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Iechyd a Gofal
Digidol Cymru
Digital Health
and Care Wales

Estates and Compliance Report

December 2023

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Executive Summary

ESTATES COMPLIANCE:

At the end of December 2023 our overall compliance is at 99%. This has increased by 3% from last month and remains well above the 90% target.

Our overall compliance has been maintained by conducting a large number of services across all premises and effectively liaising with our landlords to locate documentation. We plan to continue to focus at each site on prioritising the undertaking of out-of-date services, helping to further improve overall compliance.

Internal planned preventative maintenance (PPM) compliance is currently at 100%. Actions resulting from water/fire risk assessments and asbestos surveys are being managed effectively.

Further refurbishment and electric vehicle charging works are being considered at TGA. The use of sustainable measures will be considered and implemented where possible.

We are looking at our long-term estates strategy and we are working with agility to develop new ways of working.

ENVIRONMENT:

The 2023/24 decarbonisation action plan is currently being worked through; thus far two actions have been completed.

Our Environment annual trend is positive, with gross Operational Emissions showing a reduction of 33% in Q1 and Q2 2023/24 compared to the same period of our baseline year of 2019/20.

All ten ISO 14001 KPI's (objectives and targets) for 2023/24 continue to be progressed. Decarbonisation Co-ordination Reporting (DCR) for Q3 23/24 will soon be collated before internal governance and subsequent submission to NWSSP.

Plans to link Decarbonisation and Climate Change Adaptation are underway. We hope to include this within our refreshed Decarbonisation Strategic Delivery Plan in 2025.

Emissions data is still showing QTR 1 & 2 due to waiting for several invoices that are due for December. Once received this data will be updated and reflected in future reports.

Estates Compliance

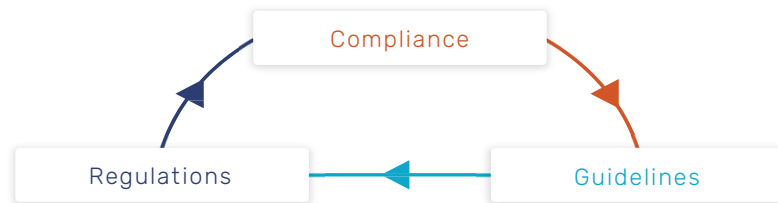


At DHCW, we are fully aware of our responsibilities for ensuring that the workplace is kept safe by compliance with legislation.

We have a robust programme of planned, preventative maintenance (PPM) and schedule of inspections that need to be undertaken across the entire Estate.

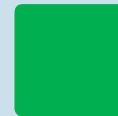
We monitor, monthly, progress of actions arising as a result of various surveys and inspections, such as Fire, Legionella and Asbestos.

Key



This report details the statutory and mandatory compliance performance of systems and equipment within Digital Health and Care Wales (DHCW) premises, to confirm that they meet with legal requirements, and to safeguard DHCW employees.

Throughout this report compliance is measured by site, type of system or equipment and based on DHCW or Landlord responsibility.



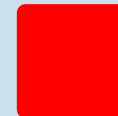
Green

Systems and equipment that are fully compliant



Yellow

Systems and equipment that are due to be serviced in one month or less



Red

Systems and equipment that are no longer compliant

Arrows denote:-

- ▲ Percentage is higher than previous month
- ▼ Percentage is lower than previous month
- ◀ Percentage is the same as the previous month

