



Improving Space Utilisation in the NHS Estate

*How can we work together to better occupy
and use NHS buildings?*

Monday 22nd July | CCGs and Trusts



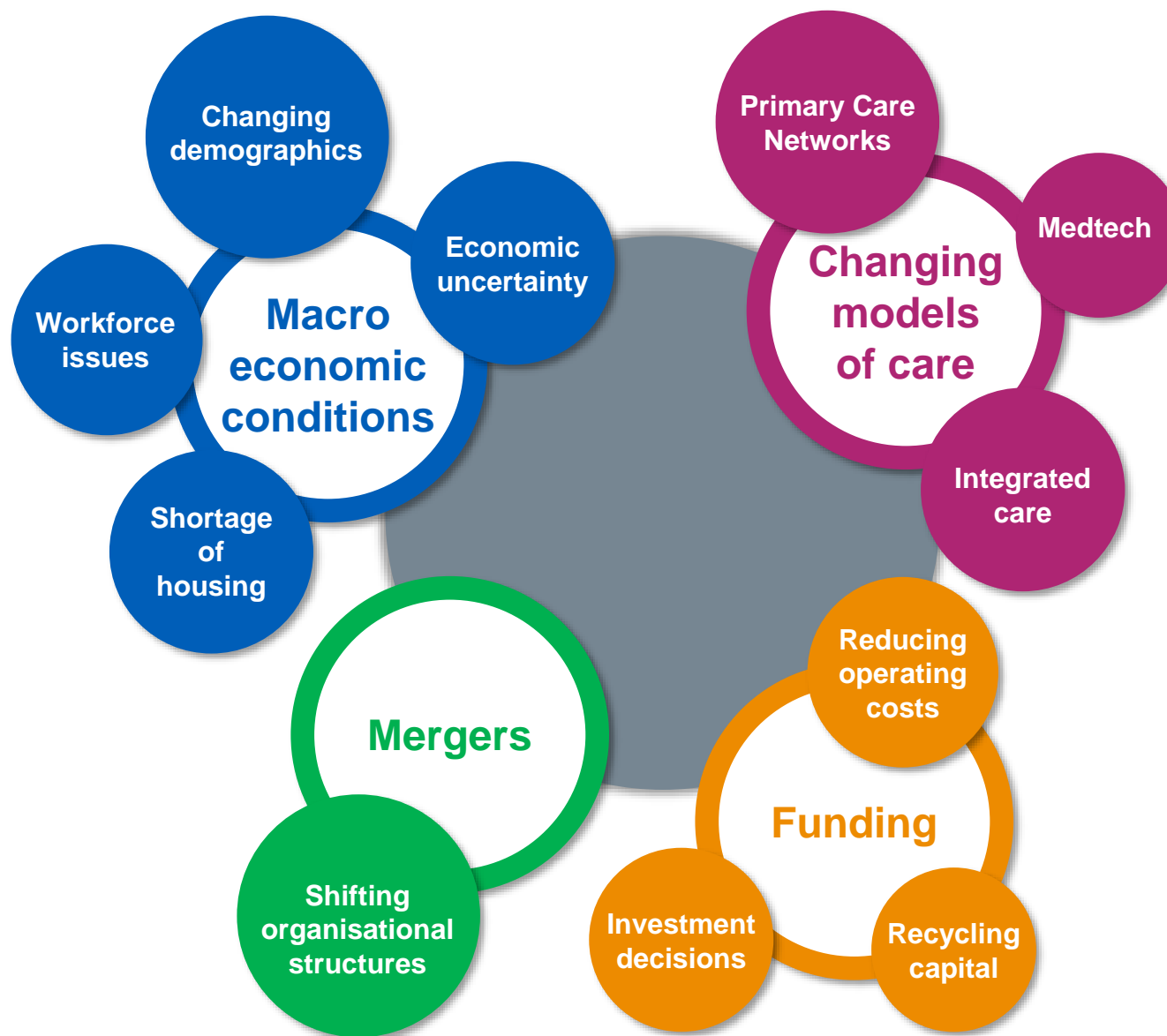
Julie Whetton, Head of
Property Management,
NHS Property Services



Simon Taylor, Head of
Portfolio Optimisation,
NHS Property Services



Challenges and opportunities for the NHS estate





Challenges and opportunities for the NHS estate

Reducing operating costs

Sweat the existing assets:

