

Our Responsible Business Blueprint



Ambitions to 2030

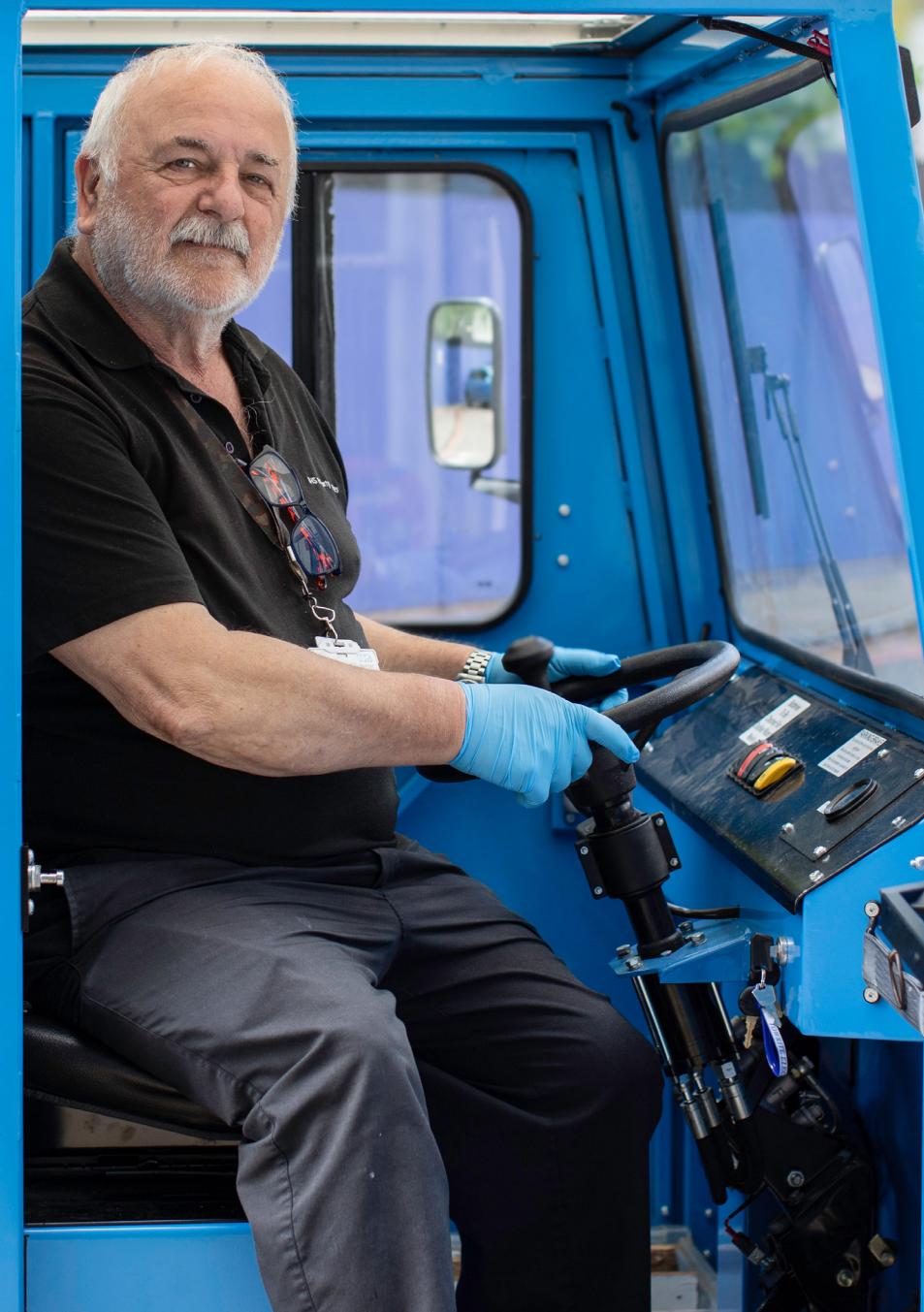


About NHS Property Services

Estates services that help you give the best patient care, a plan for where your estate is going next and a partner that can deliver it all. For you to be able to look after your patients, you need to know your buildings are well cared for too.

We're working towards being the NHS' first-choice estates partner. Every day, we help Integrated Care Systems, Trusts and GP practices to better assess, adapt and maintain c.3,000 buildings – safely and sustainably.

From Sunderland to St Ives, we bring you the local and national expertise, so your estates services deliver on time and on budget.





Our new strategy

In June 2024, we launched our new strategy. It now reflects where we want to be in the future to support NHS productivity and efficiency targets, and how we will get there.

In this document, we address the key pillars and enablers of our strategy through the lens of being a Responsible Business.

Our focus is always on what we can do to improve. And how we can work together with our colleagues, customers and stakeholders to achieve our common goals.

Over the years, we'll discuss our ambitions with you to sense check that we're focusing on the right areas as we near 2030. So that we can create a better NHS estate together.

