



# Property Services



Corporate Social Responsibility  
Our progress  
2018-2020

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# Our approach

As part of our role helping the NHS to deliver on its Long Term Plan, we are committed to creating healthy places for patients, colleagues, communities and the environment to thrive. We are working with our customers to achieve the NHS net zero carbon goal and repurpose vacant space for community activity associated with social prescribing. We have partnered with charities to support the NHS preventative healthcare strategy, and we are working to address inequality and create inclusive environments for colleagues and patients that improve health and wellbeing outcomes for all. Across everything that we do, we are committed to acting responsibly and operating sustainably.

While we have made good progress since launching our Corporate Social Responsibility (CSR) strategy two years ago, we recognise that we have more to do across our four CSR pillars of marketplace, workplace, environment and community. This is our first update since launching the framework and demonstrates our progress against five important areas: supporting social prescribing, reducing carbon emissions, improving accessibility, managing waste and tackling isolation and loneliness.

Our CSR strategy is a key part of how we deliver our corporate purpose of enabling excellent patient care, and is firmly built into our wider corporate strategy. For example, as part of

our plan to get, grow and keep great people, we are focussing on how we to create a more diverse and inclusive workforce. This includes setting up a new diversity forum and action plan, supported by colleague champions and employee networks.

During the COVID-19 pandemic, supporting the mental health and wellbeing of our teams became more important than ever before. We provided a three-month programme of wellbeing webinars, online materials and booklets to help colleagues adjust to remote working, build resilience and create healthy habits. As a signatory to the Mental Health at Work Commitment, we will continue to promote a more open culture around mental health and develop tools and support aligned with the Thriving at Work standards.

Over the coming year, we will deliver an ambitious programme of activity addressing the sustainability issues that matter most to our stakeholders, and improving our public reporting aligned to the United Nations Sustainable Development Goals (SDGs). Our new CSR Forum and refreshed Champion network will enable us to progress at pace, creating long-term financial and social value. We look forward to working with our people, our colleagues across the NHS, and our wider stakeholders to deliver meaningful change.



# A message from our CEO



**Martin Steele**  
Chief Executive Officer  
NHS Property Services

Since the launch of our CSR framework in 2018, I am delighted with the progress we have made to improve the lives of patients and communities across the country.

Over the last two years, we have developed a range of programmes to address some of the biggest issues facing the NHS, including isolation and loneliness, sustainable models of care and climate change.

We developed our social prescribing programme, making space available for community and voluntary groups to deliver services to improve the health and wellbeing of local populations. Our pilot social prescribing hub in Eye, Suffolk, has been a great success, with colleagues also working to transform five additional green spaces across the estate into community gardens. We have also made significant progress in reducing our environmental impact. In April this year, we signed two new energy contracts providing 100 per cent renewable electricity to our sites across England and offsetting over 37,000 tonnes of CO<sub>2</sub>.

It has been inspiring to see colleagues becoming increasingly engaged in our CSR strategy. Our Champion network has grown from strength to strength, with colleagues across the business including receptionists, property managers and health and safety experts stepping forward to get involved. In addition to raising awareness of CSR, the Champions have supported their colleagues

to raise £89,000 for charities over the last two years, as well as volunteering 2,500 hours of their working time to community groups across the country.

Our Energy Leads have also played a significant role in reducing our environmental impact, saving the business £1.8 million in energy costs last year through low- and no-cost initiatives, the equivalent of 4,600 tonnes of carbon. Alongside their work, a new procurement strategy and consolidating our energy accounts saved a total of almost £6 million for the NHS.

Over the last few months, our business has seen significant changes due to the COVID-19 pandemic. Like many organisations, we have had to quickly adapt how we operate while also ensuring we are supporting the NHS as best we can. We were able to create space across our estate for more than 1,000 additional beds to meet the urgent needs of our customers, and open 24 testing facilities. We developed our Helping Hands Hub for our colleagues, providing them with the most up-to-date information on how they can support not only NHS Property Services but their wider communities as well. We also developed Connecting Colleagues, a scheme to ensure that our shielding colleagues remain in touch with the business to ease their anxiety while they are away from work and to support them when they are able to return.

