

# Guide to NHS Property Services for Integrated Care Boards (ICBs)

How we can help you solve  
your estate challenges





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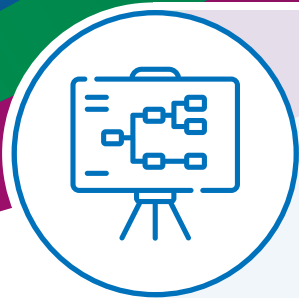


We're **delighted with the refurbishment** of Somers Town Medical Centre, which was commissioned to provide **top-quality healthcare services** for the local community. The upgrades will allow the practice to expand its patient capacity and accommodate growth for many years to come. The renovations, carried out to the **highest standards by NHS Property Services (NHSPS)**, have resulted in a **modern, sustainable, and welcoming facility** where patients can receive **excellent care**.



**Simon Wheatley**

*Director of Integration - Camden Directorate  
North Central London ICB*



## Assess. Adapt. Maintain.

We've supported almost every ICB's infrastructure strategy – now we can help you deliver it and maintain your estate.



## Helping you identify estates savings

From lease advisory to estate optimisation and space utilisation, to options appraisals, we can help you find savings opportunities across your estate.



## Making better use of your space

We'll help you understand how your estate is being used and identify inefficiencies.



## Award-winning town planning team

Helping our customers unlock more than £60m in funding.



## From refurb to new developments

Our capital projects team has delivered over 3,000 estates projects on time and on budget.

# Your NHS

## strategic estates partner

An ageing estate. Rising financial pressures. And a need for a more strategic plan to help you care for growing populations. It's becoming harder for you to use your spaces in the best way and meet changing patient needs.

### Your strategic estates partner that knows the NHS just like you do

Because we're part of the NHS, we know your challenges inside out.

We **bring together** the services you **value most**, supporting your buildings at **every life stage**: from estate strategy to town planning to cleaning. So as well as keeping you safe and compliant, we'll also help you find your way through the system more easily and **better transform your estate**. For example, we're **supporting many ICBs** to shape their estate strategies and deliver against their long-term priorities.

### We'll work as a partner, not a one-off supplier

We'll proactively help you to create the right estate plan to solve your challenges, using data insights to inform our decisions and keeping sustainability front and centre.

We've partnered with each and every ICB to **transform over 300 buildings and spaces** to improve patient care. And forging a single partnership also **saves you significant costs** and cuts the hassle of multiple providers.

### Our pairing of local reach and national scale makes the difference

You treat every patient like an individual – we do the same for your buildings.

Every day we deliver estates services for around **3,000 buildings**, investing in diverse and talented people who know how to adapt **best practices to suit your community**. And supporting so many estates across England arms us with new insight and ideas for **helping you transform yours**.

### Every penny goes back into the health system

Every penny is invested into our NHS, so you know we're motivated by what's best for all of us, not profits.

And that **your strategy is our strategy**. We'll always stay focused on building you an estate fit for the future, so you can stay focused on doing **the best for your patients**.





# Your infrastructure strategy - taking the next step

From sharing data and insights to helping identify millions in estate savings, we've supported most ICBs in creating their infrastructure strategies.

We worked in partnership with **9 ICBs** to write their strategies from start to finish, **so we know the challenges you face when it comes to your estate.**

While **every estate is unique**, many of you are facing the same fundamental challenges: **space utilisation, accessing funding and keeping buildings compliant.**



# What we can do

**We can work hand in hand with you to deliver the services you value most. From strategic planning services to unlock capital funding, to data-backed studies to show how space is used across your estate. And staying on top of building maintenance to keep you compliant.**

So that you can better assess, adapt and maintain your estate at any or every stage of its life – and keep on delivering for your communities.

## Accessing funding

As you implement your infrastructure strategy, securing funding is a top priority.

Because we're part of the NHS, our expert teams across [town planning](#), [options appraisals and funding solutions](#), and [lease advisory](#) can help you navigate the system and unlock value. Not to mention, our [ICB business case development](#) team can support you in developing compelling business cases – so you can move from strategy into delivery.

## Tackling space utilisation

Planning for future space requirements is tricky when you don't have a clear picture of how your space is being used now.

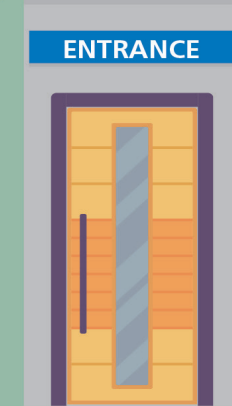
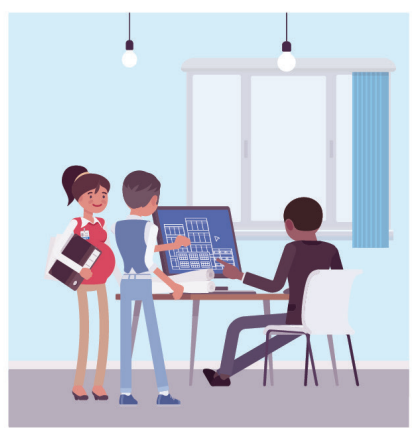
With [NHS Open Space](#), we can use sensor data to give you tailored feedback on your buildings. And our [estate optimisation and space utilisation](#) teams will partner with you to find the best solution to keep services in the community and adapt your estate. Our [capital project management](#) team has delivered thousands of projects on time and on budget. And you can trust us to do the same for you.