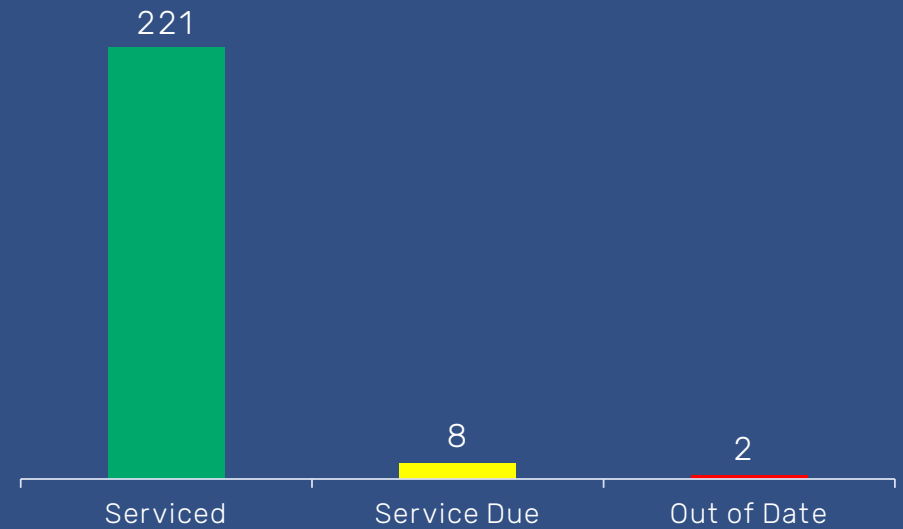
All percentages include  and  totals added together.

Overall Compliance

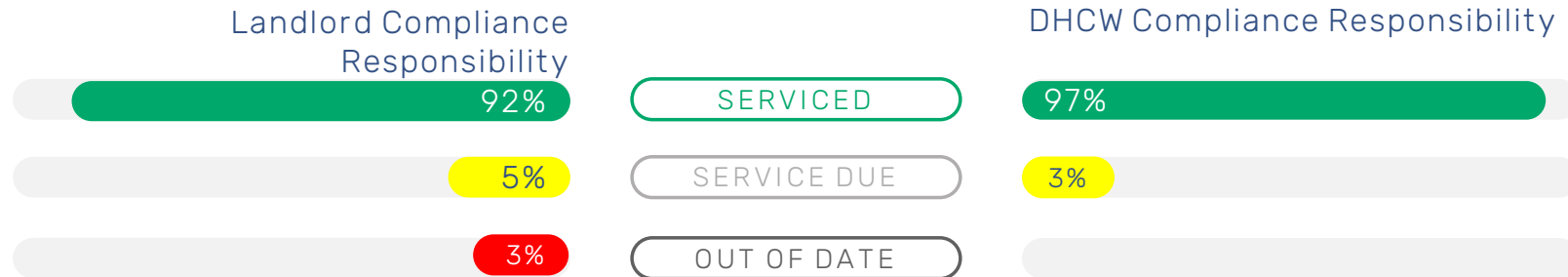
Overall Compliance of plant systems and equipment is at 99%, against our target of 90%.

This means that as of the end of December 2023 we have 221 services complete, 2 out of date and 8 that require testing within one month, to prevent them from going out of date.

This Month	Last Month
▲ 99%	96%



Compliance Responsibility



We will continue to liaise with our landlords to locate the required compliance documentation.

