



Property Services

Your NHS strategic estates partner





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This is an **excellent example of co-operation and collaboration** across the system. I am very pleased that the NHSPS team has shown such initiative to liaise directly with individual practices to help identify redundant and vacant space within the Health Centres, and to **provide the support to convert and repurpose these spaces.**



David Armstrong

Senior Finance Lead

NHS England & Improvement



I've used your lease advisory service and that's **fantastic** and I would absolutely have a proposal **to go to you to help** negotiate all of our leases on behalf of our GPs. That **team is fantastic**, property development as well.



Jamie Mitchell

Strategic Head of Commissioning Estates & Premises

NHS North East and Cumbria ICB

A partnership that delivers for your patients

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 you - Integrated Care Systems, Trusts and GP practices - to better assess, adapt and maintain **c.3,000 buildings**.

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

So you can keep
on **delivering**
for your
communities





Part of the NHS

Because we're part of the NHS, we know how it works. Many of our colleagues have come from or worked extensively with NHS organisations like yours – so they know your challenges inside out. We're all working towards the same goals, and since our formation in 2013, we've been a not-for-profit NHS partner organisation.

That means **we can help you** find your way through the system more easily – whether we're negotiating funding for you or keeping your buildings running smoothly and compliant.

Last year, for example, we **unlocked more than £150m** of funding and added value for dozens of our NHS partners to upgrade or reimagine their spaces. And we completed **over 220,000 planned maintenance jobs** in the most effective ways to help **save time and money** by fixing more issues first-time.

Being part of the NHS also means we better understand that every local community has different estate needs.

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

Local reach, national scale

You treat every patient like an individual. We do the same for your buildings. A listed Victorian hospital in Leeds needs to be treated in a totally different way to a new integrated health centre in Dorset.

It's our **local teams that make the real difference**; taking the time to understand what your estate and community needs. Looking after thousands of NHS buildings across England means we've seen the full range of estates projects that our NHS needs. Each one arms us with new insight and ideas for helping you transform your estate while **keeping costs down and patients safe**.

That could be adapting spaces as a result of using sensors to analyse space utilisation - we helped you adapt more spaces last year by **reducing your total office footprint by 33,500 sqm**. Or by insourcing – bringing your own blend of facilities management services over to us to improve compliance and reduce costs (we've **saved local organisations over £90m** in total to date with this approach).



End-to-end service

Like patients, your buildings have different needs throughout their lives.

We've made it **easier for you to care for yours** at whatever stage. By bringing the services you value most together and delivering them sustainably.

From estate strategy and business case development to town planning and cleaning, all the way through to selling assets you no longer need and reinvesting the proceeds, our team of **5,500 experts** can help you better assess, adapt and **maintain your estate at every life stage**.

One central team across your service needs means you can **save significant costs** and the hassle of managing multiple providers. So you can spend more of your time delivering the best patient care.

Your NHS estates partner

Because your buildings and your team deserve the right partnership. One that proactively seeks out new and sustainable ways to solve age-old problems – rather than waiting for you to bring issues to us. One that works hand in hand with you to deliver. As the NHS' main estates partner, that's where we come in.

Since 2017, for example, we've partnered with you to **reduce vacant space by 140,000m²** – saving the NHS almost £60m. And we're using property and population data and insights to support your long-term NHS estates strategies and then helping to deliver on them too.

Our colleagues act as **extensions of your teams**, so you get the best approach to your estate. As we're committed to growing diverse and talented people at all levels, we'll be here to help you make the changes that have the **biggest impact to your community** over the long-term.

Value retained in the NHS

An aging national estate is a challenge we all share – and so the more value we can keep within our health service, the better. Because we are part of the NHS, every penny we get stays within the health system and is reinvested across the NHS.

