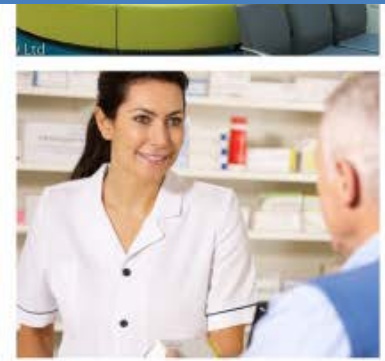




Property Occupation and Commissioning: How to get this right for the NHS

October 2021



Speakers



Ben Masterson,
Deputy Director, Commercial
Directorate,
Department of Health and Social
Care



Jo Fox,
Senior Programme Lead, Primary
Care Estates Team,
NHS England and Improvement



Simon Corben,
Director and Head of Profession
for Estates and Facilities,
NHS England and Improvement



Julie Whetton,
Head of Property Management,
NHS Property Services



Sonia McRobb,
Senior Company Strategy
Manager, Commercial
Directorate,
Department of Health and Social
Care



Angus Graham,
Principal Leasing Manager,
NHS Property Services

Agenda

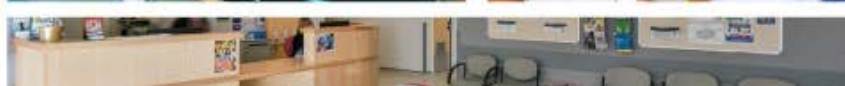


- **Introduction** Ben Masterson and Simon Corben
- **Property Commissioning Pack** Julie Whetton and Jo Fox
- **Documenting Occupancies** Angus Graham and regional Leasing Managers
- **A look ahead** Sonia McRobb and Jo Fox
- **Q&A**



Introduction

Ben Masterson and Simon Corben



Introduction

- Purpose of this webinar / what are we trying to achieve?
- Background: Joint communication from NHSE&I and DHSC
- Expectations of customers
- Benefits of what we are trying to achieve

Classification: Official

Publication approval reference: PAR649

18 August 2021

To:

- NHS regional directors and finance directors, NHS England and NHS Improvement
- Accountable officers of clinical commissioning groups
- Chief executives and directors of finance, NHS trusts/NHS foundation trusts

Dear Colleagues,

NHS property companies: Occupancy agreements and payment of charges

The Department of Health & Social Care (DHSC) and NHS England and Improvement wrote to all NHS occupiers of NHS Property Services Limited (NHSPS) and Community Health Partnerships (CHP) properties on 24 February 2020, regarding the challenges highlighted at the Public Accounts Committee in November 2019. The communication highlighted a number of actions required by NHSPS, CHP and NHS occupants of properties under NHSPS and CHP management. The debt position of the two property companies has now been stabilised and we are writing to NHS occupants to seek continued action in this area.

Debt

All occupants are expected to have already agreed and paid their annual charging schedules for 2020/21 with NHSPS.

All undisputed amounts invoiced by the companies should be paid within the normal 30 days expected of government entities.

The companies and NHS-body debtors are asked to agree pre-2021/22 balances as soon as practicable and to approach this pragmatically. Disputes will be referred to the arbitration process jointly sponsored by NHS England and NHS Improvement and DHSC.

Occupancy documents

As indicated in our previous communication, NHSPS, the DHSC and NHS England and NHS Improvement have developed in collaboration three standard documents



Property Commissioning



Property Commissioning

Giving consideration to the best buildings to be used prior to tendering, supports more cohesive service planning and ensures all relevant estate costs and obligations can be considered by bidders.

Prepared in collaboration with NHSE/I, the Property Commissioning Pack supports the tendering process for the commissioning of healthcare services to mandated areas within NHSPS buildings.

The purpose of pack is to ensure that all parties are aligned from the outset in terms of property use, occupancy and costs - the pack will include:



NHSPS local
PM contact
details



Floor plans
and
measurements



Heads of
Terms



Occupation
charges



Building
compliance
status



Utility supplies
and costs



Maintenance
tasks and
costs

Property Commissioning Pack in action

South East Dental re-tender

- Leasing Team have picked up the Dental Re-tender work for the SE by drafting MOTOs for 10+2 year terms as per the tender.
- This will then allow solicitors to be instructed promptly to document the dental space quickly and smoothly.
- We have drafted circa 50 sites in the SE and await details to do the same in the SW.

