NHS Premises Assurance Model (NHS PAM)

Trust:	
Site Name:	
Year:	2020-21

								6. Resilience,					
SAQ No. Self Assessment Question (SAQ) Subject	Domain	AmuliaablaO	1. Policy &	2. Roles and	3. Risk Assessment	4. Maintenance	5. Training and	Emergency &	7. Review Process	8. Costed Action Plans			
SAQ No. Self Assessment Question (SAQ) Subject	Domain	Applicable?	Procedures	Responsibilities	3. RISK ASSESSMENT	4. Maintenance	Development	Business Continuity	7. Review Process	6. Costed Action Plans			
CHA Estates and Escilities Operational Management	Hand CAA Cafeby	Applicable	2 Cood	2 Cood	2 Cood	2 Cond	2 Cand	Planning	2 Cood	Nat applicable			
SH1 <u>Estates and Facilities Operational Management</u> SH2 Design, Layout and Use of Premises	Hard FM - Safety Hard FM - Safety	2 Good	2. Good	2. Good	2. Good	2. Good	2. Good	2. Good 2. Good	Not applicable	Not applicable			
STE BESIGN, Edybar and OSE OF FEMILES	Title Tivi Suicty	2. G000		2. 0000	2. 0000	2. 0000	2. 0000	2. 0000	ное аррисавіс	· ·			
SAQ No. Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Document Management System	2. Approval of	3. Review of	4: Availability of	5. Legibility of	6: Document Control	7. Obsolescence	8. Costed Action Plans			
SAQ No. Self Assessment Question (SAQ) Subject	Domain	Applicable :	in Place	documents	documents	documents	Documents	6. Document Control	7. Obsolescence	6. Costeu Action Flans			
CU2	Hand TAA Cofee	A continuints		2 C	2. December and almost the	2. De miles minimalitant	2.04	2. Describes a delegation of the	2. De milione minimali mel im	Nick controlls			
SH3 Estates and Facilities Document Management	Hard FM - Safety	Applicable	2. Good	2. Good	3. Requires minimal in	3. Requires minimal impro	2. Good		3. Requires minimal im	Not applicable			
			1. Policy &	2. Roles and			5. Training and	6. Resilience, Emergency &					
SAQ No. Self Assessment Question (SAQ) Subject	Domain	Applicable?	Procedures	Responsibilities	3. Risk Assessment	4. Maintenance	Development	Business Continuity	7. Review Process	8. Costed Action Plans			
				•			·	Planning					
SH4 <u>Health & Safety at Work</u>	Hard FM - Safety	Applicable	3. Requires minimal im	2. Good	3. Requires minimal im	provement	2. Good	2. Good	Not applicable	Not applicable			
SH5 Asbestos	Hard FM - Safety	Applicable	2. Good	3. Requires minimal im	2. Good		2. Good	2. Good	1. Outstanding	Not applicable			
SH6 Medical Gas Systems	Hard FM - Safety	Applicable	Requires minimal im	2. Good	2. Good	Requires minimal impro	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	(2. Good	3. Requires minimal improvement			
SH8 Water Safety Systems	Hard FM - Safety	Applicable	2. Good	2. Good	Not applicable	2. Good			1. Outstanding	3. Requires minimal improvement			
SH9 <u>Electrical Systems</u>	Hard FM - Safety	Applicable	2. Good	Not applicable	500	2. Good		Applicable	2. Good	3. Requires minimal improvement			
SH10 Mechanical Systems and Equipment SH11 Ventilation, Air Conditioning and Refrigeration Systems	Hard FM - Safety Hard FM - Safety	Applicable	Not applicable	E000	Applicable 5000	Not applicable	Applicable	Outstanding Outstanding	Requires moderate ii Good	Requires minimal improvement Requires minimal improvement			
SH11 Ventilation, Air Conditioning and Refrigeration Systems SH12 Lifts, Hoists and Conveyance Systems	Hard FM - Safety	Applicable	5000	Applicable	1. Outstanding	5000	1. Outstanding	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		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	Requires minimal improvement			
SH15 Medical 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 <u>Safety Alerts</u>	Hard FM - Safety	Applicable	1. Outstanding	2. Good	1. Outstanding	2. Good	Not applicable		2. Good	Not applicable			
SH18 Externally supplied estate	Hard FM - Safety	Applicable	2. Good	1. Outstanding	Not applicable	2. Good	C) (2. Good	Not applicable			
			4 Dell' 0	0. Dales			F 000000000000000000000000000000000000	6. Resilience,					
SAQ No. Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Policy & Procedures	2. Roles and Responsibilities	3. Risk Assessment	4. Maintenance	5. Contractor Compliance	Emergency & Business Continuity	7. Review Process	8. Costed Action Plans			
			riocedures	ricaponaidinnes			Compliance	Planning					
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			
	· ·							6. Resilience,					
SAQ No. Self Assessment Question (SAQ) Subject	Domain	Applicable?	1. Policy &	2. Roles and	3. Risk Assessment	4. Maintenance	5. Training and	Emergency &	7. Review Process	8. Costed Action Plans			
Sell Assessment Question (SAQ) subject	Domain	Applicable:	Procedures	Responsibilities	J. HISK ASSESSMENT	4. Maintenance	Development	Business Continuity	7. Heview Flocess	o. Costed Action Flans			
CC4 Catalana da	C-D-FAA C-f-t-	A continuints	2 Cook	2 C	2.0	2 Const	2.01	Planning	2.0	Nick constraints			
SS1 <u>Catering services</u> SS2 <u>Decontamination process</u>	Soft FM - Safety Soft FM - Safety	Applicable	2. Good 2. Good	2. Good 2. Good	2. Good	2. Good	2. Good 2. Good	2. Good 2. Good	2. Good 2. Good	Not applicable			
