

# Guide to NHS Property Services for Trusts

How we can help you solve  
your estate challenges





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**strategic estates partner**

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NHS Property Services (NHSPS) were **integral to navigating through the challenges, coordinating activities** across the different organisations involved and bringing in the **skill sets to deliver the project** including Estate Strategy, Construction, Legal and Property and Facilities Management. Importantly, NHSPS put forward **innovative solutions**, not least finding ways to access capital.



**Geoff Baines**

*Deputy Chief Executive, Director of Safety and Quality, and CQC Registered Manager  
Livewell Trust*



## Keeping you and your patients safe

From cleaning teams experienced in the latest NHS standards to receptionists trained to spot and support loneliness – we'll make sure you and your buildings are well looked after.



## Helping you identify estates savings

From lease advisory to estate optimisation and space utilisation, to property disposals, we can help you find savings opportunities across your estate.



## Making better use of your space

We'll help you understand how your estate is being used and identify inefficiencies.



## Award-winning town planning team

Helping our customers unlock more than £60m in funding.



## From refurb to new developments

Our capital projects team has delivered over 3,000 estates projects on time and on budget.

# Your NHS strategic estates partner

From an ageing Victorian hospital to a growing GP practice, you need an estates partner that understands the needs of your patients and buildings. A team that deals with your everyday maintenance needs quickly and can help you transform spaces so you can deliver the best care.

## Our local teams take the time to understand what your community needs

Because we're part of the NHS, we know how it works.

We'll help you find your way **around the system more easily** – from unlocking funding to adapting your space. And we'll use our **local expertise** to be the partner that knows the **best ways** to help you **assess, adapt** and **maintain** your estate – all in one place.

## Every penny is reinvested across NHS

And it has been since we were formed in 2013.

Through our Healthy Places programme, we deliver **sustainable, cost-effective improvements**. From making better use of space and adding more patient beds, to improving outdoor spaces to support patient recovery. Like **creating a new green space at [Woking Community Hospital](#)** for patients undergoing neuro-rehabilitation.







## We'll give you the confidence that your buildings are safe and compliant

Compliance is our bread and butter, and we'll offer the right package of facilities management services to suit you.

However well we all plan, sometimes there are unexpected problems that just can't wait. So **we're on hand 24/7** to help you solve any and every emergency.

Ultimately, because **we're part of the NHS, your challenges are our challenges**. So we'll always stay focused on understanding your goals then partnering with you to provide the services your patients need.





# What we can do

**We can work hand in hand with you to deliver the services you value most. From helping you make better use of your space to deliver services in your community, to finding the best options for your estate – and working with you to develop them. Plus, we'll stay on top of your building maintenance to keep you compliant.**

So that you can better assess, adapt and maintain your estate at every stage of its life – and keep on delivering for your communities.

## Supporting your estate end-to-end

### Helping you make better use of your space

As local populations evolve, you need an estate that evolves too.

With [NHS Open Space](#), we can use sensor data to help you understand how your estate is being used. Because **we're part of the NHS**, our expert teams across [estate optimisation and space utilisation](#), [town planning](#) and [lease advisory](#) can work together to **help you navigate the system and unlock value**. Helping you adapt your estate – so you can keep delivering for your patients in the community.

### Finding the best options for your estate

We understand the pressures that you're facing when it comes to your estate.

Ageing buildings and rising costs mean that you need a holistic approach, with **one NHS strategic estates partner who can do it all**. From options appraisals and funding solutions to [property disposals and re-investment](#) and [property development](#), we'll help you identify the best options for your estate – and deliver them for you. Our [capital project management](#) team has delivered thousands of projects on time and on budget. And you can **trust us to do the same for you**.

### Keeping your buildings compliant

From staying on top of infection control to tackling backlog maintenance, our [soft FM](#), [hard FM](#) and [statutory building compliance](#) teams have it all in hand.

We're proud of meeting **98%** of our facilities management (FM) service level agreements because it means **our customers can rely on us**.

One  
trusted  
partner to  
save you  
time and  
money.



# How we work with you

## Saving the NHS over £500,000 by renegotiating leases

When the Torbay and South Devon NHS Foundation Trust identified one of their sites as surplus, they weren't sure what to do about the lease.

Our lease advisory team supported them to carry out the work in **just 3 months**. This released the property from the NHS estate and resulted in a **saving to the wider NHS of approximately £550,000**.

