CONVENZIS

NHS Facilities Management Conference

Thursday 9th November | 15Hatfields, London

Agenda for today:

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Welcome to NHS Facilities Management Conference!

9th November 2023
8am – 4pm
15Hatfields, London

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SCAN ME

Chairs Opening Address

Emma Brookes
Estates and Facilities (EFM) Head of Soft FM Strategy & Operations - NHS England

Speaking Now…

Emma Brookes
Estates and Facilities (EFM) Head of Soft FM Strategy & Operations - NHS England

Speaking Now…

Alex Pitman

Green Project director - Alder Hey

Alder Hey's Green Plan

From boilers, bins and bikes to better homes.

Alex Pitman
Green Project Director

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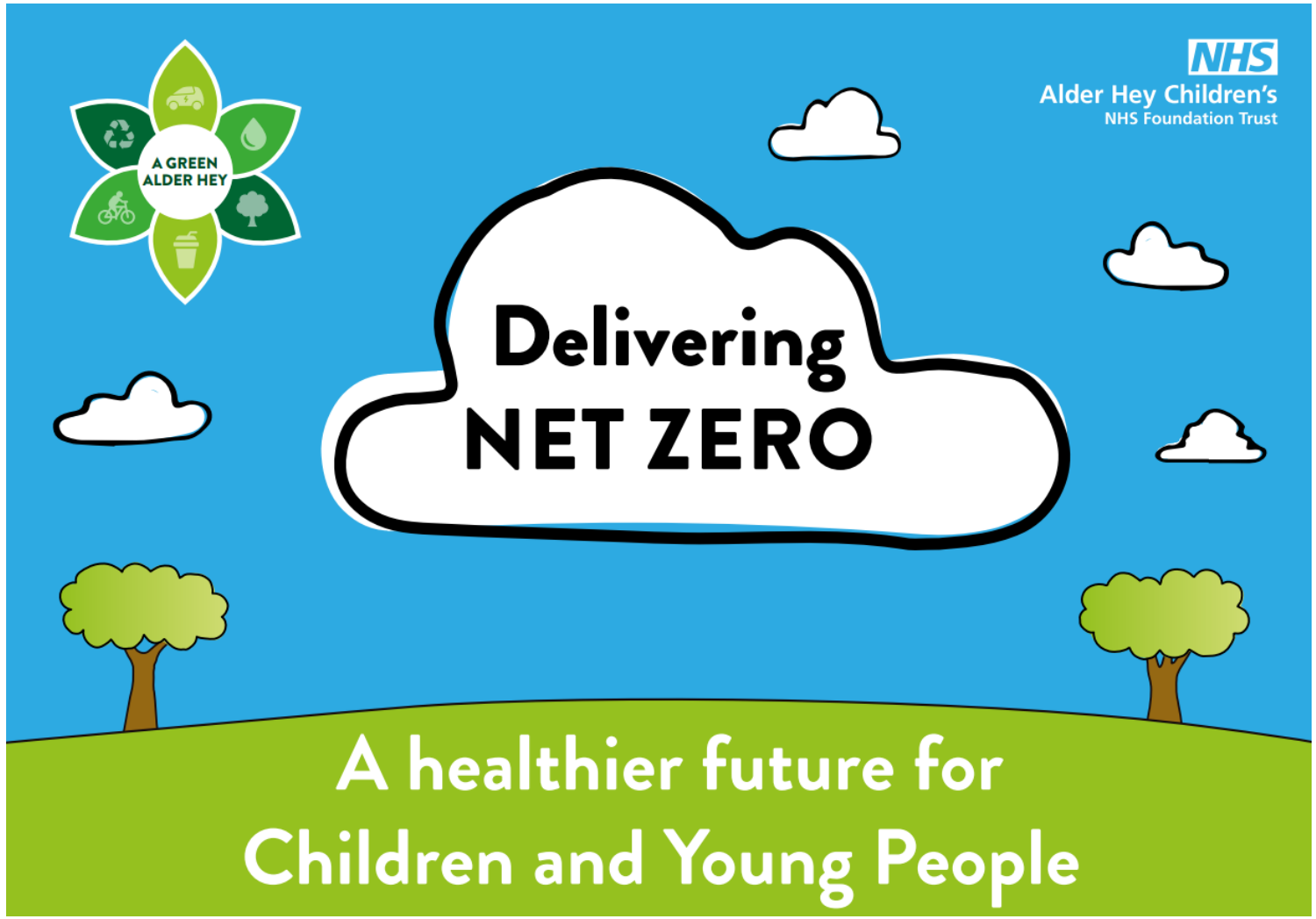
NHS
Alder Hey Children's
NHS Foundation Trust



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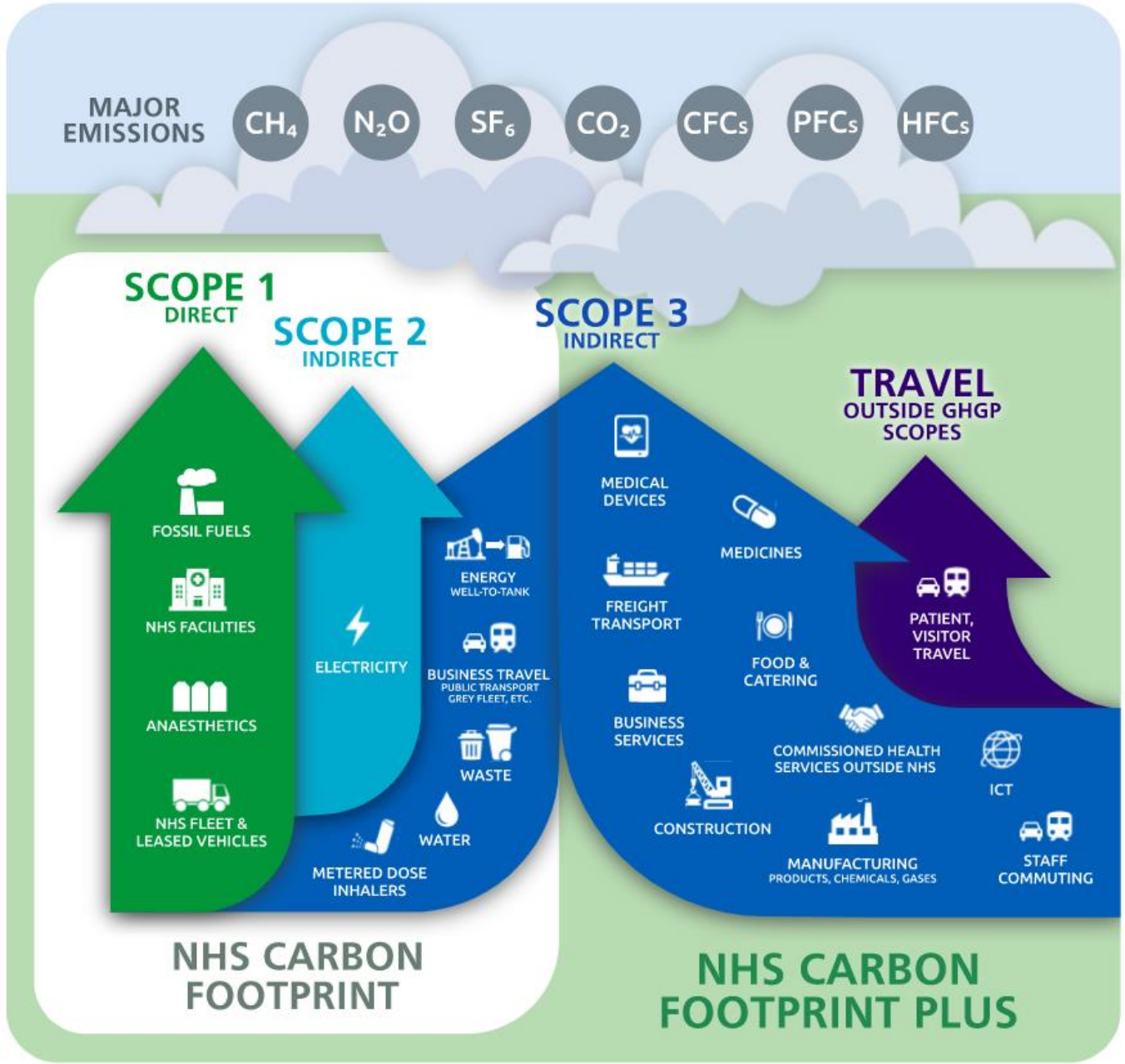
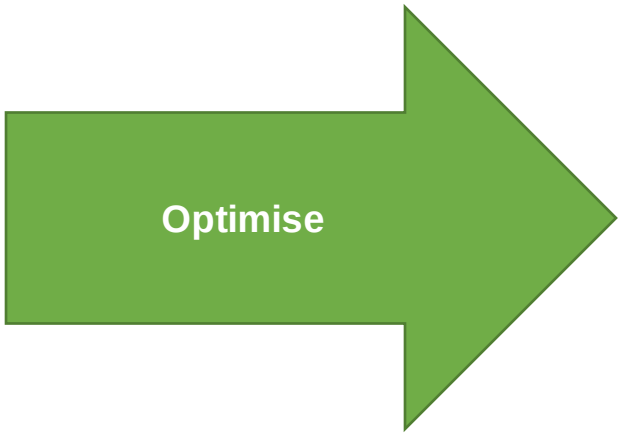
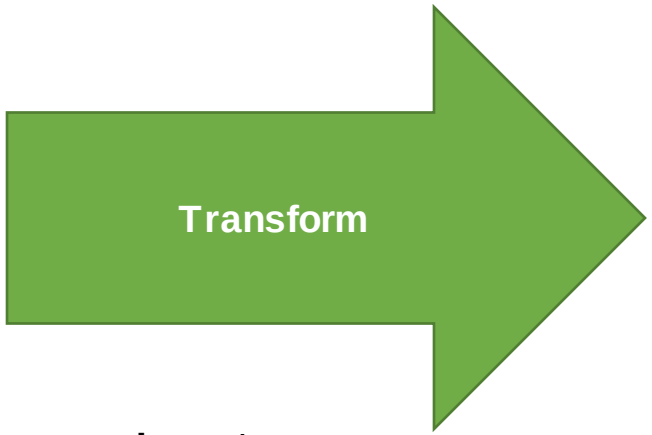
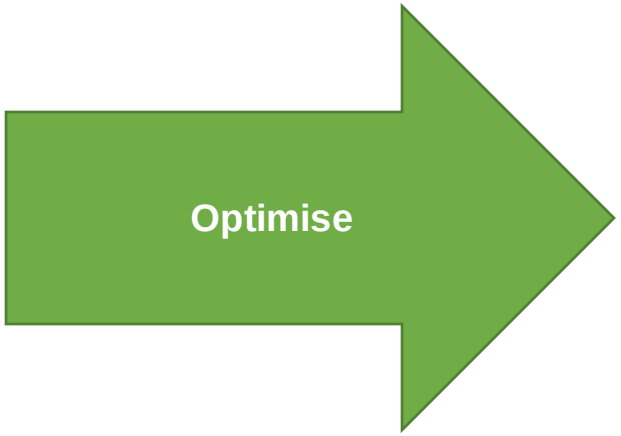