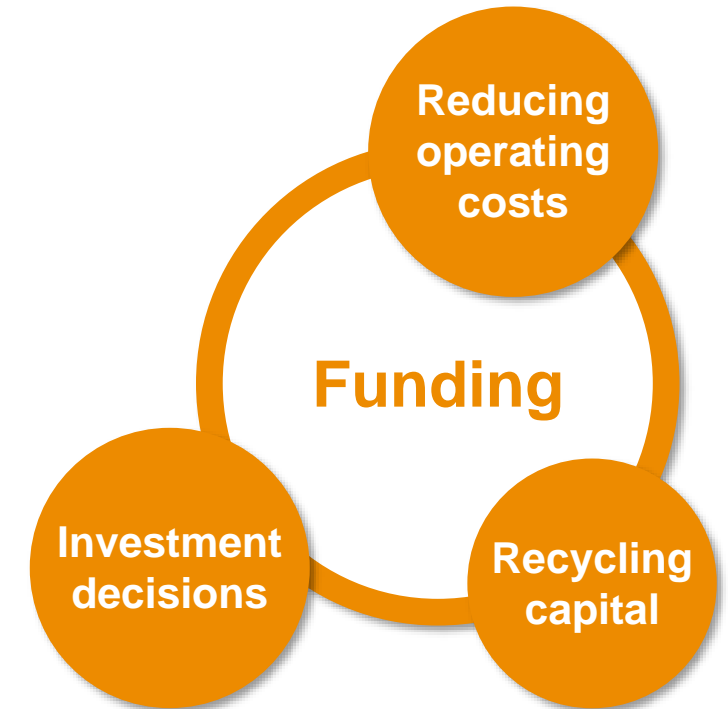
- Intensify use of clinical space – be prescriptive in Commissioning
- Utilisation vs occupation – what is the difference
- Back-office consolidation and hotdesking
- Understand the space you have and what it costs
- Shared facilities and sessional use
- Reuse and recycle

Recycling capital and investment decisions

Restricted NHS capital
+
Limited revenue



- Limited opportunities for new investment
- Prioritisation for what is available

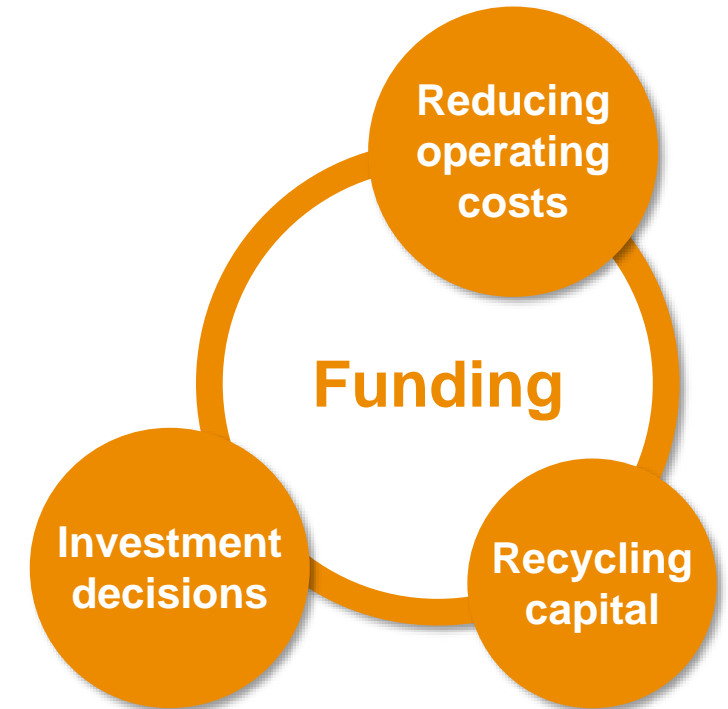




Recycling capital and investment decisions

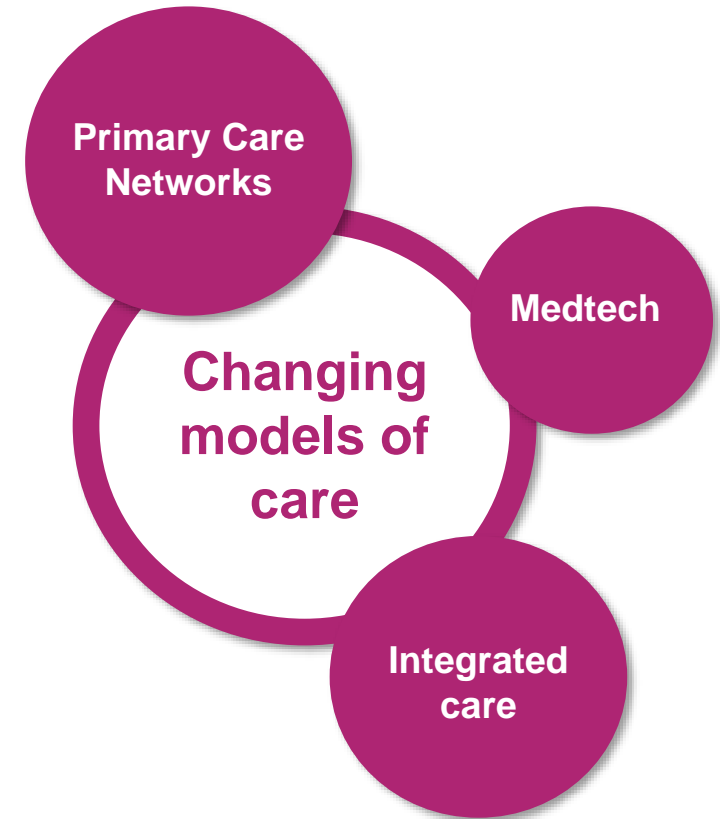
What can we do?