CSR is firmly embedded into our new corporate strategy and we have set an

ambitious agenda for the year ahead. We have significantly expanded our social prescribing programme to transform more vacant spaces into facilities for local community activity. We are redoubling our support for the NHS net zero carbon goal and will continue to identify savings while building our long-term roadmap. Finally, I am delighted to announce the extension of our partnership with AccessAble, championing access for every person who uses our sites. Working with the disability organisation, we'll be looking at how we can integrate their recommendations into our standard working processes to ensure that access for all is front and centre within our properties.

The significant progress we have made across our CSR strategy is a testament to the enthusiasm, drive and passion of our colleagues across the business to improve the NHS. It is a true example of us living our values, pulling together as one team to support the NHS and enable excellent patient care.

# 2018-2020 highlights



**324**  
accessibility  
guides created



**6**  
social  
prescribing  
spaces  
developed



**18**  
community  
groups  
using social  
prescribing  
space

**4,600**  
tonnes of CO<sub>2</sub>  
saved through  
colleague-led  
initiatives



**830**  
tonnes of  
CO<sub>2</sub> saved  
through LED  
replacements



**95%**  
of waste  
diverted  
from landfill



**£89,000**  
raised for  
charities and  
good causes



**2,500**  
volunteer  
hours



**46**  
volunteering  
projects



**£56,000**  
raised for  
Carers Trust



# Creating spaces for social prescribing

It is estimated that around 20 per cent of a GP's time is spent addressing a patient's social problems that are not principally about health, some of which could be better tackled through advice, support and access to community resources.

Social prescribing is a way that GPs, nurses and other primary care professionals can refer patients to local, non-clinical services often provided by the voluntary and community sector. These services, such as group learning, healthy eating advice and debt counselling, help people to address the root cause of their health problems and improve their wellbeing. Social prescribing is a key component of

universal personalised care, as set out in the Long Term Plan, to reduce demand on primary care services.

The growth of social prescribing networks can be restricted by a lack of suitable indoor and outdoor space for community groups and charities to deliver their services. Many groups don't have their own dedicated space and struggle to find funding for room hire and rental fees. By transforming vacant and under-utilised space within our portfolio into affordable or free-of-charge facilities for community groups, we are supporting the growth of social prescribing and bringing together clinical and community-based health services.





Since 2018, we have transformed six under-utilised spaces into facilities for community activity that supports social prescribing.

We have created dedicated hubs, which provide space for community groups to establish their services and run regular sessions for the local community. Groups who are delivering health and wellbeing services can use our dedicated space at no cost, freeing up more of their funds to support their clients. The hubs are spaces that the whole community can use, with a range of different services to support their health and wellbeing.

We also work with our customers to identify smaller areas of space which can be transformed for single groups of patients. This could include clearing an overgrown courtyard to build allotment beds for a healthy eating group, or providing meeting space for a local charity that encourages social connections within an elderly population.

## Michael Burke Wellbeing Centre

Hartismere Hospital was an under-utilised community hospital in the rural town of Eye, Suffolk. Working with Ipswich and East Suffolk CCG, we converted a decommissioned birthing unit into a dedicated community hub.

Opened in July 2019, the centre currently hosts 12 regular user groups running a range of activities to improve the health and wellbeing of the local community. These activities include weight management sessions, stop smoking workshops, stroke support groups and 'painting for pleasure' sessions to reduce isolation among the

elderly. Many of the groups also manage one of the new allotment beds, allowing them to run a wider range of sessions for their clients. The site also has a sensory garden and outdoor gym for community use.

“ Using the Michael Burke Wellbeing Centre means we can work throughout the summer and paint outside in the beautiful garden. ”

**Eye Painting for Pleasure group, weekly users of the centre**



## Houghton-le-Spring Community Garden

Houghton-le-Spring primary care centre hosts a range of health and social care services including a GP practice, minor surgery unit and rehabilitation centre. We turned poor quality outdoor space at the site into a useable growing facility for the local community.