MAJOR EMISSIONS
CH_4
N_2O
SF_6
CO_2
CFCs
PFCs
HFCs
SCOPE 1
DIRECT
SCOPE 2
INDIRECT
SCOPE 3
INDIRECT
TRAVEL
OUTSIDE GHGP SCOPES
FOSSIL FUELS
NHS FACILITIES
ANAESTHETICS
NHS FLEET & LEASED VEHICLES
ELECTRICITY
ENERGY WELL-TO-TANK
BUSINESS TRAVEL PUBLIC TRANSPORT GREY FLEET, ETC.
WASTE
WATER
METERED DOSE INHALERS
MEDICAL DEVICES
MEDICINES
FREIGHT TRANSPORT
FOOD & CATERING
BUSINESS SERVICES
COMMISSIONED HEALTH SERVICES OUTSIDE NHS
ICT
CONSTRUCTION
MANUFACTURING PRODUCTS, CHEMICALS, GASES
STAFF COMMUTING
PATIENT, VISITOR TRAVEL
NHS CARBON FOOTPRINT
NHS CARBON FOOTPRINT PLUS



- Deliver £ and CO2e
- Build momentum



- Invest
- Widen



- **Buildings**
  - **CHP**
  - **GSHP**
  - **Temperatures**
  - **Heat recovery**
  - **F-gas**
  - **Doors**
  - **Medical gas**

- **Waste**
  - **Compactors**
  - **Bins**
  - **Waste reduction**

- **Transport**
  - **Dr Bike**
  - **Signage**

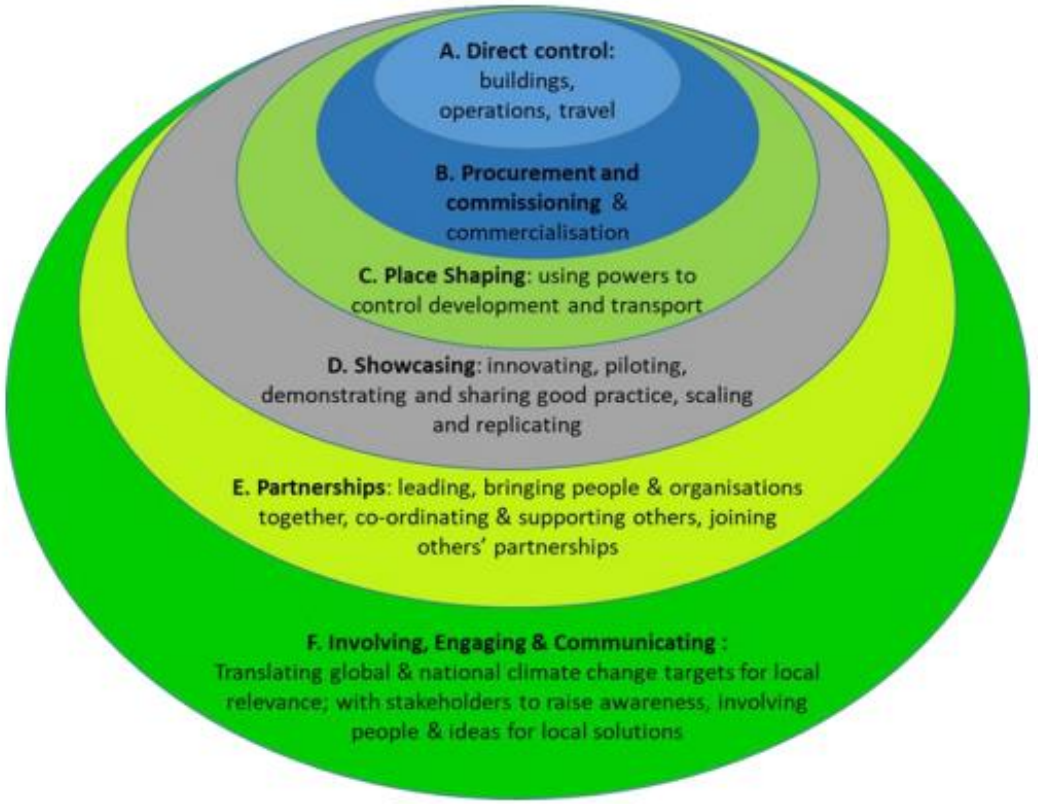
Transform

- Buildings
  - Heat decarb.
  - PV
  - LED
- Waste
  - Waste designed out
- Transport
  - Bus lane

- **17% cut in scope 1&2 in first year**
- **No capex.**
- **£££ saving**

- **Net zero Alder Hey is not enough**
- **System wide change**

Figure 1.2 How local authorities control and influence emissions



Source: Coxcoon, R. & Roberts, S. (2020) *Climate Action Planning Tool for Local Authorities, Centre for Sustainable Energy. https://www.cse.org.uk/news/view/2541*

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HSJ AWARDS 2023 In Partnership with: vodafone business

HTM 07-02: EnCode – making energy work in healthcare

CleanAirDay
15 June 2023

UK Net Zero Carbon Buildings Standard

Public health → Primary care → Alder Hey

Patient flow

ICS

ICB

BEYOND PROGRAMME - CYP

Public health

Primary care

Alder Hey

National and regional policy

Alder Hey +

- **Need to decarbonise system not just pieces of it**
- **Teeth and houses?**

Patient flow

Data & Insight

- Speed up
  - 17% is not fast enough
- Smarter ways of working
  - Innovation
  - Standardisation
- CHP phase out
  - >£1 billion challenge
  - Technology?
  - Finance?

Speaking Now…

Mr Paul Chandler
Deputy Director – Net Zero Travel and Transport - NHS England

Net Zero Travel & Transport Strategy

NHS England

Summary for Facilities Management Conference

9th November 2023

Paul Chandler, Deputy Director for Transport

The National NZTT Strategy for the NHS

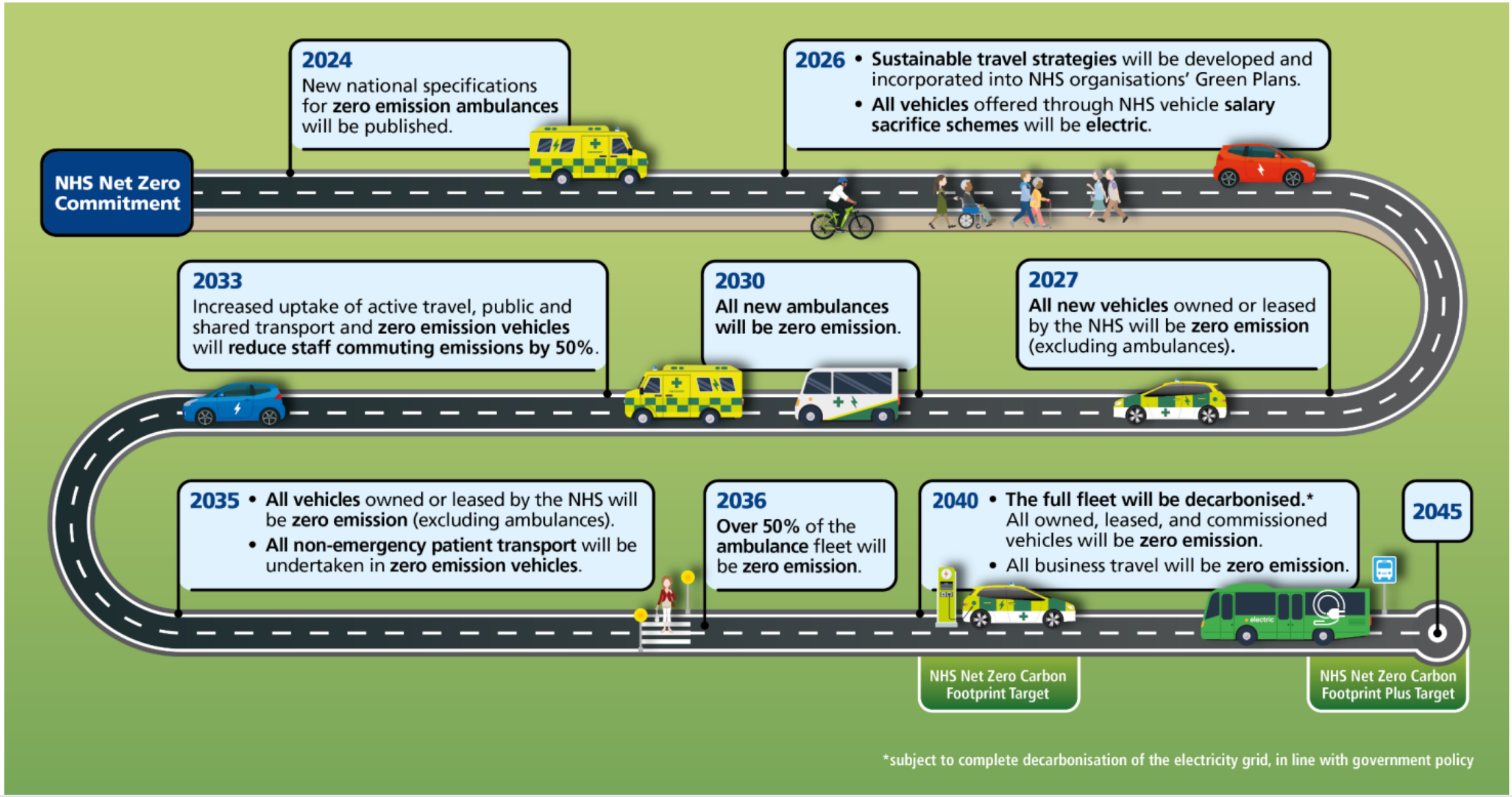
- Outlines a high-level path to reach the commitments within *Delivering a Net Zero National Health Service* for travel and transport emissions (net zero greenhouse gas emissions by 2045).