- Effectively use and recycle existing properties
- More hours / sessions per day or week
- Capacity in other facilities
- Partner within networks
- Reduce footfall:
 - Telephone services
 - E-consulting



Primary Care Networks

- Consider all of the network resources
- Review your portfolio
 - Where are you now?
 - Where do you need to be?
 - What are your limiting factors?
- What is your short and medium term plan to deliver your service model
- Work with CCG and SEP/NHSI to understand other NHS (and OPE) properties in locality



Our programmes

How we can work with you to find solutions





Creating value from the NHS Estate

Our core purpose:

Transforming the NHS estate to improve patient care, increase capacity and release value for investment



Improving space utilisation

Increasing space utilisation for customers and the NHS to drive down property costs, freeing funds for patient care



Efficiencies and cost transformation

Transforming the NHS through efficient estate management and cost transformation



Safety and operations in your building

Making the estate safe and compliant for staff and patients utilising the latest technology and through investment



Occupying space

Ensure customers occupy only the space they need, with clarity over services and costs



National Office Programme



Improving space
utilisation

Offices make up a significant proportion of the NHS estate, with NHSPS' portfolio alone covering approx. 400 office holdings, spanning 400,000 sqm and serving multiple NHS bodies.



Lease events
management



Supporting
rationalisation and
relocation



Project oversight and
best practice for wider
healthcare estate



Promoting agile, modern
working environments



Vacant Space Handback Scheme



Efficiencies and cost
transformation

Enabling Commissioners to pass on the liability for eligible vacant space to NHS Property Services (NHSPS), and cut the cost of empty space in their buildings.

Once handed back, NHSPS will then use its property expertise to repurpose the space, via:



Re-letting



Disposal



Development



NHS Open Space



Efficiencies and cost
transformation

NHS Open Space leverages NHSPS' national portfolio of accessible, flexible and affordable accommodation as an alternative to leasing for NHS bodies, driving utilisation and rationalising opportunities.



Enables flexible
booking/usage of space



Provides clear and
transparent pricing/usage
data



A catalyst for better estate
management



Substantial, scalable
potential



CORE: our new facilities management platform



Safety in
your building

CORE✖

As part of the improvements we are making to our Facilities Management services, we have launched CORE, our new FM platform.

CORE aims to provide a more reliable and efficient FM service by logging, planning and monitoring our customers' FM jobs, including reactive and planned, through one system.



**Greater first
time success**



**Increased
levels of
building
compliance**



**More accurate
expected
completion
times**



**More accurate
monitoring of
assets**



**Real-time
reporting**



**Better
communication**

FM Helpdesk Transformation



Safety in
your building

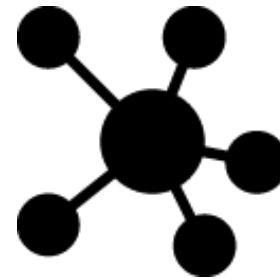
At the end of 2018 we consolidated our four regional facilities management helpdesks into one centrally-managed desk to target key strategic benefits including:



**Increased customer
satisfaction**



**Improved operational
efficiency**



**Greater business
intelligence**

The project has been recognised in overwhelmingly positive feedback and operational colleagues.

We have also been nominated for the Institute for Workplace and Facilities Management (IWFM) Awards 2019 in the category “Impact on Customer Experience”.

For non-urgent or routine FM maintenance

Online form (found on our [website](#)). Our team will then process this within 24 hours, upon which you will receive a CORE reference number.

Urgent and Out of Hours FM maintenance requests

Regional specific FM Helpdesk details:

- North East and North Central: 0191 3371593
- North West: 0844 225 2774
West Midlands and East: 01902 575050
- London, South East and South West: 020 3688 2244



Occupancy Regularisation



Occupying
space

A formal agreement on a property's occupation gives us an opportunity to agree with you on the facts about how our buildings are occupied and used.

Leases enable:



Quality patient care



Security of occupation



Clarity on costs



Informing future investment



Collaboration key to success

- We understand the complexities and challenges and can offer pragmatic support to build solutions
- Collaboration is key to creating the most effective NHS estate
- Earlier involvement in the commissioning will be mutually beneficial
- First priority must be to deliver on agreed and funded projects, whilst working together to identify short term opportunities to improve the utilisation of the estate. Finally we must work with yourselves and others (such as the NHSE/I SEP team) to have robust estate plans in place for subsequent funding availability.



Contact

Julie Whetton / Simon Taylor

99 Gresham Street, London

Julie.Whetton@property.nhs.uk
Simon.Taylor@property.nhs.uk

@NHSPProperty

Property.nhs.uk

