

A photograph of three healthcare professionals sitting around a round wooden table in a bright, modern office setting. On the left, a man in a white lab coat and glasses is looking at a document. In the center, a woman with curly hair is also looking at the document. On the right, a woman in a dark blue uniform is writing on a notepad. There are coffee cups on the table. The background shows large windows and a clean, professional environment.

Central and North West London NHS Foundation Trust

Providing utilisation studies and modelling of training facilities
to rationalise the Training Estate and reduce operational costs.

CNWL is a large and diverse organisation, providing health care services for people with a wide range of physical and mental health needs. They employ nearly 7,000 members of staff that provides more than 300 different health services across 150 sites and in the community, in a range of diverse communities, with over 100 first languages spoken.

They are always developing new and better ways to provide dependable services to meet the needs of people in their care. Central and Northwest London NHS Foundation Trust (CNWL) provide a wide range of mental health services across Milton Keynes and the London boroughs of Brent, Harrow, Hillingdon, Kensington and Chelsea, and Westminster. CNWL also provide Community health services to treat people with physical healthcare problems in their own homes, or close to home, where they will be more comfortable and can continue to live independently. They aim to ensure, that where possible patients can avoid admission into hospital and enable quicker recovery periods.

The Challenge

The Central and North West London NHS Foundation Trust was reviewing its estate portfolio as a part of an operational review of the organisation and the impending merger of other trusts under the CNWL banner. The Trust decided to undertake utilisation studies and modelling on the results to establish as a part of the review the amount of training space needed of which type and function, before selecting the appropriate buildings to retain or dispose of as part of the wider property rationalisation and optimisation of the fixed estate.



The Solution

EventMAP bring both experience and a unique toolbox of techniques and modelling software that can deliver highly efficient estates that deliver in the long term for large organisations. To set a benchmark for building utilisation, EventMAP undertook a series of utilisation studies at several sites used for training across the Trust:

- Stephenson House HQ, London (Training & Meeting Space)
- Northwick Park, London (Training)
- Latimer House, London (Training)

EventMAP worked with the CNWL Trust's Estate Directorate to employ a range of these techniques, to investigate and deliver some suggested improvements to the use of the training estate, along with the potential future demand for training and the growth of the CNWL as an organisation. The EventMAP approach allowed CNWL to drill down more effectively into the data to understand training space and resource usage in ways that would otherwise not have been possible.



Utilisation Surveys, Auditing and Analysis

The Results

EventMAP surveys and modelling identified scope to increase utilisation of space, and increase the training capacity whilst simultaneously providing less actual training space. EventMAP's work allowed the Trust to base the formation of then new estate plan on data, whilst giving confidence that space currently being used for training could be given up to support growth in other areas of the organisation. This led to an overall reduction in operational cost for the organisation whilst maintaining and enhancing training provision at the trust for the longer term.

In order to deliver and maintain the management of training within the trust CNWL purchased EventMAP's Booker software. This has enabled the delivery of the benefits defined in the original scenario modelling work for the estate and helped schedule training resulting in more efficient and less time consuming process and a better use of training space.



Intelligent Room & Desk Booking and Management

“Time and again the EventMAP team expertise shines through; nothing is too much trouble and no detail too small. The team is perennially ‘can do’ in their upbeat and energetic approach to engagement, and a pleasure to work with. A pleasure to work with!”

Claire Murdoch *CEO, CNWL*

If you'd like to find out more about what EventMAP can do for you, if you'd like to request a demo, or to chat through your needs with one of our people, please get in touch – we'd be happy to help.

Click here to enter your contact details and we'll be in touch with you shortly.

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