- The Strategy covers the NHS Fleet, Business Travel, Staff Commuting and NEPTS services in detail.

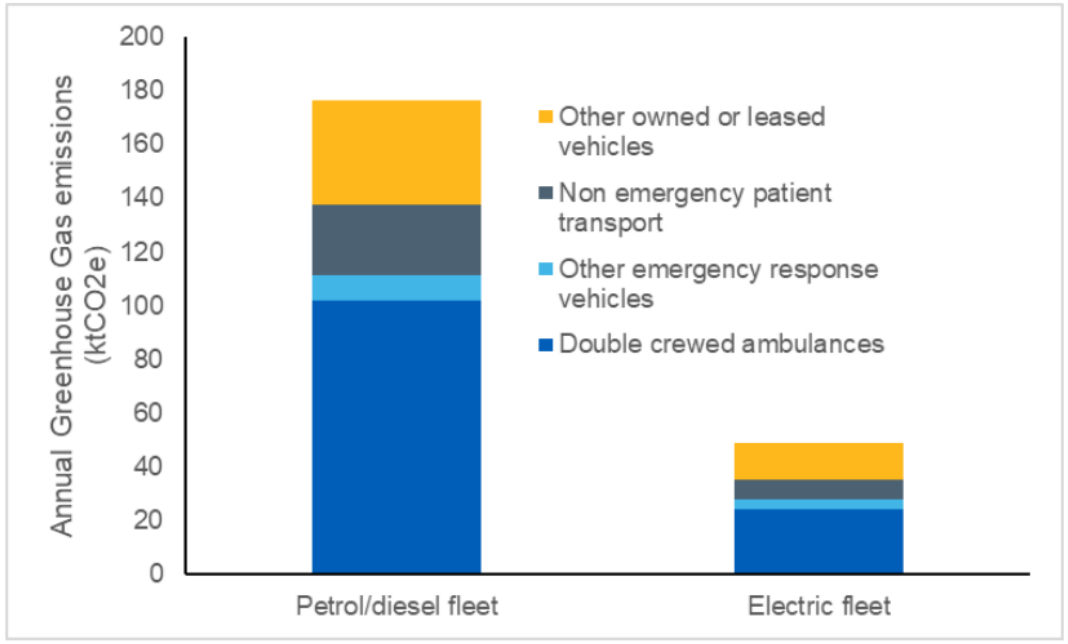
- It does not cover patient and visitor travel or freight and logistics, mainly owing to a lack of data.

- The strategy can be considered to have three main parts:
    - A summary strategy highlighting key interventions and roadmap (**WHAT & WHEN**)
    - A Technical Annex describing the data, methodology, assumptions and conclusions in detail (**WHY**)
    - An Implementation Toolkit, available on our NZTT FutureNHS workspace (**HOW**)

Net Zero Travel & Transport Roadmap



Quantified Benefits of the NZTT Strategy



	Annual health benefits (£m)	Annual societal benefits (£m)	Annual direct NHS savings (£m)
NHS fleet and business travel	2.1	77.6	59.0
Modal shift	38.3	112.7	0.0
Electrification of personal vehicles	1.3	45.2	0.0
Total	**£41.7m**	**£235.5m**	**£59.0m**

- Annual carbon emissions reduced by 70% (on current national grid).
- As the grid decarbonises, emissions reductions will increase.
- UK Government have stated aim of a 100% renewable national grid by 2035.

- A fully electrified NHS fleet will require one-off c.£100m direct investment in NHS EV charging infrastructure.
- This would yield up to £59m per annum in fuel and maintenance savings (HMT Green Book prices)
- If the strategy was delivered in full, it could also generate over £270m per annum in monetised societal benefits (e.g. improved population health, fewer road accidents, etc.) – according to DfT and DEFRA data models.

Interventions and policies

All

Effective planning
- Develop a sustainable travel strategy to be incorporated into future Green Plans by 2026

Sustainable procurement
- Integrate zero emissions vehicles into procurement practices and align with roadmap milestones (e.g., salary sacrifice to only offer EVs by 2026)

ICS/ICB

Strategic partnerships
- Form partnerships with local authorities and local transport authorities to maximise funding and infrastructure opportunities

Future system design
- Co-ordinate funding and deployment of refuelling infrastructure for emergency fleets

Ambulance trusts

Piloting and evaluation
- Pilot and evaluate zero emissions ambulances and other ERVs

Plan operational changes
- Charging infrastructure
- Dispatch
- Standby points
- Maintenance
- Staff rotas
- Training
- Etc.

Secondary, Community and Primary

Cross-cutting
- Sustainable travel inductions
- Route planning tools

Transition in business travel
- EV car and e-bike pools
- Incentivising low carbon business travel reimbursement

Sustainable travel
- Improve facilities and routes
- Create staff rewards for sustainable travel
- Explore ways to subsidise public transport
- Provide shuttle buses or free transport between sites

Further support and resources from NZTT Team

- Several elements of a NZTT Implementation Toolkit are already available on our FutureNHS workspace: https://future.nhs.uk/connect.ti/sustainabilitynetwork.

- By summer 2024, NHS England will release guidance to trusts and ICBs on how to construct a sustainable travel plan – including minimum requirements and examples of best practice.

- The Zero Emission Fleet Transition Tool is now live at https://zeft.cenex.co.uk/. It helps NHS organisations and individuals assess the suitability and total cost of ownership of EVs versus ICE equivalents.

- We are developing the Emergency Vehicle Recharging Infrastructure Tool (EVRIT) to help calculate what ambulance charging capacity is needed at specific ambulance stations and hospital sites.

- We will be running NHS England's first ever NEPTS fleet and patient transport surveys in 2024 to start building a dataset in these areas.

- We will continue to develop additional detailed case studies of successful interventions from our Modal Shift and ambulance networks in particular.

- Please send requests for new tools, guidance, frameworks to england.nztt@nhs.net. We will try to offer bespoke advice and support, where possible.

Up Next…

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Q&A Panel

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Morning Break

Chairs Morning Reflection

Emma Brookes
Estates and Facilities (EFM) Head of Soft FM Strategy & Operations - NHS England

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Speaking Now…

Dr Melanie Robinson

Associate - BIM Academy

Up Next…

SFG20

The industry standard for building maintenance

CONVENZIS

Speaking Now…

Victoria Fleming

Chief Revenue Officer - SFG20

SFG20

What does being compliant with SFG20 really mean?

And why is it important?

BESA
BUILDING ENGINEERING SERVICES ASSOCIATION

Introduction

Victoria Fleming

Chief Revenue Officer

What we'll cover today...

- Who and what is SFG20?
- Why do we need a standard?
- Myth busting
- How to work with SFG20

Who are SFG20?

- SFG20 are part of The Building Engineering Services Association
- Referenced as the standard to maintain to in industry guides and tenders
- A business with customers, large and small, in many countries around the world, inc. healthcare, education, government, sports and leisure and property
- Industry thought leaders, committed to safe and efficient maintenance practices
- Dedicated teams of technical authors, software developers, learning & development, customer success

In a nutshell….what is SFG20?

- Launched 1990, in response to an industry-wide issue - maintenance wasn't being performed in a uniform way
- Varying levels of quality and safety
- There was a need for a standard that could be adopted nationally

- The library of schedules is diverse - more than 2000 schedules
- Covering 70+ equipment types

- Specialist equipment e.g., healthcare (aligned with government technical guidance)

- Colour-coded tasks differentiate between legally required tasks versus those that will keep assets running for longer and more efficiently

- Range of software solutions available that allow users to MAP assets, CREATE maintenance regimes, COST plans and INTEGRATE with CAFM systems

- Used in 18 countries: Middle East, Europe, Asia, USA, Australasia & South America

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Cloud based maintenance schedules that update in line with legislation

Which tasks help prolong asset life

Which tasks are statutory

5

Fire door obstructions

Criticality: Amber Frequency: 1M Skill Set: Facilities Manager

Action: 1 Chec on either
2 Remo

How often

By whom

Notes: This check may be completed by fire wardens (marshals) if suitably instructed.

6

Self-closing devices in residential buildings

Criticality: Red Frequency: 3M Skill Set: Facilities Manager

Action: For residential buildings containing separate dwellings, check:

1 The closing device is correctly attached to the door leaf and frame.
2 There is no leaking oil
3 There
4 The do
5 If it is
6 Ensure that rebated double-leaf door sets are fitted with a suitable co-ordination device which functions correctly and enables the leaves to close in the correct sequence.
7 Where necessary, ensure that the door's opening force is in compliance with current accessibility regulations.

What maintenance needs to be done

Notes:

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A broad range of content and software

Industry standard for building maintenance specification

CONTENT

Cloud-based maintenance schedules relating to a wide range of assets

6

Self-closing devices in residential buildings

Criticality: Red Frequency: 3M Skill Set: Facilities Manager

Action: For residential buildings containing separate dwellings, check:

1 The closing device is correctly attached to the door leaf and frame.
2 There is no leaking oil.
3 There is no obvious damage to the pivot arm and terminal fixings.
4 The door closes fully into the frame.
5 If it is a double-leaf, double-acting door, check that it closes in the fully aligned position.
6 Ensure that rebated double-leaf door sets are fitted with a suitable co-ordination device which functions correctly and enables the leaves to close in the correct sequence.
7 Where necessary, ensure that the door's opening force is in compliance with current accessibility regulations.

SOFTWARE

A range of tools that allow you to build and cost maintenance plans according to your needs

MAP

CREATE

COST

SHARE

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The evolution of FM and the origins of SFG20

Industrial Revolution

1950s
Post war rebuild

1970s
Increased complexity and drive for efficiency

1980s
Need for standardisation

1990
SFG20 launch

2012/3
SFG20 on-line

Aligns with industry standards

2023
Advancing digital tools

SFG20

Why do we need a standard?

- Consistency and Quality
- Transparency
- Safety
- Legal and Regulatory Compliance
- Efficiency
- Adaptability
- Longevity
- Cost savings

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Why do clients specify that tenders should be in line with SFG20 specification?

