

Community Solutions



Community **Estate Solutions**

Estate Planning

We will establish a detailed understanding of your current estate. By matching this with your future service aspirations, we will ensure that your future estate requirement is planned to serve communities from the optimum location and the best possible facilities.

Commissioner Investment Asset Management Strategy (CIAMS)

The Department of Health requires all Primary Care Trusts to deliver and maintain a Commissioner Investment and Asset Management Strategy.

The three core areas of CIAMS covers PCT estate and 3rd party occupation such as GPs and Pharmacies as follows:

1. Baseline Information

- Location details and legal status
- Services provided and service provider
- Statutory compliance including health and safety
- Space utilisation

2. Fitness for purpose

- Property suitability – physical condition
- Functionality
- Environmental considerations
- Quality (Staff and Patient KPIs)

3. Financial

- Capital value of asset
- Capital investment required
- Revenue running costs and reimbursement

Baseline data collection including 6 Facet Surveys

Where necessary we will undertake surveys and report on:

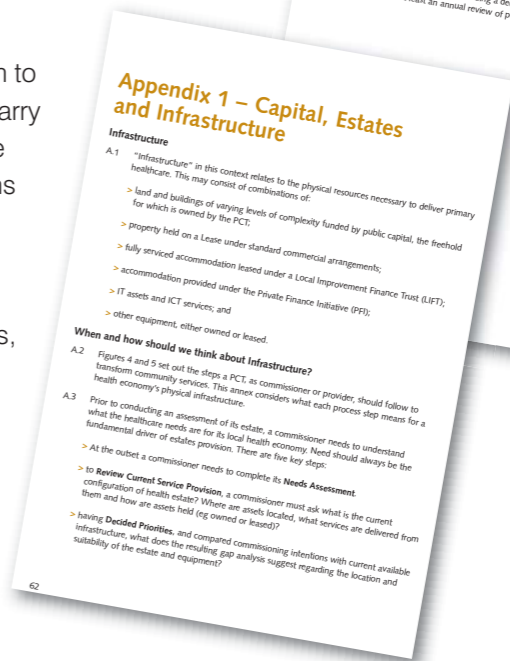
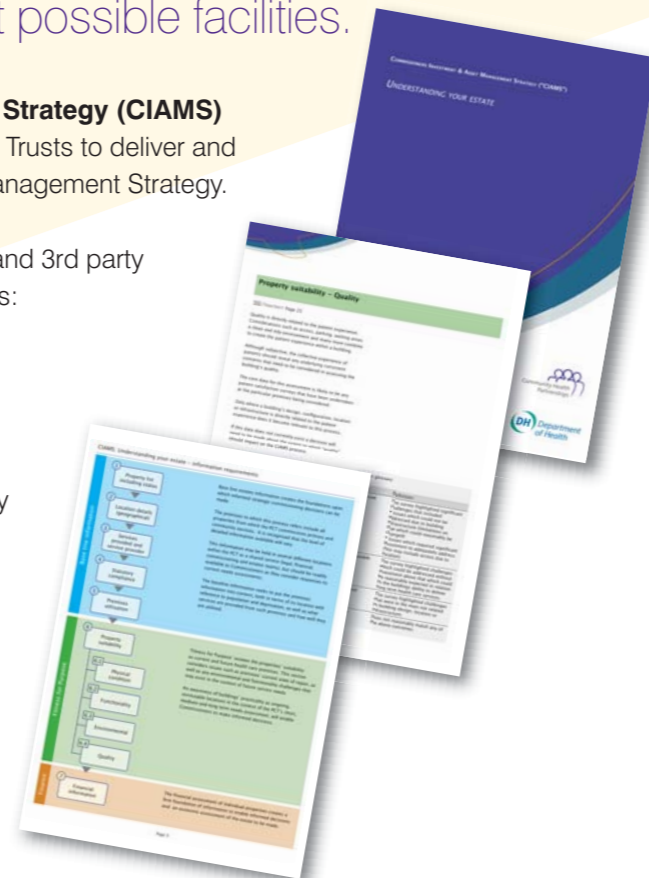
1. Physical Condition
2. Statutory Compliance
3. Functional Suitability
4. Space Utilisation
5. Quality
6. Environmental Management

Strategic Service Review

We will work with your commissioning team to assist with strategic service reviews to marry baseline data and our analysis and make recommendations for your business plans and Estate Strategy Reviews.

Asset Valuations

With our network of UK valuation partners, we can assess and provide a range of valuation data for current and alternative uses, for accounting, redevelopment, acquisitions and disposals.



Property Management

We regard all buildings as key resources for service delivery and for creating World Class health outcomes. We also regard those buildings as financial assets. Staff and patient experience is a vital indicator of the quality and fitness for purpose of the building.