This Month	Last Month
▲ 97%	89%

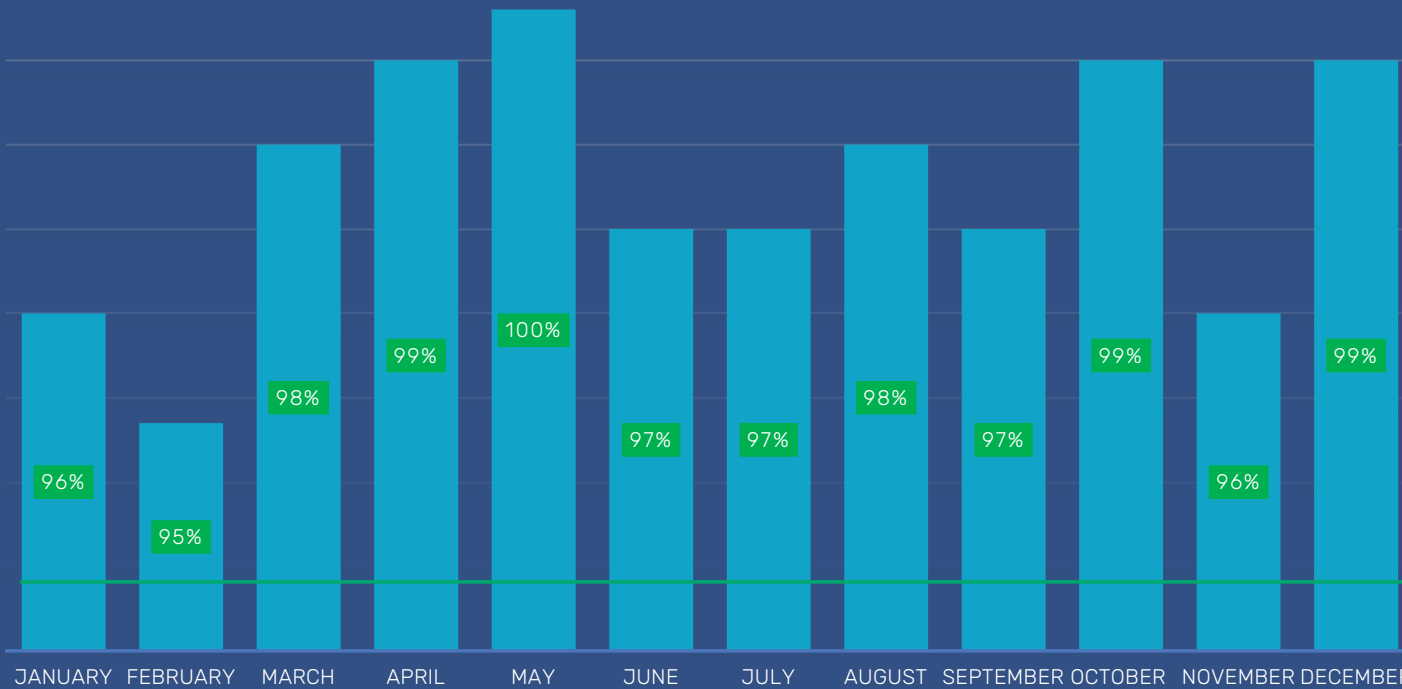
We are in communication with our contractors in order to arrange required compliance testing.

This Month	Last Month
▲ 100%	99%

Bocam	Tŷ Glan-yr-Afon	Cwmbran House	Technium 2	Castlebridge	Media Point	Bocam	Tŷ Glan-yr-Afon	Cwmbran House	Technium 2	Castlebridge	Media Point
0	0	0	1	1	0	0	2	0	4	0	2

The above chart shows a breakdown per site of the eight service due items and two out of date compliance items. We are arranging testing for the service due items. Regarding the out-of-date services, we are awaiting documentation from our landlords and contractors.

Monthly Compliance Trend



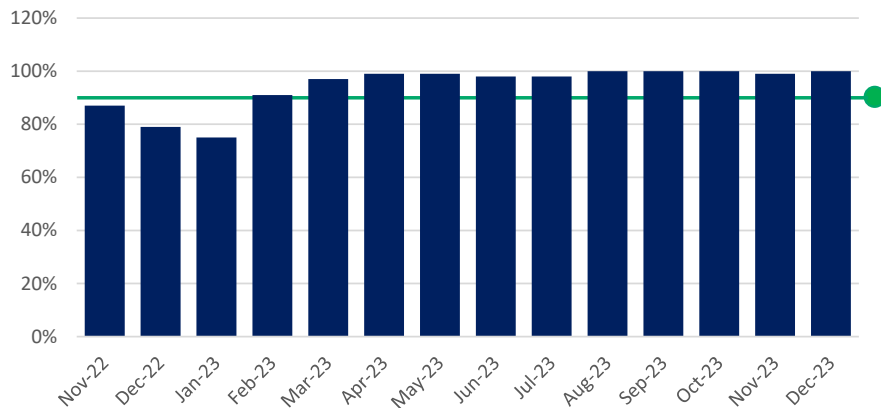
This Month	Last Month
▲ 99%	96%

This line denotes the minimum % compliance requirement of 90%

As you can see in the above chart, since January 2023 we have maintained an above target compliance performance, with an average of 97%. The current figure being 99%.

Internal Planned Preventative Maintenance (PPM) Overview

PPM 12 Month Trend



The compliance of PPMs has increased to 100%. As you can see in the above chart the compliance of PPM's has been maintained at above target performance since February 2023.