SS3 Waste and Recycling Management	Soft FM - Safety	Applicable	3. Requires minimal im		3. Requires minimal im 3. Requires minimal im	2. Good		2. Good	2. Good	Not applicable Not applicable			
SS4 Cleanliness and Infection Control	Soft FM - Safety	Applicable		2. Good		3. Requires minimal impro	2 Good	2. Good	2. Good	Not applicable			
SSS Laundry and Linen Services	Soft FM - Safety	Applicable	Requires minimal im		3. Requires minimal im		2. Good	2. Good	2. Good	Not applicable			
SS6 Security Management	Soft FM - Safety	Applicable		2. Good	2. Good	Not applicable	2. Good	2. Good	2. Good	Not applicable			
SS7 Transport Services	Soft FM - Safety	Applicable	3. Requires minimal im	2. Good	3. Requires minimal im	1. Outstanding	2. Good	2. Good	2. Good	Not applicable			
200													
SS8 Pest control	Soft FM - Safety	Applicable	2. Good	2. Good	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable			
SS8 Pest control SS9 Portering services	Soft FM - Safety Soft FM - Safety	Applicable Applicable	Good Requires minimal im		Not applicable 3. Requires minimal im		Not applicable 2. Good	Not applicable 2. Good	Not applicable 2. Good	Not applicable Not applicable			
		Applicable Applicable Applicable	2. Good3. Requires minimal im3. Requires minimal im			2. Good							
SS9 Portering services	Soft FM - Safety	Applicable Applicable Applicable	3. Requires minimal im	2. Good	3. Requires minimal im	2. Good	2. Good	2. Good 2. Good	2. Good	Not applicable			
SS9 Portering services	Soft FM - Safety	Applicable Applicable Applicable Applicable?	3. Requires minimal im	2. Good	3. Requires minimal im	2. Good	2. Good	2. Good 2. Good 6: Costed Action	2. Good	Not applicable			
SS9 Portering services SS10 Telephony and switchboard services	Soft FM - Safety Soft FM - Safety	Applicable	3. Requires minimal im	2. Good 2. Good	Requires minimal im Requires minimal im	2. Good 2. Good	2. Good 2. Good	2. Good 2. Good	2. Good	Not applicable			
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Soft FM - Safety	Applicable	3. Requires minimal im	2. Good 2. Good	Requires minimal im Requires minimal im	2. Good 2. Good	2. Good 2. Good	2. Good 2. Good 6: Costed Action Plans	2. Good	Not applicable			
SS9 Portering services SS10 Telephony and switchboard services	Soft FM - Safety Soft FM - Safety Domain	Applicable	3. Requires minimal im 1. Views and Experiences	2. Good 2. Good 2. Engagement	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement	2. Good 2. Good 4. Prioritisation	2. Good 2. Good 5. Value	2. Good 2. Good 6: Costed Action	2. Good	Not applicable			
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement	Soft FM - Safety Soft FM - Safety Domain Patient Experience	Applicable Applicable? Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE	2. Good 2. Good 2. Engagement 2. Good	3. Requires minimal in 3. Requires minimal in 3. Staff Engagement 2. Good	2. Good 2. Good 4. Prioritisation	2. Good 2. Good 5. Value	2. Good 2. Good 6: Costed Action Plans	2. Good	Not applicable			
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Soft FM - Safety Domain	Applicable	Requires minimal im Views and Experiences Good	2. Good 2. Good 2. Engagement	3. Requires minimal in 3. Requires minimal in 3. Staff Engagement 2. Good	2. Good 2. Good 4. Prioritisation	2. Good 2. Good 5. Value	2. Good 2. Good 6: Costed Action Plans	2. Good	Not applicable			
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Soft FM - Safety Domain Patient Experience Domain	Applicable Applicable? Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans	2. Good 2. Good 4. Prioritisation	2. Good 2. Good 5. Value	2. Good 2. Good 6: Costed Action Plans	2. Good	Not applicable			
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception	Soft FM - Safety Soft FM - Safety Domain Patient Experience Domain	Applicable Applicable? Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good	3. Requires minimal in 3. Requires minimal in 3. Staff Engagement 2. Good	2. Good 2. Good 4. Prioritisation	2. Good 2. Good 5. Value	2. Good 2. Good 6: Costed Action Plans	2. Good	Not applicable			
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness	Soft FM - Safety Soft FM - Safety Domain Patient Experience Domain	Applicable Applicable? Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good	2. Good 2. Good 4. Prioritisation	2. Good 2. Good 5. Value	2. Good 2. Good 6: Costed Action Plans	2. Good	Not applicable			
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness	Soft FM - Safety Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience	Applicable Applicable? Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans	2. Good 2. Good 4. Prioritisation	2. Good 2. Good 5. Value	2. Good 2. Good 6: Costed Action Plans	2. Good	Not applicable			
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking	Soft FM - Safety Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience	Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good	2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable	2. Good 2. Good 4. Prioritisation	2. Good 2. Good 5. Value	2. Good 2. Good 6: Costed Action Plans Not applicable	2. Good	Not applicable			