Lease/Licence Management

- Contract monitoring and enforcement
- Key date actions
- Inspections
- Reporting (including assistance with ERIC)

Property Cost Management

- Rent and service charges
- Business Rating
- Risk Insurance and Claims
- Energy charges

Occupier/Landlord Liaison

- Regular meetings with occupiers and landlords
- KPI Surveys
- Space Use Tracking Analysis
- Applications for change

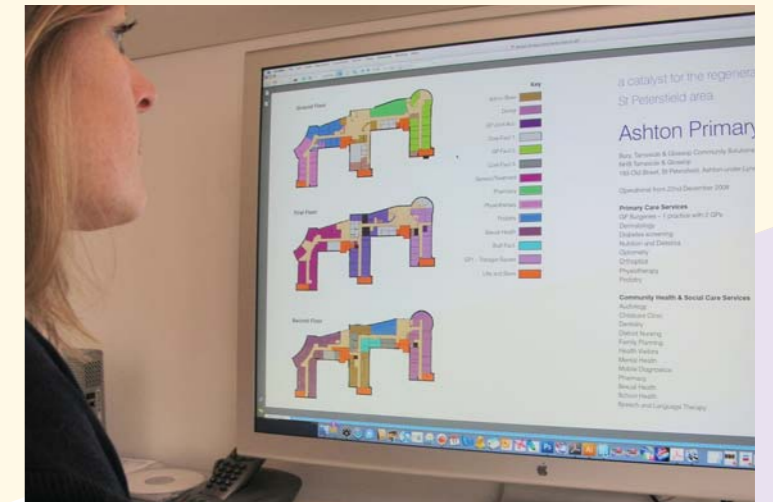
Space Use Management

We recognise that managing space efficiently can maximise the use of the building while also directly influencing occupancy costs.

Our space management system extracts data via automatic room detection equipment, providing graphic reporting and analysis.

CSPC's space management system helps you deliver with the following benefits:

- **Energy** – Carbon footprint reduction
- **Costs** – minimising space requirements
- **Value** – realising surplus space
- **Administration** – reducing management time and facilitating accurate systems for internal cross charging



CES Asset Manager

What sort of information does it hold?

The CSPC Asset Management System is our property management database that holds and securely stores all of your property information. It will give you an accurate understanding of all your properties, enabling informed and value-added decisions to be made.

- The system is 'Web' based to facilitate access to a range of users (from our team and yours) and from all localities
- We upload and maintain the data so it is always current
- A key facet of the system is the ability to 'pull' lease and property data into regular reports with the capability to build and save new report formats as required
- The system has been designed for all types of health and social care property and lease formats including LIFT with its special LPA requirements
- We are ISO accredited and the system is at the core of our processes and procedures



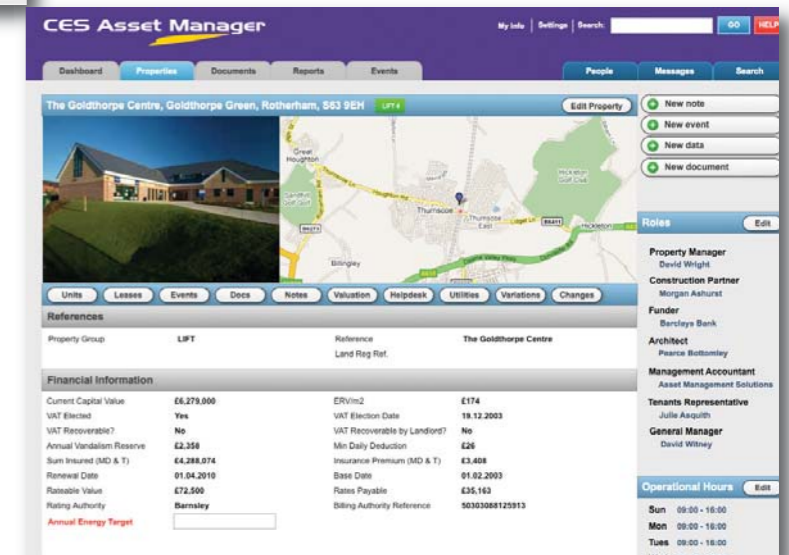
For each Tenancy:

- Names and contact details
- Key action/event dates
- Rent and property costs
- Use and availability reporting and analysis
- Lease/Sub-Lease/Licence document management

Standard and bespoke reporting options are available against data fields across Lease/Property/Portfolio groups.

For each Property:

- Name, full address, location map and photograph
- Physical information – floor and site area
- Financial information – rent, service charges, property costs and values
- Reporting – Helpdesk, Utility Consumption and Energy
- Interface with whole life capital replacement management
- Interface with space use management software
- Trend Graphics



Facilities Management

Through our systems, procedures, controls, care and attention to planning, coordination and communication between all parties, we aim to ensure buildings are always maintained to the required standards. We continually seek efficient and innovative solutions to drive costs down.