**NHS
Property Services**

Our Strategy

Why we're here

Our Purpose: Enable excellent patient care

Our Vision: To be the first choice NHS estate service delivery organisation

What we'll deliver

Our Strategy: Use our expertise to help transform the NHS estate

Better estate
fit for the future

Invest, optimise, rationalise
Smarter, greener, more efficient
Support communities in safe and compliant facilities

Brilliant service
every time

Always place customers at the heart
Respond quickly and collaboratively
Continuously improve

Unlock value
across more of the NHS estate

Understand customer priorities and help deliver them
Innovative, efficient estate services
Deliver more estate services to more of the NHS

How we'll do this

Our culture: Get, grow, keep great colleagues | Empower high performing teams | Act responsibly

We value: **C**ommunity **C**olleagues **C**ommitment **C**ollaboration

Enablers: Diverse, talented people | Digitally enabled, data-driven | Commercial capability | Innovation

A better, leaner and greener estate

AMBITION
1

Fund and deliver a net zero

We aim to drive a reduction in absolute Scope 1, 2 emissions **by 20%** from 2025 to 2030.

AMBITION
2

Support healthier places and communities

We want **5 million more** people benefitting from our interventions between 2025 to 2030. We'll do that by investing more in our programmes and projects, including compliance, capital works, green spaces and volunteering.

KEY PRIORITIES





AMBITION
3

Develop and nurture our culture

We aim to embed a culture where everyone thrives at NHSPS and where our colleague survey scores achieve at least **8.5 out of 10** consistently by 2030.



Unlocking value

AMBITION
4

Partner with more of our customers and suppliers

We aim to develop
stronger relationships
to **unlock more value**
across the system (£1bn
from 2023 to 2030).

KEY PRIORITIES

Strategy and
implementation



Life cycle
replacement



Our value
proposition



Building strong
relationships





Annually disclose impacts and outcome

To showcase our system wide benefits, we aim to report and disclose more on our website and insights we share with our customers. By 2030, we will be sharing ESG performance data on a **quarterly basis**.



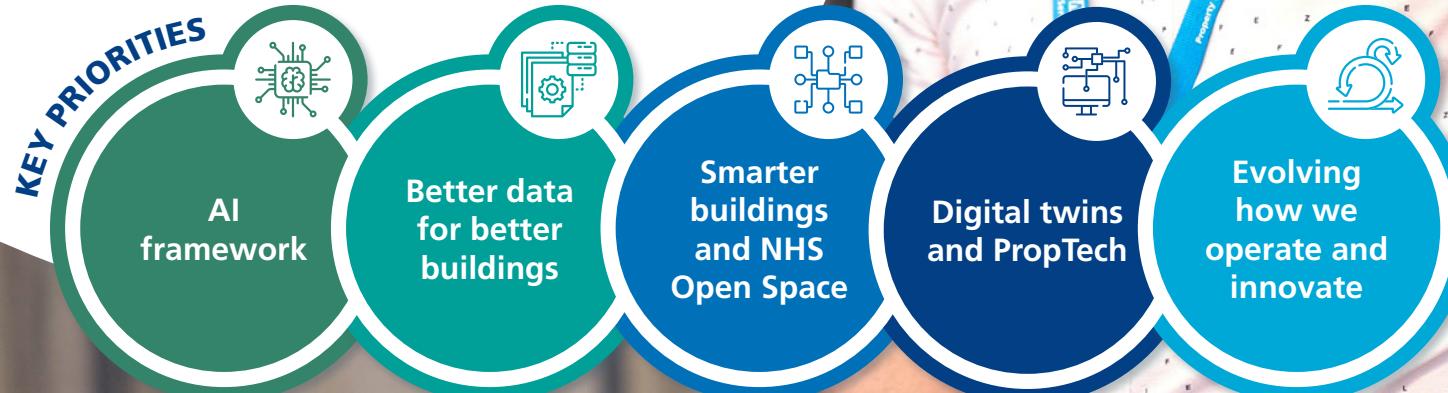


Innovation and the role of data

AMBITION
6

Make better, digitally- enabled decisions

By 2030, we want **90%** of our core estate to be smarter, and for more of our processes to be digitally enabled.





Contributors

Developing our 'Ambitions to 2030' has been a joint effort from colleagues across the different functions of NHS Property Services and a wide range of stakeholders.

In September 2024, we hosted our first ever NHSPS Responsible Business Materiality Event to discuss these ambitions with our customers and key sustainability partners which included ICBs, GPs, NHS Trusts and other Government Departments.

We want to make sure we are focusing on the right areas so that we can truly be a responsible business that's able to deliver value to our customers. And create a better NHS estate, together



About NHS
Property
Services

Our new
strategy

A better, leaner
and greener
estate

How our
colleagues deliver
brilliant service

Unlocking
value

Acting
responsibly; ethics
and corporate
governance

Innovation
and the role
of data

Contributors

Want more
information?



Want more information?

For more information about the components that make up our approach to being a Responsible Business, [visit our website](#).



property.nhs.uk

You can also contact our **Customer Service Centre** at any time:



0808 196 2045

