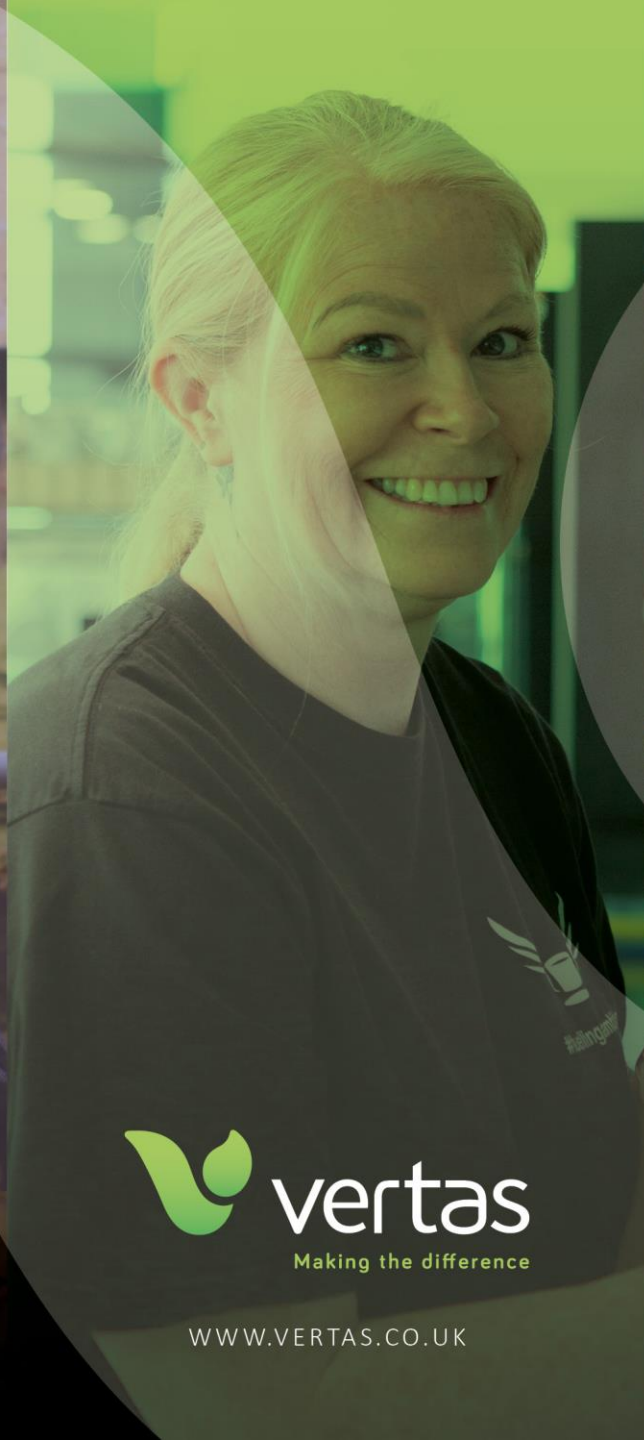




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DESIGN & PROPERTY CONSULTANTS

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 **vertas**
Making the difference

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 **OPUS**
PEOPLE SOLUTIONS

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Focus

Summary

- DCC countryside and corporate sites grounds maintenance revised specification completed, issued and approved for implementations.
- Support throughout 2023/24 of the DCC asset optimisation programme with further site closures being proposed, pending cabinet approval. Savings achieved through redeployment of colleagues with reduced redundancy payments since the start of the joint venture.

Year	Reduced	Revenue	Estimated Redundancy	Actual Redundancy	Redundancy Saving
2020/21	1	£9,758.35	£4,542.50	£0.00	£4,542.50
2021/22	3	£74,256.82	£51,740.24	£50,114.92	£1,625.32
2022/23	5	£173,809.60	£46,639.28	£22,824.16	£23,815.12
2023/24	23	£616,353.48	£92,469.21	£43,654.64	£48,814.57
TOTAL	32	£874,178.25	£195,391.23	£116,593.72	£78,797.51

*Please note – ‘estimated redundancy’ is based on all site colleagues being made redundant and ‘actual redundancy’ is based on the colleagues who were made redundant as some were redeployed.