At the end of 2019, NHSPS volunteers worked with Groundwork to create multiple allotment beds, a growing tunnel and seating space within the plot of land at the centre.

The garden is now in use by Sunderland Recovery College, which runs 12-week gardening courses for people suffering with or recovering from mental health conditions. The college runs two sessions a week for an average of 12 students, helping to improve their wellbeing.

“I love coming here as it gets me out of the house and I can clear my mind of all my worries for a couple of hours.”

**Student, Sunderland Recovery College**



## Bloomsbury Health Centre

“We were contacted by one of the GPs at Bloomsbury Health Centre who was looking to set up a community gardening group for patients who are suffering from mental illnesses. The GP wanted to use the group to improve their wellbeing by gardening and socialising together over a shared, common interest.

Working with Groundwork, four of our colleagues volunteered to transform the internal courtyard at the centre into raised beds where patients can now grow their own seasonal produce. The space not only provides a chance for these patients to spend time together, but is also seen and enjoyed by all users of the health centre as they walk through the waiting room. ”

**Lucy Arnold, West Midlands Facilities Support Assistant at NHS Property Services**



## Looking ahead

Over the last few months, many vulnerable people have had to isolate in order to protect themselves during the coronavirus pandemic. We recognise that this has had a significant impact on their mental health and wellbeing.

Social prescribing will have a key role to play in their recovery, bringing people back together

and lessening the feelings of isolation and loneliness that many have felt over this time. Working with our customers to best identify local healthcare needs, we will be opening more dedicated social prescribing hubs and transforming more green spaces, to support as many local communities as possible.

# Reducing carbon emissions

NHS Property Services is responsible for ten per cent of the NHS estate, totalling more than 34 million sq ft across 3,500 properties. We spend £50m a year on utilities, equating to approximately 130,000 tonnes of carbon. As a whole, the NHS is responsible for around four per cent of the UK's total carbon footprint.

We are committed to the NHS net-zero carbon goal and supporting the wider Greener NHS campaign.

Reducing energy consumption in buildings is an important area of focus as we seek to minimise our use of natural resources, reduce our carbon emissions and increase our efficiency. Rising energy prices and increasing compliance costs make this a commercial imperative as well as our duty as a responsible business.

## For a Greener NHS

Climate change poses a major threat to our health as well as our planet. The environment is changing, that change is accelerating, and this has direct and immediate consequences for our patients, the public and the NHS.

The NHS launched the 'For a Greener NHS' programme, working with NHS staff, hospitals and partners to share ideas on how to reduce the impact on public health and the environment, save money and achieve net zero carbon.

To support the campaign, we made five pledges which are updated each year.



Reduce our carbon emissions



Reduce waste



Become more fuel efficient



Become more water efficient



Implement best practice for environmental management

We have centred our approach to reducing carbon emissions in two key areas: procuring low carbon energy and creating efficiencies within our properties. We also know that our fleet has a significant environmental impact and we continue to look at ways to address this.

From April 2020, we provide 100 per cent renewable electricity to all of our properties. This offsets over 37,000 tonnes of CO<sub>2</sub> each year, demonstrating our dedication to tackling climate change while promoting sustainable practices.

“Switching to 100 per cent renewable electricity for all our buildings is a landmark moment in efforts to transform our NHS portfolio into a sustainable estate. We take our responsibility towards reducing the environmental impact of our buildings very seriously.”

**Martin Steele, Chief Executive Officer at NHS Property Services**



## Improving energy efficiency

By investing in automated metering, data collection systems and asset management registers, we can better identify and target buildings with the greatest potential for improvements.

Over the 2019/20 financial year, we committed £1.5m towards an LED upgrade programme. We have replaced the lighting in 40 properties to date, already saving 830 tonnes of CO<sub>2</sub>. We estimate an annual saving of 2,000 tonnes of CO<sub>2</sub> once the programme is complete.

We also created an Energy Leads group to establish better building energy data, identify improvements and engage colleagues across each region. This has resulted in annual energy savings in out-of-hours running costs, equating to approximately 4,600 tonnes of CO<sub>2</sub>.

