



Property Services

Our Responsible Business Blueprint

A photograph of a man in a white NHS uniform standing in a hospital corridor. He is wearing glasses and a blue lanyard with 'NHS' printed on it. The corridor is brightly lit with large windows on the right and recessed ceiling lights. The image is partially obscured by a large blue and white curved graphic element at the top.

Ambitions to 2030

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?



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.

A better, leaner
and greener
estate

How our
colleagues deliver
brilliant service

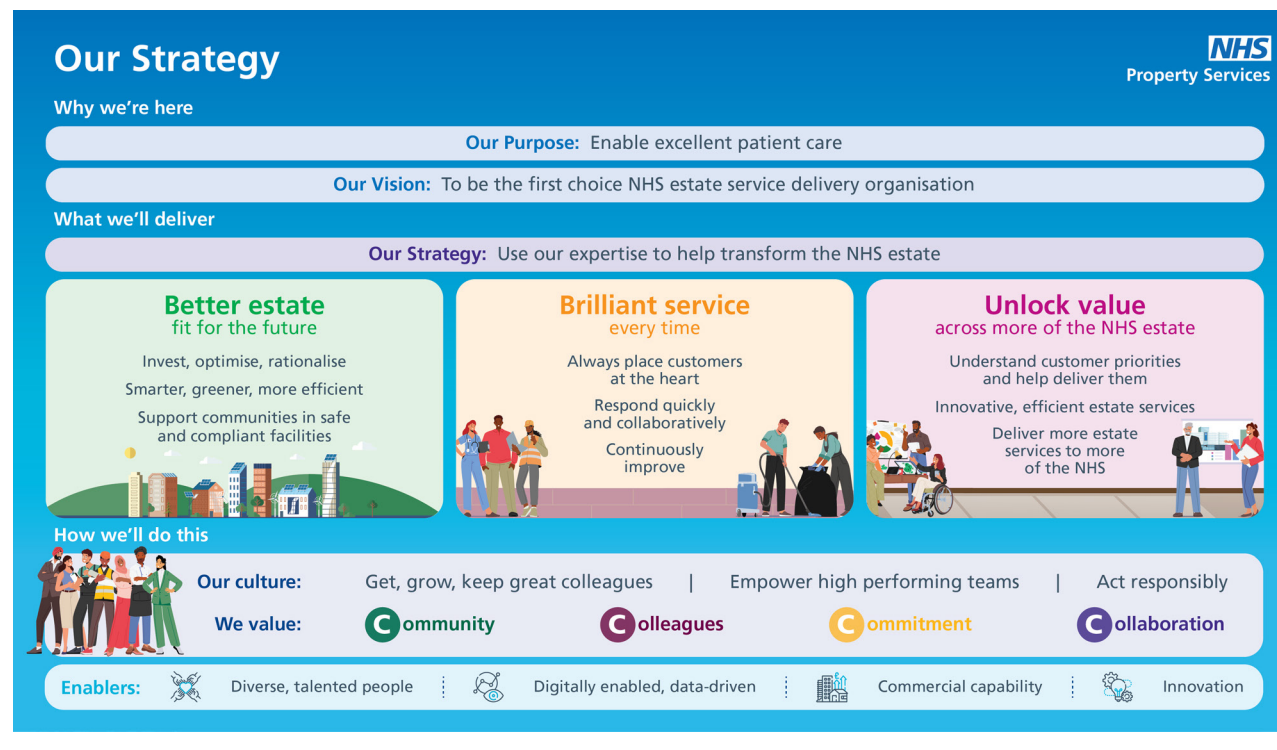
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A better, leaner and greener estate

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

Healthy
places

Town
planning
and space
strategy

Net zero
plans and
carbon
budgets

Efficiency
and
optimisation

Land
use and
biodiversity

Statutory
assurance and
environmental
compliance



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How our colleagues deliver brilliant service

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.

KEY PRIORITIES

Health,
safety and
wellbeing

Social
impact

Colleague
engagement
and inclusivity

Training,
skills and
competencies

Culture,
values and
behaviours



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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



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Acting responsibly; ethics and corporate governance

AMBITION
5

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**.

KEY PRIORITIES

Privacy and
GDPR

Fair treatment
and
safeguarding

Modern
slavery and
sustainable
procurement

Risk
management

Caldicott
Guardian

Climate
Related
Financial
Disclosures and
Reporting



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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.

KEY
PRIORITIES

AI
framework

Better data
for better
buildings

Smarter
buildings
and NHS
Open Space

Digital twins
and PropTech

Evolving
how we
operate and
innovate



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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



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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