- Full management structure created and implemented in 2023/24 providing an effective service with positive feedback being received from clients. Will further support our objective to deliver service excellence to support DCC with the ability to provide dedicated customer support.
- Ongoing focus on absence to ensure support and wellbeing of colleagues is at the forefront of service delivery.
- Innovation is an ongoing priority in terms of new ways of working, service auditing software, client / management reporting, equipment, resolving service issues to achieve efficiencies and improve service delivery which is already showing effective, particularly within grounds maintenance.
- SLA and KPI's – Work continues to review SLA's and KPI's with our customers to ensure shared visibility and expectation with regards to performance of service delivery.
- Investment- £120k invested in new machinery during 2023/24 with further investment planned for 2024/25 to support innovation priority.

Finance

Budget	Forecast	Expected
£ 405,000.00	£ 456,000.00	£ 460,000.00

- Year end accounts still awaiting sign off.
- Accounts are also subject to year end statutory auditing process.
- Based on previous periods we expect to achieve budgeted profit and margin.
- Turnover is tracking less than budget due in the majority to DCC site closures throughout their Estate's optimisation programme.
- We have worked closely on cost control to ensure the closures haven't impacted negatively on profit and margin.
- We aim to be able to provide year end finance figures at the next trading committee meeting.

People

Multi skilling of colleagues

Providing support for colleagues to diversify into other areas of our service provision to provide option for fulltime working and providing a work life balance, also reducing the requirement for sub-contractor working. An example is Joe, who can deliver handyman, PAT testing and cleaning services within VDL.

Long Service awards

VDL continue to support the long service awards for colleagues with 7 colleagues achieving 25 years' service and 1 colleague achieving 40 years' service in 2023/24.

Continuous conversations

Throughout 2023/24, 100% of colleagues received a minimum of three recorded conversations.

Menopause leave

The Vertas Group has introduced a new policy offering leave to colleagues who are experiencing menopause symptoms. The new company-wide policy has been introduced to support colleagues who are experiencing menopause, helping women navigate their symptoms most comfortably and effectively.



People

Employee benefits

Potential total rewards package available to colleagues. Using the benefits when needed could increase annual salary by up to 18.7%. This is funded by Vertas Group as a further reward scheme for colleagues.

Benefit	Detail	Estimated savings per annum
Pension	The employer contribution of 3% to your pension saving pot.	£669.24
Telus Health Discount Scheme	Discounts on gym membership, car insurance, school uniform saving up to 8% of your annual salary.	£1,784.64
WeCare	Life event counselling, 24/7 GP for you and your household, stop smoking support, speak to a dentist online, a personalised get fit programme with calls with a nutritionist, financial advice and much more.	£1,205 (savings based on 10 counselling sessions, access to a 24/7 GP, nutritionist course, and 1 hour with a financial adviser)
Bike to Work	Save up to 48% on a new bike. *please note, that this is a salary sacrifice scheme and eligibility applies	£332.50 (savings based on a bike worth £1000)
Vertas Finest	Be a winner of the Vertas Finest recognition scheme	£134.65 (value based on winning once a year)
Refer a friend	Refer a friend to a live vacancy and if they are successfully appointment you receive up to £500.	£500
MyView PayNow	Be able to stream money as you earn it.	-
Increasing your annual salary by		£4,626.03
Basic hourly rate		£11.44
Enhanced hourly rate including your perks		£13.80

**Please note, the above calculations are based on a basic hourly rate of £11.44, working 37.5 hours a week and having a standard tax code.*

