

NHS Premises Assurance Model (NHS PAM)

	Trust:	
	Site Name:	
	Year:	2020-21

SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Policy & Procedures	2. Roles and Responsibilities	3. Risk Assessment	4. Maintenance	5. Training and Development	6. Resilience, Emergency & Business Continuity Planning	7. Review Process	8. Costed Action Plans				
SH1	Estates and Facilities Operational Management	Hard FM - Safety	Applicable	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	Not applicable				
SH2	Design, Layout and Use of Premises	Hard FM - Safety	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	Not applicable	0				
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Document Management System in Place	2. Approval of documents	3. Review of documents	4: Availability of documents	5. Legibility of Documents	6: Document Control	7. Obsolescence	8. Costed Action Plans				
SH3	Estates and Facilities Document Management	Hard FM - Safety	Applicable	2. Good	2. Good	3. Requires minimal improvement	3. Requires minimal improvement	2. Good	3. Requires minimal improvement	3. Requires minimal improvement	Not applicable				
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Policy & Procedures	2. Roles and Responsibilities	3. Risk Assessment	4. Maintenance	5. Training and Development	6. Resilience, Emergency & Business Continuity Planning	7. Review Process	8. Costed Action Plans				
SH4	Health & Safety at Work	Hard FM - Safety	Applicable	3. Requires minimal improvement	2. Good	3. Requires minimal improvement		2. Good	2. Good	Not applicable	Not applicable				
SH5	Asbestos	Hard FM - Safety	Applicable	2. Good	3. Requires minimal improvement	2. Good		2. Good	2. Good	1. Outstanding	Not applicable				
SH6	Medical Gas Systems	Hard FM - Safety	Applicable	3. Requires minimal improvement	2. Good	2. Good	3. Requires minimal improvement	2. Good	Not applicable	2. Good	Not applicable				
SH7	Natural Gas and specialist piped systems	Hard FM - Safety	Applicable	2. Good	2. Good	2. Good	2. Good	Not applicable		0	2. Good	3. Requires minimal improvement			
SH8	Water Safety Systems	Hard FM - Safety	Applicable	2. Good	2. Good	Not applicable	2. Good	0	5000	1. Outstanding	3. Requires minimal improvement				
SH9	Electrical Systems	Hard FM - Safety	Applicable	2. Good	Not applicable	0	2. Good	5000	Applicable	2. Good	3. Requires minimal improvement				
SH10	Mechanical Systems and Equipment	Hard FM - Safety	Applicable	Not applicable	0	5000	Not applicable	Applicable	1. Outstanding	4. Requires moderate improvement	3. Requires minimal improvement				
SH11	Ventilation, Air Conditioning and Refrigeration Systems	Hard FM - Safety	Applicable	0	5000	Applicable		0	1. Outstanding	1. Outstanding	2. Good	3. Requires minimal improvement			
SH12	Lifts, Hoists and Conveyance Systems	Hard FM - Safety	Applicable	5000	Applicable	1. Outstanding		5000	1. Outstanding	1. Outstanding	3. Requires minimal improvement				
SH13	Pressure Systems	Hard FM - Safety	Applicable	Applicable	1. Outstanding	1. Outstanding	Applicable	1. Outstanding	1. Outstanding	4. Requires moderate improvement	3. Requires minimal improvement				
SH14	Fire Safety	Hard FM - Safety	Applicable	1. Outstanding	1. Outstanding	1. Outstanding	2. Good	1. Outstanding	2. Good	2. Good	3. Requires minimal improvement				
SH15	Mechanical Devices and Equipment	Hard FM - Safety	Applicable	1. Outstanding	1. Outstanding	1. Outstanding	2. Good	2. Good	1. Outstanding	2. Good	3. Requires minimal improvement				
SH16	Resilience, Emergency and Business Continuity Planning	Hard FM - Safety	Applicable	1. Outstanding	1. Outstanding	2. Good	2. Good	1. Outstanding	Not applicable	2. Good	Not applicable				
SH17	Safety Alerts	Hard FM - Safety	Applicable	1. Outstanding	2. Good	1. Outstanding	2. Good	Not applicable	0	2. Good	Not applicable				
SH18	Externally supplied estate	Hard FM - Safety	Applicable	2. Good	1. Outstanding	Not applicable	2. Good	0	0	2. Good	Not applicable				
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Policy & Procedures	2. Roles and Responsibilities	3. Risk Assessment	4. Maintenance	5. Contractor Compliance	6. Resilience, Emergency & Business Continuity Planning	7. Review Process	8. Costed Action Plans				
SH19	Contractor Management for Soft and Hard FM services	Hard FM - Safety	Applicable	2. Good	2. Good	2. Good	2. Good	2. Good	Not applicable	2. Good	Not applicable				
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Policy & Procedures	2. Roles and Responsibilities	3. Risk Assessment	4. Maintenance	5. Training and Development	6. Resilience, Emergency & Business Continuity Planning	7. Review Process	8. Costed Action Plans				
SS1	Catering services	Soft FM - Safety	Applicable	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	Not applicable				
SS2	Decontamination process	Soft FM - Safety	Applicable	2. Good	2. Good	3. Requires minimal improvement	Not applicable	2. Good	2. Good	2. Good	Not applicable				
SS3	Waste and Recycling Management	Soft FM - Safety	Applicable	3. Requires minimal improvement	2. Good	3. Requires minimal improvement	2. Good	3. Requires minimal improvement	2. Good	2. Good	Not applicable				
SS4	Cleanliness and Infection Control	Soft FM - Safety	Applicable	3. Requires minimal improvement	2. Good	3. Requires minimal improvement	3. Requires minimal improvement	2. Good	2. Good	2. Good	Not applicable				
SS5	Laundry and Linen Services	Soft FM - Safety	Applicable	3. Requires minimal improvement	2. Good	3. Requires minimal improvement	Not applicable	2. Good	2. Good	2. Good	Not applicable				
SS6	Security Management	Soft FM - Safety	Applicable	3. Requires minimal improvement	2. Good	2. Good	Not applicable	2. Good	2. Good	2. Good	Not applicable				
SS7	Transport Services	Soft FM - Safety	Applicable	3. Requires minimal improvement	2. Good	3. Requires minimal improvement	1. Outstanding	2. Good	2. Good	2. Good	Not applicable				
SS8	Pest control	Soft FM - Safety	Applicable	2. Good	2. Good	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable				
SS9	Portering services	Soft FM - Safety	Applicable	3. Requires minimal improvement	2. Good	3. Requires minimal improvement	2. Good	2. Good	2. Good	2. Good	Not applicable				
SS10	Telephony and switchboard services	Soft FM - Safety	Applicable	3. Requires minimal improvement	2. Good	3. Requires minimal improvement	2. Good	2. Good	2. Good	2. Good	Not applicable				
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Views and Experiences	2. Engagement	3. Staff Engagement	4. Prioritisation	5. Value	6: Costed Action Plans						
P1	Engagement and involvement	Patient Experience	Applicable	2. Good	2. Good	2. Good	2. Good	2. Good	Not applicable						
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. PLACE Assessment	2. Other Assessments	3: Costed Action Plans									
P2	Condition, appearance, maintenance and privacy and dignity perception	Patient Experience	Applicable	2. Good	2. Good	Not applicable									
P3	Cleanliness	Patient Experience	Applicable	2. Good	2. Good	2. Good									
P4	Access and Car Parking	Patient Experience	Applicable	2. Good	2. Good	Not applicable									
P5	Grounds and Gardens	Patient Experience	Applicable	2. Good	2. Good	Not applicable									
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Policy & Procedures	2. Regulation	3. Choice	4. Equality issues	5. Information	6. PLACE Assessment	7. Other Assessments	8. Legal Standards	9: Costed Action Plans			
P6	Catering services	Patient Experience	Applicable	1. Outstanding	5. Inadequate	2. Good	2. Good	2. Good	3. Requires minimal improvement	3. Requires minimal improvement	Not applicable	Not applicable			
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1: Analysing Performance	2: Benchmarking	3: Costed Action Plans									
F1	Performance management	Efficiency	Applicable	2. Good	2. Good	Not applicable									
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1: Business Planning	2: Estate Optimisation	3: Commercial Opportunities	4: Partnership working	5: New Technology	6: PFI and LIFT contracts	7: Other contracts	8. Property	9. Cost Improvement plans	10: Costed Action Plans		
F2	Improving efficiency - running	Efficiency	Applicable	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	Not applicable	2. Good	Not applicable	Not applicable		
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Capital Procurement	2. Capital Procurement Efficiencies	3. Flexibility	4. Identification and disposal of surplus land	5: Costed Action Plans							
F3	Improving efficiency - capital	Efficiency	Applicable	2. Good	3. Requires minimal improvement	3. Requires minimal improvement	2. Good	Not applicable							
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1: Policy & Procedures	2: Review Process	3: Costed Action Plans									
F4	Financial controls	Efficiency	Applicable	2. Good	2. Good	Not applicable									
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Quality and Sustainability	2. Financial Pressure	3. Continuous Improvement	4. Quality Improvements	5. Recognition	6. Use of Information	7: Costed Action Plans					
F5	Continuous improvement	Efficiency	Applicable	3. Requires minimal improvement	4. Requires moderate improvement	2. Good	2. Good	2. Good	2. Good	3. Requires minimal improvement	improvement				

SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Vision and Values	2. Strategy	3. Development	4. Vision and Values Understood	5. Strategy Understood	6. Progress	7: Costed Action Plans					
E1	Vision and strategy	Effectiveness	Applicable	2. Good	3. Requires minimal im	2. Good	2. Good	Not applicable	Not applicable	Not applicable					
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Local Planning	2. Neighbourhood Planning	3. Planning Control	4. Special Interests	5. Enforcement	6: Costed Action Plans						
E2	Town planning	Effectiveness	Applicable	2. Good	2. Good	2. Good	2. Good	2. Good	Not applicable						
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1: Disposal of land and property	2: Granting of Leases	3: Acquisition of land and property	4: Costed Action Plans								
E3	Land and Property management	Effectiveness	Applicable	2. Good	2. Good	2. Good	2. Good								
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1: Sustainable Development Management Plan (SDMP)	2: Energy	3: Waste	4: Air Pollution	5: Water	6: Climate Change Adaptation	7: Procurement	8: Costed Action Plans				
E4	Sustainability	Effectiveness	Applicable	3. Requires minimal im	Not applicable	3. Requires minimal im	Not applicable	Not applicable	Not applicable	5. Inadequate	Not applicable				
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Framework	2. Roles	3. Partners	4. Framework	5: Assurance	6. Monitoring	7. Audit	8. Mitigation	9. Alignment	10: Costed Action Plans		
G1	Governance process	Governance	Applicable	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	Not applicable		
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Effectiveness	3. Challenges	4. Visibility	5. Relationships	6. Respect	7. Behaviours.	8. Culture	9. Honesty.	10. Safety & Wellbeing	11. Healthier workplace	12. Collaboration	13: Costed Action Plans
G2	Leadership and culture	Governance	Applicable	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good	Not applicable
SAQ No.	Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Professional advice	2. In-house advisors	3. External advisors	4: Costed Action Plans								
G3	Professional advice	Governance	Applicable	2. Good	2. Good	2. Good	Not applicable								