

Our Responsible Business Blueprint



Our new strategy

A better, leaner and greener estate

How our colleagues deliver brilliant service

Unlocking value

Acting responsibly; ethics and corporate governance

Innovation and the role of data

Contributors

Want more information?

## **About NHS Property Services**

Estates services that help you give the best patient care, a plan for where your estate is going next and a partner that can deliver it all. For you to be able to look after your patients, you need to know your buildings are well cared for too.

We're working towards being the NHS' first-choice estates partner. Every day, we help Integrated Care Systems, Trusts and GP practices to better assess, adapt and maintain c.3,000 buildings – safely and sustainably.

From Sunderland to St Ives, we bring you the local and national expertise, so your estates services deliver on time and on budget.



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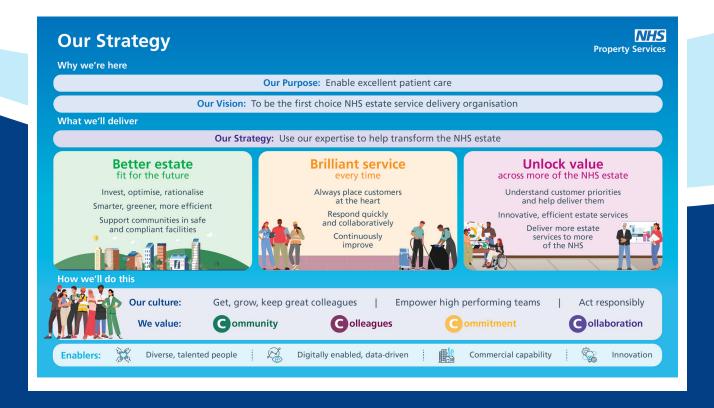
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### Our new strategy

In June 2024, we launched our new strategy. It now reflects where we want to be in the future to support NHS productivity and efficiency targets, and how we will get there.

In this document, we address the key pillars and enablers of our strategy through the lens of being a Responsible Business. Our focus is always on what we can do to improve. And how we can work together with our colleagues, customers and stakeholders to achieve our common goals.

Over the years, we'll discuss our ambitions with you to sense check that we're focusing on the right areas as we near 2030. So that we can create a better NHS estate together.



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# A better, leaner and greener estate



#### Fund and deliver a net zero

We aim to drive a reduction in absolute Scope 1, 2 emissions **by 20%** from 2025 to 2030.



### Support healthier places and communities

We want **5 million more** people benefitting from our interventions between 2025 to 2030. We'll do that by investing more in our programmes and projects, including compliance, capital works, green spaces and volunteering.





Town

planning

and space

strategy

Net zero plans and carbon budgets



Land use and biodiversity Statutory assurance and environmental compliance







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## Acting responsibly; ethics and corporate governance



### Annually disclose impacts and outcome

To showcase our system wide benefits, we aim to report and disclose more on our website and insights we share with our customers. By 2030, we will be sharing ESG performance data on a **quarterly basis**.



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## Innovation and the role of data



### Make better, digitallyenabled decisions

By 2030, we want **90%** of our core estate to be smarter, and for more of our processes to be digitally enabled.



Better data for better buildings



Smarter buildings and NHS Open Space



Digital twins and PropTech



Evolving how we operate and innovate

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Developing our 'Ambition to 2030' has so far been a joint effort from colleagues across the different functions of NHS Property Services.

In September 2024, we're hosting our first ever NHSPS Responsible Business Materiality Event to discuss our ambitions with our customers and key sustainability partners.

We want to make sure we are focusing on the right areas so that we can truly be a responsible business that's able to deliver value to our customers. And create a better NHS estate, together.



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For more information about the components that make up our approach to being a Responsible Business, visit our website. property.nhs.uk You can also contact our **Customer Service Centre** at any time: 0808 196 2045