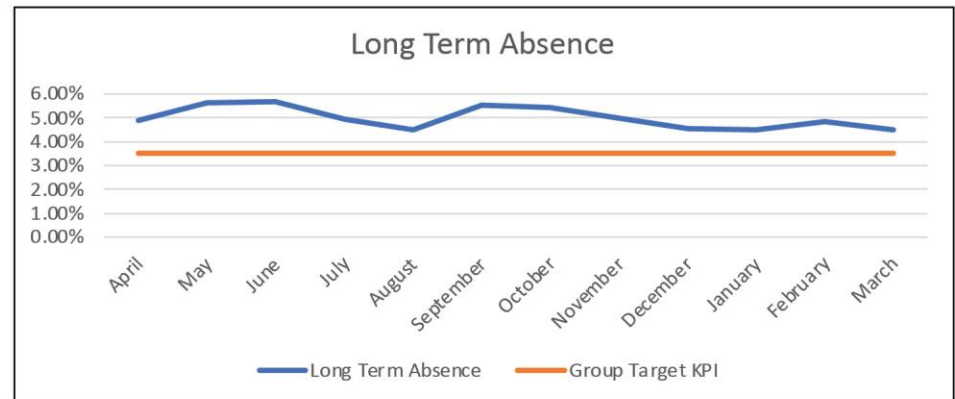
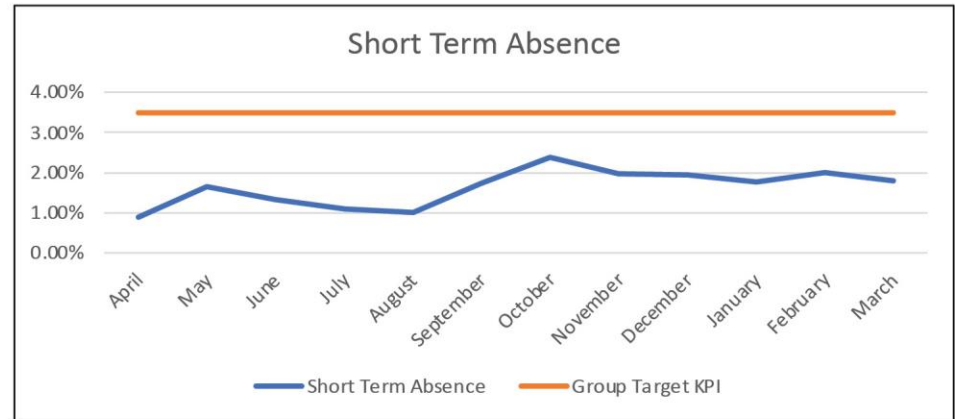
People

Absence

Short term absence levels are lower than the group target of 3.5% with an average level of absence throughout 2023/24 standing at 1.63%. This may be achieved by WeCare, a free online support service for all Vertas colleagues; with a range of services including Mental Health support, Get Fit Programme and life event counselling. Also, mandatory return to works discussions are undertaken to support our colleagues upon their return.



Long Term absence, excluding COVID, has been in excess of the group target of 3.5% for 2023/24, with an average level of absence standing at 5%. Colleagues are provided with additional support with management contact, Occupational Health services, mental health first aiders and WeCare service.



People

Group Recognition Programme

Vertas Finest is a quarterly Group recognition scheme. The scheme runs on the Colleague Hub (Workvivo) and is open for **all colleagues** to nominate individuals across the Group who demonstrate our values. All submitted nominations will be shortlisted by Vertas Group's senior leadership team and the three winners will be announced on the hub.

Vertas Finest Nominations for a bronze, silver and gold winner who will receive a reward. A VDL colleague has recently being awarded the gold recognition reward.



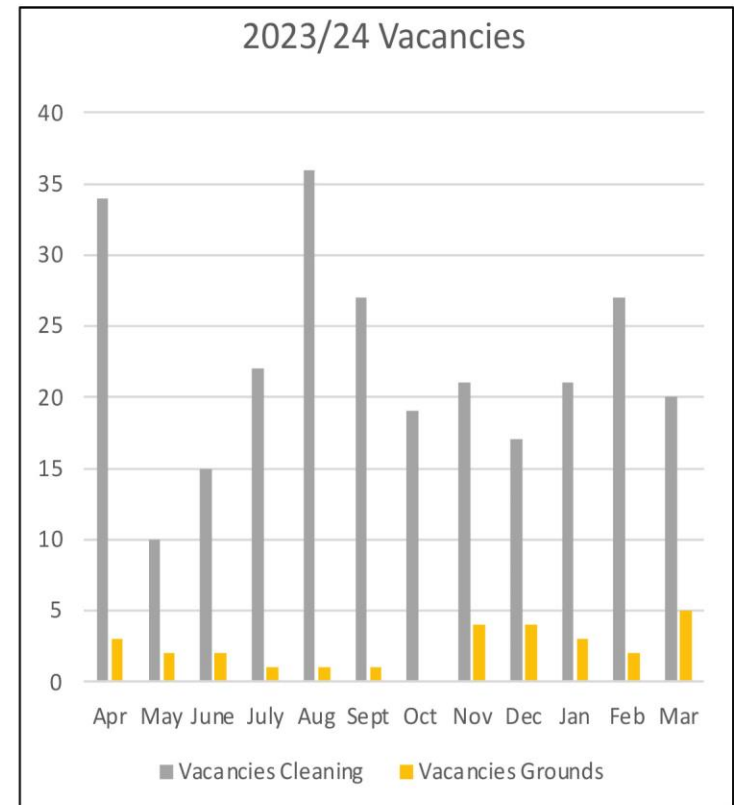
People

Vacancies

- Primary focus is to overcome an industry wide challenge of recruiting to vacancies and closing a gap in the workforce however the number of vacancies has begun to gradually reduce within cleaning throughout 2023/24

