

Specialist Estates Services Brochure



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CYMRU
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WALES

Partneriaeth
Cydwasaethau
Gwasanaethau Ystadau Arbenigol

Shared Services
Partnership
Specialist Estates Services



Specialist Estates Services (SES) advises and supports the Welsh Government and NHS Wales on a wide range of issues related to the built healthcare environment.

Established following the dissolution of the Welsh Health Common Services Authority (WHCSA) in 1996, SES was initially known as Welsh Health Estates and briefly as Facilities Services before assuming its current name in 2014. SES is now a division of NHS Wales Shared Services Partnership (NWSSP), which is hosted by Velindre University NHS Trust.

As an All-Wales NHS organisation, we promote and facilitate the delivery of high standards in the built environment, which plays a crucial role in patient care and is a significant enabler for the provision of quality clinical services, leading to better outcomes.

We employ a variety of highly skilled professional and technical staff to provide advice on best practice across a range of specialist areas. Our chartered architects, engineers, surveyors, and other technical specialists use their expertise to advise the Welsh Government and NHS Wales organisations on a wide range of building, estates and facilities matters.

Our mission statement is: *"To champion modern, sustainable, safe and efficient healthcare environments to meet the needs of our customers and broader stakeholder communities through the application of our professional and technical estates and facilities related knowledge and skills"*.

Our staff are organised on a functional basis into the following sections: Estate Development, NHS Building for Wales Frameworks, Engineering, and Property - These four divisions are supported by our Business Management team.

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ESTATE DEVELOPMENT

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This section provides wide-ranging strategic and operational management advice and support on estates and facilities management.

Supporting Welsh Government (WG) and health provider organisations within NHS Wales, services include:

- Estate investment: The focus is on improving value for money and the outcomes of development programmes and projects. This is delivered through scrutiny of around 40 construction-related business cases per annum with a total capital value of up to £1bn. Development stage monitoring is provided to support the achievement of project quality, finance and programme targets.
- Specialist diagnostic and radiotherapies equipment investment: Providing specialist advice and support to assist WG and Health Boards to plan and achieve value for money and improved delivery outcomes for modernisation programmes and projects.
- Fire safety in health premises: Developing fire safety policy and guidance for the NHS in Wales; promoting compliance with relevant fire safety policy and guidance through the provision of annual performance reports for all Health Boards and completion of a rolling programme of independent reviews of up to five hospital sites per annum; and ongoing support for capital development initiatives to support the development of compliant fire safety strategies.
- Estate and facilities management: Promoting best practices and delivery of operational efficiencies through coordinating and reporting on estates and facilities benchmarking performance (across Wales and the wider UK).
- Sustainability and the environment: Supporting the All Wales sustainability and environmental agenda to plan and deliver carbon footprint reduction and efficient energy use. This includes support for the use of the Building Research Establishment Environmental Assessment Method (BREEAM)

NHS BUILDING FOR WALES FRAMEWORKS

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Following extensive consultation with NHS Wales and other partners, new NHS Building for Wales (BfW) construction procurement frameworks were launched in 2018, for all major capital projects with works costs in excess of £4m.

It is estimated that expenditure through the BfW frameworks over their lifetime will be in the region of £570m. BfW offers the same benefits as the predecessor Designed for Life 1, 2 and 3 frameworks; early collaboration with project team partners, increased efficiency and productivity, a streamlined procurement process and ultimately the enhancement of clinical environments and outputs for patients, staff and visitors.

In addition to these compelling benefits, capital savings of £4-6m have been made per annum since 2006 as a result of using frameworks, in comparison with a traditional tendering approach.

The next generation NHS Building for Wales 2 frameworks are programmed to launch in 2024 for all major capital construction projects with works costs in excess of £7m. The framework management team, comprised of chartered construction professionals, provide contractual advice and support in the appointment of framework consultants and supply chain partners to deliver capital construction projects for Health Boards and Trusts. The section also provides specialist guidance and support in relation to construction procurement and contracts, manages the performance review of the frameworks, facilitates the undertaking of AEDET design evaluation reviews at key business case development stages and Design & Construction Post Project Evaluations following completion and hand-over.