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SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking	Soft FM - Safety Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience	Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 2. Good	2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable	2. Good 2. Good 4. Prioritisation	2. Good 2. Good 5. Value	2. Good 2. Good 6: Costed Action Plans Not applicable	2. Good	Not applicable Not applicable	9: Costed Action		
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Domain	Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures	2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Good 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues	2. Good 2. Good 5. Value 2. Good 5. Information	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment	2. Good 2. Good 7. Other Assessments	Not applicable Not applicable 8. Legal Standards	Plans		
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SS9 Portering services	Soft FM - Safety Domain Patient Experience Domain Patient Experience	Applicable Applicable? Applicable Applicable? Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable?	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues	2. Good 2. Good 5. Value 2. Good 5. Information	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment	2. Good 2. Good 7. Other Assessments	Not applicable Not applicable 8. Legal Standards	Plans		
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Domain	Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures	2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Good 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues	2. Good 2. Good 5. Value 2. Good 5. Information	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment	2. Good 2. Good 7. Other Assessments	Not applicable Not applicable 8. Legal Standards	Plans		
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain	Applicable Applicable?	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding Performance	2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Good 5. Inadequate 2: Benchmarking	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable Not applicable 3. Choice 2. Good 3: Costed Action Plans	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues	2. Good 2. Good 5. Value 2. Good 5. Information	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment	2. Good 2. Good 7. Other Assessments	Not applicable Not applicable 8. Legal Standards	Plans		
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services	Soft FM - Safety Domain Patient Experience Domain Patient Experience	Applicable Applicable? Applicable Applicable? Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable?	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable Not applicable Not applicable 3. Choice 2. Good 3: Costed Action	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues	2. Good 2. Good 5. Value 2. Good 5. Information	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment	2. Good 2. Good 7. Other Assessments	Not applicable Not applicable 8. Legal Standards	Plans		
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain	Applicable Applicable? Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable? Applicable Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in	2. Good 2. Good 7. Other Assessments 3. Requires minimal im	Not applicable Not applicable 8. Legal Standards Not applicable	Plans		
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain	Applicable Applicable?	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good	2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Good 5. Inadequate 2: Benchmarking	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3. Costed Action Plans Not applicable 3. Costed Action Plans Not applicable 3. Costed Action Plans	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment	2. Good 2. Good 7. Other Assessments	Not applicable Not applicable 8. Legal Standards	Plans Not applicable 9. Cost Improvement	10: Costed Action Plans	
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject F1 Performance management	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain Patient Experience	Applicable Applicable? Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable? Applicable Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in	2. Good 2. Good 7. Other Assessments 3. Requires minimal im	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost	10: Costed	
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject F1 Performance management	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain Patient Experience	Applicable Applicable? Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable? Applicable Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3. Costed Action Plans Not applicable 3. Costed Action Plans Not applicable 3. Costed Action Plans	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in	2. Good 2. Good 7. Other Assessments 3. Requires minimal im	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed	