2023/24	APR	MAY	MAY	MAY	MAY	MAY	MAY	MAY	MAY	MAY	MAY	MAY
Vacancies Cleaning	34	10	15	22	36	27	19	21	17	21	27	20
Vacancies Grounds	3	2	2	1	1	1	0	4	4	3	2	5
Total	37	12	17	23	37	28	19	25	21	24	29	25

- Vacancies in cleaning have now reduced to 2.50% and grounds has reduced to 14.71% of the overall workforce
- Refer a friend is still available for any of our colleagues who refer a friend to work with us and they can earn up to £150
- VDL continue to working in conjunction with Employment advisors from the Department of Work and Pension at Derby City Job Centre
- Appointed three apprentices supported by Derby College during 2023/24



Customer

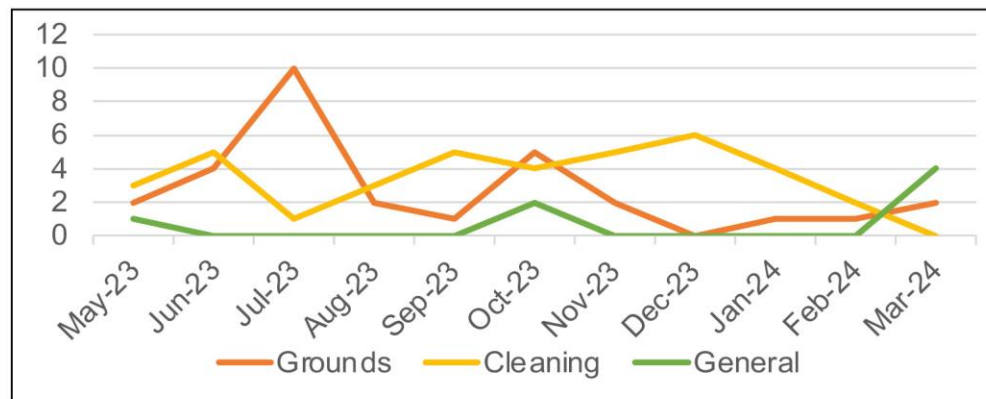
Helpdesk

The Customer first helpdesk continues to be available for our Derbyshire County Council partners. The helpdesk is completely funded by Vertas Group and contributes to VDL added value services.

With a consistent number of calls since its implementation in May 2023, it is becoming increasingly effective in creating a communication channel.

The helpdesk facility is accessible to all DCC colleagues, client and partners and can be shared and continually promoted in all sites to fully utilise its potential to enable a timely response to call and provide full visibility of trends of calls received by the helpdesk.

The utilisation of the helpdesk ensures that DCC & VDL colleagues have at their disposal an effective means of communication that provides a tracking number to ensure a response and conclusion. The helpdesk has the ability for data reporting which can be shared as part of the fortnightly joint DCC & VDL operational meetings.



Vertas Derbyshire supporting
Derbyshire County Council



Customer First Helpline
Tel: 03330 342202
mail@vertas.co.uk

Across Vertas Group, we want to support Derbyshire County Council to ensure the cleaning and grounds for your properties operate exceptionally, and we deliver an outstanding service.

Our Customer First helpdesk offers support with any questions and issues, ensuring:

- 👍 We listen to what you need
- 👍 Log and track your questions
- 👍 Allocate your request to the best person to support
- 👍 Follow up to ensure you are satisfied with our delivery

Our helpdesk is open from 8:00am and until 5:00pm.

Customer

Business Key Performance Indicator's

- The introduction of business Key Performance Indicators (KPI's) have been fundamental in strengthening our service delivery within VDL.
- H & S audits to ensure compliance in terms of chemical and equipment usage.
- Manager, Senior and Executive site visits undertaken monthly to interact with clients and colleagues, undertake audits, and ensure our colleagues are working safely .
- Training compliance should exceed 90% completion
- Colleague and client surveys undertaken on a yearly basis
- 100% of continuous conversations completed.