Tŷ Glan-Yr-Afon		% Complete
Total Inspections	52	100%
Total Complete	52	

Castlebridge 2		% Complete
Total Inspections	34	100%
Total Complete	34	

Media Point		% Complete
Total Inspections	40	100%
Total Complete	40	

DHCW		% Complete
Total Inspections	241	100%
Total Complete	241	

Bocam		% Complete
Total Inspections	42	100%
Total Complete	42	

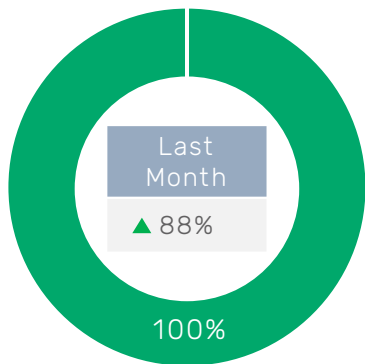
This Month	Last Month
100%	99%

Technium 2		% Complete
Total Inspections	34	100%
Total Complete	34	

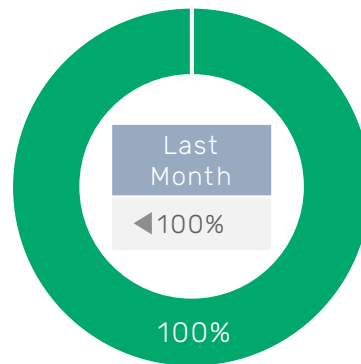
Key Areas

Out of Date
N/A

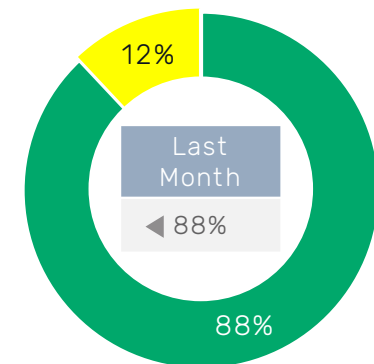
Asbestos Compliance Percentage



Legionella Compliance Percentage



Fire Risk Assessment Compliance Percentage



The above charts show the compliance percentage of Asbestos surveys, as well as Legionella (Water) and Fire risk assessments. Currently there are no outstanding items. The Fire Risk Assessment at TGA is due within one month, this falls under the responsibility of the landlord.

Building Statutory Compliance Action Plan Overview

The compliance of our actions is currently at 98%, with 95% of actions complete, 3% of actions on target and 2% of actions having gone beyond the target date for completion. 287 actions have been completed and no actions have turned red.

This Month	Last Month
◀ 98%	98%

Compliance Criteria		Overall Compliance
■	Green – Action complete	95%
■	Yellow – Action on target to be completed by agreed date	3%
■	Orange – Action not on target for completion by agreed date	2%
■	Red – No Action taken 6 months beyond agreed completion date	0%

Compliance Category	Compliance Subcategory	Number of Actions across DHCW by Priority											
		High				Medium				Low			
Fire	Fire Risk Assessment	2	0	0	0	32	1	1	0	71	4	4	0
Water	Water Safety Actions	63	1	0	0	44	2	0	0	30	1	0	0
Asbestos	Asbestos Survey Actions	0	0	0	0	1	0	0	0	44	0	0	0

Environmental Performance



At DHCW, we acknowledge the potential impact that we may have on the environment due to the nature of our business practices; therefore, we are fully committed to reducing this impact across the scope of our operations and the services that we deliver.

This report details how DHCW has performed against our decarbonisation aims and progress against our Decarbonisation Action Plan (DAP). We have also included details of our operational carbon footprint with comparisons against the baseline year across nine emissions reporting categories (ERCs).

ISO 14001 EMS Performance

The compliance of our KPI's (objectives and targets) for 2023/24 continue to be tracked via our Sustainability Action Plan. Progress of all KPI's is monitored on a regular basis, there are currently no risks to be raised.

The Legislation Register (Environmental section) and the Environmental Aspects Register continue to be monitored and updated regularly, there are no risks to be escalated.