[READ THE CASE STUDY](#)



The whole process has been **relatively pain free** and you were **very reasonable** in your requirements for handing back the sub-lease. Torbay & South Devon Trust **will now benefit from the significant savings** from their outgoings for this building.



**Geoff Allen**

*Capital Projects & Property Manager*  
Torbay and South Devon NHS Foundation Trust

## Transforming a community hospital in Gainsborough to deliver a new in-patient ward

After a structural survey of the Scotter Ward at John Coupland Hospital (JCH) showed significant deterioration in the building's fabric, **we helped find a solution** to keep in-patient facilities on site.

We worked closely with Lincolnshire Community Health Services (LCHS) NHS Trust and Lincolnshire Integrated Care System (ICS) to **successfully deliver a new community ward** to support palliative care and stroke patients.

[READ THE ARTICLE](#)



This is such a **proud day** for me and everyone who cares for patients on our ward. It is wonderful to see all of the detailed planning, hard work and discussions come to fruition. This building has been co-designed with staff and patients alike, from the layout to the décor, ensuring that it **really does meet the needs of the patients and staff** on Scotter Ward.



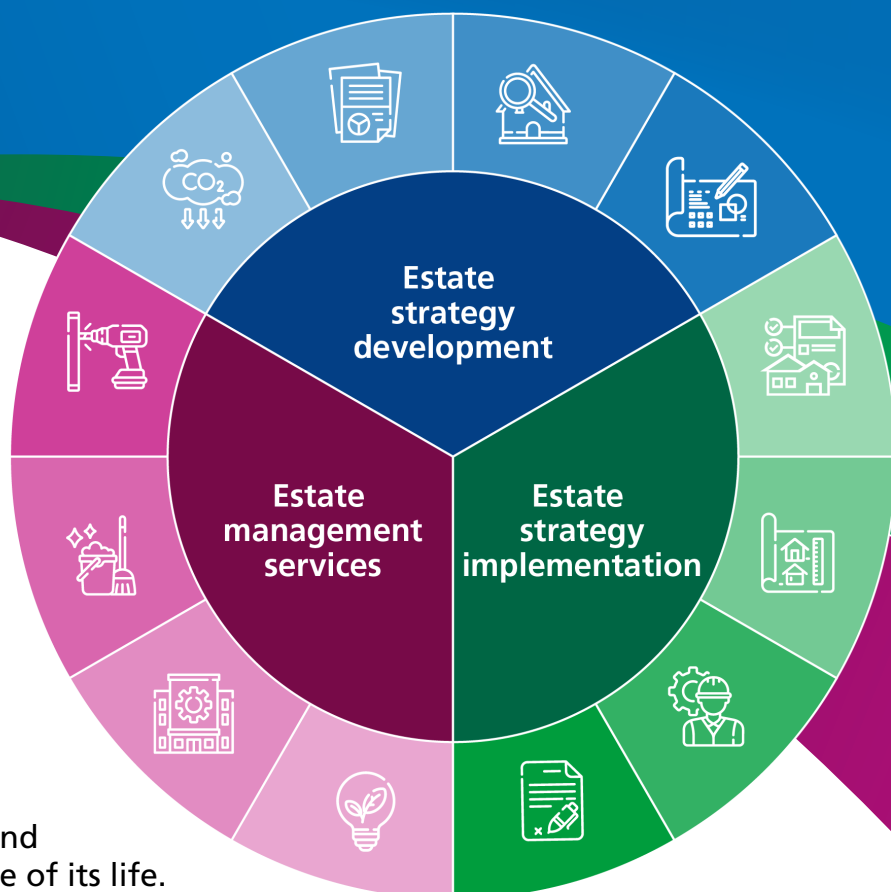
**Donna Phillips**

*Scotter Ward Clinical Team Lead*  
John Coupland Hospital



# Our full service offer

Helping you better assess, adapt and maintain your estate at every stage of its life.



## Estates strategy development

- Strategic estate planning
- Options appraisals and funding solutions
- ICB business case development
- Net zero strategy



## Estates strategy implementation

- Estate optimisation and space utilisation
- Town planning
- Property development
- Lease advisory
- Property disposal and re-investment
- Capital project management



## Estates management services

- Hard facilities management
- Soft facilities management
- Property management
- PFI management
- Statutory building compliance
- Carbon reduction and energy management



# Get in touch with us

If you'd like to know more about our services or have a chat with one of our experts, get in touch with our Customer Service Centre.

You can reach them on:



[property.nhs.uk](https://property.nhs.uk)



0808 196 2045



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



NHS Property Services



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