Service Density

- Supporting DCC in the transfer of cleaning services in some sites that previously remained with service departments. This is following the DCC transfer of budgets to the Property Team. Value of sites transferred in 2023/24 is £52k

New Business / Ad Hoc

- New business across grounds and cleaning in VDL for 2023/24 was secured to the value of £92K. Additional services provided on an 'ad-hoc' basis at the request of our clients at a value of £68K



Risks

Business Risks

- Vacancy and absence fulfilment – recruiting and retaining the right staffing levels is challenging in today's climate due to competition with supermarkets etc.
- Whilst working with DCC assisting with their reduction of service/assets and building portfolio trying not to make colleagues redundant.
- Servicing and repair costs on larger items of ageing grounds machinery so an opportunity to review replacement machinery to support zero carbon aims. (Net zero by 2030)
- Debt due to outstanding invoice payments for services delivered. This is becoming increasingly common within the education sector.

The Future

People

- Training and Development to create our future leaders and strengthen succession planning
- Continuous Conversations to assist people engagement.
- Recognition of talent through our Vertas finest initiative and Making the difference Awards

Sustainability

- Focussing on carbon net zero and social value.
- Working with our sustainability partner Planet Mark to identify and agree our scope 1,2 and 3 carbon measures.
- Alignment with DCC strategic sustainability requirements.

Contracts

- Multi academy trusts; both cleaning and grounds services.
- Additional services with DCC Property such as security, environmental, energy, passenger transport management etc.
- Additional services to non-DCC customers; waste, washroom, specialist cleaning.
- Identifying integrated FM opportunities in Derbyshire.

Finance

- Rolling 2-year business plan.

Concertus



To transform the property delivery team



— A PARTNERSHIP | WORKING TOGETHER —



Deliver better projects for Derbyshire County Council clients



Bring innovation and best practice to the Council Property Services



Deliver savings (overall Project costs and Construction costs)



Deliver projects on time and to a good standard



Improve the reputation of Corporate Property and the Council in respect to Property



Help support the transformation of Property

Finance Overview

	FY 23/24 Budget	FY 23/24 Actual (unaudited)	FY 24/25 Budget	Secured Pipeline 24/25
Turnover (£)	£5,041,864	c.£4,900,000	£5,435,000	£1,500,000
Net Margin (%)	10.80%	c.4.8%	4.7%	-
Net Profit	£544,423	c.£220,000	£250,000	-

	Q1 (reforecast)	Q2 (reforecast)	Q3	Q4 (prov.)
Original Budget	£1.133m	£1.137m	-	-
Reforecast Budget	£1.000m	£1.390m	£1.463m	£1.330m
Turnover	£1.000m	£1.390m	£1.576n	c.£1.000m

FY 23/24 Narrative

- Savings on productive labour and other overheads, has helped to recover early Q1 losses alongside a positive Q2
- Positive position in Q3 will help to recover Q4 potential losses
- Negative WIP build up throughout 23/24 of around £300k has reduced turnover however, will unwind in 24/25
- Slowdown in commissioning from DCC has resulted in a Q4 dip, which will continue into Q1 & Q2 24/25
- Successful business development activity throughout 23/24 will yield income for 24/25 (BD activities incur time lag)
- Secured pipeline in 24/25 of £1.500m (28% of budget)

People

COLLEAGUE UPDATE

- 38 employees start of year vs current headcount of 44
- Vacancy list as of 25th April, stands at 17
 - 4 x Building Surveyors (various levels)
 - 3 x Project Managers (various levels)
 - 2 x Quantity Surveyors (various levels)
 - 4 x Structural / Civil Engineers (various levels)
 - 4 x Mechanical/Electrical Engineers (various levels)
- The YTD rolling staff turnover is 31.5% vs industry metric of 16%.
- Rolling year absence 1.5%
- Employee productivity at 69% and efficiency 87%
- 1% of Turnover invested in Employee Training of employees (excludes Apprenticeships/ Trainees/ Professional Chartership Programmes and Time)
- 23% of employees on Professional Chartership Programmes and Professional Trainee Programmes (with new initiatives to expand on our staff's professional achievements)

