

# Our Strategy



Property Services

**Our purpose:** Enable excellent patient care

**Our vision:** To be recognised as the best property and facilities provider to the NHS

**Our strategy:** Support delivery of our customers' plans and help the NHS transform

Support evolving  
NHS needs



- Put patients first
- Keep NHS places safe and compliant
- Support pandemic recovery
- Help reduce health inequalities

Improve NHS colleague and  
patient environments



- Create Healthy Places
- Provide best value for money
- Enable ICS estates strategy
- Smarter, effective use of space

Deliver sustainable,  
quality services



- Be a responsible business
- Enable a greener NHS
- Deliver net zero carbon
- Simplify how we work together

Get, grow, keep  
great people



- Hire for attitude, train for skills
- Spot and develop talent at every level
- Create engaged and enabled, values-driven culture
- Embed inclusion in everything we do

**Our culture:** Engaged, enabled, high-performing team placing the customer at the heart of everything we do

**Our values:** Community | Colleagues | Commitment | Collaboration