

## Asset Management Case Study

### HEALTH HUB OFFICE

By 2011 NHS National Services Scotland (NSS) had progressed a number of acquisitions and disposals aimed at consolidating and modernising its portfolio of offices.

This activity replaced most of NSS's old and inflexible facilities with modern, fit for purpose offices best able to meet business needs and which would support greater collaboration.

Since then, supported by the Scottish Government, NSS has continued to improve utilisation in its Edinburgh and Glasgow offices. This has created a co-location opportunity in Edinburgh for other Special Health Boards.



To identify capacity opportunity in its building, NSS conducted a desk and meeting room utilisation study at Gyle Square, its west Edinburgh office, supported by SFT.

The study found an average utilisation rate of only 32% across all sensors: open plan workstations at 41%; private offices at 27%; meeting positions at 17%; and other positions at 10%. This provided evidence that there was potential to use the building more efficiently and accommodate further staff.

The building now houses more than 1,600 NHS office staff comprising four boards – NHS National Services Scotland, Scottish Ambulance Service (moved in March 2012), Healthcare Improvement Scotland (September 2012) and NHS Health Scotland (March 2014), creating an Edinburgh 'Health Hub' office.

Benefits from this include improved communication and collaboration across the businesses, flexible use of desk capacity to meet changing needs, sharing of support facilities, and a single facilities resource to manage the building. NHS National Services Scotland leases the building and performs a landlord service to the other Boards.