Our EMS Internal Audit Schedule for 2023/24 is being worked through, all ISO 14001 internal audits have been undertaken as planned. There are now 10 corrective actions that are in progress, as a result of recent SHE Inspections.

The needs and expectations of interested parties, a SWOT (Strengths, Weaknesses, Opportunities & Threats) analysis of internal and external issues and a PESTLE (Political, Economic, Social, Technological, Legal and Environmental) analysis have been reviewed and are documented in the Sustainability Strategy. Internal and external communications have been captured within the Environmental Awareness Log; none require escalation at this point.

IMPROVEMENT OPPORTUNITIES:

- ISO 14001 Q3 Internal Audits have been carried out in line with the new iPassport process. This will ensure a smooth process going forward.
- As per the above; non-compliances that arise from audits (internal & external) will now be logged via iPassport.
- 9 of the 10 Non-Compliance's currently on iPassport relate to actions arising from a Security audit in October. As such these actions have now been completed and have been uploaded to iPassport for visibility purposes.
- Further refurbishment and electric vehicle charging works are being considered at TGA. The use of sustainable measures will be considered and implemented where possible.
- The Welsh Government is proposing to introduce new regulations (from April 2024) that will require all workplaces to separate recyclable materials in the same way that most householders do now. DHCW has been separating recycling for some time and are therefore in a good place to meet this requirement. We will however work with our landlords and contractors to ensure that the process is adequate

SHE Inspection Actions - Outstanding

Last Month	9
This Month	▲10

Environmental Awareness Campaign

This month's campaign provided information for our employees on Christmas Environmental Tips.

Environmental Training

Members of the EMS team are looking to undertake Carbon Literacy 'train the trainer' training in order to provide vital knowledge to others in this area.

ISO 14001 EMS Assurance Rating	Substantial Assurance / Good Control
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iPassport Non-Compliances	iPassport Non-Compliances Closed (last 12 months)	Queries and Complaints	Environmental, Waste and Energy Training
10	1	0	94%

ISO 14001 EMS Action Plan Update

KPI No.	KPI	Objective	Target	Status	% Complete
1	Waste Management	Minimise waste through careful purchasing, efficient re-use of resources and recycling of materials.	Annual target: at least 90% of DHCW waste to be recycled.	Underway/ On Target	75%
2	WEE Waste	Dispose of applicable IT waste in accordance with the Waste Electrical and Electronic Equipment (WEEE) regulations.	Ensure that 100% of IT equipment that falls under the WEEE directive is disposed of in a compliant manner e.g. recycled, repurposed or reused. Please note: this excludes hard drives for security purposes	Underway/ On Target	75%
3	Energy	Reduce DHCW's carbon footprint and save energy across all sites.	Annual Target: Reduce energy (Gas and Electric) emissions by at least 1% year on year (accumulative from baseline)	Underway/ On Target	75%
4	Water	Reduce the amount of water that we consume across all sites.	Annual Target: Reduce water consumption by at least 1% year on year (accumulative from baseline)	Underway/ On Target	75%
5	Environmental Management	Maintain a structured environmental management system, to promote good environmental performance and ensure continual improvement.	Maintain certification to ISO 14001:2015 Environmental Management Systems standard.	Underway/ On Target	75%
6	Legal compliance	Ensure DHCW remains compliant with all applicable environmental legislation.	<ul style="list-style-type: none"> Review Legislation Register on an annual basis. Review Environmental Aspects Register on an annual basis. Keep up to date with legal requirements through external services Ensure zero breaches of applicable environmental legislation. Align our objectives and targets with the Wellbeing of Future Generations Act requirements and the UN Sustainability Goals. 	Underway/ On Target	75%
7	Communication and Engagement	Improve staff communication and engagement in regards to individual and corporate environmental sustainability responsibilities, for continual improvement.	<ul style="list-style-type: none"> Publicise an environmental awareness campaign for DHCW employees to get involved with each month. Implement a minimum of one environmental initiative per year. Communicate environmental awareness information via a monthly email, to be sent to all DHCW employees. Environmental Awareness Group to meet on a regular basis. Continue to develop our approach to staff communications, engagement and environment improvement initiatives. 	Underway/ On Target	75%
8	Air-conditioning	Minimise the escape of fluorinated gases to the environment, through the effective management of all Air Conditioning units.	<ul style="list-style-type: none"> Ensure all equipment which contains refrigerant gasses is leak tested annually. Ensure all refrigeration and air con equipment is maintained regularly to identify leaks early (F-Gas Register). Stopping any leaks after their detection will be treated as a major priority and steps will be taken to minimise leakages, where they are detected e.g. by disabling equipment until it is repaired. 	Underway/ On Target	75%
9	Travel	Promote sustainable travel	<ul style="list-style-type: none"> Promote the use of EV Charging points. Promote cycling to work. Support the use of Teams/ Hub for site / homeworking meetings, to reduce the need for travel. Promote other sustainable ways of travel. 	Underway/ On Target	75%
10	Sustainable Procurement	Reduce the demand for non-sustainable goods and services by reducing purchasing, using resource-efficient products and considering end of life.	<ul style="list-style-type: none"> To operate and procure in a manner that focuses on the preservation and effective management of natural resources. To ensure the organisation's activities and those of suppliers are conducted on a fair and ethical basis. To ensure contracts add maximum value for Welsh citizens by contributing to the local community in terms of education, regeneration and community engagement. Track and reduce the purchase of Paper at DHCW Set printers to auto print double sided and in black and white, in order to facilitate reduced toner cartridge and paper purchasing. 	Underway/ On Target	75%

