



# Our community



In June 2018, we launched our first Corporate Social Responsibility (CSR) strategy, focused on striking the right balance between the economic, environmental and social aspects of our activities and delivering sustainable value for our stakeholders.

Our CSR strategy directly supports our business goals: to enable our customers to deliver excellent patient care across our NHS sites. As one of the main property and facilities providers to the NHS, we have a key role to play in supporting the NHS's Long Term Plan

and improving the health and wellbeing of healthcare professionals, patients and the public in all of the communities we operate in.

Over the last two years, the strategy has grown to cover a range of issues facing the wider NHS, including isolation and loneliness in the community, population health, and climate change.

We are delighted to have delivered a number of successful initiatives this financial year, positively impacting the lives of people across the country.



## Creating spaces to support social prescribing

Social prescribing is a way that GPs, nurses and other primary care professionals can refer patients to local, non-clinical services to address the root cause of health concerns and improve a patient's overall wellbeing. The growth of social prescribing is an important factor in reducing demands on primary care networks, but is often restricted by a lack of suitable indoor and outdoor space for community groups and charities to deliver their services.

Our social prescribing programme aims to increase the availability of space for these community and voluntary groups, and has made good progress this year. Looking forward, we are setting ourselves ambitious goals to transform sites across the country. We will be working with our customers to open more dedicated social prescribing spaces, supporting as many voluntary groups and local communities as possible.

## Key achievements

This year, we have:



Transformed **5 green spaces** at community hospitals, GP practices and health centres into vibrant community spaces with allotment beds and wellbeing gardens for patient groups, recovery colleges and school children.



Created a dedicated space for social prescribing at Hartismere Hospital in Eye, Suffolk. The centre provides free-of-charge indoor and outdoor space for **more than 12** local groups who deliver health and wellbeing services to the community.





## Tackling isolation and loneliness

Unpaid carers provide a significant service for the NHS, looking after friends and family members who may otherwise require NHS services for their care. Older carers in particular can find this a lonely experience, often struggling to manage their caring duties and staying connected to family and friends.

Our partnership with Carers Trust provides funding for grants and social events for older carers across the UK to help them with their caring duties while not losing their own sense of identity. We also focus our employee volunteering programme on opportunities for colleagues to support charities and good causes that help to reduce social isolation. As our programme grows, we continue to look at ways we can have the greatest impact on addressing these key social issues.

## Key achievements

This year, we have:



Raised more than **£20,000** for Carers Trust, funding grants and social events for elderly carers



Volunteered **1,875 hours** of working time to support community groups across the country, including renovating meeting space at a recovery college and creating a peaceful garden for elderly people to socialise

## Key achievements

This year, we have:



Switched to **100% renewable electricity** for all sites where we provide electricity, offsetting over **37,000 tonnes** of carbon dioxide a year



Set up a nationwide LED lighting update project, saving over **£549,000** annually for the NHS and **830 tonnes** of carbon dioxide

## Reducing carbon emissions

Reducing our energy consumption and associated carbon emissions is an important area of focus for us; rising energy prices and increasing compliance costs makes this a commercial imperative as well as a business responsibility. We also have a responsibility to support the NHS's commitment to being net carbon zero by 2050.

Over the last year, we have centred our approach to reducing our carbon emissions into two key areas: procuring renewable electricity and natural gas and creating efficiencies within our properties. We are also listening to customer feedback and looking into how to adapt our buildings so that users can transition to electric vehicles.





## Improving accessibility

Many users of our sites face a range of accessibility issues, including mobility and sensory impairment, learning disability, and dementia. In order to ensure that all our site users feel confident and prepared to visit our properties, we partnered with disability organisation AccessAble. We are proud of the 324 accessibility guides we've produced for our properties, which have been viewed by almost 20,000 people.

After extending our partnership with AccessAble in May 2020, we are shifting our focus to deliver more significant physical improvements to our sites that help patients 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 properties.



## Reducing waste and resource use

As facilities and services provider to around 3,500 NHS buildings, we generate a considerable amount of waste and we are committed to ensure this is managed responsibly. Earlier this year we showed our support to the 'For a greener NHS' campaign, pledging to drive action on five key areas, including reducing waste, reducing our single use plastic consumption and improving our water efficiency.

We have redeveloped our waste management system, including standardising procedures and processes, to ensure as little waste goes to landfill as possible. As part of our efforts to improve water efficiency, we are currently undertaking a review of our suppliers and water costs, and we will introduce measures to reduce consumption in the coming year.

## Key achievements

This year, we have:



Diverted **99.4%** of our general waste from landfill, including recycling - almost a quarter of our total waste



Joined the City Of London's '**Plastic Free City**' campaign, removing plastic straws, single-use plastic cutlery and single-use plastic cups from our London office

## Key achievements

This year, we have:



Created **over 60 free to access public accessibility guides** - a total of **324** over the course of our three-year partnership with AccessAble. We have integrated all of these into our corporate website to ensure patients accessing our sites have the information they need.



Adopted recommendations from the guides to that have led to minor and major works at sites across the country to **improve accessibility**, including improved disabled access at a medical practice in Manchester and new accessible toilets in properties across the East region.

## 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. This is why the NHS has launched the 'For a greener NHS' programme, allowing NHS staff, hospitals and partners to share ideas on how to reduce the impact on public health and the environment, save money and – eventually – go net carbon zero. NHSPS has pledged its commitment to this cause.





# For more information, get in touch



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## Facilities Management (FM) Helpdesk

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