NOTTINGHAM
TRENT UNIVERSITY

Sheffield
Hallam
University



DERBY college



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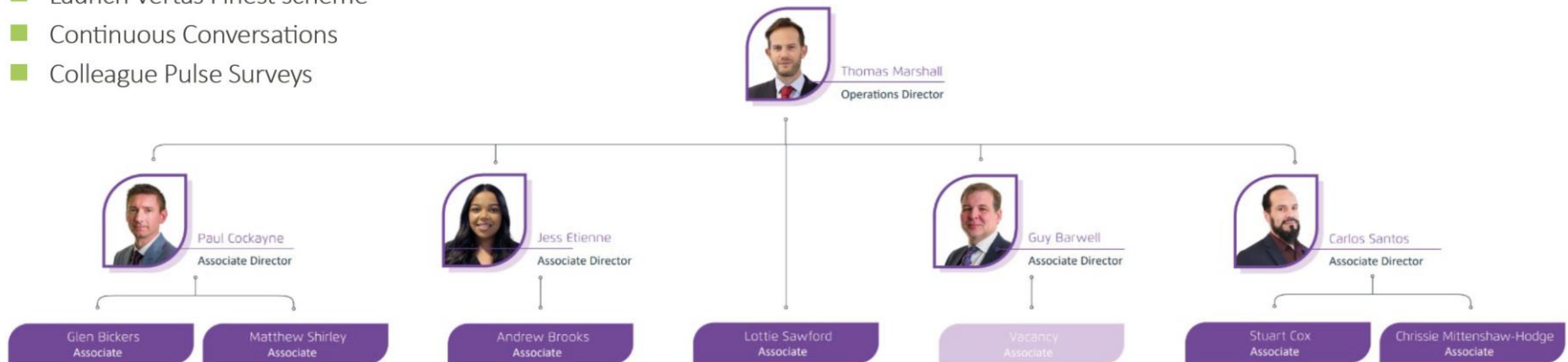
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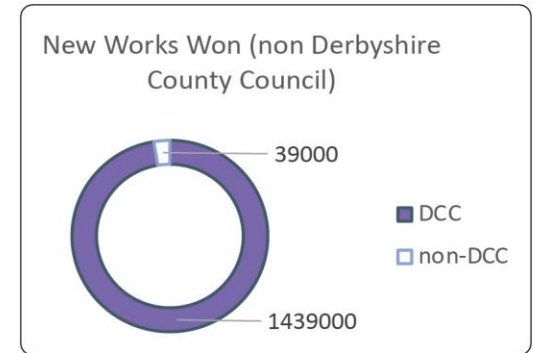
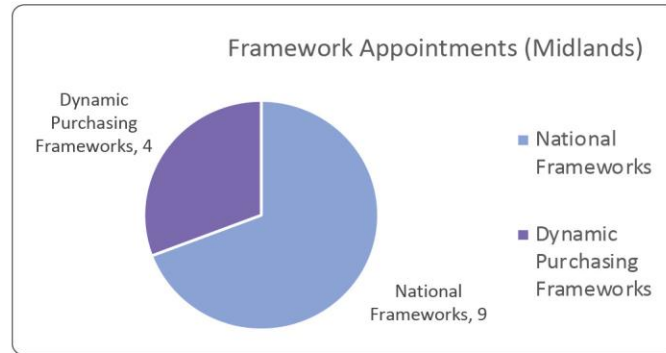
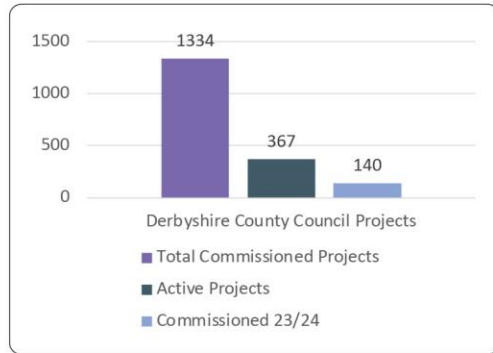
People

23/24 ACHIEVEMENTS / INVESTING IN OUR COLLEAGUES

- New leadership and management structure for CDL
- New teams within Concertus Group (H&S/CDM team, CoW team, Funding team)
- Investors in People Gold Accreditation
- Launch of Workvivo – colleague engagement platform
- Medicash Employee Benefit plus Wecare ERP
- Launch of My Pay Now scheme (30% of earned gross pay in-month)
- CDL offered 5 weeks of work experience visits from local schools with excellent feedback, and repeat requests for 24/25
- 9-box Assessment (to identify rising talent)
- Launch Vertas Finest scheme
- Continuous Conversations
- Colleague Pulse Surveys