Decarbonisation

ADAPTATION:

- We plan to undertake a review of the Local Partnerships Climate Adaptation Toolkit and Risk Matrix at the earliest opportunity.
- Following the most recent Community of Experts meeting, we plan to carry out an initial Adaptation Risk Assessment in order to gauge our effectiveness in that area.
- Following the outcome of the above assessment; it may be prudent for risks to be included within the Corporate Risk Register.
- Employees at DHCW have completed the 'Adapting to Climate Change in Wales: Health and Social Care' survey, as requested by Welsh Government.
- As part of our ongoing work to monitor alerts received from Welsh Government, we have received notifications regarding hot and cold weather risks.
- An Environmental Emergency Planning scenario is due to be carried out in due course.

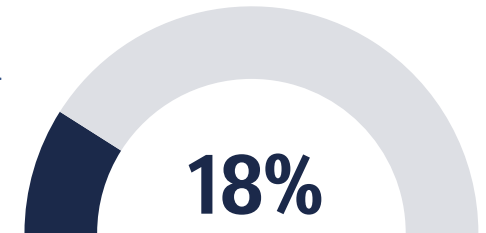
MITIGATION:

- Despite showing reduced business mileage emissions compared to our baseline year, we are currently analysing data to identify usage per team in order to continue making reductions.
- The Decarbonisation Working Group, Environmental Awareness Group and Community of Experts on Climate Change Group continue to meet on a regular basis to collaborate and to ensure that sufficient progress has been made against our DAP.
- After receiving consolidated data from Client Services, work on DHCW's IT Carbon Footprint is progressing.
- Only two categories (Homeworking and Fleet Vehicles) are showing an increase in carbon emissions compared to our baseline year, all other reporting categories are showing positive carbon reductions, with our Data Centres, Commuting and Business Mileage showing significant reductions.

Emissions	Performance (Q1 & 2 23/24) vs Baseline (Q1 & 2 19/20):	Carbon Footprint Q1 & Q2 23/24:	Carbon Footprint per m2:	Carbon Footprint per person:
Gross	-33%	893 tCO2e	0.159 tCO2e	0.867 tCO2e
Net	-43%	699 tCO2e	0.124 tCO2e	0.679 tCO2e

DECARBONISATION ACTION PLAN (DAP) 2023/2024

There are 11 planned actions to be undertaken in 2023/24. Two actions have now been completed; all other actions are being worked through.



Operational Emissions Comparison QTR 1&2 2023/24 vs 2019/20