“Part of the Energy Lead role is to work closely with our Energy and Environment team, energy management partners and the regional operational teams to understand where and how energy is used in our buildings and reduce this usage. We will thereby improve the environmental conditions within our properties for our tenants and visitors.

This is achieved by monitoring energy usage across the region, benchmarking premises, carrying out energy audits and implementing energy saving initiatives. This assists the region in achieving its cost transformation savings, reducing the business's carbon footprint and feeding back savings to our tenants and the wider NHS.”

**Stephen Huntley, Technical Services Manager and Midlands Energy Lead at NHS Property Services**

## Fuel efficiency

As we have properties across all areas of England, many of our people travel to meet with customers, undertake works and provide important facilities services.

We are focussed on becoming more fuel efficient to contribute to improved air quality in and around the areas where we service our properties, as well as reduce the emission associated with travel.

We are working to provide our colleagues with no- or low-carbon options where possible. We are also implementing electric vehicle charging across our portfolio to enable users of our sites the option of electric vehicles, be this regular users, visitors or services vehicles.



## Looking ahead

The 2019/20 financial year was the first year of our relaunched Energy and Environment three-year plan. Next year we will build on this success by expanding our 'Invest to Save' programme. We will deliver more LED installations, analyse data from our building management systems and replace oil boilers. We will also further enhance our low- and no-cost engagement programme to reduce emissions at a local level.

The second year will also see the formal introduction of an Environmental Management System (EMS), ensuring that best practice is communicated to all our stakeholders. This will enable clear reporting of how we are reducing our environmental impact; not just in terms of carbon emissions, but also waste, emissions to air, climate change adaptation and flood risk.

# Improving accessibility

Some users of our sites face accessibility issues, including mobility and sensory impairment, learning disability and dementia. For many, knowing what to expect before visiting one of our properties can help to reduce the anxiety often associated with visiting somewhere new.

In a 2018 survey by disability organisation AccessAble, 75 per cent of respondents said they felt nervous or anxious visiting somewhere new and 76 per cent said they had not visited somewhere due to a lack of information about access to the venue.

Most concerning, 77 per cent of respondents reported having to leave somewhere after finding accessibility was not what they had expected. Ninety-nine per cent of respondents said it was important to know about accessibility before visiting a new place and 98 per cent searched for accessibility information in advance.

We formed a long-term partnership with AccessAble to address these concerns and ensure that all visitors to our sites feel confident and prepared for their visit.

“ NHS Property Services was a founding partner of AccessAble’s accessibility service for the NHS. Through their leadership we have been able to change the conversation around what constitutes good accessibility information for disabled people and carers accessing NHS services.

Their commitment to promoting the reality people face and desire to improve facilities has acted as the catalyst for the expansion of our service across 60 NHS Trusts in England.

Our service currently covers over 6,000 NHS services and helps 1.8 million people each year. We are committed to covering every NHS service and ending the postcode lottery faced by people searching for this essential information. ”

**Anna Nelson, Executive Director at AccessAble**



Working with AccessAble, we have created 324 detailed access guides for our properties, focussed on our largest sites and those with highest footfall.

Having these access guides either reassures first-time or infrequent visitors that their needs will be met when they come to our sites, or enables conversations to take place in advance around reasonable adjustments. This helps to reduce anxiety, remove the need to visit a site in advance and eliminate many of the factors that can lead to a 'Did Not Attend' outcome for medical appointments.

