What we delivered in 2019/20

NHS Property Services

1,000+ customers booked rooms using NHS Open Space

210,900 hours of services provided to patients through NHS Open Space

63 spaces refurbished, reconfigured and developed

461 construction projects undertaken across our portfolio

Reduced vacant space to **6.45%** from 8.5% across our portfolio

Baseline 8.5% as at 01.04.19

Basic level of occupancy established across **91.3%** of eligible portfolio

Welcomed **201** new frontline colleagues via insourcing

Rebalanced our service delivery model, saving the NHS **£6.5M** a year

196,000 inbound facilities management requests handled and **163,869** reactive jobs logged

Responded to **90%** of customer queries within 10 days

Achieved a CSAT score of **8.07/10**

Reduced outstanding backlog remedial work by **60%**

From beginning of 2019/20

£90M invested in the NHS estate

Upgraded **4** car parking sites with our new national operator, Saba

Reduced the volume of car parking complaints by **56.8%**

Compared to 2018/19

Realigned our 8 zones to **7 regions** to match NHS England and Improvement

Created **7** new Regional Partnership Director roles to better support the wider system

Delivered Annual Charging Schedules to **92%** ahead of the new financial year

Contacted **85%** of our customers to discuss their charges

Transformed **5** green spaces at our facilities to support the local community

Developed a dedicated social prescribing hub in Suffolk, supporting **12+** local community groups

£48M in savings that has been reinvested back into the NHS

Volunteered **1,875 hrs** to support community groups across the country

Raised more than **£20,000** for Carers Trust

Switched to **100%** renewable energy, offsetting **37,000** tonnes of C02

Implemented a nationwide LED lighting update, saving **£549,000+** annually for the NHS

Adopted recommendations to improve accessibility across our sites

Created **60+** accessibility guides for our sites with Access-Able

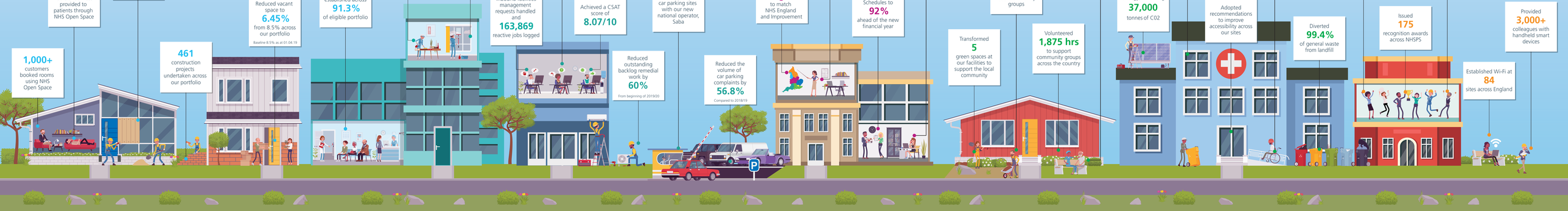
During three-year partnership

Diverted **99.4%** of general waste from landfill

Reduced the gender pay gap at senior management level by **6.32%**

Issued **175** recognition awards across NHSPS

Increased our Employee Engagement Score to **72%**

Provided **3,000+** colleagues with handheld smart devices

Established Wi-Fi at **84** sites across England