

Annual Report

Estates Best Value Group 2019



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www.npag.org.uk



Mission Statement

To provide a national forum for Senior Estates managers to meet, network, compare and review services to seek continuous improvement in terms of quality, performance and value for money. To openly and confidentially share information, best practice and service innovation with members.

Introduction

The Estates Best Value Group is one of a number of Best Value Groups organised by the National Performance Advisory Group (NPAG). This years meetings have been held at the Imperial Hotel London which is easily accessible from all main rail networks. The agenda for each meeting is decided by members. The group comprise of representatives from Acute Trusts, Mental Health Trusts, Community Trusts and NHS Property Services Ltd. There are four meetings in each round that have been held in March, June, September and December.

The NHS continues to be a challenging environment to operate in with expectations placed on managers to reduce cost's whilst improving efficiencies and demonstrating continuous improvement. Increasing demand on services and rising patient expectations as well as regulatory and mandatory requirements that need to be met can at times seem overwhelming for Estate professionals.

There has never been a more important time to take the opportunity to work more collaboratively with Estates colleagues across the NHS sector with the aim of sharing information, benchmarking elements of service and adopting best practice.

The meetings gives members the opportunity to share experiences and discuss how services could be provided in the most effective and efficient way whilst meeting challenging cost improvement programmes and commissioners increasing expectations. The group also provides excellent extended networking opportunities which members can benefit from outside the formal meetings.

Estates professionals are acutely aware of the need to maintain a safe environment that is fit for purpose and meets all statutory and legislative compliance to ensure clinical activities and patient safety is not compromised. Members also recognise that resources have to be managed as effectively and efficiently as possible whilst continuously improving the quality of services it provides. There is an increasing need for Estates managers to demonstrate they are providing an efficient and effective value for money service. This can only be demonstrated by measuring and managing performance, benchmarking, adopting best practice and learning from others. Having detailed performance Information is key to being able to provide Trust Board Assurance that statutory and mandatory requirements are being met.

The Group's Facilitator would like to take this opportunity to thank the group Chair Hardev Sagoo and Vice Chair Kevin Ward for their chairmanship over the last year. A huge thanks to members for the collective energy they bring to the meetings and for their continued honesty, openness, enthusiasm and participation at the meetings.

Chair's View

This year's Estates BVG has maintained a healthy level of membership from across the Healthcare sector. Without exception all agree that there is so much to gain both personally and professionally by taking time out of their busy days to attend these worthwhile meetings. The meetings give members the opportunity to learn from each other in a confidential environment whilst expanding their professional network, topics discussed include estates skills and productivity, statutory compliance, energy savings and NHS estates maintenance and life cycle management. . Each meeting is supplemented by a technical presentation on a subject chosen by members which adds further value to the meetings. All members are aware of the need to keep up to date with the constant changes taking place in the NHS. This can only be achieved by working together and appreciating different perspectives to solve issues and adopting best practice, learning the lessons and sharing information openly and honestly. The introduction of the Premises Assurance model continued focus on using Model Hospital and the impact of technology and information systems will be an area of focus for the coming year.

I would encourage and welcome new members to this year's round of meetings where you will find likeminded professionals who are willing to learn and share information and experiences for the benefit of members. You will receive a warm welcome. The support, knowledge, networking and advice you will receive will be invaluable in preparing you for the challenges and opportunities in the ever changing NHS environment we work in. I would like to thank the group Facilitator and members for their support, input and contributions into this year's round of meetings which have made my role as chair thoroughly enjoyable.

Hardev Sagoo Estates Best Value Group Chair

Meeting Venues

This year's meetings were held at The Imperial Hotel, Russell Square London easily accessible from main rail and underground stations.

Working Together

We all have challenges and conflicting priorities in the work environment. By working together to discuss and solve common issues we create synergy with continuous support from our peers.

Information

All presentation slides, notes and tabled documents are made freely available to Group members. The NPAG *Network* Manager maintains a library and register of all documents/papers for distribution upon request. These are also made available to members of other NPAG Benchmarking Clubs, with the agreement of the originator.