Contracts



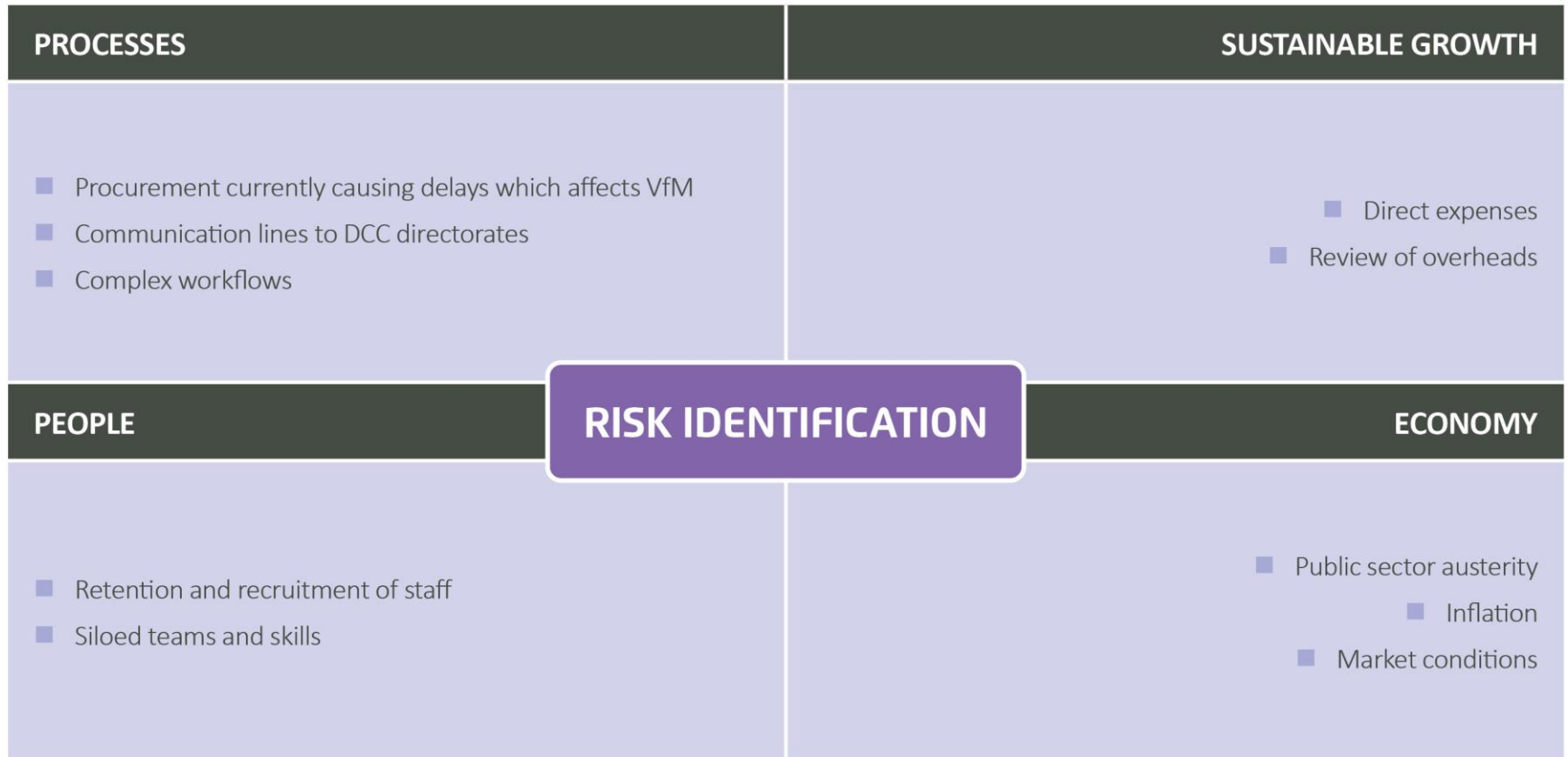
PROJECTS WITH DCC (CDL)

- Total projects commissioned YTD: 140
- Total fee of projects commissioned YTD: £1,438,851.60 (pipeline)
- Total active projects: 367
- Total fee of active projects: £9,701,535.02 (spanning multiple FY)
- Of the 1,334 projects commissioned through DCC, 367 are active projects which the CDL team are working on with a total fee of £9.7m, of this 140 projects were commissioned within the current year with a total fee of £1.4m