South East SARC service for NHSE/I re-tender

- Development of optimum design layout for a model SARC to meet UKAS Accreditation (single pod – multi-pod) which is currently being endorsed by the Commissioners.
- Building Consultancy / Project Management / Access to Supply Chain.
- Landlord & Tenant / Lease re-gearing / Site search/ Acquisitions.

Endorsed by NHS England and Improvement, all working together towards this joint goal

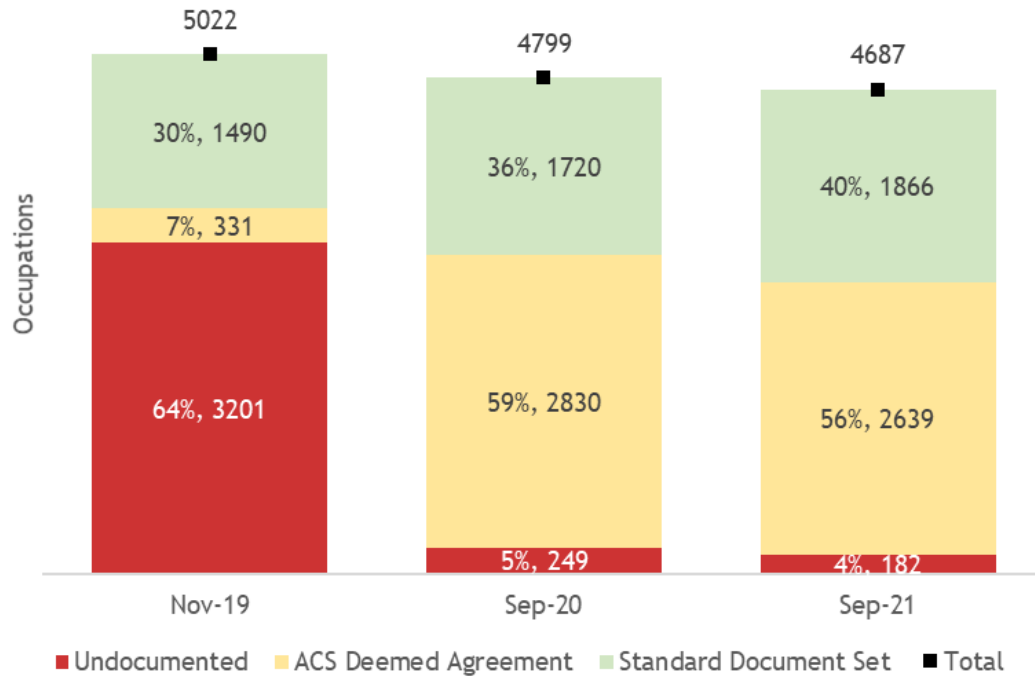


Property Occupation

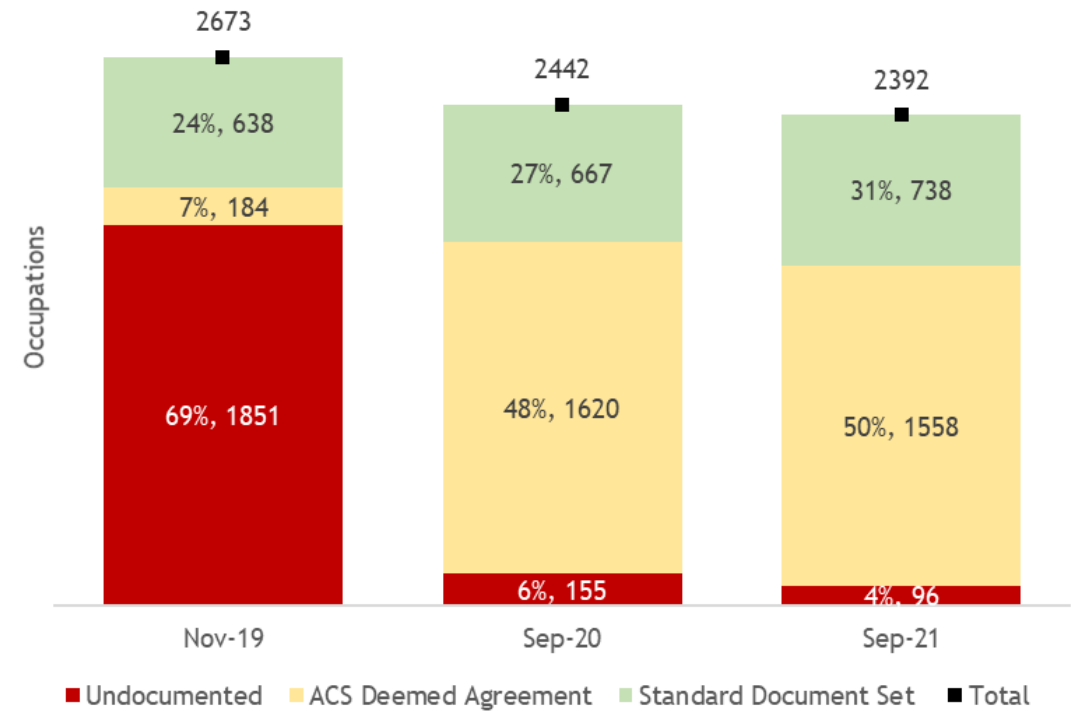


Occupancy Status 2019-2021

Occupancy Status 2019 - 2021

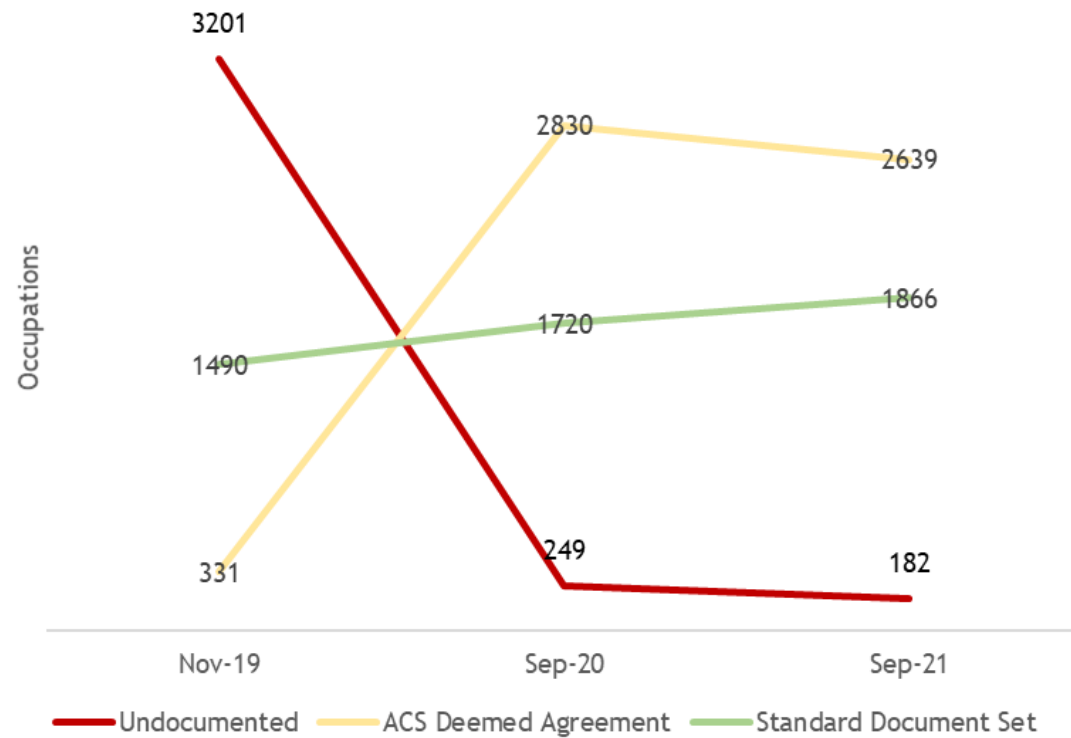


NHS Family Occupancy Status 2019 - 2021

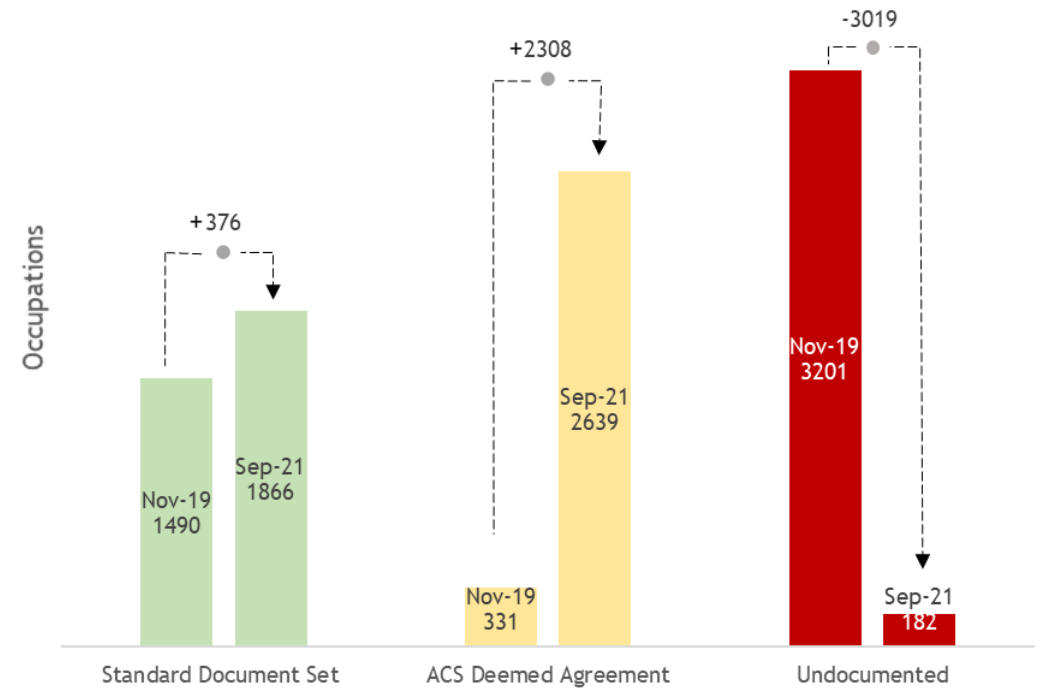


Looking forward

Occupancy Status 2019 - 2021



Portfolio Change 2019 - 2021



