



Business Services Authority

# NHSBSA Strategic Estates Plan

2024-2026

# Estates Vision

- Providing strategic leadership of the NHSBSA's estate to deliver value whilst retaining flexible and responsive workspaces that meet the needs of the business. Ensuring we have the right buildings in the right place to support effective ways of working, supporting change and transformation at pace.
- Identifying the NHSBSA estate as a key enabler of change, maximising opportunities to meet or exceed targets for sustainability and reduce our environmental impact.
- Owning the standards which keep our buildings operational, safe, secure and compliant.

# Strategic Estates Principles

## Cost effective

### **Delivering value for money**

- Rationalise our estates, where required, to minimise annual running costs
- Comply with the Government Property Strategy and National Property Controls, utilising public sector estate where possible, meeting workplace occupancy standards and best practice efficiency benchmarks
- Delivering effective contractual arrangements for Facilities Management across NHSBSA to deliver best value

## Connected

### **Creating a connected organisation**

- Supporting collaboration and partnership working through effective workplace design
- Ensure that office layouts are designed to support flexibility and hybrid ways of working
- Ensure that our properties are fit for purpose to support our specialist activities (e.g. contact centre/processing) in the short, medium and longer term

## Sustainable

### **Ensuring a sustainable estate**

- Ensure our property portfolio has the minimum possible detrimental impact on the environment by ensuring that each property we hold is as environmentally efficient as possible, minimising energy and water consumption
- Deliver agreed environmental benefits to support the NHSBSA to deliver its 2030 Net Zero commitment
- Deliver efficient environmental performance of our properties by introducing environmental benchmarks for all new building acquisitions, refurbishments and estates related contracts

## Inclusive and healthy

### **Providing an inclusive and healthy workplace**

- Recognising that our environment can have a huge impact on our people and their productivity and wellness
- Develop innovative workplace designs and solutions which support a healthy working environment
- Ensure the estates supports our commitment to equality and diversity and complies with Equality Act
- Achieve compliance with current, known and planned statutory safety legislation and best practice standards

## Heritage

### **Remain committed to our community heritage**

- Being mindful of our heritage as an employer and the communities our workforce are a part of when considering our future NHSBSA estate

# Property Benchmarking

| Estates Costs Benchmarking Pre-Covid<br>(range 2017/18 to 2018/19) |              |                |                          |             |
|--|--------------|----------------|--------------------------|-------------|
| KPI  | Civil Estate | DHSC Benchmark | Private Sector Benchmark | NHSBSA KPIs |
| Property Cost per FTE in Office estate                             | £4,553       | £4,896         | £5,976                   | £3,376      |
| Property Cost per m <sup>2</sup> on Office estate                  | £486         | £606           | £560                     | £253        |

| Estates Costs Benchmarking Post-Covid<br>2021-22  |             |                         |                          |             |
|---|-------------|-------------------------|--------------------------|-------------|
| KPI   | Average ALB | Average ALB and Funders | Private Sector Benchmark | NHSBSA KPIs |
| Property Cost per FTE in Office estate            | £5,103      | £5,632                  | n/a                      | £2,418      |
| Property Cost per m <sup>2</sup> on Office estate | £541        | n/a                     | £740                     | £272        |

# Estate Overview (Mar 2024)

| Location                      | Tenure    | Asset Type | Lease break | Lease Expiry | Area (m <sup>2</sup> ) | Total cost<br>£p/a | Desks | FTE  |
|-------------------------------|-----------|------------|-------------|--------------|------------------------|--------------------|-------|------|
| Stella House, Newcastle       | Leasehold | Office     | 31/3/2026   | 31/03/2036   | 5017                   | £1,384,397         | 627   | 1051 |
| Greenfinch Way, Newcastle     | Leasehold | Industrial | 21/09/2023  | 21/09/2028   | 5366                   | £883,839           | 0     | 74   |
| Bridge House, Newcastle       | Leasehold | Office     | 25/06/2066  | 25/06/2066   | 5675                   | £1,846,148         | 890   | 1235 |
| 4F Wakefield House, Wakefield | Leasehold | Office     | 28/09/2029  | 23/06/2022   | 641                    | £403,845           | 80    | 87   |
| Hesketh House, Fleetwood      | Leasehold | Office     | n/a         | 01/09/2029   | 11,116                 | £2,465,320         | 340   | 837  |
| Ridgway House, Bolton         | Leasehold | Office     | 01/11/2024  | 01/11/2027   | 2741                   | £1,062,019         | 403   | 170  |
| Northgate Close, Bolton       | Leasehold | Industrial | 01/11/2024  | 01/11/2027   | 480                    | £115,911           | 0     | 0    |
| Greencoat House, Eastbourne   | Licence   | Office     |             |              | 175                    | £68,607            | 20    | 46   |

# Estate Timeline (2022 - 2029)