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject F1 Performance management SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain Patient Experience Domain Efficiency Domain	Applicable Applicable? Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable? Applicable Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good 1: Business Planning 2. Good	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3. Costed Action Plans Not applicable 3. Costed Action Plans Not applicable 3. Costed Action Plans	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good 4: Partnership working 2. Good	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good 5: New Technology 2. Good	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in 6: PFI and LIFT contracts	2. Good 2. Good 7. Other Assessments 3. Requires minimal im 7: Other contracts	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed Action Plans	
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject F1 Performance management SAQ No. Self Assessment Question (SAQ) Subject F2 Improving efficiency - running	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain Patient Experience Domain Efficiency Domain	Applicable Applicable? Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable Applicable? Applicable Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good 1: Business Planning 2. Good 1. Capital	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good 2: Estate Optimisation	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3. Costed Action Plans Not applicable 3. Costed Action Plans Not applicable 3. Costed Action Plans	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good 4: Partnership working 2. Good 4. Identification and	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good 5: New Technology 2. Good 5: Costed Action	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in 6: PFI and LIFT contracts	2. Good 2. Good 7. Other Assessments 3. Requires minimal im 7: Other contracts	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed Action Plans	
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject F1 Performance management SAQ No. Self Assessment Question (SAQ) Subject F2 Improving efficiency - running	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain Patient Experience Domain Efficiency Domain	Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good 1: Business Planning 2. Good	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good 2: Estate Optimisation 2. Good 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3: Commercial Opportunities 2. Good	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good 4: Partnership working 2. Good	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good 5: New Technology 2. Good	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in 6: PFI and LIFT contracts	2. Good 2. Good 7. Other Assessments 3. Requires minimal im 7: Other contracts	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed Action Plans	
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject F1 Performance management SAQ No. Self Assessment Question (SAQ) Subject F2 Improving efficiency - running SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain Efficiency Domain	Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good 1: Business Planning 2. Good 1. Capital	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good 2: Cood 2. Good 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3. Costed Action Plans Not applicable 2. Good 3: Costed Action Plans Not applicable 3: Commercial Opportunities 2. Good 3. Flexibility	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good 4: Partnership working 2. Good 4. Identification and	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good 5: New Technology 2. Good 5: Costed Action Plans	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in 6: PFI and LIFT contracts	2. Good 2. Good 7. Other Assessments 3. Requires minimal im 7: Other contracts	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed Action Plans	
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject F1 Performance management SAQ No. Self Assessment Question (SAQ) Subject F2 Improving efficiency - running	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain Patient Experience Domain Efficiency Domain	Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good 1: Business Planning 2. Good 1. Capital	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good 2: Cood 2. Good 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3: Commercial Opportunities 2. Good	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good 4: Partnership working 2. Good 4. Identification and	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good 5: New Technology 2. Good 5: Costed Action	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in 6: PFI and LIFT contracts	2. Good 2. Good 7. Other Assessments 3. Requires minimal im 7: Other contracts	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed Action Plans	