Benefits of occupancy agreements



Transparency
on services



Clearer billing



Safety and
compliance



Easier
budgeting

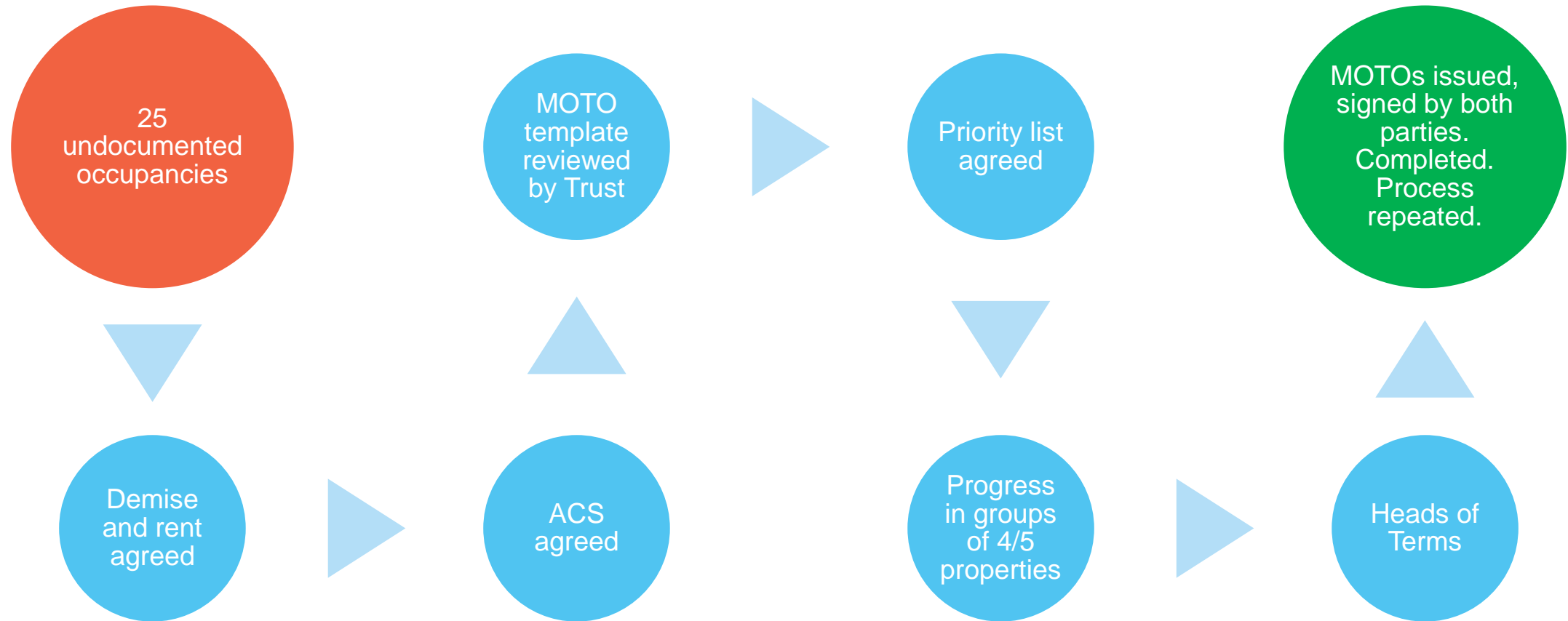


Efficient use of
funds



Improved
relationships

Case Study: Harrogate and District NHS FT



“It’s been really constructive to work with NHSPS to document our occupancies as we now have an agreed and documented understanding of our estate. Having an agreed form MOTO has been instrumental. Collaboration and communication have been key to ensuring the success of the programme.”

Samantha McLachlan, Land and Property Manager, Harrogate and District NHS Foundation Trust

Case study: Sussex Community NHS FT

Background

- 41 occupations over 32 sites
- Mix of leasehold and freehold properties
- All undocumented

Challenge