Through our Healthy Places programme, for example, we deliver sustainable, cost-effective improvements to your buildings. To date, we've **completed over 300 projects** from refurbishments and space improvements to brand new health centres. Like the **£11m integrated care centre** in Devizes in Wiltshire. Or refurbishing Stokesley Health Centre in Middlesbrough to make it more sustainable and **give patients a better experience**.

Of course, our strategy and services rely on our commitment to getting, growing and keeping a national team of diverse and talented people. And by using the right digital tools, data analysis and financial sense we can aim to solve more of your estate challenges **through insight and innovation**.

Ultimately, because we're part of the NHS, **your strategy is our strategy**. So we'll always stay focused on building you an estate that's **fit for the future**.

Delivering a brilliant service every time. And helping you unlock more value from your buildings. All so we can invest more to **create a better NHS estate together**.

**Your strategy
is our strategy**

NHSPS in numbers



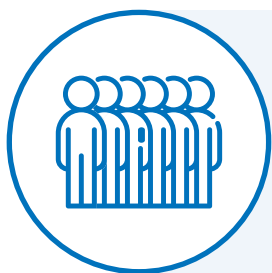
c.3,000

buildings maintained
and compliant for
your patients



6m

patients visiting your
buildings every day and
receiving excellent care



5,500

experts on hand to help
you assess, adapt and
maintain your estate



10%+

of the NHS estate
kept running
smoothly every day



1,850

customers supported
by locally based teams
across England



£150m

unlocked in funding
and value to optimise
your space

Our new strategy

Our new strategy was created by bringing together insight from colleagues, customers and stakeholders to refresh our approach.

Our previous strategy served us well and helped us deliver a strong performance from its launch in 2020. Our new strategy reflects **where we want to be in the future** and what our focus will be for the next few years.

Our core purpose remains the same: to enable excellent patient care.

We do this by putting **customers at the heart** of everything we do. From making sure we provide the high-quality services that you value most, to helping you unlock value across your estate.



How we support our customers

Working with NHS Property Services has been a **really valuable experience** in helping us create our new Estates Strategy. **Their team became part of our team** – working with our ICB and wider system partners to gain a deeper understanding of the challenges and opportunities that exist across Cambridgeshire and Peterborough. They then took these insights and combined it with data to co-create a strategy that will help us to **transform our estate** over the next five to ten years to support our priorities to **create healthier futures for our local people**. We look forward to **continuing to work with the team** in the future to bring the strategy to life.

Jan Thomas

*Chief Executive Officer of NHS Cambridgeshire & Peterborough ICB
Part of Cambridgeshire & Peterborough ICS*

NHSPS fostered a **collaborative approach**, working as a single team and creating a **positive working environment** by providing regular updates, responding to feedback and remaining flexible in order to **best support our organisation**.

Sara Tiller

*Hampshire Place Director
NHS Hampshire and Isle of Wight*

We're **delighted with the refurbishment** of Somers Town Medical Centre, which was commissioned to provide top-quality healthcare services for the local community. The upgrades will allow the practice to expand its patient capacity and accommodate growth for many years to come. The renovations, **carried out to the highest standards** by NHS Property Services, have resulted in a modern, sustainable, and welcoming facility where **patients can receive excellent care**. Our NHS colleagues now also have a **great place to work**, both now and in the future.

Simon Wheatley

*Director of Integration
Camden Directorate - North Central London ICB*

What we do

Our service offer

We work hand in hand with you to deliver the services you value most – in a way that keeps you compliant, is delivered sustainably and is backed by data insights. So that you can better assess, adapt and maintain your estate at any or every stage of its life – and keep on delivering for your communities.

Estates strategy development

You need to know the full potential of your estate, and how your spaces could work harder for the community. We've already partnered with many ICBs on their estate strategies, so we know how much challenge – and opportunity – lies ahead.

We can help with every aspect of your estate strategy so that you can:

- review your building and funding options
- plan to meet your net zero targets and measure return on investment
- land a pitch-perfect business case to get the support you need
- make the best plans for a changing landscape and patient needs.