The team promotes best practices in the use of Project Banks Accounts and Building Information Management as well as Net Zero Carbon and Social Value benefits through the framework.

ENGINEERING

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Our team of Chartered, experienced and qualified engineers work extensively across NHS Wales to provide healthcare organisations and Welsh Government with assurance, specialist engineering technical guidance and support in respect of their service. This ensures that the buildings and the critical engineering systems within them are fit for purpose from an engineering perspective to provide a safe environment for patients, visitors and staff.

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In terms of assurance, our Authorising Engineers annually assess the technical competency of approximately 100 Authorised Persons operating at health board and Trust level for categories of Decontamination, Water, Ventilation, Medical Gases, Low Voltage and High Voltage. They provide professional support at Board level within each healthcare organisation, providing technical advice, incident investigation and typically undertaking 60 audits a year on the various engineering systems.

We support all our healthcare organisations through the design and construction process of new buildings, refurbishments and engineering installations providing scrutiny, technical support and validation of engineering systems. On behalf of Welsh Government (WG) we also scrutinise business cases working closely with our Estates Development team as requested, to provide further assurance on value for money and a satisfactory level of engineering compliance.

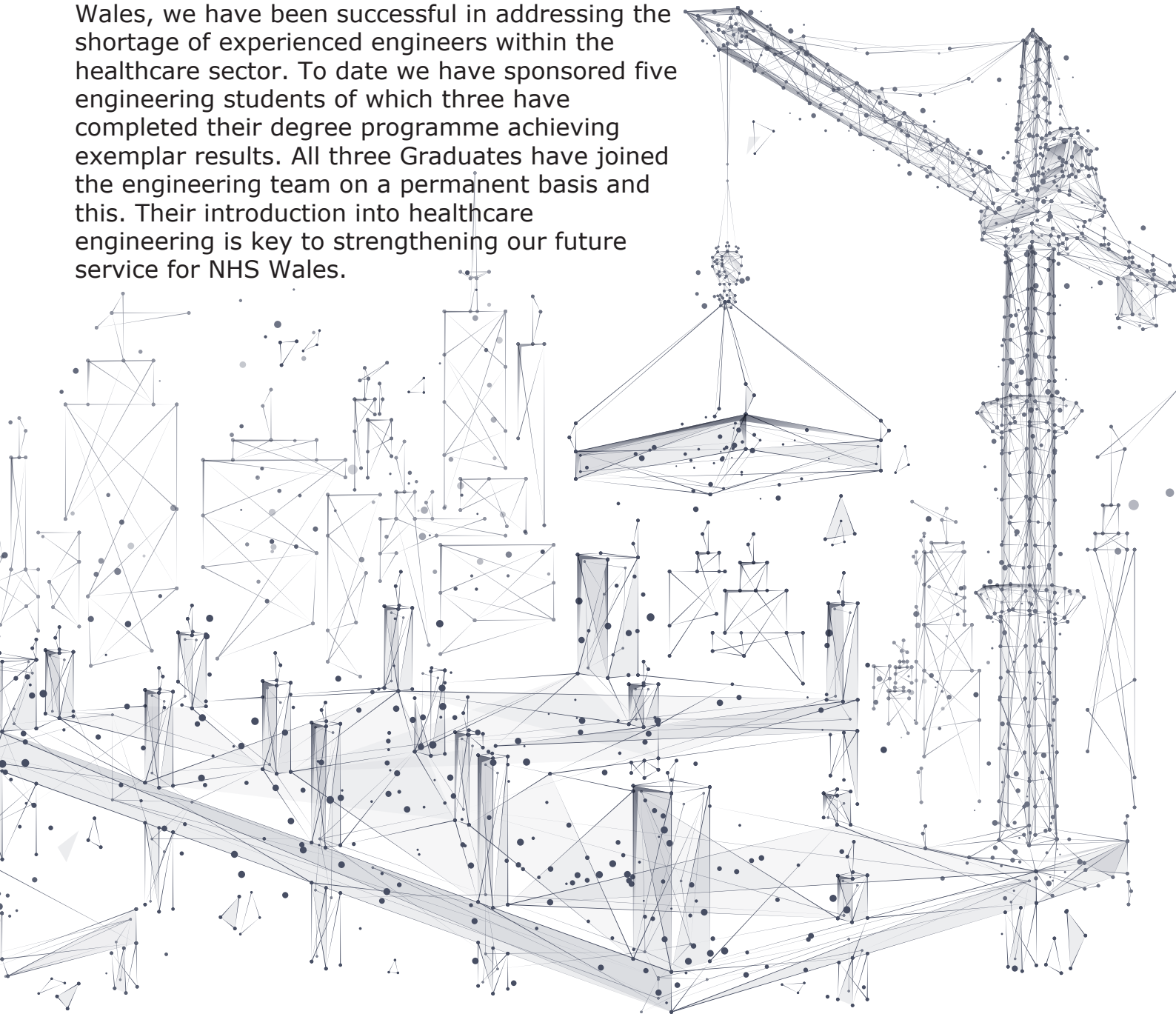
To ensure that clinical staff undertaking surgical procedures have access to surgical instruments and equipment of the appropriate cleanliness to meet current guidelines, our decontamination team annually validate around 190 items of decontamination equipment within NHS Wales. The decontamination team also complete 20 standard audits annually, in accordance with WG strategy for accreditation of Endoscopy Units across NHS Wales.

