

Case Study

Creating and implementing a compliance framework

ENSURING COMPLIANCE WITH LEGISLATION AND PROVIDING A SAFE ENVIRONMENT FOR OUR PEOPLE AND CUSTOMERS

The Challenge

The creation of NHS Property Services in 2013 from 161 different bodies meant there was historically a variety of compliance management functions across our eight operating zones.

We therefore neither had sufficient evidence to ensure NHS Property Services was a compliant business, nor the necessary data to support it. It is imperative that every business is able to demonstrate a compliance framework that complies with statutory legislation and provides a safe environment for everyone using their properties.

“Building safety is of the utmost importance to NHSPS. We have come a long way since the central governance team was created and we are very pleased with the progress made so far.”

Jim Goatley
Head of Technical Services
NHS Property Services

The Solution

We have developed our own technical compliance model that is based on proactively collating evidence centrally. A reporting function interfaces with this, which in turn is used by operational FM and compliance governance teams to provide early visibility of any potential issues with statutory certification and remedial workflow. A central compliance governance team has been implemented with representation in each of the eight operating zones, with their priority being the constant monitoring of compliance performance, and support for the local FM operational teams. The compliance framework is underpinned by weekly calls between governance and operational teams, supported by senior management. The on-going development of the model will see our CORE, our new facilities management platform, being the central driver for all compliance measures.

The Result

The new compliance framework has demonstrated significant success in identifying and clearing aged remedial tasks and missing certification, providing quality reports at corporate and zone level, and improving the overall compliance culture in the FM operating zones and with key suppliers. During financial year 2018/2019, compliance was measured through corporate scorecards with stretching KPIs which were achieved. The impact of the compliance framework activities has been to heighten awareness across the entire business and introduce a sharp focus on technical compliance, which in turn is contributing to an improved overall operational performance for NHS Property Services.