## Keeping your buildings compliant

From tackling backlog maintenance to keeping your buildings running smoothly, our [soft FM](#), [hard FM](#) and [statutory building compliance teams](#) have it all in hand.

We're proud of meeting 98% of our facilities management (FM) service level agreements because it means our customers can rely on us. Our [carbon reduction and energy management](#) teams can also help make your buildings more energy efficient – saving you money and supporting a sustainable NHS.

One trusted partner to save you time and money.



# How we work with you

## Working with Hertfordshire and West Essex ICB to adapt their estate

Sue Fogden, Estates Director at Herts and West Essex ICB shares some of the challenges they're facing and how we're working with them to **improve local healthcare facilities** in their region.

We made an impact through various shared projects including securing **£2.4 million** in Estates and Technology Funds (ETTF) to transform **900sqm of underused space** at Herts and Essex Hospital into a suitable place for **two new GP practices**.

“

NHSPS were instrumental in helping us adapt our estate so it **supported the local community**.

”

[READ THE CASE STUDY >](#)

## Helping Herefordshire and Worcestershire ICB improve how office space is used

We conducted a **strategic review** of Herefordshire and Worcestershire ICB's office buildings which found that the current space wasn't being used efficiently.

Our lease advisory team worked with the ICB to **rationalise their office estate** and **negotiate favourable lease terms** for a new purpose-built headquarters – making **significant savings** for the ICB.

[READ THE Q&A >](#)

## Partnering with Humber and North Yorkshire ICB to address their estates challenges

Stephanie Porter, Assistant Director for Estates, Infrastructure and Sustainability at Humber and North Yorkshire ICB shares how we've helped **adapt their estate to meet the needs of the local community**.

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Over the years, I've developed **strong relationships** with individual NHSPS members. We've worked together despite various changes within the NHS. The **trust we've built** along the way has been **key to achieving our goals**.

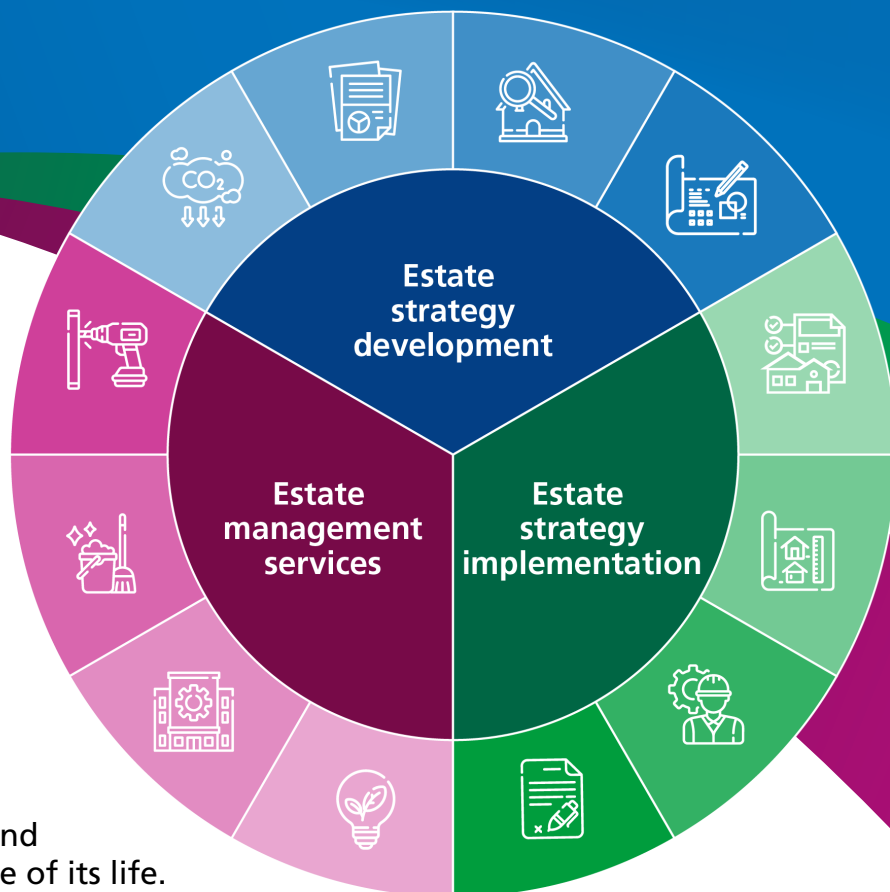
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[READ THE Q&A >](#)



# Our full service offer

Helping you better assess, adapt and maintain your estate at every stage of its life.



## Estates strategy development

- Strategic estate planning
- Options appraisals and funding solutions
- ICB business case development
- Net zero strategy



## Estates strategy implementation

- Estate optimisation and space utilisation
- Town planning
- Property development
- Lease advisory
- Property disposal and re-investment
- Capital project management



## Estates management services

- Hard facilities management
- Soft facilities management
- Property management
- PFI management
- Statutory building compliance
- Carbon reduction and energy management



# Get in touch with us

If you'd like to know more about our services or have a chat with one of our experts, get in touch with our Customer Service Centre.

You can reach them on:



[property.nhs.uk](https://property.nhs.uk)



0808 196 2045



[customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk)



NHS Property Services



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