Estates strategy implementation

Void space or refurb. Disposal or new build. Adapting your building calls for a team of specialists that put your patients first. Since 2020, we've completed over 300 projects that do just that. Together we can transform so much more.

We can help with every aspect of implementing your plans so that you can:

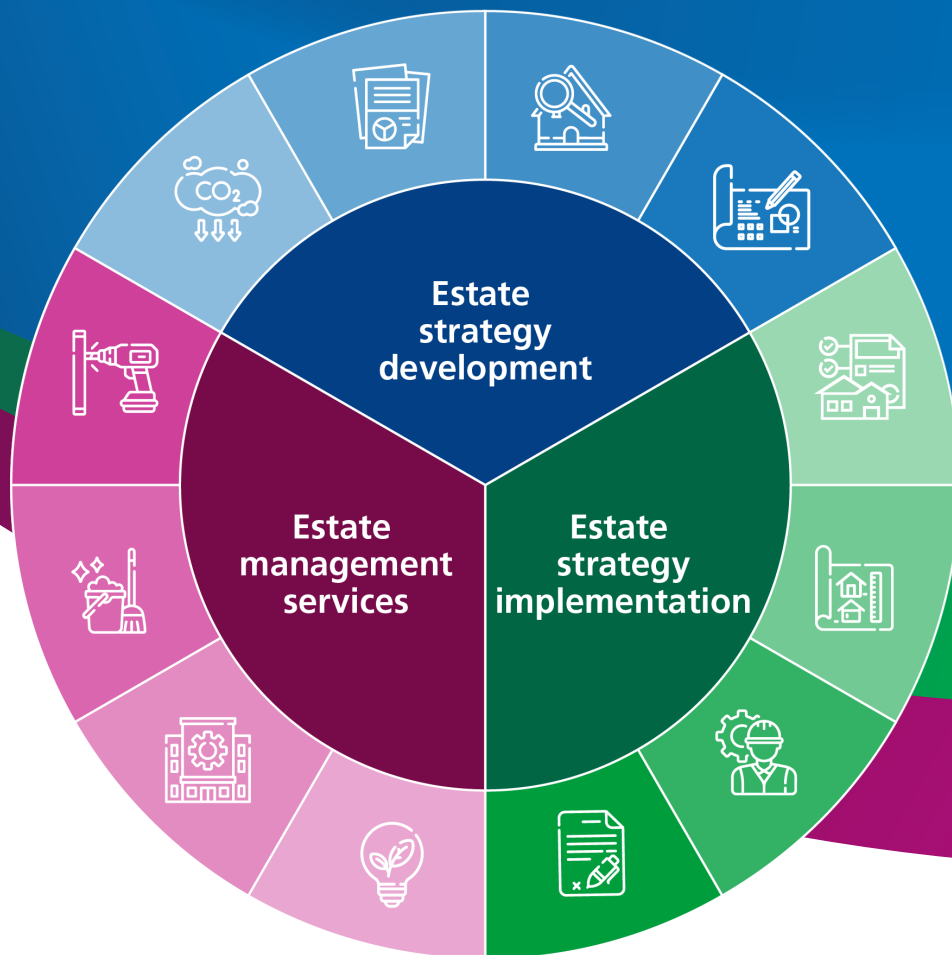
- review and design new spaces
- unlock funding across the system
- construct a new build or refurbishment
- manage a project end to end
- and negotiate your lease(s).

Estates management services

Safety matters most to your patients. That's why you need a partner that acts responsibly, delivering upon the right things so you stay compliant. We're proud, for example, of meeting 98% of our facilities management service level agreements because it means our customers can rely on us. We offer all the services you need so your buildings are healthy, now and in the future.

We can help with every aspect of your estate management so that you can:

- keep spaces clean and patients and colleagues welcomed and supported
- deal swiftly and accurately with everyday wear and tear
- make the right green investments.



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



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NHS Property Services



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