1. Billing and service provision inaccuracies
2. Repairing and maintenance obligations
3. Debt position

Solution

- Establishing and agreeing an accurate base point
- Setting up Occupation Regularisation leads and increasing communication between parties

Result

- Negotiated and agreed terms under the standard document set
- 14 MoTos signed and completed, 16 MoTos pending imminent completion, 11 Leases under negotiation nearing completion.

“Working with Nicol and his colleagues has proved to be very helpful in understanding, clarifying and agreeing our occupations, liabilities and responsibilities with a level of confidence that assured us we were all doing the right thing in documenting the spaces we occupy throughout Sussex. With a mix of leases and MoTo’s to complete, it has been extremely useful to have a single point of contact at NHSPS to help drive the process and provide clarity, rationale and corrections where required.

We appreciate all the work Nicol, his colleagues at NHSPS and Bevan Brittan have done to date in working with us to achieve higher levels of accuracy and transparency and we look forward to completing the rest of the MoTo’s and Leases as soon as possible.”

Ted Griggs, Interim Deputy Director of Estates and Facilities, Sussex Community NHS Foundation Trust



A look ahead



A look ahead

What are our next steps for the Property companies?

- Continue improvements following the Public Accounts Committee
- Greater collaboration
- Benefits of what we are trying to achieve



Q&A



Get in touch

NHSPS Customer Support Centre: www.property.nhs.uk/csc

NHSPS Leasing Team: Angus.Graham@property.nhs.uk