Networking

The Estates Best Value Group meetings continued to provide the opportunity for face to face meetings to facilitate strong network links to allow members to contact each other with any concerns or queries outside of the formal meetings.

Presentations

Presentation – Workforce; Transforming the NHS Estates and Facilities Workforce

Fiona Daly of NHS Improvement (NHSI) gave an interesting presentation to members covering the following areas and including an overview of her own career experience within both public and private healthcare sector.

Estates and Facilities – NHS

Interesting Facts

- * We serve 266 meals every minute
- * More sleep in our beds each night than there are hotel rooms in London
- * We clean an area the size of Gibraltar 3.5 times a week
- * We use enough energy to power up 200,000 homes
- * We look after >1,200 hospital sites

Important Requirements

- * There is an overwhelming need for improved collaboration
- * We need to find a way to get our message heard at Board level and beyond
- * We need to improve on ours and others understanding of cost of space
- * We need to think hard about succession planning
- * We all appreciate the importance of Data, although we do not use the Model Hospital enough

Interesting Stats

- * 65% of Children entering primary school today, will eventually work in completely new careers that do not exist today
- * 50% of recruiters think engineering is the toughest place to place candidates
- * High Demand in Nuclear, Healthcare, Laboratories
- * 19% of the UK's entire workforce is made up from the engineering sector
- * NHS Estates 10% of workforce and 10% of overall spend

Strategic Structure / Culture & Identity / Initial & Early Insights:-

- * Recruitment
- * Retention
- * Career Development
- * Succession Planning

Raising the Profile and Successful delivery

Raising the profile

- * Estates and Facilities on the Board
- * Voice of the system
- * Opportunities and diversity of our work
- * Skills shortage in sector
- * Investment at a national level
- * The invisible profession

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Successful Delivery

- * Whole system view with appreciation for local nuances
- * Engagement in process
- * Values and behaviours
- * Cultures and strengths

Long Term Plan

- * Making the NHS a better place to work
- * Improving the leadership culture
- * Employee Experience
- * Training and staff development
- * Succession Planning

Presentation – Hanford & Green (The Paint Company)

Adam Green of Hanford & Green gave an informative presentation to members covering the following areas which commenced with an overview of the company and a summary of his own career experience and running a business.

Superior quality, high performance decorative paints- demonstration

Decorating and operational challenges

What our paint can do for you:

- * Incredible durability
- * Phenomenal opacity
- * Exceptional re-coat times
- * 100% water based
- * Outstanding versatility
- * Any colour

Four finishes - full coverage

- * Acrylic Matt
- * Acrylic Low Sheen
- * Acrylic Satin
- * Acrylic High Gloss

The Stats

- * Matt Wall Paint
- * Satin Wall and Trim Paint
- * Gloss Wall Paint

Microsafe™

- * All finishes available in our trademarked Anti-microbial formula
- * Shown to reduce Staphylococcus aureus by $\geq 99.91\%$ and Escherichia coli by $\geq 99.94\%$.
- * Biomaster ISO Antimicrobial Test Certificates

Presentation – Battery storage in place of diesel generation - ETL

Alexandra Hammond of ETL gave an informative presentation to members covering the following areas which commenced with a background summary.

Sustainability Strategies

Sustainability Benefits

- * Reduce operating costs
- * Resource efficiency
- * Increased long-term financial stability
- * Meeting regulations
- * Improved productivity
- * Long term health benefits

Sustainability – Thinking and doing

- * Strategic Sustainability
- * Procurement Frameworks
- * Communicating the issues - Guy's and St Thomas' NHS Foundation Trust (2009-19)
- * Travel planning and engagement - Camden and Islington NHS Foundation Trust
- * Moving LED lighting projects forward

The ETL Framework

- * Battery Storage
- * Benefits and power storage
- * 6 pre-procured Suppliers

Large scale energy efficiency investment

- * 9 pre-procured Suppliers

Delivering Transformation

- * The Thinking
- * The Doing

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Delivering Transformation

- * The Thinking
- * The Doing

Dates and Meeting Venues for 2020-21

The following dates and venue are planned for 2020/2021:

- ⇒ **Thursday 18th June 2020 - Imperial Hotel, London**
- ⇒ **Thursday 3rd September 2020 - Imperial Hotel, London**
- ⇒ **Thursday 3rd December 2020 - Imperial Hotel, London**
- ⇒ **Thursday 4th February 2021 - Imperial Hotel, London**

NPAG Developments

CPD Certification

The NPAG is a member of the CPD Certification Service. The Estates Best Value Group has received CPD approval for 2019.