EASY
COMPARISON

SAFETY &
COMPLIANCE

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As a contractor - why is it important to use SFG20?

QUALITY

SAFETY

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SFG20 has become industry speak for best practice - without really knowing what it is or how to use it

Tick here to confirm you are compliant with SFG20

"I never knew what that box meant - I always tick it. I just thought it was good practice."

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SFG20 membership list will help to drive facilities excellence

- **Enhanced Transparency:** The online list provides stakeholders, clients, and the general public with a transparent view into which companies are actively licensed
- **Easy Accessibility:** Located on the SFG20 website, users can quickly and easily access the information anytime, anywhere, ensuring they have up-to-date information on licensed companies
- **Streamlined Verification:** For those seeking to collaborate or do business with licensed companies, this solution simplifies the verification process, saving time and ensuring legitimacy

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Let's bust some myths!

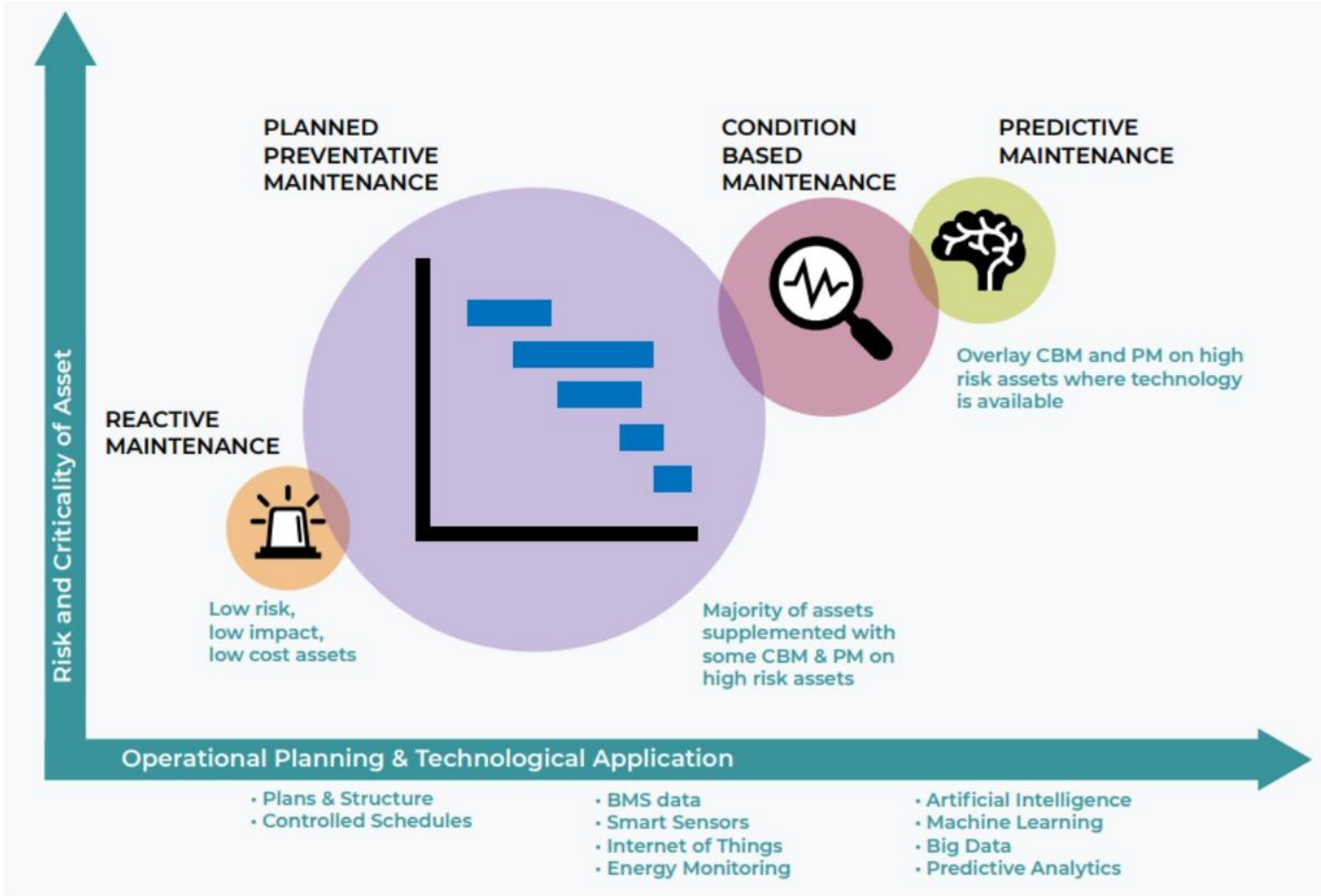
It's not OK to share SFG20 licenses

- **Data Security and Integrity:** Sharing a license increases risk of unintentional changes, deletions, or mistakes = compromises reliability and accuracy of the data being used.
- **Audit Trail:** If multiple users share a single license, tracking individual actions e.g., who accessed what information and when = challenging
- **Licensing Terms and Conditions:** T&Cs of the SFG20 license specify how the product can be used.

It's not OK to operate from outdated paper based schedules

- What decade is that schedule from?
- Legislation and regulation is updated ALL THE TIME
- 700 updates made to SFG20 schedules in L12m
- Don't risk non-compliance!

SFG20 is not just PPM!



Source: https://www.sfg20.co.uk/news/sfg20-reveals-new-whitepaper

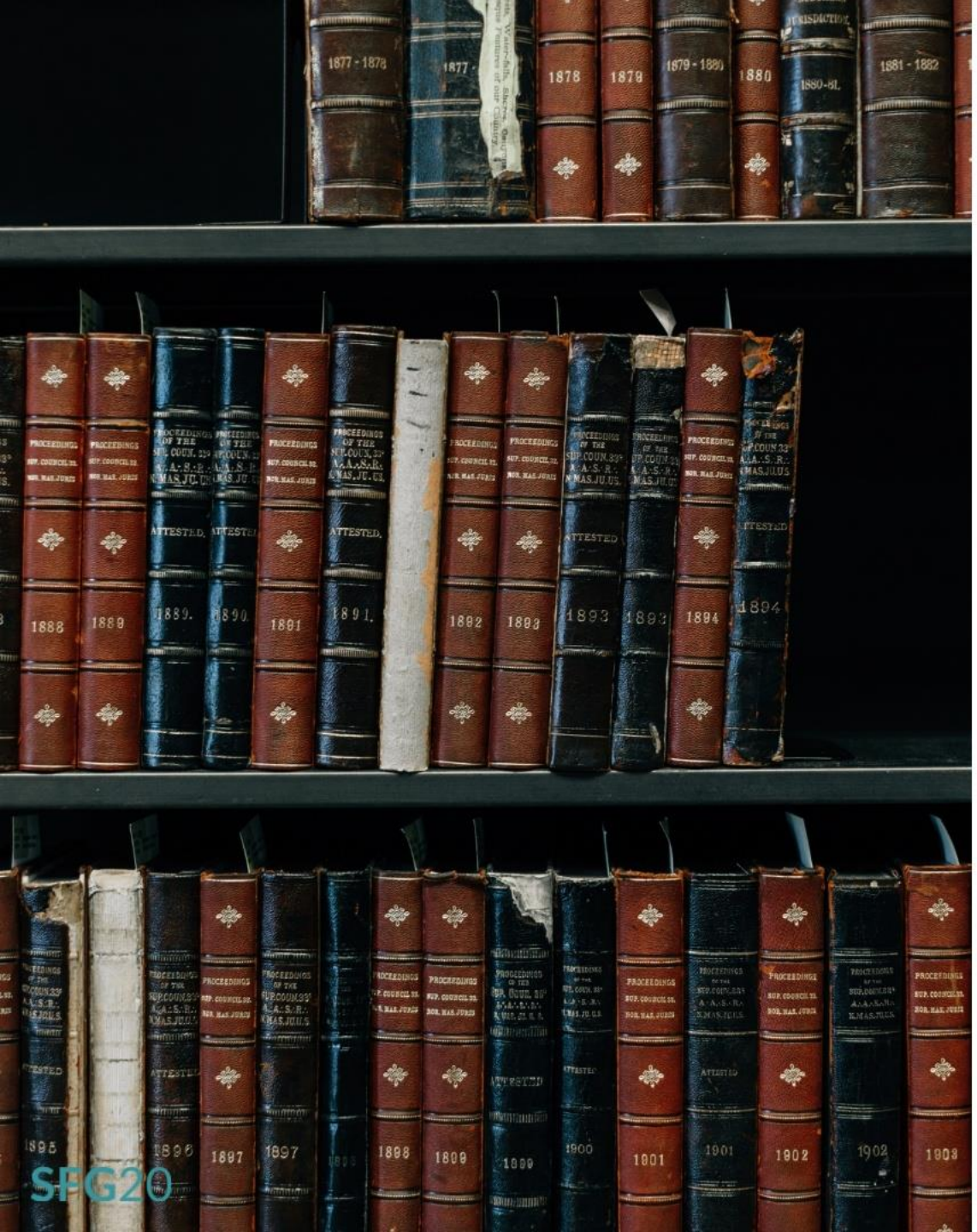
So, how should SFG20 be used?