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject F1 Performance management SAQ No. Self Assessment Question (SAQ) Subject F2 Improving efficiency - running SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Patient Experience Domain Efficiency Domain Efficiency Domain	Applicable Applicable? Applicable Applicable? Applicable Applicable? Applicable Applicable? Applicable Applicable Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good 1: Business Planning 2. Good 1. Capital	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good 2. Good 2. Good 3. Good 3. Good 4. Good 5. Inadequate 6. Good 7. Good 7. Good 8. Good 8. Good 9. Good 9	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3. Costed Action Plans Not applicable 2. Good 3: Costed Action Plans Not applicable 3: Commercial Opportunities 2. Good 3. Flexibility	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good 4: Partnership working 2. Good 4. Identification and	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good 5: New Technology 2. Good 5: Costed Action Plans	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in 6: PFI and LIFT contracts	2. Good 2. Good 7. Other Assessments 3. Requires minimal im 7: Other contracts	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed Action Plans	
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject F1 Performance management SAQ No. Self Assessment Question (SAQ) Subject F2 Improving efficiency - running SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain Efficiency Domain	Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good 1: Business Planning 2. Good 1: Capital Procurement. 2. Good	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good 2: Cood 2. Good 2. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3: Commercial Opportunities 2. Good 3: Flexibility 3. Requires minimal im	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good 4: Partnership working 2. Good 4. Identification and	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good 5: New Technology 2. Good 5: Costed Action Plans	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in 6: PFI and LIFT contracts	2. Good 2. Good 7. Other Assessments 3. Requires minimal im 7: Other contracts	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed Action Plans	
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject F1 Performance management SAQ No. Self Assessment Question (SAQ) Subject F2 Improving efficiency - running SAQ No. Self Assessment Question (SAQ) Subject F3 Improving efficiency - capital SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain Efficiency Domain Efficiency Domain	Applicable Applicable? Applicable Applicable? Applicable Applicable? Applicable Applicable? Applicable Applicable?	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good 1: Business Planning 2. Good 1: Capital Procurement. 2. Good 1: Policy & Procedures	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good 2. Good 2. Good 3. Good 3. Good 3. Requires minimal im 2: Review Process	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3: Commercial Opportunities 2. Good 3. Flexibility 3. Requires minimal im 3: Costed Action Plans	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good 4: Partnership working 2. Good 4. Identification and	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good 5: New Technology 2. Good 5: Costed Action Plans	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in 6: PFI and LIFT contracts	2. Good 2. Good 7. Other Assessments 3. Requires minimal im 7: Other contracts	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed Action Plans	
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject F1 Performance management SAQ No. Self Assessment Question (SAQ) Subject F2 Improving efficiency - running SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Domain Patient Experience Domain Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Patient Experience Domain Efficiency Domain Efficiency Domain	Applicable Applicable? Applicable Applicable? Applicable Applicable? Applicable Applicable? Applicable Applicable Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good 1: Business Planning 2. Good 1: Capital Procurement. 2. Good	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good 2. Good 2. Good 3. Good 3. Good 4. Good 5. Inadequate 6. Good 7. Good 7. Good 8. Good 8. Good 9. Good 9	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3: Costed Action Plans Not applicable 3: Costed Action Plans Not applicable 3: Costed Action 3: Costed Action 3: Costed Action 3: Costed Action	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good 4: Partnership working 2. Good 4. Identification and	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good 5: New Technology 2. Good 5: Costed Action Plans	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in 6: PFI and LIFT contracts	2. Good 2. Good 7. Other Assessments 3. Requires minimal im 7: Other contracts	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed Action Plans	