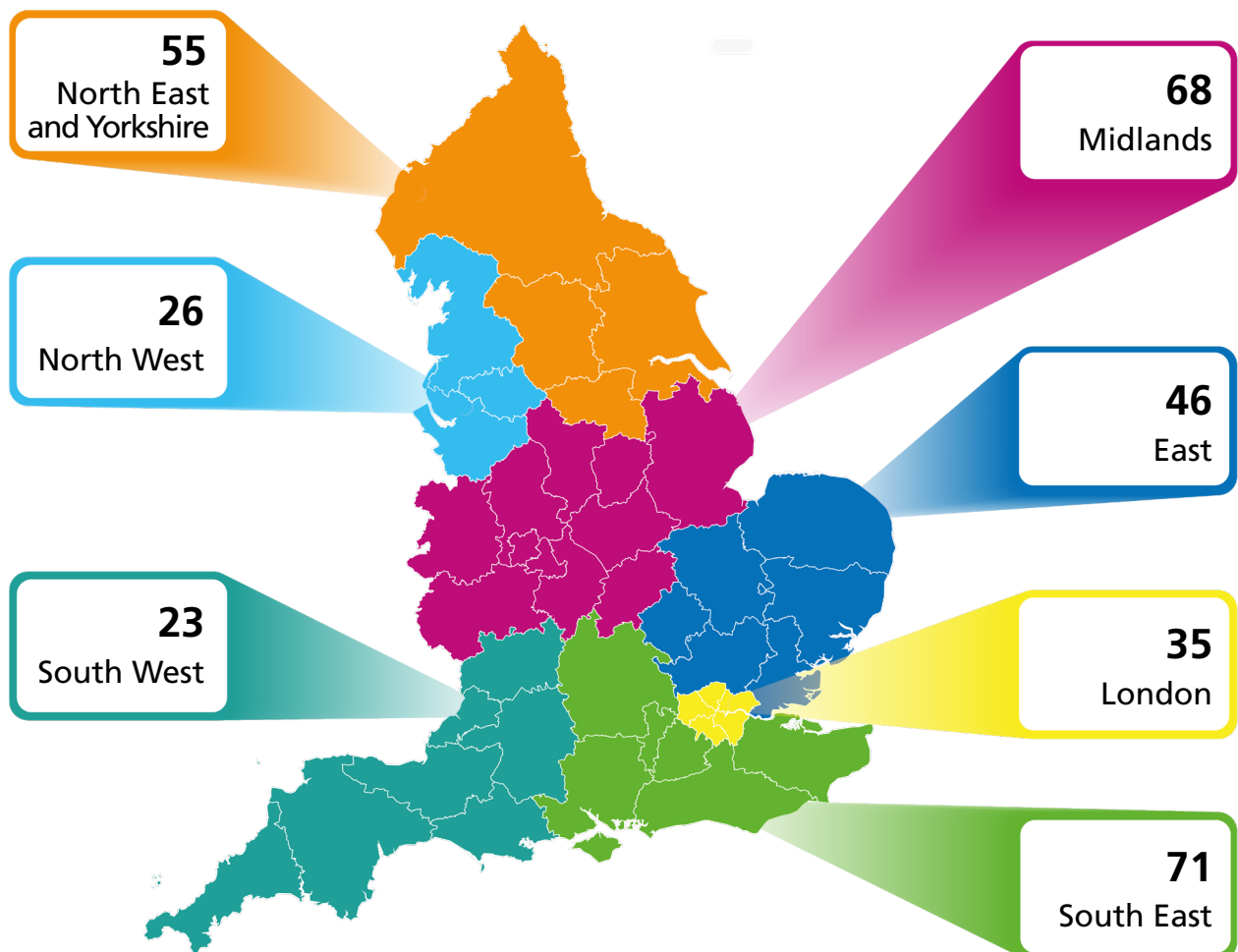
The Access Guides address access and disability from different perspectives, covering up to 800 information points about any given site. Each

access guide is published on the [AccessAble website](#) and app, as well as being integrated into the [NHS Property Services corporate website](#). In 2019, the access guides for our sites were used over 29,000 times by nearly 20,000 users.

AccessAble also provide us with recommendations for each site they survey on how to improve the accessibility. This helps to inform design briefs, capital programmes and estates strategies.



## Accessibility guides created for our sites





## Improving disabled access in Portchester

Following feedback from one of our customers, we completely renovated the entrance of Portchester Health Centre to ensure that all customers could easily and safely enter and exit the site.

Working with a local construction firm, we levelled the entire entrance space and created step-free access to the centre. The works ensure that wheelchair users and those with mobility issues are able to access the services available at the health centre.