Ensure proper and competent use - attend a Super-User Training Course

"Lesley's training session was excellent; she took us through all the aspects of SFG20 and explained everything in a common sense way"

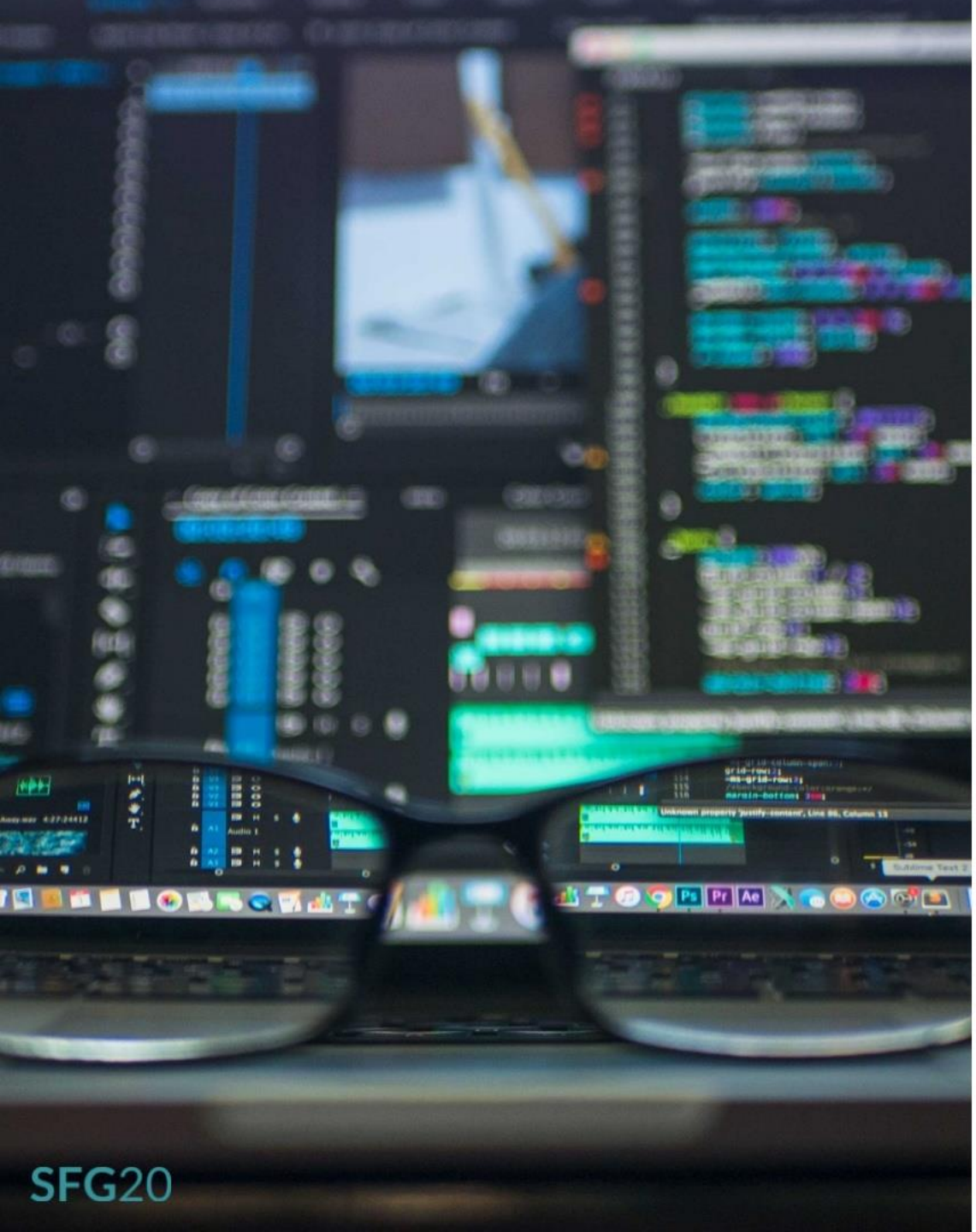
SFG20 Training attendee

- 3 x 2 hour online sessions. Held each month.
- Provides the tools to become a competent user and get the most out of the system



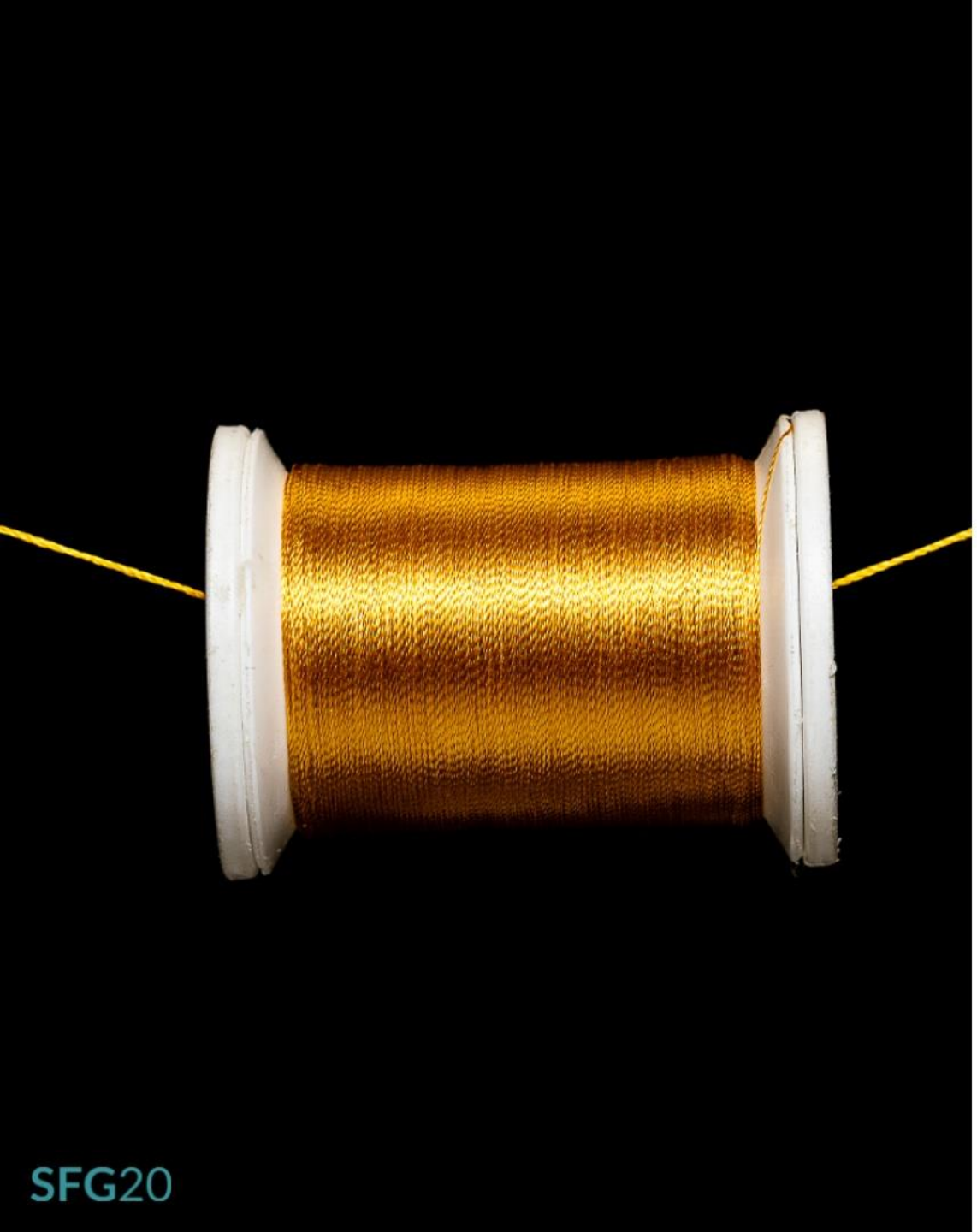
Ensure maintenance plans are updated using our technical bulletins

- Technical bulletins alert license holders to new news
  - Upcoming changes in regulations, standards or best practice
  - New SFG20 schedules
  - Updates to SFG20 schedules
  - Software updates
- Update your maintenance plans
  - Include the latest versions of schedules
  - Align with your (up to date!) asset list
  - Customise schedules: overlay your expertise with SFG20 guidance to really optimise your maintenance
  - Add notes that will help engineers



Align latest SFG20 guidance with your CAFM

- Often content is exported from SFG20 and imported into a CAFM at the start of a contract
- Thereafter, further updates do not always flow through to third party software
- Easy to fall off the standard quickly



Create an auditable trail

- Evidence of completion of mandatory & statutory tasks
- In line with prescribed frequencies
- Carried out by a competent person
- Recorded in a central point, consistently

Your SFG20 compliance checklist

- Access the latest cloud-based schedules
- Competence (via training course attendance)
- No license sharing!
- Keep your plan updated
- (Proof of) current SFG20 license
- Sync latest content with CAFM/3rd party software
- Confirm schedule version with contractors
- Evidence of completion of mandatory & statutory tasks in line with prescribed frequencies

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You'll find lots of valuable content on our website!

Download our range of e-guides

Q&A

"Let's hear from you!"

