



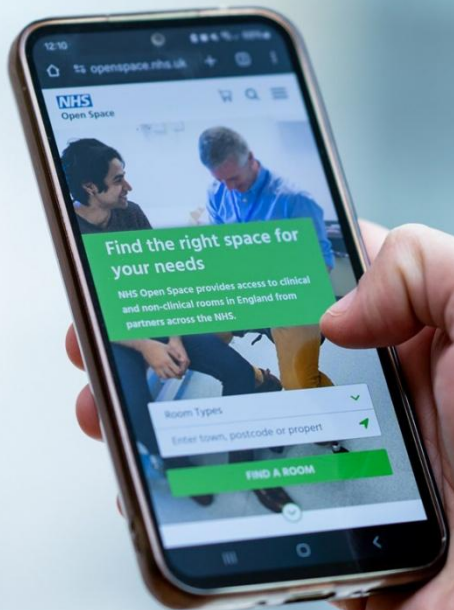
Property Services



Open Space



# How utilisation monitoring can help you **minimise costs** and **optimise your estate**



**Christopher King**  
Head of Open Space

# The size of the problem



**87%** of estates leaders have a **low (32%)** or **medium (55%)** awareness of space utilisation across the estate that they own and/or occupy.



**One-third (33%)** of estate leaders admit to having 'limited or little understanding of how our space is being used; we can't measure it and seldom make changes to space allocation'.

