



**NHS**

# Property Services

# Our services



Improving our frontline service provision is key to ensuring that we continue to deliver value to the NHS and support the needs of the estate as it evolves. Over the past year, we have made tremendous progress by rebalancing our delivery model, creating a robust and efficient frontline workforce and implementing our new facilities management (FM) platform, CORE.

Data is critical to helping us improve our services further and we've already begun using analysis of key trends to drive further improvement in our service delivery and resource allocation. This will be an important part of our strategy going forward as we gain more insight into request volumes and job types, helping us to drive greater efficiency and resilience.

## Optimising our facilities management delivery

As part of our rolling programme to optimise the delivery of our facilities management (FM) services, we are continuing to re-balance our delivery model. We recognise that as the healthcare system evolves, the way we deliver our services must evolve too, so that we can provide improved value for the NHS and our customers.

In 2019/20, we reviewed 16 legacy contracts, deciding to self-deliver core FM services and transfer selected services to trusted, specialist suppliers. The biggest decision was to insource hard FM services which are those that relate to the physical maintenance of our buildings such as plumbing, electrical, mechanical and lighting. This will not only give us greater control over the standard and flexibility of service we provide to our customers, but also enable us to achieve significant cost efficiencies that will be reinvested back into the NHS.

In addition, we have also introduced FM service level agreements (FMSLAs) for our customers to ensure that we consistently provide them with a high-quality service. The FMSLA will provide customers with a description of the service standards being delivered in the areas they occupy exclusively. It will also include detail of how we will measure and report on each service as data in each area becomes available. This will help us to drive improvement where it is required to ensure greater consistency in service delivery.

## Key achievements

This year, we have:



Rebalanced our service delivery model which will save the NHS **£6.5 million a year**



Welcomed **201 new frontline colleagues** into the organisation via insourcing



Rolled out FMSLAs to **60% of our customers**





# Launching our new facilities management platform

One of our top priorities for 2019/20 was to provide our customers with a more efficient and reliable facilities management service.

To facilitate this, in May 2019 we implemented CORE, a new platform that allows us to log, manage and monitor all the reactive and planned FM activities our customers receive through one internal system. CORE enables real-time reporting and more accurate monitoring so that repairs can be better managed and prioritised, and our buildings can be used to their full potential.

It also enables us to gather valuable data and provide insight on key metrics like our attend and fix rates within our standard Service Level Agreement (SLA), helping us to drive improvements. These figures are currently much lower than we'd like, with our attend rate within SLA sitting at 56% and fix rate within SLA at 61%, however this will be a key focus for us going into the next financial year.

## Key achievements

This year, we have:



Collected, validated and revalidated data on over **1 million assets** across our portfolio to feed into CORE, allowing us to plan more accurately for our backlog maintenance investment, and giving us better understanding of when to replace, rather than just fix, an asset.



Reduced outstanding backlog remedials work by **60%** from the beginning of 2019/20.

## Case study: Deneside Medical Practice

Deneside Medical Practice is a very busy, independently owned practice that was struggling to keep up with the level of demand for hard facilities management (FM) services. On top of that, the GPs did not have the expert knowledge required to ensure the site was fully compliant. The current set up was of multiple contractors working at the site which created confusion and a high work load for the practice manager, meaning she was unable to focus on the requirements of her practice manager role.

The practice manager got in touch with NHSPS and after discussing their needs, we were able to provide all of their hard FM services including mechanical and engineering, grounds and garden, and building fabric, at a very competitive rate.

Deneside Medical Practice are very happy with the service delivery from NHSPS. We have released time back into the practice manager's diary to allow her to focus more on her practice manager role rather than worrying and spending time on maintenance of the premises.

### Customer feedback:

Adele Scott, Assistant Practice Manager commented that the biggest strength has been the "easy reporting system and feedback from calls and requests" and added that "it's lovely to have a lead person to be able to contact should we have any issues. All the providers who have been to the practice to carry out tasks have all been very friendly, approachable and professional."





## Key achievements

This year, we have:



Handled over **196,000** inbound requests and logged over **163,869** reactive jobs



**Improved reporting capabilities** to enable trend analysis which is used to drive business decision-making, for example the implementation of our LED upgrade programme



## Continuing our transformation of the Facilities Management (FM) Helpdesk

The FM Helpdesk plays a critical role in ensuring that our customers across the healthcare system can continue to deliver excellent care to patients by enabling them to report urgent FM issues to us 24/7/365. Since 2017, the Helpdesk has undergone significant change to ensure that we not only provide our customers with outstanding service, but also to make sure that we are continuously adapting and responding to customer feedback.

Following the work in 2018 to consolidate the four FM Helpdesks into one centralised desk in Stockport and standardising our processes, simultaneously, this year we've introduced a single freephone telephone number for all our customers. This replaces the four regional FM Helpdesk numbers and will provide us with better business continuity and stronger telephony resilience to ensure customers receive a reliable and consistent high-quality service.

We're also focused on helping our engineers reduce the backlog of remedial works and how we can better utilise the data we gather based on reported jobs and from CORE.

The FM Helpdesk worked to assess and prioritise outstanding remedial works and develop action plans to enable our engineers to address the issues in the most efficient way possible. In addition, we implemented automated business intelligence dashboards to help us identify peak demand periods and enable better resourcing, as well as alerts to ensure that we continue to respond to customers within our agreed Service Level Agreement (SLA). This will continue to be a key focus for us going forward so we can continue to deliver the best possible service to our customers.

## Improving our car parking management

Car parking was one of the areas where we received the most customer complaints and we recognised that ongoing challenges around signage and clarity of charges were having a negative impact on the experience that patients, visitors and staff had when visiting healthcare services in some of our buildings. To address these issues, we took the decision to appoint a national car parking management operator to drive improvement, appointing Saba in September 2019.

Saba are working together with our Facilities Managers to identify suitable solutions based on a site by site analysis. This includes providing new and updated equipment, technology and clear signage to ensure all user groups understand the new car parking controls.

As a result of the new contract, many NHSPS site users won't have to pay for parking, and the sites that do have the new machines will give customers the options to pay with cash, credit/debit cards, contactless, pay by phone, app or website.



## Key achievements

This year, we have:



Completed phase one of car parking improvements, working with Saba to **upgrade 4 sites**



Reduced the volume of car parking complaints by **56.8%** compared to 2018/19



# For more information, get in touch



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



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



0800 085 3015 (freephone)  
Open 24/7

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## Facilities Management (FM) Helpdesk

To log an urgent job which requires immediate resolution at any time of the day:



0808 196 2045 (freephone)  
Open 24/7

To report a non-urgent or routine FM issue:



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

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NHS Property Services



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