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Speaking Now…

Jonathan Waggott
Managing Director - Angel Guard Ltd /
Water Management Society

THE WATER MANAGEMENT SOCIETY

ANGEL GUARD

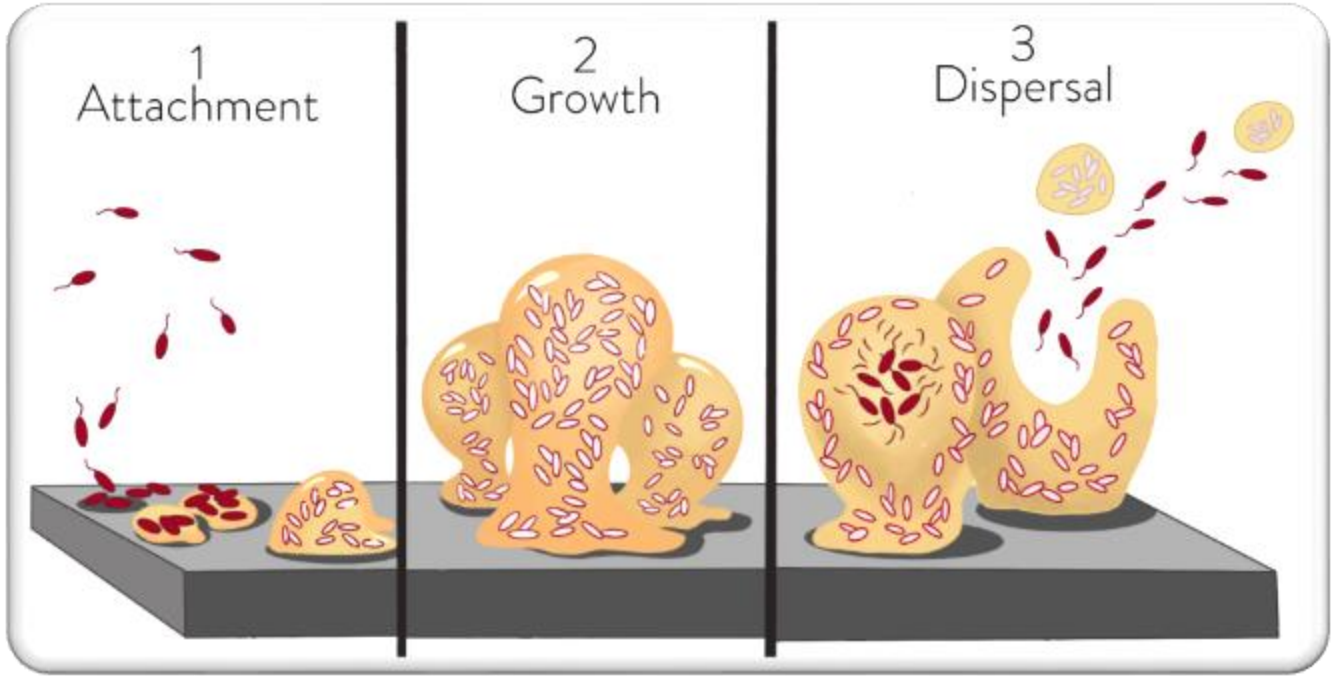
MONITOR · CLEAN · PROTECT · TRUST

Remote Monitoring of Water Quality

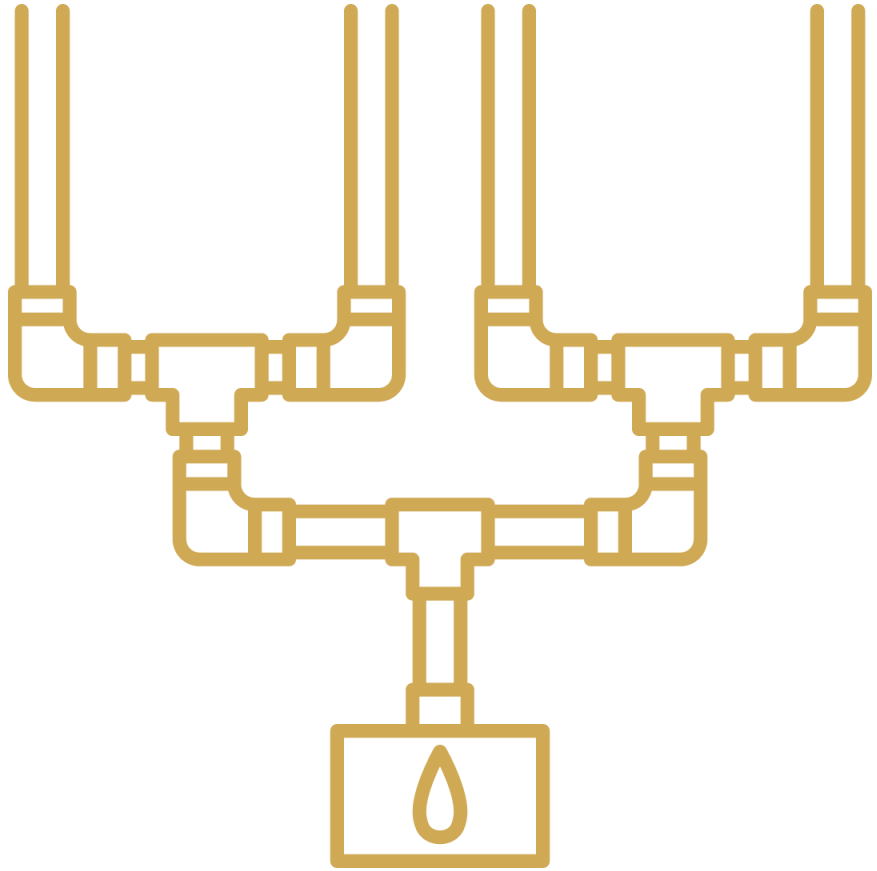
Jonathan Waggott Managing Director
jwaggott@angel-guard.co.uk; 00447527186928

THE PROBLEM

- Millions of people die each year across the world from infections caused by water-borne pathogens
- Pathogens can also attack pipework and create leaks
- This can cost billions of pounds
- Biofilm can quickly develop within hot and cold water systems, given the right conditions leading to millions of pathogens being delivered to hosts

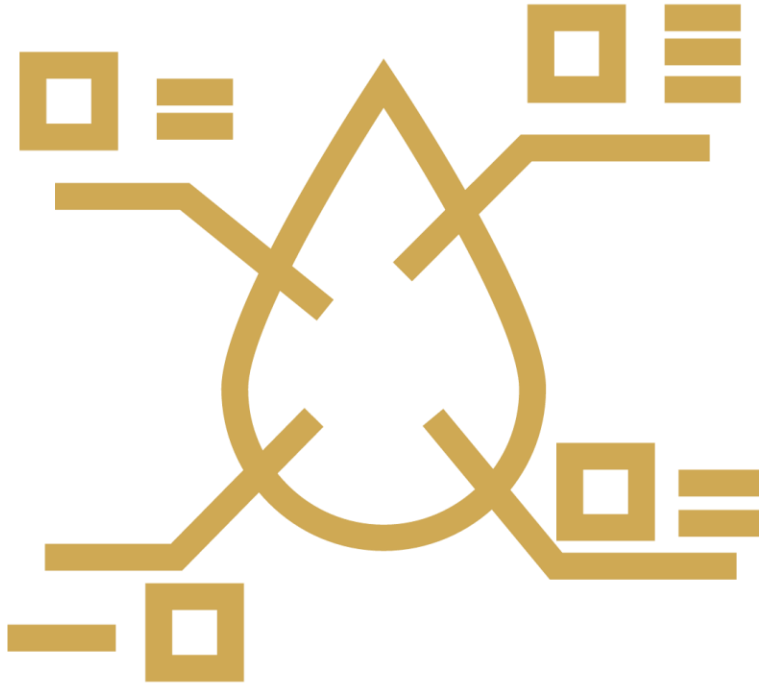


Factors that contribute to the safety of water systems

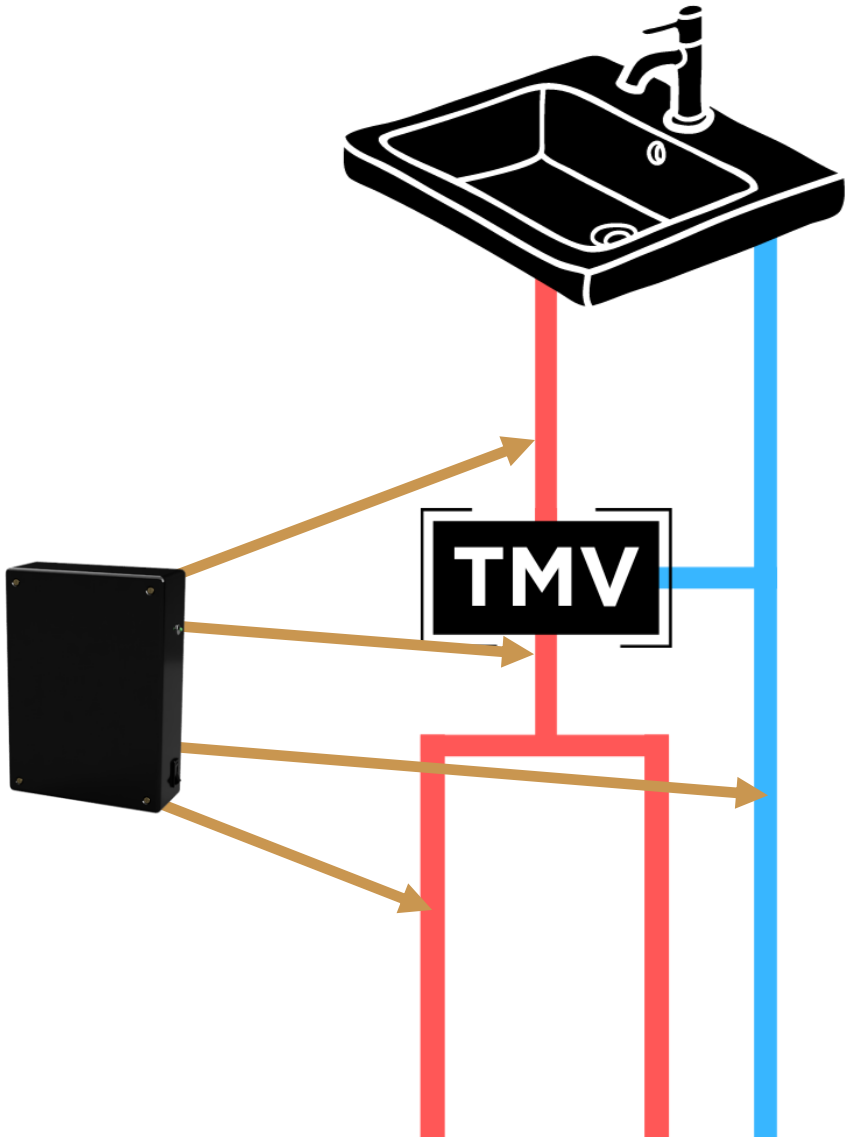


How is data currently collected & monitored?

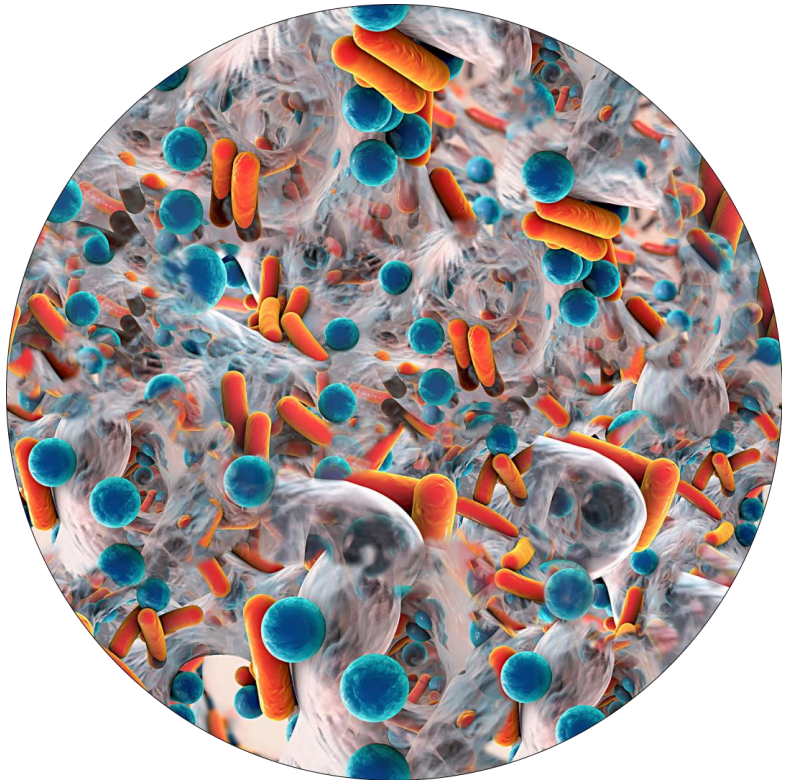
What Is Remote Water Monitoring?