# NHS Open Space: Complete space management

**One solution. Smarter use. Better care.**



Understand your estate



Manage your estate



Optimise your estate

Utilisation  
monitoring

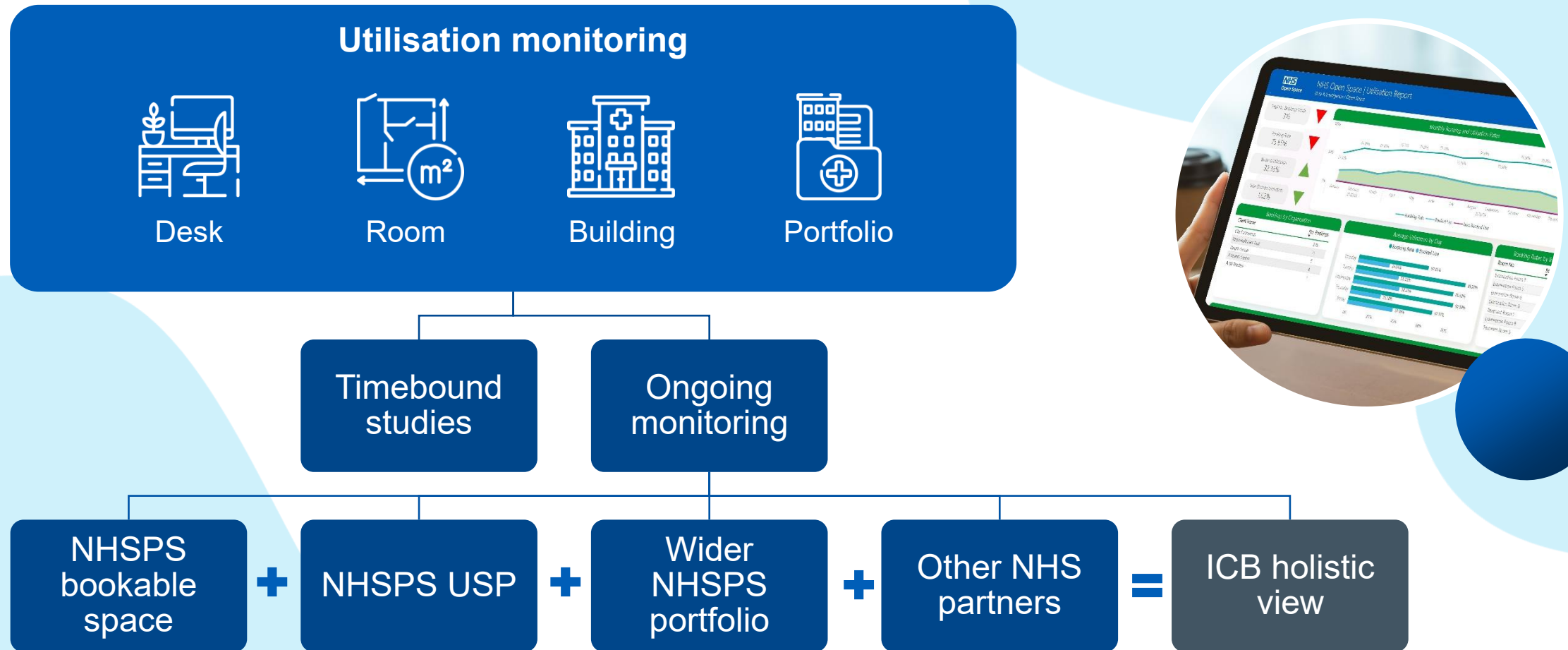
Internal booking platform

External booking platform

Data and analytics

Single view of your estate

# NHS Open Space utilisation monitoring





# Case study one: Key findings and learnings



**329**  
Sites



**3,289**  
Rooms



**4,973**  
Sensors  
installed



**35.2%**  
Average  
utilisation rate



**41.7%**  
Booked Rate  
(flexible space)



**15**  
Studies  
conducted

## Value

- **Increase** in space usage
- Increase in services **delivered locally** to patients
- **Cost mitigations/reductions** through consolidation and rationalisation
- **Refurbishment** to provide modern healthcare facilities

## Key findings

- Know the problem, **know your goal**
- Data and reporting **must be relevant** to your goal
- Stakeholder and onsite **buy-in paramount**
- Optimisation requires **flexibility**



# Delivering successful change



Develop clear, consistent **communication strategies**



Communicate a **compelling story** for change



**Engage deeply and empower** with operational and local teams



Leverage unified **digital solutions**



Design for **adaptability**



**Share insights** transparently



**Tell the story**



# Case study two: Bath Road, Reading, utilisation study



## Challenge

- Three-storey property
- The ICB wanted to **understand actual utilisation** of space to facilitate the reorganisation of existing services
- This would enable **additional services** to be relocated to the property



## Solution

- NHS Open Space ran a **six-week utilisation study** using **143 sensors across 20 rooms**
- Study revealed that ground and first floor were **7.1% utilised**. Relocation to second floor required space of 15 desks
- Our Estates Strategy team recommended **redesign, refurbishment, and relocation** works to enable the relocation



## Impact

- Relocation of **multiple services** into the property
- **Refurbished kitchen and welfare areas**
- Two sites handed back to landlords, generating savings of **£570k for the ICB** and **£550k for the trust**



# Case study three: The future?



## Shared data, collaborative decision making

- Proof of concept underway exploring the sharing of property and utilisation data
- Collaboration between South East London ICB, NHSPS and CHP
- Create a dashboard that provides:
  - A single view of usage within NHS properties
  - Stage 1: Trial with NHSPS and CHP properties first
  - Stage 2: Open to wider South East London NHS landlords
  - Consolidated reporting and trend analysis
- Enables decision making and value creation at a system level







**NHS**  
Open Space

Open up your estate's full potential

Looking to **fully understand** how your estate's being used and **manage your space** more effectively?

NHS Open Space is an award-winning **all-in-one space management solution**, specially developed by the NHS for the whole healthcare sector.

It provides you with a suite of specialist estate management, booking and analytics tools, complemented by expert support and guidance from healthcare sector specialists.

We can help you **transform your estate** with:



**Time-bound**  
utilisation studies



Ongoing utilisation  
**monitoring**



An **internal**  
booking system



An external booking  
platform allowing you to  
**monetise your space**

Your **complete** space management solution ...



# Explore the NHS Open Space booking platform:

## Openspace.nhs.uk



Or, if you'd like to discuss your estate optimisation challenges, visit our stand or get in touch via **openspacepartnerships@property.nhs.uk**.



# Thank you for listening!