Approximately 200 verifications and associated reports are completed annually by our engineering team to ensure operational compliance on behalf of our healthcare organisations. These include:

- Existing critical ventilation systems on an annual basis;
- New engineering installations including water, electrical, medical gas, ventilation, and decontamination services.

Risk management related surveys for Welsh Government are also periodically completed. This can involve verification and review of various engineering systems which have included, up to 50 isolation rooms and 60 sterile service departments across the NHS Wales estate.

As a department, through the Network 75 programme facilitated by the University of South Wales, we have been successful in addressing the shortage of experienced engineers within the healthcare sector. To date we have sponsored five engineering students of which three have completed their degree programme achieving exemplar results. All three Graduates have joined the engineering team on a permanent basis and this. Their introduction into healthcare engineering is key to strengthening our future service for NHS Wales.



PROPERTY

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Our Property section provides specialist advice and support to NHS Wales on all aspects of land and property including acquisitions, disposals, lease management, property management, primary care estates, primary care GP rental reassessment and primary care premises development. It also maintains the ePIMS property database, manages the production of the Land and Property Portfolio (LAPP) estate terrier and provides a drawing office function.

We are the sole source of professionally qualified, general practice property services in NHS Wales. Work is undertaken and managed by a team of Chartered Surveyors with extensive NHS, public and private sector experience.

Working closely with Health Boards and Trusts, the SES Property section has:

- Disposed of 104 surplus NHS Wales sites in a timely and appropriate manner generating £48.5m of receipts in the past 10 years;
- Acquired in excess of 644,000 square feet of freehold buildings and 798,000 square feet of leasehold buildings, for a variety of health-related uses and developments in the past five years;
- Undertaken commercial lease management (rent reviews, lease renewals/ terminations, lease re-gears, break clauses, dilapidations etc.) work to achieve more than £13.9m of savings for NHS Wales in the past seven years;
- Using professional influence, achieved a further £11m of savings across a variety of property matters in the past six years;
- Led an exercise enabling NHS Wales to appoint rating consultants to appeal business rates assessments, which achieved savings in excess of £22.4m for the NHS Wales estate and £10.3m for GP surgery estate in Wales from the 2017 revaluation period to date;
- Undertaken 660 valuation reviews of GP surgeries in Wales in the past four years for rental reimbursement purposes: and
- Undertaken 410 LAPP (estate terrier) updates and reviews in the past three years.

The vast majority of these receipts and savings have been reinvested in more modern healthcare facilities for the benefit of patients.

BUSINESS MANAGEMENT

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Supporting our professional and technical staff is a small business management team who administer areas such as finance, procurement, workforce, health and safety, information governance, communications, and compliance with the Welsh Language Standards.

The team also manages quality-related activities in relation to our ISO9001:2015 accreditation, Customer Service Excellence award and aspects of business associated with the Wales Quality Award.

From a customer service perspective, the team leads the development and issue of technical guidance such as Welsh Health Technical Memorandums and Welsh Health Building Notes and also the OccupEye desk sensor space utilisation service.



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