

THE SMART WAY TO THE RIGHT SOLUTION

NHS
Property
Services

NHS Property Services' new
facilities management platform

CORE[×]



WELCOME TO CORE

As part of the improvements we are making to our FM services, we are delighted that we will soon be launching, CORE, our new facilities management platform.

CORE aims to provide a more reliable and efficient facilities management service by logging, planning, and monitoring facilities management activities you receive, including reactive and planned, through one system.

This will transform the way we deliver our services to you.

The benefits will be



Greater first time success as engineers will be better informed so you can be confident the right person with the right equipment will turn up.



Increased levels of building compliance and transparency of reporting.



More accurate monitoring of assets so we know when to update or replace an asset.



Better communication with a new, easy 'request an update' form and real-time email updates (coming end of June).



More accurate expected completion times since we will be automating and monitoring the process and gathering better data.

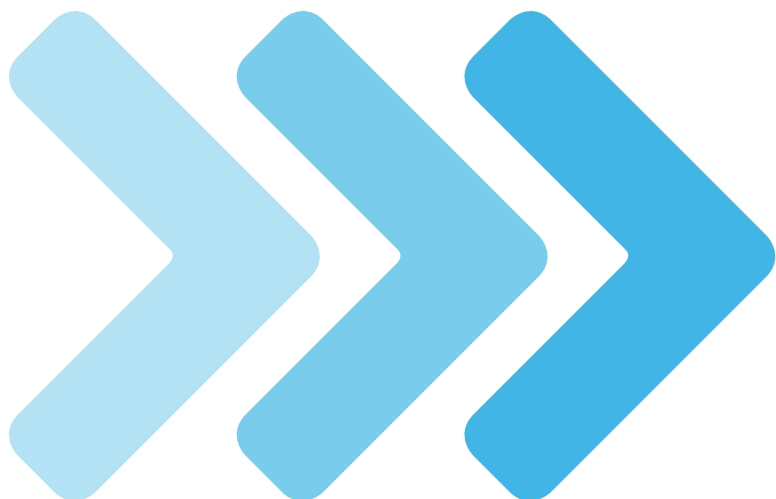


Real-time reporting which will enable us to develop SLAs and KPIs.

MAKING THE CHANGE

To realise the benefits of CORE, we will be switching off the MiCad customer portal on 29 May 2019 and replacing it with a new online form. This will go live on that day at:

www.property.nhs.uk/CORE



Reporting a non-urgent FM issue



All non-urgent FM requests and faults should be submitted via this form. From the end of June, you will receive an email notification when you log a job, which will include the job number and expected completion time, and another email when the engineer has completed the work.

Requesting an update on your job



To help you track your job, the online form will have functionality to request an update on your job's status.

Accessing compliance certificates



You should also use the online form to request a compliance certificate, filling out all the necessary details. NHS Property Services will then provide you with the certification you need.

Reporting an urgent FM issue



For emergency or urgent FM service issues, please continue to call your regional NHS Property Services FM Helpdesk which is available to you 24/7, 365 days of the year.

- **North East and North Central:** 0191 3371593
- **North West:** 0844 225 2774
- **West Midlands and East:** 01902 575050
- **London, South East and South West:** 020 3688 2244

As of 30th September, all customers must call **0808 196 2045** regardless of region. This is to improve network resilience and business continuity.

Examples of non-urgent or routine jobs vs. urgent jobs

Non-urgent/routine jobs – log via the new online form

- ✓ Additional access fob request
- ✓ Dripping tap
- ✓ Loose door handle
- ✓ Minor fabric works
- ✓ Minor landscaping works e.g. over grown bush
- ✓ Minor pest control jobs e.g. ant infestation
- ✓ Multiple non urgent jobs
- ✓ One light not working
- ✓ Single blocked toilet where other toilets available
- ✓ Shower not working if other showers available
- ✓ Toilet not flushing
- ✓ Upgrades to decoration/asset
- ✓ Zip boiler out of order

Urgent requests – call the FM Helpdesk

- ! Any alarm sounding
- ! Burst pipe
- ! Lift entrapment or lift stopped working
- ! Locked out of site
- ! No heating in the building or AC down in building
- ! No water in building
- ! Overflowing toilets threatening closure
- ! Power failure
- ! Severe leaks
- ! Severe structural damage
- ! Smell of gas
- ! Spillages
- ! Trip hazards

Benefits for the NHS



Repairs will be better managed and prioritised, enabling buildings to be used to their full potential and patients to receive the best care they can get.



Increased levels of technical building compliance.



Greater accuracy in reporting leading to better allocation of resources across NHS properties.

We are looking forward to the improvements CORE will bring to our FM services in the immediate release and the near future as we continually make enhancements, with the ambition to provide SLAs and KPI reporting, to ultimately, enhance your property and ability to care for patients.

As always, if you have any questions, please do call our customer support team on 0800 085 3015 or your local facilities manager, who will be happy to assist.



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