CPD Certification is a formal recognition of the contribution that membership of the Estates Best Value Group makes to members' continued professional/personal development.

At the end of the annual round of meetings, members will receive certificates of attendance for all meetings attended during the year to evidence the contribution made as part of lifelong learning.

NPAGNetwork

The NPAGNetwork provides the facility for members to ask questions of any individuals, group or groups within the overall NPAG membership. Questions can be sent to the NPAGNetwork Coordinator who disseminates them across the NPAG membership. Responses are collated and returned to the originator and others who declare an interest in the question asked.

NPAG Library

The NPAG Library holds presentations from NPAG best value groups and conferences, together with policy and other documents sent in by members. Access to these items is via the NPAGNetwork Coordinator.

NPAG Website

The NPAG website includes a private members Area for each of the NPAG BVGs. Through these sites, BVG members can access and download meeting agendas, minutes, presentations and survey forms. The areas are password protected.

Discounts and Offers

Members Referral Fee – Introduce a friend and get 1 meeting for free.

A member referral resulting in another Trust / Organisation registering for full membership of the same group will result in the referring member qualifying for a one meeting discount*

The discount applies to the full membership fee only (not applicable to the 2nd member rate). The discount will be applied once, at the start of the current meeting round. Mid round membership referral discounts will be processed at the start of the following year's membership round.

Multiple referrals will result in multiple discounts up to four referrals per meeting round.

**Equivalent to £149*

Second Club Membership - A 20% discount will be applied when an existing NPAG member joins an additional Group. This does not apply to the £295 second member rate.

Introducing our **Try Before You Buy** option. Simply attend the first meeting of a group's new round, see what it's all about and if you decide it's not for you walk away commitment free*.

**Try before you buy option is available to new members only. New members must inform NPAG in writing that they wish to 'try before they buy' prior to first meeting attendance. If the new member continues membership beyond the first meeting then the full group membership fee applies.*

NPAG Best Value Groups

The NPAG organises and facilitates a national network of Best Value Groups that enables members to share experience, identify good practice; innovation and information to assist individual managers develop their own service improvement action plans.

Arts, Heritage and Design in Hospitals	National District Nurses Network
Clinical Engineering (North) BVG	NHS Car Parking & Sustainable Travel Network
Clinical Engineering (South) BVG	NHS Sustainability Leads Network
Decontamination BVG	Nursing and Temporary Staffing BVG
Estates Services BVG	Operating Theatres BM Group
Facilities (North) BVG	Resilience Development Network
Facilities (South) BVG	Security Network
Health Visiting and School Health Services DN	Telecoms
IT and Connectivity Network	Waste Management BVG

For further information on the NPAG and our future activities, please contact Marie Cherry or Victoria Combes by telephone on 01245 544 600, or by e-mail on:

marie.cherry@npag.eastamb.nhs.uk

victoria.combes@npag.eastamb.nhs.uk

Some Group Testimonials...

“As a member of the Estates BVG for nearly ten years I can honestly say that the benefits and insight gained as being a part of the membership of the group has not only assisted in my personal development as an Estates professional but also at times assisted in providing a therapeutic assurance in regard to best practice in the delivery of an Estates service to my Trust.”

Head of Estates, Northern Devon Healthcare NHS Trust, member of the Estates South BVG 2019

“As a relatively new guest to the NPAG BVG, I have been bowled over by the professionalism of the members. The depth of knowledge in the room and willingness to help each other and share experiences is invaluable. This ‘self-support network’ for healthcare waste managers has been a revelation and I can’t emphasise enough the value that all attendees benefit from.”