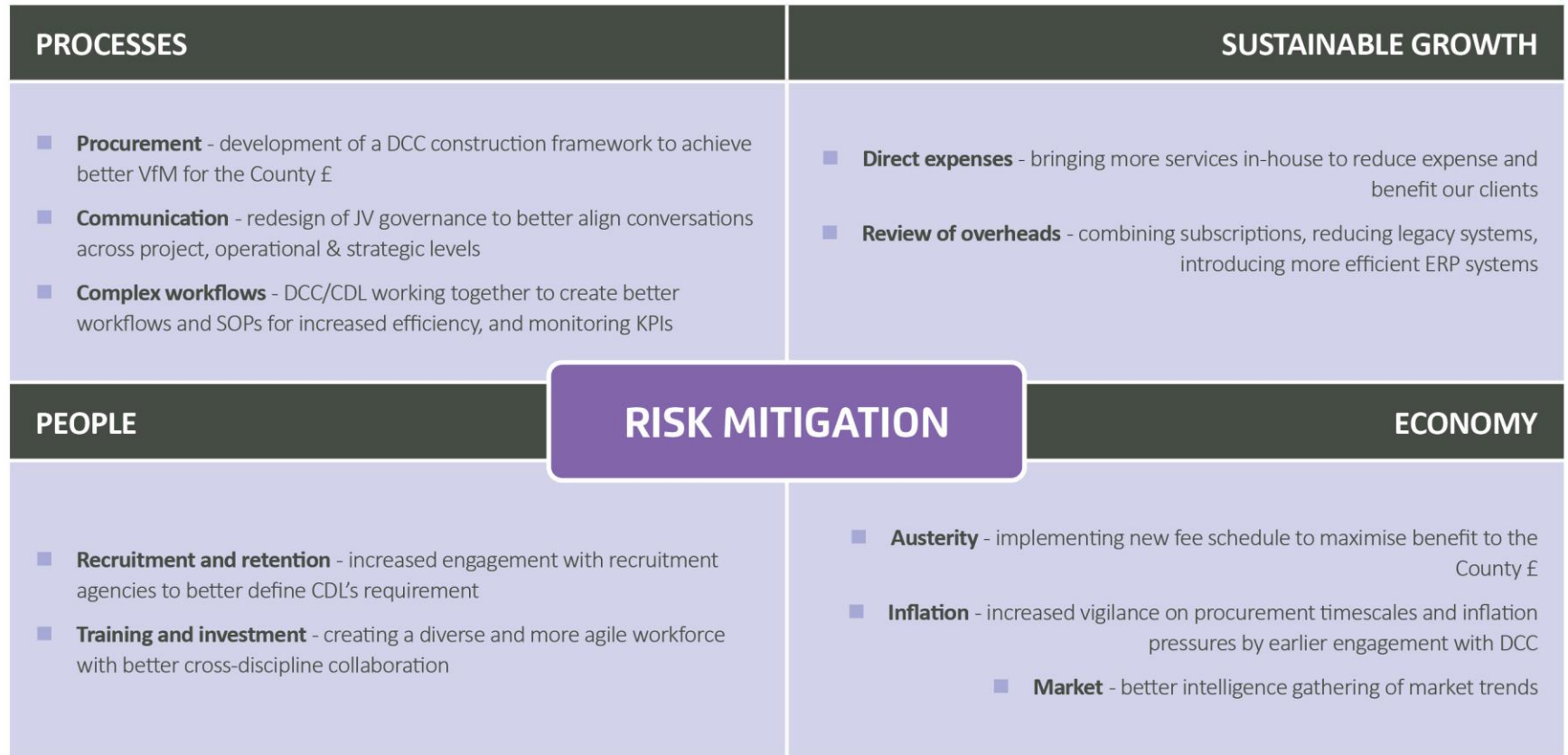
PROJECTS OUTWITH DCC (CDTL)

- Total projects commissioned YTD: 17
- Total fee of projects commissioned YTD: £39,347.62 (pipeline)
- Total active projects: 14
- Total fee of active projects: £41,750.09 (spanning multiple FY)
- Of the 60 projects commissioned to CDTL, 22 are active projects with a fee of £89k, of these 13 were commissioned within the current year with a total fee of £31k

Risks



Risks



The Future

FINANCIAL

- Turnover £5.35m for the Financial Year 2024/25
- Net profit target of £250k / 4.7%
- Reassessment of overheads and margin capabilities

GROWTH

- Marketing and BD to target public sector clients within Derbyshire and Nottinghamshire (MATs, OPE)
- Creation of discipline specific business plans to ensure CDL remains a market leader

INFRASTRUCTURE

- Investing in IT systems to move the business to a cloud-first approach with better aligned software provision
- Development of partnership supply chain with SME's

PEOPLE

- Proactive recruitment and development of colleagues to facilitate people strategy
- Aspire to Inspire development programme to identify future leaders and invest in their success

Any Questions?

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