How Does it Work?



Biofilm monitoring

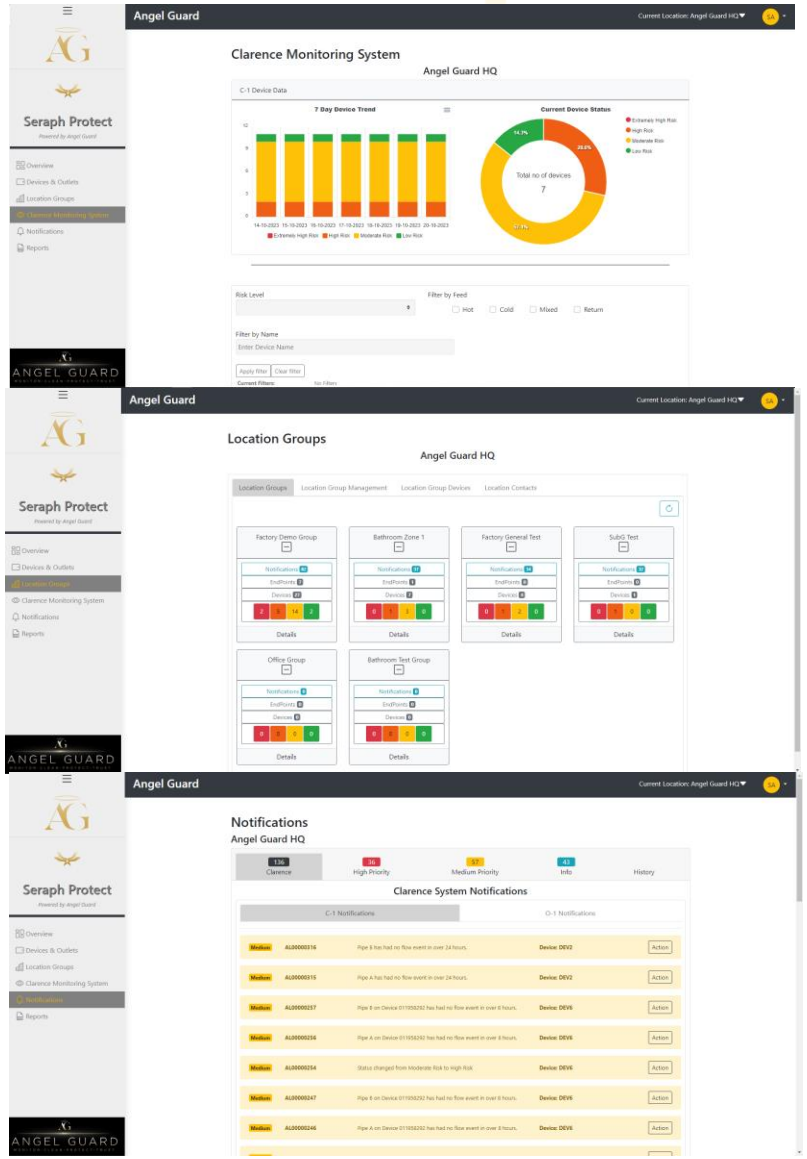


What types of buildings?

Where Else can it be used?

Where should you measure?

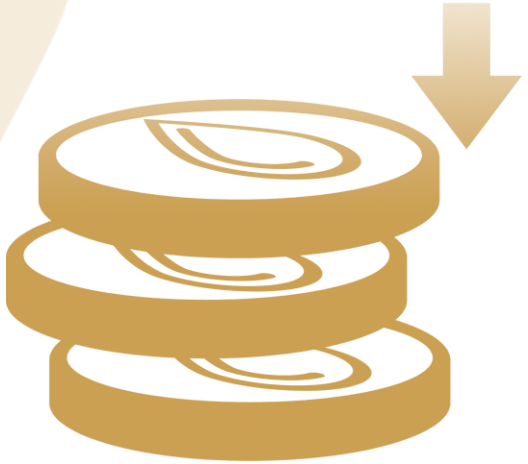
The data challenge



The benefits of Remote Monitoring

Cost vs benefit

Sustainability Benefits



Will you be non-compliant if you don’t use remote monitoring?

Q&A Panel

Panel Discussion - Achieving Net Zero in the NHS Panel Discussion an FM perspective

This panel discussion will focus on the NHS's commitment to achieving net-zero carbon emissions by 2040. The panel will discuss the challenges and opportunities of this ambitious target, as well as the role that healthcare facilities can play in reducing carbon emissions.

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Speaking Now…

Irene Paik-Semenov
Head of Asset Management
QTS

Dr Barry McCollum
Managing Director
EventMap

Chris White
Associate Technical Director
EventMap

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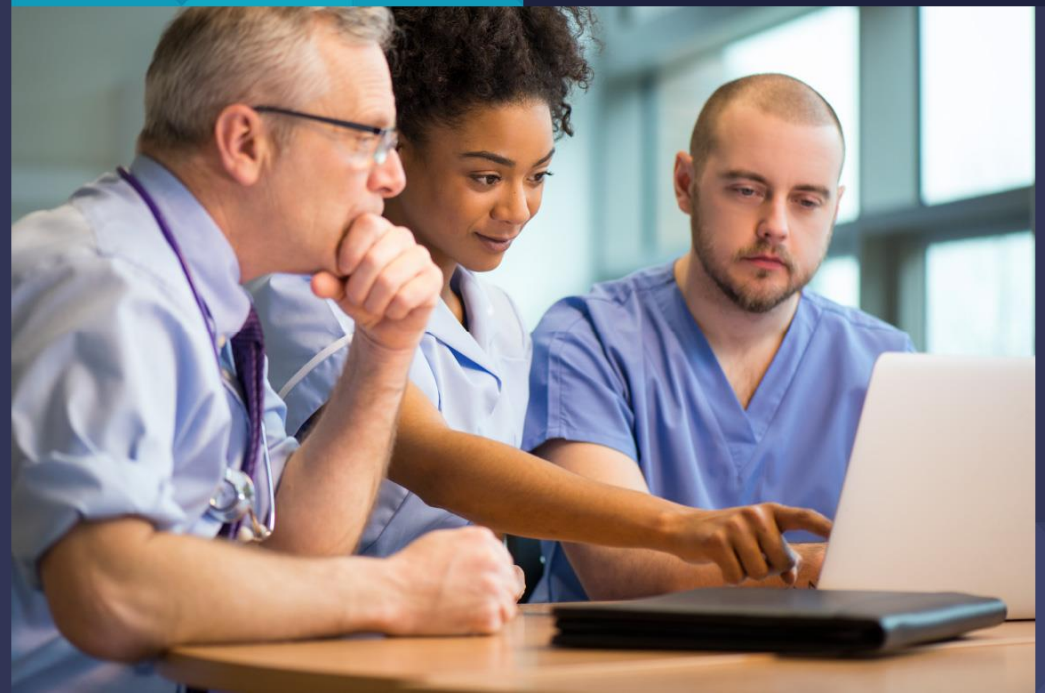
Why FM Digitisation is Essential for the NHS



QTS

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The Wholly Owned Subsidiary of Central and North West London NHS Foundation Trust led by ex NHS E&F professionals.

Experts in the delivery of Estates & Facilities services within the NHS

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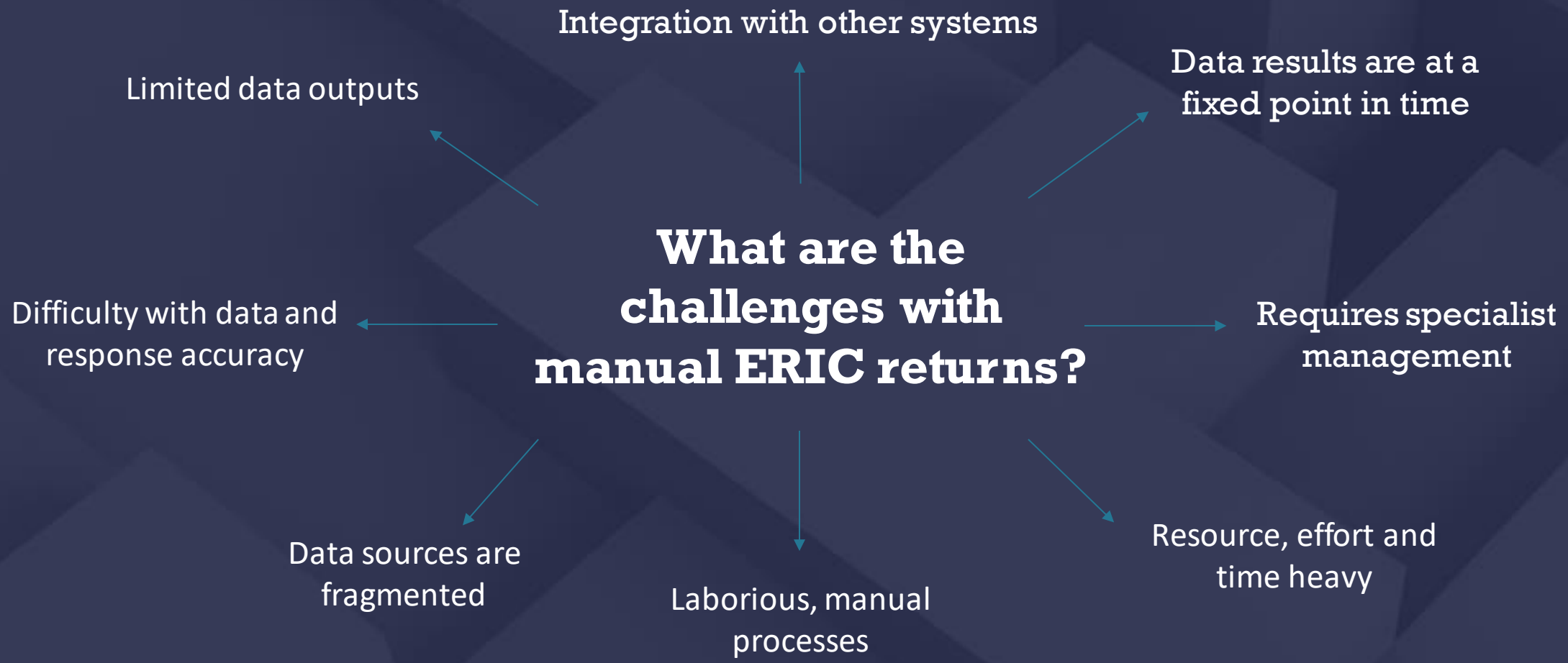
Software experts experienced in development and implementation of innovative NHS Estates and Facilities digital solutions

What are the challenges with manual ERIC returns?



