

# FAQ on charges for COVID-19 requests and vaccination programme support

April 2021

## How is NHSPS supporting the COVID-19 vaccination programme?

We are working with our national and regional NHS partners to respond to the estate requirements of the planned vaccination programme.

We are now in receipt of the national/regional agreed list of designated Primary Care Network (PCN) sites. We are already supporting a number of these sites and where new sites have become known to us, we are reaching out to local contacts to understand if any property support is required to get these sites ready.

As this critical work takes place, our regional teams are working with customers who may require advice on space and facilities management services.

For more information or to request support, please contact our Customer Support Centre on 0800 085 3015 or [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk).

## Who will be covering the costs for vaccination space and services?

The table shows how charges will be allocated for vaccination space and services. This is in alignment with the latest funding guidance from NHS England. More information can be found below.

Vaccination programme support				
	Charges allocated to:			
	NHS England	CCG	Customer	NHSPS
Rent, regular FM charges and service charges for space currently held void/vacant by NHSPS				<input checked="" type="checkbox"/>
Rent, regular FM charges and service charges for space currently funded by CCG (including sessional space via NHS Open Space)		<input checked="" type="checkbox"/>		
Incremental costs (i.e. set up, new services)*	<input checked="" type="checkbox"/>			
Rent for new space leased by NHSPS	<input checked="" type="checkbox"/>			

- Space currently held void/vacant by NHSPS

Costs for services provided to vaccination space will be charged centrally to NHS England until at least the end of September 2021. This includes service costs and incremental costs.

An example of incremental costs would be increased consumables due to a higher number of people passing through the property.

NHSPS will not charge any rent or rates for space whether it is freehold, long leasehold or an occupational lease.

- Space currently funded by CCG

Rent charged for any vacant, void or sessional NHSPS space that is currently charged to a CCG will continue to be charged to the CCG and will be provided free of charge to the customer.

Any incremental costs, such as set up or new services will be charged to NHS England as part of the central funding. Other incremental costs may include additional medical waste collection, additional security or enhanced cleaning regimes.

- New space leased by NHSPS for the vaccination programme

All incremental costs for new space, including services provided to the new space, will be charged to NHS England as part of the central funding. This includes the pass-through rent for portacabins placed on leased car parking spaces.

## How will costs be calculated for services provided to vaccination space?

Incremental costs for services to vaccination space and the costs for new services to vaccination space will be charged directly to NHS England based on a rate card.

## Can I hand back space that I want to use for vaccination activity and expect it to be provided free of charge?

No, as per our handback policy, the space needs to have been identified as not being required for use. If you would like to repurpose space for vaccination activity then please get in touch with us and we will discuss the requirements with you, however we would expect you to continue to cover the costs of the space.

## Does that mean there will be changes to the way existing and new COVID-19 related space is charged?

Yes, following the latest guidance from NHS England, there is a change to how space currently occupied under a COVID-19 tenancy at will (TAW) will be charged. This aligns with how vaccination space will be charged.

The table shows how charges for existing and new COVID-19 related requests will be charged. More information can be found below.

Existing/new COVID-19 support				
	Charges allocated to:			
	NHS England	CCG	Customer	NHSPS
Rent, regular FM charges and service charges for space currently held void/vacant by NHSPS				<input checked="" type="checkbox"/>
Rent, regular FM charges and service charges for space funded by CCGs		<input checked="" type="checkbox"/>		
Incremental costs for services from 1 <sup>st</sup> October 2020			<input checked="" type="checkbox"/>	

Rent for new COVID-19 space*	*To be reviewed on a case-by-case basis.	
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- Space currently held void/vacant by NHSPS

NHSPS will not charge any rent or rates for space whether it is freehold, long leasehold or an occupational lease.

- Space currently funded by CCG

Rent charged for any vacant, void or sessional NHSPS space that is currently charged to a CCG will continue to be charged to the CCG and will be provided free of charge to the customer.

Any incremental costs such as set up or new services will still need to be charged to NHS England as part of the central funding. Other incremental costs may include additional medical waste collection, additional security or enhanced cleaning regimes.

- New space leased by NHSPS

This will be reviewed on a case-by-case basis.

- Incremental costs for services

Existing and new COVID-19 services will continue to be charged to the property/customer that has requested them from 1<sup>st</sup> October 2020.

If you would like to put in a new request for additional or enhanced services related to COVID-19, we will provide you with estimates of the cost prior to providing the service. Once agreed, the costs will then be charged to you directly.

## **Will there be further changes to funding?**

We're continuing follow guidance from NHS England and the Department of Health and Social Care about how charges should be applied for COVID-19 and vaccination space. We will continue to share updates as and when required.

## **How can we request support with vaccination space and services or COVID-19 related requests?**

If you require support with vaccination space and services or COVID-19 related requests, please contact our Customer Support Centre on 0800 085 3015 or [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk).