**Coronavirus customer update 16 April 2020**

Dear customer,

As I’ve done in recent weeks, I am writing to all of our customers to keep you updated on the support we are delivering during the coronavirus pandemic. Our priority is to ensure that our customers have the correct support to continue to provide vital patient care, as well as minimising the risks of unnecessary contact during this time.

You can read more about our [guiding principles and the five key areas](https://www.property.nhs.uk/media/2430/coronavirus-update-2-april-2020.pdf) we’re focusing on to support the NHS and all of my previous communications, FAQs and guides are available on our dedicated website hub at [www.property.nhs.uk/covid19](http://www.property.nhs.uk/covid19).

This week I wanted to highlight three areas: firstly, it’s crucial we stay in touch with changes being made to space especially around hot sites so we can provide the right type of support. Secondly, we have made further changes to our FM jobs and compliance work so we can prioritise the most urgent jobs – see below for more details.

Finally, I wanted to highlight the national campaign we launched last week to celebrate the work of many of the ‘hidden heroes’ across the whole of the NHS, often behind the scenes but crucial to keeping services running so medical staff can do their job. You can nominate individuals or teams who are making a difference [by visiting our website](https://www.property.nhs.uk/news-insight/updates-on-coronavirus-covid-19-for-our-customers/hidden-heroes/).

**Changes to inpatient and community facilities**

Many providers are rapidly changing the services they deliver in inpatient and community facilities to respond to patient requirements. Many of our teams have been working closely with you to help to react to the changing requirements the coronavirus has brought.

Keeping us up to date with changes, especially from green to amber sites or creating GP hot sites, helps us to ensure we can provide the right facilities management services, stay compliant and maintain the safety of colleagues, customers and patients.

Please keep us up to date with changes you are making either via your local team or by contacting our Customer Support Centre [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk) 0800 085 3015. [More information](https://www.property.nhs.uk/property/report-a-change-to-your-occupancy/).

**Maintaining compliance: planned and preventative works**

We have made changes to how we continue to safely service reactive FM jobs – as a result, our helpdesks are now only taking emergency or urgent calls. [Read more](https://www.property.nhs.uk/services/facilities-management-helpdesk/) about these changes and why we’ve made them.

Further to this, we have reviewed our planned work and categorised these in to essential and non-essential tasks. Essential tasks are statutory and critical to ensure a building is fully functional, meeting our minimum compliance standards. Non-essential tasks have been assessed on a scale of A-E, depending on the risk of not undertaking the task and what the impact would be on the building functionality.

As a result of the changes required to how we operate, we have taken the decision to cancel all non-essential tasks in the low risk categories of D and E. This will minimise the travel undertaken by our service delivery colleagues, helping to keep patients, customers and our people safe. It will also enable our teams to service emergency and urgent jobs so we can continue to deliver services where they are needed, for longer.  We will review the situation weekly and make any further adjustments as needed to ensure we strike the right balance between building maintenance and people safety.

We’re also aware of some instances where our service delivery colleagues have been unable to enter a building. If NHSPS colleagues are visiting a building this will only be for an essential visit and we would ask that access be provided if possible. Our colleagues have been trained to work safely and to use the required PPE where applicable. If access it is not possible, we will maintain a register of all ‘failed’ tasks and try to ensure that statutory tasks are re-planned as soon as possible. Your support to do this is appreciated as it is essential that we maintain critical systems such as water services, power, lifts and others.

**Keep up to date**

You can keep up to date via our website at [www.property.nhs.uk/covid19](http://www.property.nhs.uk/covid19) which contains further information, past communications and relevant documents or call our helpdesk on 0808 196 2045 to discuss further.

**Martin Steele**

**CEO, NHS Property Services**