Contract Management

- Service Agreement Monitoring
- Compliance

Helpdesk

- Performance Monitoring
- Incident Analysis

Whole Life Cost Management

- Technical record keeping
- Defect Rectification

Energy Management for carbon reduction & cost management

- Utility consumption monitoring
- Tariff benchmarking
- Performance Certification (DEC and EPC)
- Reporting, analysis and advice
- Procurement solutions
- Sustainability software



Facilities Maintenance

Ensuring that planned, reactive maintenance and 'soft' services are provided to requirements (compliant with health and safety legislation), within the agreed timescales so that facilities are always available and assets and occupiers are protected.

Hard & Soft Services

- Mechanical & Electrical testing and maintenance
- Fabric maintenance
- Condition surveys
- Cleaning
- Security
- Grounds maintenance
- Reception

Statutory Compliance

- Water testing – Legionella prevention
- Lift examinations – LOLER
- Pressure systems
- Fire safety equipment
- Emergency signage

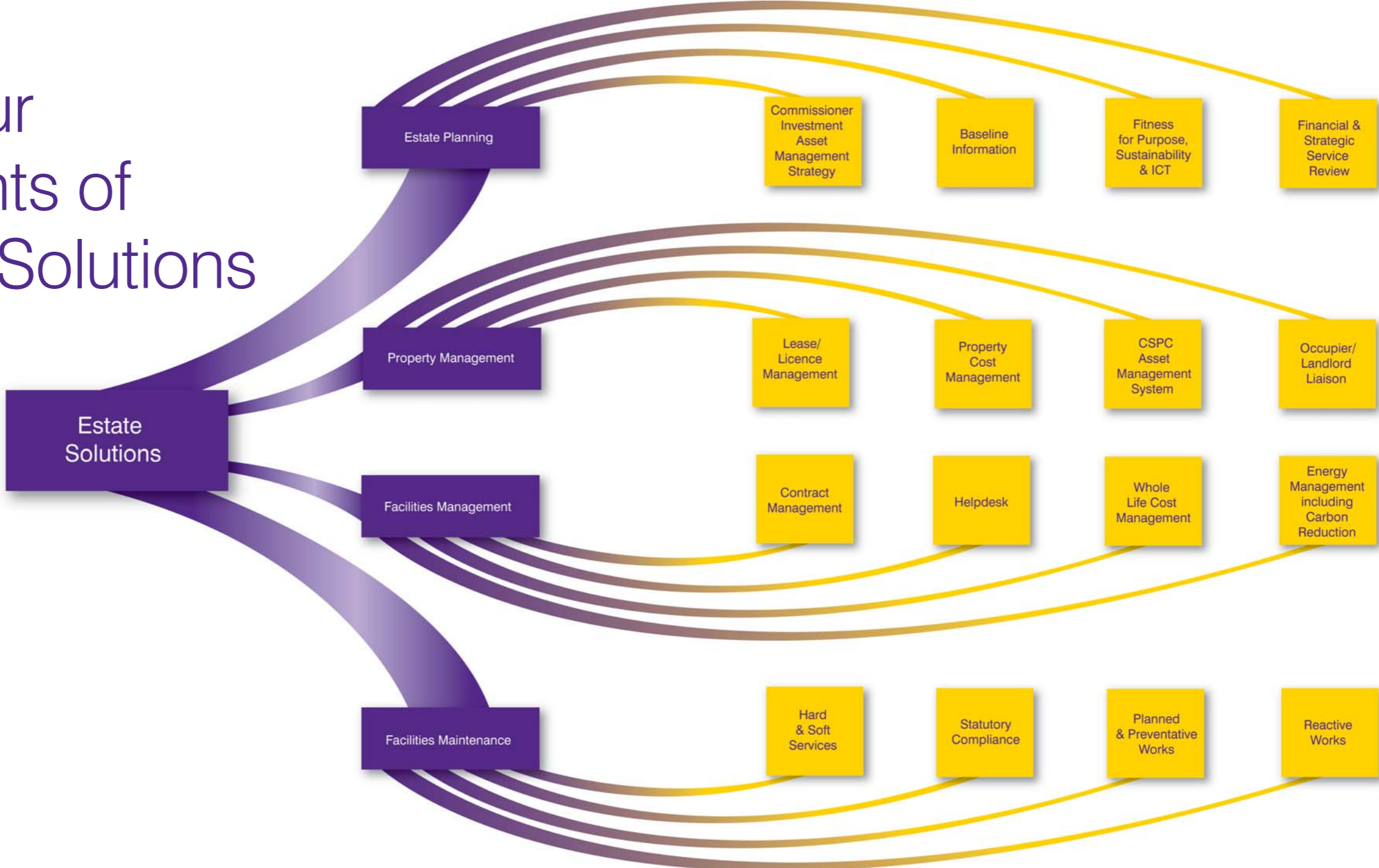
Planned and preventative works

- Scheduled maintenance
- Asset register
- Forward maintenance planning

Reactive works

- Response to Helpdesk calls
- Proactive response to findings

The four elements of Estate Solutions





Community Solutions

10 Furnival Street, London EC4A 1AB
Tel: 0207 092 3350 Fax: 0207 092 3351
www.community-solutions.co.uk