## Looking ahead

Having extended our partnership with AccessAble, we are shifting our focus to delivering more significant physical improvements that help patients to access our sites. This includes integrating AccessAble recommendations into our standard working processes to ensure that access for all is front and centre within our estate.

We will work with our customers over the coming year to ensure that information about the accessibility of our sites can easily be found by all patients who need it. We will also be looking at the accessibility of our website and how we can ensure our online presence is easy to access as well.

# Reducing waste and resource use

Across all businesses and households in England, 177 million tonnes of waste is generated each year. This leads to significant environmental damage and financial cost, and needs to be responsibly managed.

We provide facilities and services to more than 3,000 NHS buildings and are responsible for a considerable amount of waste through our operations.

As part of our waste reduction efforts, we are developing our waste management systems, including standardising procedures and processes and ensuring legal compliance. Waste management training has been provided to operational colleagues to increase compliance, improve waste segregation and identify cost saving initiatives.

We are increasing the use of dry mixed recycling on our sites and have introduced a better range of bins. As a result of these initiatives, 95 per cent of our general waste now gets diverted from landfill for recycling or heat recovery.

To reduce our dependence on single-use plastic, we have launched a project to switch from disposable catering plastics to environmentally friendly disposables. Vegware provides packaging and cutlery made from plants which offers a low carbon alternative to standard disposables.

After a successful trial in Louth, Vegware has been rolled out across three properties, two community hospitals and an administration building in Lincolnshire with more to come.



now diverted for recycling or heat recovery



## Providing colleagues with reusable bottles

Our facilities management teams perform physical jobs at multiple sites throughout the day. To help them stay hydrated and reduce the use of single-use plastic water bottles, we have distributed over 4,000 stainless steel water bottles to our people.

We have pledged our support for the City of London's 'Plastic Free City' campaign. This encourages all businesses within the Square Mile to reduce their use of unnecessary single-use plastic.

As well as at our head office on Gresham Street, we will also be working towards this goal at our Stockport office in Greater Manchester.

So far we have completed four of the 11 required actions.

- No plastic straws on site
- No single-use plastic cutlery provided on site
- No single-use plastic cups provided on site
- Readily available tap water for all

Alongside the management of waste from our properties, we have a responsibility for the environmental impacts our sites have on the communities they are situated in. This includes the impact of surface water run-off in towns and cities.

To prevent excessive run-off of rainwater into busy drainage and sewerage systems, Sustainable Urban Drainage systems (SUDs) enable the rainwater to naturally soak into the soil and reduce the risk of flooding. NHS Property Services has been working in partnership with Business in the Community (BITC) to install a SUD system at Shaw Heath Health Centre, Stockport.

By building the system we have reduced run-off at the site and saved money on annual water rates. It now functions as a demonstration site for companies wishing to invest in this type

of development in the future and forms part of the Mayor of Great Manchester's wider environmental programme across the North West.

As well as reducing the site's environmental impact, Shaw Heath Health Centre has also gained the benefit of a beautiful garden. Many of the patients and staff who use our properties lead high-stress lives, whether from waiting for an appointment or diagnosis or dealing with everyday work demands of the NHS. The garden is also next to the breast screening van, providing a quiet, relaxed environment for waiting patients.

The garden has increased the biodiversity of the area, providing a habitat for our multi-legged and winged neighbours and a food source for at-risk bees.

## Looking ahead

While we have put in place a number of measures to address waste and resource use, we recognise that water efficiency is still in its infancy within our organisation. We will be working with tenants across our properties to consolidate our water suppliers and thereby gain better visibility of our consumption, while also ensuring we utilise water-efficient equipment to reduce our usage.

We will also continue to reduce overall levels of waste across our portfolio and further decrease the amount that goes to landfill. We will ensure appropriate waste segregation, introduce clear internal recycling systems and support tenants to reduce their clinical waste.