Senior Advisor, Environment Agency, member of the Waste BVG 2019

‘I have been a member of NPAG Resilience Development for nearly 3 years now, I have always come away with useful information that I can utilise within my Service. I have found this forum valuable in sharing good practice, in particular listening to some of the excellent guest speakers, who are also equally passionate about Security and raising awareness around the ever growing and changing risks of the industry.’

Local Security Management Specialist (LSMS) and Information Governance, Serco UK&E Local Regional Government, member of the Resilience Development Network 2019

NPAGNetwork

Available to all members of NPAG Benchmarking and Best Value Groups, and individual subscribers, the **NPAGNetwork** provides the facility for members to ask questions of any individuals, group or groups within the overall NPAG membership.

The response to questions raised has been excellent. The **NPAGNetwork** provides a managed forum for colleagues to share information - saving time and money in not re-inventing the wheel!

Questions raised in the past month have included the following topics:

- ◆ Job descriptions and banding
- ◆ Staff parking charges
- ◆ Electric Vehicle (EV) charging
- ◆ Disposal of ionisation smoke heads
- ◆ HFSS food removal
- ◆ Reporting pressure ulcers
- ◆ DaVinci Robot use
- ◆ Pathology waste policy
- ◆ Pool cars
- ◆ Decontamination of portable medical equipment
- ◆ Use of latex gloves

For full details of how to use the **NPAGNetwork**, please contact the NPAG team on 01245 544600 or email: npagnetwork@npag.east.amb.nhs.uk

Forthcoming NPAG Events

Please visit www.npag.org.uk for all our current course, workshops, training & BVG meetings.

Phone: 01245 544600 / email gemma.aitchison@npag.eastamb.nhs.uk or marie.cherry@npag.eastamb.nhs.uk

September 2019 - Clinical Engineering Conference

Spring 2020 - Occupational Health Nursing Training Workshops

Across 2019 - Putting the Patient First – Customer Care and Communication Skills in the NHS Training (On-Site Workshop)

March 2020 – Theatres and Decontamination Conference

Contact Us

Phone: 01245 544600

Email: npagnews@npag.eastamb.nhs.uk

Join Us 

Follow Us 

East of England Ambulance Service
NHS Trust
Chelmsford Office, Hospital Approach
Broomfield, Essex
CM1 7WS

REGISTRATION FORM

National Performance Advisory Group

Estates Best Value Group 2020-21

Organisation	
Address	

Are you a member of another NPAG Networking Group? (Please tick) Y N

Member 1 for a £595 Fee (4 meetings) **Member 2 for a £295 Fee (4 meetings)**

Name		
Job Title		
Email		
Special Requirements (Dietary / Access)		
Phone No.		
PA Details		

Registrations

Please send your completed registration form to:

National Performance Advisory Group
East of England Ambulance Service NHS Trust
Hospital Approach
Broomfield, Chelmsford, Essex
CM1 7WS

Tel: 01245 544600 Email: marie.cherry@npag.eastamb.nhs.uk

Web: www.npag.org.uk

Invoicing

If the invoice address is different from that above please enter below:

REGISTRATION CONDITIONS:

A VAT invoice will be issued. VAT Registration No. 654 9195 01. VAT applies to any NHS organisation outside England and to any non-NHS organisation.

Payment is due on receipt of invoice. DO NOT send payment in advance of receipt of invoice. When invoice is received, payment should be made to 'East of England Ambulance Service NHS Trust.'

ALL cancellations must be in writing. Cancellations received within 14 days of receipt of the registration form will receive a full refund. After this date refunds cannot be made. A substitute is acceptable. NPAG cannot be held responsible for any travel expenses or accommodation costs in the event of a cancellation or postponement of a meeting, workshop or an event. A 20% discount will be applied when an existing NPAG member joins an additional Group. This does not apply to the £295 second member rate.

I confirm that I have read and accept the above REGISTRATION CONDITIONS and would like to register as a member of the 'ESTATES BEST VALUE GROUP 2020-21'. Please invoice me for payment .

Authorisation Signature Purchase Order Number.....
