National TENANT NEWSLETTER

Quarter 2 2022

Delivering Value for Money

CHP understands the financial pressures tenants are facing and our Contract Management team are working closely with Soft FM partners and others to deliver value and reduce costs whenever possible. Last year the CHP team delivered savings to our tenants and partners of over £500k which represents 2% of our total FM spend. Examples were:

- OCS, a large cleaning supplier of ours and overall we have secured £300k of savings in different parts of the country in partnership with them. This includes rationalising the paper towels used for cleaning consumables to save £37,438 per annum nationally and we have a similar initiative with toilet roll rationalisation.

- In the North West, cleaning company Orian have worked with our team to achieve productivity gains and save £125K.

- The security supplier Shield in the North East have reduced costs by £20k across 3 sites.

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The clinical waste tender that went live on 1st April 2022 was priced at a 10% saving on historic running costs through greater economies of scale.

All suppliers of sufficient scale have been asked for savings plans for the coming 12 months and we will look to pass these on to you as soon as is appropriate.

Of course, we want to maintain good service as well as value. Our Soft FM helpdesk is there to help with any issues so please remember to give detailed information to the helpdesk operators to ensure the appropriate response is provided and also make your ORM aware of any issues so calls get completed correctly.

The CHP helpdesk number is 0116 464 0748 or email: helpdesk.CHP@ocs.com

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Rising Energy Costs

As Head Tenant to our estate CHP are receiving numerous enquires as to what we can do to help sub tenants regarding current energy costs whilst ensuring the security of supply, so this feature is to provide you with more information.

Globally we are currently experiencing a once in a 30-year event for energy costs, with volatile gas prices affecting everyone. An explanation of how our estate is provided with energy may help first.

CHP do not procure utilities via a single approach; we provide the utilities to our tenants as below.

• 54% supplies of Electricity, Water and Gas via LIFTCos

• 20% via our Government Crown Commercial Services Framework (CCS)

• 26% combined (e.g.electricity and gas via LIFTCo, whilst water is via CCS, or vice versa)

LIFTCos have obligations under the LPA to ensure the provision is via a reputable supplier, to alleviate risk, to ensure security of supply and demonstrate a value for money approach. LIFTCos currently procure energy across their respective portfolio, so economies of scale are limited. The premiums are based on the length of contract. Current energy proposals from some LIFTCos are illustrating price increases between 400 and 700% of previous contract prices, with a greater risk premium attached to shorter contract durations. These increased energy prices will have to be passed on to tenants but without any CHP overhead or management costs.

CHP Green update

We are actively seeking opportunities for self-generation from low carbon energy across our property portfolio and are working with LIFTco's and the ICS's to identify options to build resilience against volatility in the energy market and reduce carbon emissions. In line with the NHS, we have set ourselves the target of achieving Net Zet Carbon by 2040, read more about our 'emissions mission' here.

We will soon provide tenants with educational materials in the effective use of our estate; covering everything from waste, green spaces, water and energy, so please keep a look out for the latest news and information on our website: www.communityhealthpartnerships.co.uk

Get in touch with the team at CHP via: sustainability@communityhealthpartnerships.co.uk

Sign up to our newsletter to find out more about our sustainability plans.

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CHP Meets new NHS Cleaning Standards: tenant action now required please

Following a three-stage implementation plan over the last six months to ensure we meet the new NHS cleaning standards we are now ready to begin the final stage which involves you, our tenants and customers who have contracted cleaning services from CHP directly.

Your Operations & Relationship Manager (ORM) will have provided you with a copy of the assigned Functional Risk (FR) rating for the area that you occupy for further review. FR ratings have been assigned in line with the new standards, but we are conscious that we are not always fully aware of the clinical activity carried out by you.By working together, we aim to ensure that this rating is correct depending on the activities/procedures carried out by your service.

If you have not already done so, we need you to review the FR in your demised areas and notify your ORM of any required changes.
Changes will be made promptly with cleaning contractors and any paperwork updated in preparation of the November 2022 implementation deadline. Please note that any changes may incur additional charges to you, but if that is the case, we will discuss this with you before implementing. If no response is received from you by 18th October, we will assume no changes are required.

As outlined above, we have developed audit forms and schedules, however, we are aware that for the star ratings to be fully compliant, joint audits need to be carried out with clinical and Hard FM staff. This is something we are continuing to work through, with pilots taking place in some sites. An update will be provided in due course.

CHP are on hand to provide further information and guidance. Please contact your usual CHP representative if you need any assistance.

Your Views are important

Tenant feedback is vital to us at CHP. From Monday 17 October, you will receive an email invitation from our independent survey company Opinium to our Tenant Satisfaction Survey.

Customer satisfaction is one of CHP's main priorities for this year and beyond. We are working to get a rounded picture of what customers using our buildings think of us and our service. We have a real commitment to continuous improvement and we will be produce an action plan based on the results and trends so that we can make a positive difference to all the people using our buildings.

Please do complete the survey. It takes less than 10 minutes and it will really help us to make a positive difference. You can will find the invitation from Opinium in your email in-box a link to the survey questions here and we look forward to reading your responses.

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Social Value

Together with invaluable support from our tenants we have generated more than £25m in Social and Local Economic Value over the last year as we reach beyond the walls of our buildings and into the communities we serve. Some of the recent activities that contributed to this ongoing contribution to our communities are:

- Community artwork display at the Tessa Jowell Health Centre in Dulwich.
- St Johns Ambulance Light it up Green on 24 June at South Liverpool Treatment Centre, Kensington Neighbourhood Health Centre and the City of Coventry Health Centre.
- Inclusive gardening project at Newton Community Hospital, St Helens that is running for a second year with St Helens and Knowsley NHS Trust providing a potting shed.
- A team of local volunteers - Friends of Fareham - revamped the garden areas around Fareham Hospital and regularly run events from the centre to benefit the local community
- Hodge Hill Community Choir: Every Monday evening a local community choir meets in one of our Midlands Health Centres bringing people of all ages and abilities together in music and song.

- Hornsey Central Neighbourhood Health Centre Supper Club: Working alongside our LIFTCo partner we've introduced a fortnightly Supper Club at Hornsey Central Neighbourhood Health Centre to help combat loneliness in the local area and give people an opportunity to connect with others and build relationships over a tasty three course meal.

You can find out more on our website here:
https://communityhealthpartnerships.co.uk/category/csr/
https://communityhealthpartnerships.co.uk/about-us/buildings-at-the-heart/

To discuss any community events, please email: communityspaces@communityhealthpartnerships.co.uk

We want customer feedback to improve where needed and to share examples of good practice. Please let CHP know your thoughts at Info@communityhealthpartnerships.co.uk

www.communityhealthpartnerships.co.uk