# Tackling isolation and loneliness

Isolation and loneliness are growing social issues in the UK, with more than one million people over the age of 65 reporting that they often feel lonely. Loneliness has been linked to several physical and mental health conditions such as coronary heart disease, anxiety and depression, making it a contributing factor to rising numbers of patients requiring NHS clinical care.

As part of our effort to tackle the problem, we partnered with Carers Trust, the largest charity supporting unpaid carers of any age in the UK, to support older carers. Sixty-eight per cent of carers say their caring commitments have a negative effect on their mental and physical health, while eight out of ten unpaid carers describe themselves as 'lonely or socially isolated'.

Our colleagues have been working together to raise funds for two Carers Trust programmes: Older Carers Getting Together and Individual Grants for Older Carers.

We have seen incredible efforts from our people - organising bake sales, quiz nights, raffles, vegan weeks, half marathons and even swims in the Serpentine. On top of this many colleagues have taken part in our company-wide fundraising challenges; 30 cycled from London to Stockport in 2018 and 61 braved the Yorkshire Three Peaks in 2019. As of April 2020, we have raised £56,000 for Carers Trust.

Older Carers Getting Together is a scheme which offers grants of up to £500 to enable the Carers Trust partner network to run activities and events supporting carers aged 60 and over. These include exercise classes, regular coffee mornings and other activities in which carers have expressed an interest that help reduce their feelings of isolation and loneliness. Since the start of our partnership, 1,257 older carers have attended these events thanks to NHSPS fundraising.

The Individual Grants provide up to £300 to enable older carers to carry out essential activities for themselves and the person they are caring for. It can also help them to develop their skills and take part in activities they really enjoy. Those who receive these grants would otherwise be unable to make these purchases or engage in these activities. Our fundraising has provided grants enabling four carers to take much-needed respite breaks from their daily routine, and 67 carers have received funding for essential items they need but could not afford.



**68%** of carers say their caring commitments have a negative effect on their mental and physical health



As of April 2020, NHSPS has raised £56,000 for Carers Trust.

## Doreen's story

Doreen is the main carer for her husband Bobby, who has dementia and problems with his short-term memory. Sometimes it is difficult for Doreen to motivate Bobby who often feels very low, which in turn takes its toll on her. After a Carers Assessment, Doreen and Bobby were offered the opportunity to visit Lincolnshire Aviation Centre along with several other older carers. When Doreen received the invitation, she said:

“You have made my day.”

Doreen was incredibly grateful for the opportunity to spend the day with other older carers and staff, all thanks to the donation from NHS Property Services.

## Craig's story

Craig is 64 years old and lives with his wife Martha in Scotland. Martha has had osteoporosis and a crumbling spine for over 20 years. Craig had to stop work in order to care for Martha and as a result their income has declined, and they struggle to survive on benefits. Craig and Martha married last year but due to their financial situation could not afford a reception or honeymoon.

Thanks to a generous donation, Craig was awarded £300 to take his wife to Benidorm. This break away will make a huge difference to Craig, providing an opportunity for him to relax away from the stresses and strains of everyday life.

## Yorkshire Three Peaks

On Saturday 8th June 2019, 61 colleagues took on the Yorkshire Three Peaks Challenge in relentless rain. Despite the challenging weather, colleagues thoroughly enjoyed the event, particularly the opportunity to meet new people from around the business. The event raised £28,000 for Carers Trust and The Silver Line.

