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Dear Directors and Associate Directors of Estates and Facilities

## NHS Estates and Facilities – Premises Assurance

I am writing to all NHS trusts and foundation trusts regarding your responsibilities under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulations 12, 15 and 17. This concerns “effective governance, including assurance and auditing systems or processes”.

The regulations require assurance systems to be in place for estates and facilities. However, it also makes common sense to ensure that trust boards have assurance that the estate is safe, clean, properly maintained and suitable for the purposes for which they are being used. I recognise that the vast majority of NHS facilities will have such assurance. However, data provided by NHS trusts shows there are still issues as shown by the high levels of backlog maintenance.

An important issue going forward will be providing assurance regarding fire safety following the Grenfell Tower tragedy. Whilst the NHS has a good record on fire safety, we need to be able to show that all issues are identified and promptly actioned. An assurance system is the most effective and efficient way of achieving this.

A system already exists to deliver a nationally consistent method of providing such assurance, the NHS Premises Assurance Model (NHS PAM):

<https://www.gov.uk/government/publications/nhs-premises-assurance-model-launch>

At our regional events last year we asked whether the use of NHS PAM was something that you as a profession considered to be worthwhile. The overwhelming response was that of support, but noting that it needed to be refined and located on a technology platform. As such we will be updating this system and transferring it to an on-line system. **I would like all NHS organisations to use this system and for those trusts which are currently not using it to start implementing use of NHS PAM from 1 April 2018.** We will be using this centrally to provide assurance at regional and national levels once this system is on-line.

We are looking for volunteers with good experience of using the current system to help us to improve and update it. If you, or one of your colleagues would like to be part of this review, please send an e-mail to:

[nhsi.nhspremisesassurancemodel@nhs.net](mailto:nhsi.nhspremisesassurancemodel@nhs.net)

Please also use this email address for any queries going forward.

I appreciate that there might be some concerns about the impact of implementing the NHS PAM across the whole of the NHS. The use of NHS PAM ensures that we consistently codify what NHS trusts are already doing. By providing such assurance to your Boards and other interested parties, it will provide a high level of confidence in your estate and your professional management of it. I am also aware that the CQC has requested evidence of the use of NHS PAM during the course of some of its inspection visits.

Once again I am grateful for your support.

A copy of this letter will also be brought to the attention of NHS trust chief executives and chief operating officers via the NHS Provider Bulletin.

Yours faithfully



**Simon Corben**  
**Director of NHS Estates & Facilities and**  
**Head of Profession**