SS9 Portering services SS10 Telephony and switchboard services SAQ No. Self Assessment Question (SAQ) Subject P1 Engagement and involvement SAQ No. Self Assessment Question (SAQ) Subject P2 Condition, appearance, maintenance and privacy and dignity perception P3 Cleanliness P4 Access and Car Parking P5 Grounds and Gardens SAQ No. Self Assessment Question (SAQ) Subject P6 Catering services SAQ No. Self Assessment Question (SAQ) Subject F1 Performance management SAQ No. Self Assessment Question (SAQ) Subject F2 Improving efficiency - running SAQ No. Self Assessment Question (SAQ) Subject F3 Improving efficiency - capital SAQ No. Self Assessment Question (SAQ) Subject F3 Improving efficiency - capital SAQ No. Self Assessment Question (SAQ) Subject	Soft FM - Safety Soft FM - Safety Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain Efficiency Domain Efficiency Domain Efficiency Domain	Applicable Applicable? Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good 1. Business Planning 2. Good 1. Capital Procurement. 2. Good 2. Good	2. Good 2. Good 2. Cood 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good 2. Cood 3. Good 2. Good 3. Good 4. Good 5. Inadequate 6. Good 7. Good 7. Good 7. Good 8. Good 8. Good 9. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3: Costed Action Plans	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good 4: Partnership working 2. Good 4. Identification and disposal of surplus land 2. Good	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good 5: New Technology 2. Good 5: Costed Action Plans Not applicable	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in 6: PFI and LIFT contracts 2. Good	2. Good 2. Good 7. Other Assessments 3. Requires minimal im 7: Other contracts Not applicable	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed Action Plans	
SS9 Portering services	Soft FM - Safety Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain Efficiency Domain Efficiency Domain	Applicable Applicable? Applicable? Applicable Applicable? Applicable Applicable? Applicable Applicable? Applicable Applicable?	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good 1: Business Planning 2. Good 1: Capital Procurement. 2. Good 1: Policy & Procedures	2. Good 2. Good 2. Engagement 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good 2. Good 2. Good 3. Good 3. Good 3. Requires minimal im 2: Review Process	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable 2. Good Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3: Costed Action Plans	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good 4: Partnership working 2. Good 4. Identification and	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good 5: New Technology 2. Good 5: Costed Action Plans Not applicable	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in 6: PFI and LIFT contracts	2. Good 2. Good 7. Other Assessments 3. Requires minimal im 7: Other contracts	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed Action Plans	
SS9 Portering services	Soft FM - Safety Soft FM - Safety Domain Patient Experience Patient Experience Patient Experience Patient Experience Patient Experience Domain Patient Experience Domain Efficiency Domain Efficiency Domain Efficiency Domain	Applicable Applicable? Applicable	3. Requires minimal im 1. Views and Experiences 2. Good 1. PLACE Assessment 2. Good 2. Good 2. Good 2. Good 1. Policy & Procedures 1. Outstanding 1: Analysing Performance 2. Good 1: Business Planning 2. Good 1: Capital Procurement. 2. Good 1: Policy & Procedures 2. Good 1. Capital Procurement. 2. Good 1. Outstanding 2. Good 1. Capital Procurement. 2. Good 1. Outstanding 2. Good 1. Capital Procurement. 2. Good	2. Good 2. Good 2. Cood 2. Good 2. Other Assessments 2. Good 2. Good 2. Good 2. Good 2. Regulation 5. Inadequate 2: Benchmarking 2. Good 2. Cood 3. Good 2. Good 3. Good 4. Good 5. Inadequate 6. Good 7. Good 7. Good 7. Good 8. Good 8. Good 9. Good	3. Requires minimal im 3. Requires minimal im 3. Staff Engagement 2. Good 3: Costed Action Plans Not applicable Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3. Choice 2. Good 3: Costed Action Plans Not applicable 3: Commercial Opportunities 2. Good 3. Flexibility 3. Costed Action Plans Not applicable 3. Costed Action Plans Not applicable 3. Costed Action Plans Not applicable 3. Costed Action Plans	2. Good 2. Good 4. Prioritisation 2. Good 4. Equality issues 2. Good 4: Partnership working 2. Good 4. Identification and disposal of surplus land 2. Good	2. Good 2. Good 5. Value 2. Good 5. Information 2. Good 5: New Technology 2. Good 5: Costed Action Plans Not applicable	2. Good 2. Good 6: Costed Action Plans Not applicable 6. PLACE Assessment 3. Requires minimal in 6: PFI and LIFT contracts 2. Good	2. Good 2. Good 7. Other Assessments 7. Other Assessments 7: Other contracts Not applicable 7: Costed Action	Not applicable Not applicable 8. Legal Standards Not applicable	Plans Not applicable 9. Cost Improvement plans	10: Costed Action Plans	
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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 imp	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								