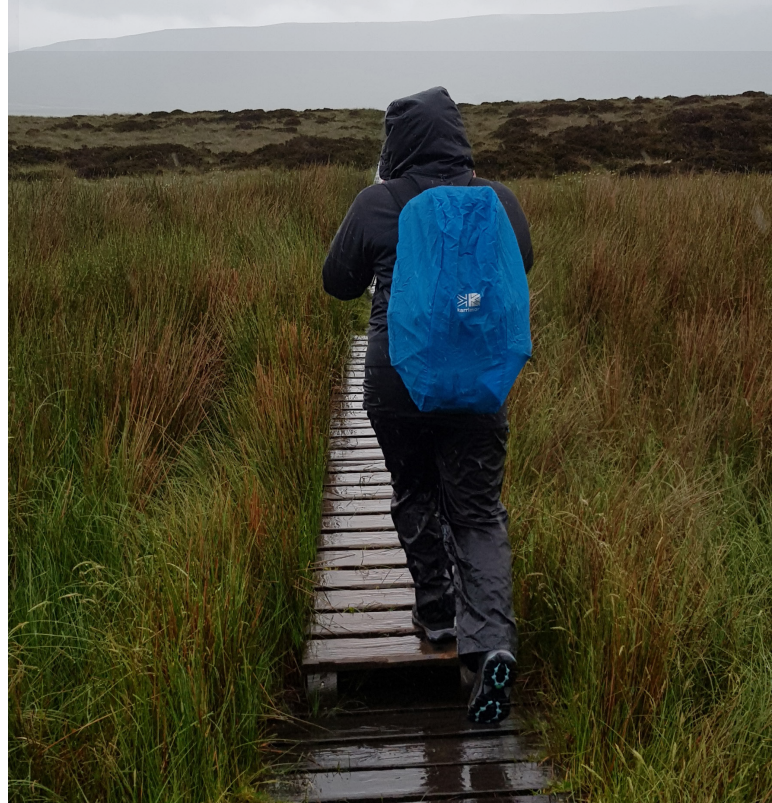
“ Despite the dismal weather, I thought it was a great success and all the more satisfying at the end. In fact, I think the weather just made it all the more exciting! There was camaraderie all around and everyone ought to be very proud of their efforts on behalf of two excellent charities.”

**Karl Bartholemew, Principal National Office Programme Manager at NHS Property Services**



“ The money raised means we will be able to provide grants to help support older carers right across the country. Older carers are often ‘unseen’ and are especially vulnerable to becoming isolated. These grants will address that by supporting group activities to bring older carers together, thereby tackling loneliness and isolation. ”

**Carers Trust**



## Volunteering

Our people are encouraged to spend two days a year volunteering for a charity or community project. By helping to transform buildings and green spaces for charities to deliver their services, communities to enjoy and NHS patients to benefit from, our people are helping to reduce isolation and loneliness and improve the general wellbeing of our communities.

Eight members of our Asset Management team spent a day volunteering with Age UK in Islington. Armed with spades and forks the team worked to clean up the outdoor space Age UK provide for elderly members of the community to enjoy and socialise with others.

Not only did our colleagues help to provide a space for older people in our community to connect with others, but the charity even received a 2019 Gold Award in the London in Bloom Awards as a result of their hard work.

“ Thank you so much for our fantastic gardening day. You all worked so hard and did such a fantastic job! My gardening group were very impressed when they came in later. I took a small group on a sensory walk this morning and they were similarly impressed by our amazing plots! Our wildlife bed was full of sparrows, too - which was lovely. ”

**Andrea Sinclair, Activities and Partnership Coordinator at Age UK**



## Looking ahead

As well as continuing to raise funds for older carers, we will use our partnership with Carers Trust to raise awareness of the support unpaid carers provide. We will also continue to create

and improve spaces to benefit the community and will be expanding our volunteering offers into skilled opportunities for our colleagues.

# Contact us



There are various ways to get in touch with our teams to find out more and work with us:

## Customer Support Centre (CSC)

The CSC can help with non-facilities management related queries, including billing and invoicing, legal entity queries and space requests. If in doubt, the CSC should be your first point of contact.

Outside of opening times, your call will be forwarded to the Facilities Management Helpdesk, so someone is always on hand to help you.



**0800 085 3015**

Monday - Friday, 08:00 - 18:00



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



**[www.property.nhs.uk/contactus](http://www.property.nhs.uk/contactus)**

## Facilities Management Helpdesk

We have a dedicated helpdesk which offers 24/7/365 help with all facilities management services matters.



**[www.property.nhs.uk/newrequest](http://www.property.nhs.uk/newrequest)**

For **non-urgent** facilities management maintenance requests, fill out the online form.



**0808 196 2045**

To report an **urgent** facilities management issue that requires immediate resolution at any time of the day.