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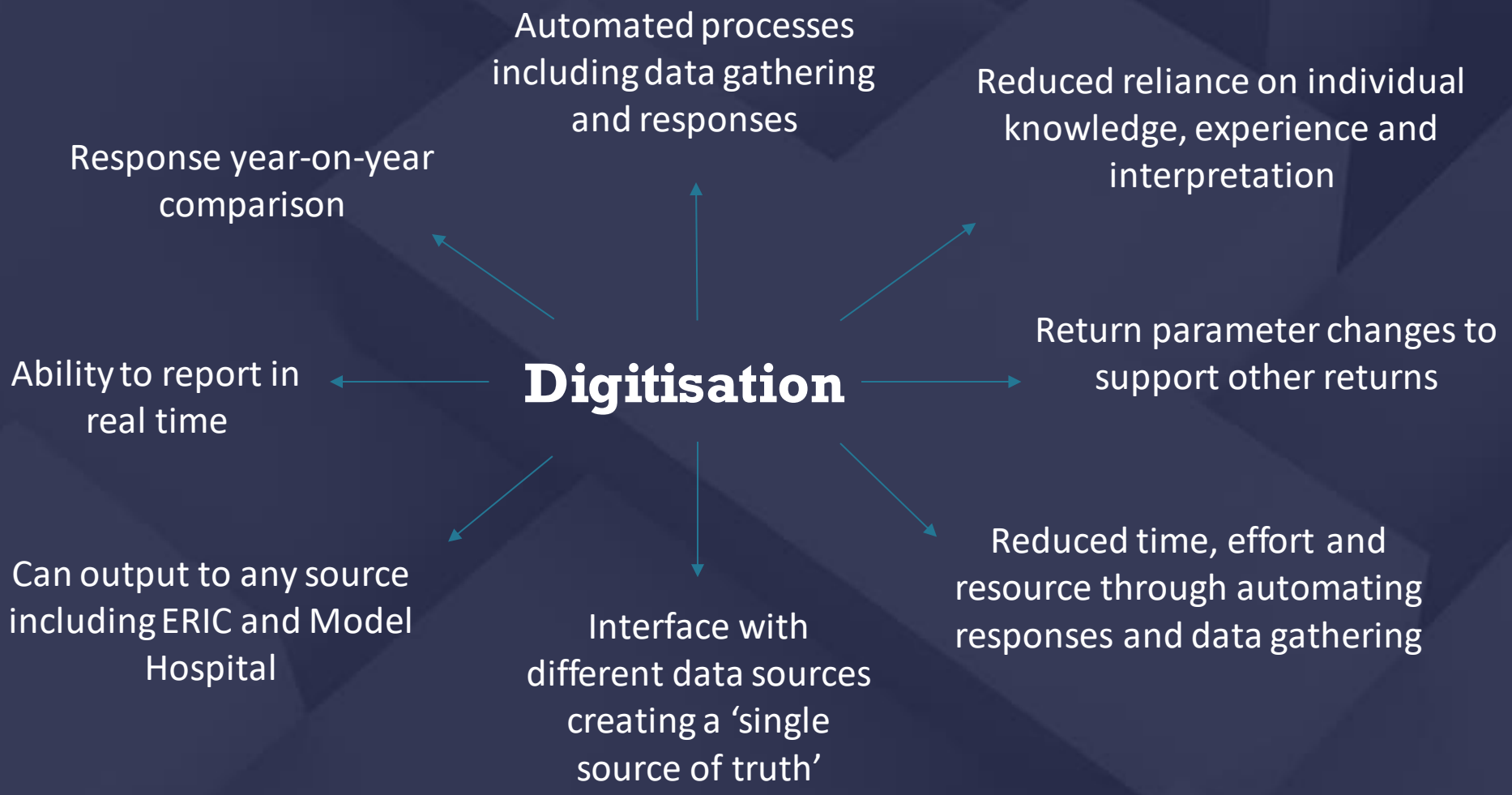
And the solutions are…



QTS QUALITY TRUSTED SOLUTIONS

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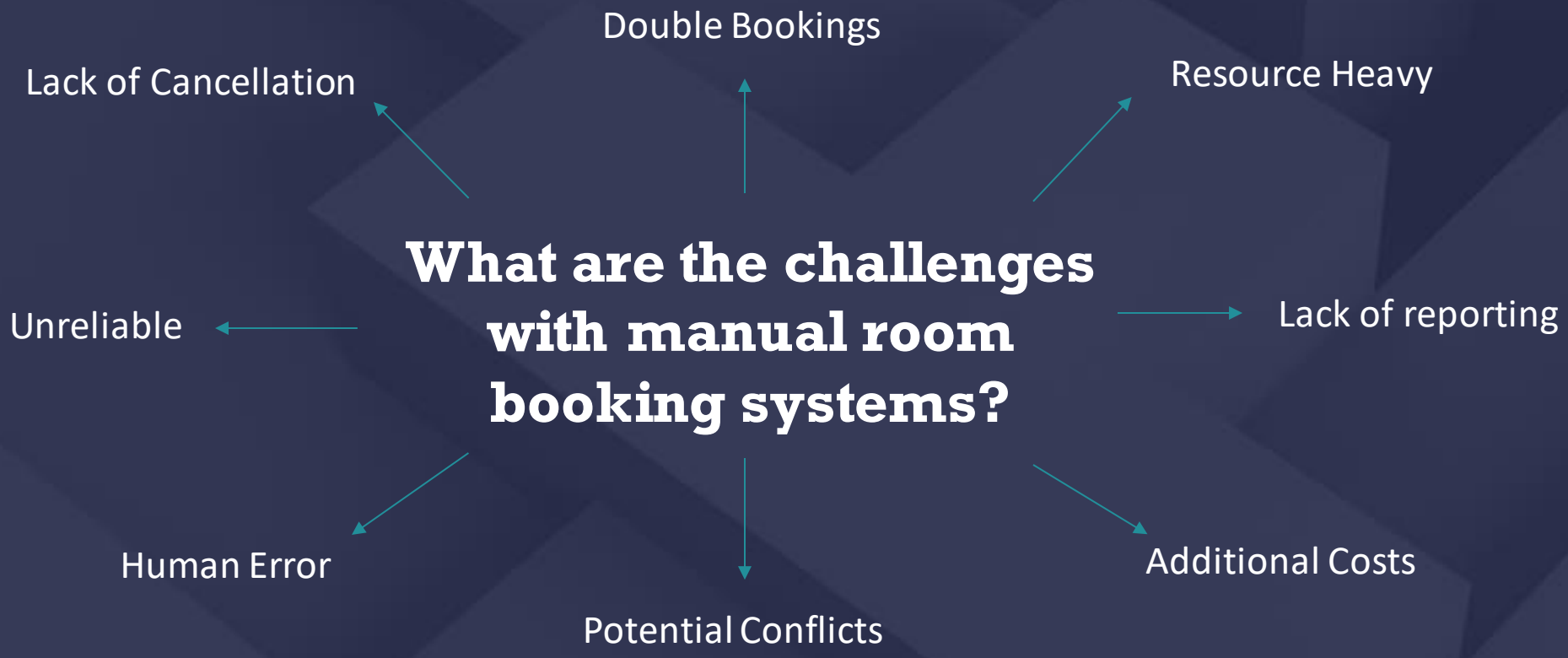
What are the challenges with manual room booking systems?



QTS QUALITY TRUSTED SOLUTIONS

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And the solutions are…

Flexible and Cost Effective

Intuitive Work Flows – create room bookings with minimal effort

Accessibility – systems that can be available to everyone who needs it whilst on the go

Visibility of Rooms and Resources – Room, desk and resource information can be made easily accessible to facilitate requests and bookings

Reporting – Systems that have intuitive reporting capability

Manage all resource bookings in one place

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What are the challenges to manual Activity Scheduling and Management?

- Lack of service continuity
- Poor Training Schedules
- Hard to maintain and update staff and patient schedules regularly
- Schedule Conflicts
- Human Error

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And the solutions are…

Automated Scheduling -cutting-edge AI-based scheduling to help achieve fast, flexible and accurate timetabling solutions

Automated Digitisation

Collaborative Planning – Support with scheduling processes from rolling over existing timetables or starting from scratch

Decision Support – Continual scheduling solution assistance on current status, violation alerts and suggestions

Import, Export and Analyse Data – Have full access to add, update and retrieve data to support on boarding processes and real-time integration

Working In Sync – Cloud based platforms that provide convenient access and up-to-date information for stakeholders and students

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Other manual processes that can be improved by digitisation and automation

Utilisation Surveys, Auditing and Analysis

- Institutional Data Repository
- Live Surveying of Estate
- Reporting
- Survey Creation and Route Planning
- Resource Utilisation

Advanced Space, Resource, Activity Planning and Optimisation

- Service Strategy
- Estate Rationalisation
- Capital Planning
- Building and Service Configuration

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Contact us for more Information:

Join our DEFT Partner Programme!

Benefits of joining are:

- Generate automatically calculated returns using cloud-based technology
- Help with set up and training from dedicated experienced staff
- Share experiences with other adopters

Required commitments:

- A commitment to progress with the Estates and Facilities Digitalisation agenda
- A staff contact who will liaise with QTS and EventMAP staff
- An Initial fee to cover licence, data set up, on-boarding and training

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Lunch & Networking

Thank you for attending the Facilities Management Conference!

CONVENZIS

Register for the next NHS Estates Conference in February 2024…