

2023/24 ANNUAL BUDGET SCHEDULE
XXXXXX



Customer Account Number - CXXXXXXX

Property Reference: XXXXXXXX
EXAMPLE PROPERTY
EXAMPLE ROAD
EXAMPLE TOWN
EXAMPLE COUNTY
POSTCODE

Lease Reference - XXXXXXXX

Prepared by NHS Property Services Ltd

EXAMPLE BUILDING
EXAMPLE STREET
EXAMPLE TOWN
EXAMPLE COUNTY
POSTCODE

If you would like to discuss any aspect of your Annual Budget Schedule (ABS) or associated bills, please contact our Customer Service Centre Tel : 0808 196 2045 Email : customer.service@property.nhs.uk

Our team are available Monday to Friday 8am to 6pm, excluding bank holidays when we are closed.

We're happy to help and your query will be assigned a reference number in case you need to follow up later.

In many cases, our team will be able to resolve your query directly. If they can't, they will engage our local team for assistance. Your local NHSPS managers for this property are:

Property Manager	XXXXXX
Facilities Services Manager	XXXXXX
Finance Customer Relationship Manager	XXXXXX


Date Prepared - 24-NOV-2022

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2023/24 Annual Budget Schedule

For **XXXXXX**

For the Period From **01-APR-2023** to **31-MAR-2024**

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INTRODUCTION

2023/24 Annual Budget Schedule

For XXXXXX

For the Period From **01-APR-2023** to **31-MAR-2024**

This Annual Budget Schedule (ABS) has been prepared following a thorough, collaborative budgeting process across our Property Management and Facilities Management teams.

We aim to provide sustainable, quality services that deliver the best value for the NHS. The purpose of this document is to provide an estimated forecast of the costs for the property you occupy for the year ahead.

We will provide this budget schedule before the financial year starts so you have the choice to make any changes to your occupancy or the services you receive from us.

The costs outlined in this ABS include rent, business rates, service charges and facilities management charges and additional sums. At the end of the year, NHSPS will compare the estimated costs outlined in the ABS with the actual costs of services or facilities provided at your property and either bill the difference or add a credit note to the account. This process is known as annual reconciliation, an industry standard practice that enables the calculation of any balancing charges required and provides cost transparency.

Rent - Market rent is the level of rent for a property. It is determined by an independent professional valuer or the Valuation Office Agency, applying market recognised valuation standards and approach. It is based on a comparison with similar properties in the same area, market conditions, and takes into account the condition of the specific property. Service charges for shared areas, and facilities management charges for areas exclusively used by the occupant are calculated and charged separately.

Business rates - Business rates are set by the Valuation Office Agency and collected by your local authority. It is a local property tax on the occupation of commercial property, payable by private and public sector businesses alike.

Life Cycle Charges - An annual charge levied to ensure a building asset (for example, a boiler) is maintained and then replaced within the asset life cycle.

Service charges (SC) - The estimated costs relating to the common areas and shared areas of a single property/site.

Facilities management (FM) charges - The estimated costs relating to the delivery of services to a customer within their exclusive space (often called your demise, or demised area). This is distinct from shared areas.

Reimbursable costs - GPs receive reimbursable costs from commissioners and these include rent, business rates, water and clinical waste collection. Reimbursement is allocated by your commissioner. If you haven't received your reimbursement for this financial year, please get in touch with your commissioner directly.

Help us keep your property data correct by informing us of any changes

Occupiers with a formal occupancy agreement must refer to the terms of their agreement when considering any occupancy changes.

Occupiers without a written or documented occupancy agreement must inform us of any planned changes to occupancy, at least three months in advance, by completing an Occupancy Change Notice and ensuring that you also inform your commissioner. The Occupancy Change Notice is available here:

<https://www.property.nhs.uk/occupier-hub/report-a-change-to-your-occupancy/>.

If you make changes to the occupancy or vacate the property without providing due notice, you will continue to be liable for the occupancy charges that are incurred.

Once the form has been completed and submitted, a member of NHS Property Services will contact you to discuss your occupancy requirements.

If you do not currently have an occupancy agreement in place and would like more information about the types of occupancy agreement available, please contact our Customer Support Centre.

For more information about your Annual Budget Schedule (ABS), visit www.property.nhs.uk/billing where you will find our guide to the ABS, helpful videos and FAQs.

If you would like to discuss any aspect of your Annual Budget Schedule or invoices please contact our Customer Service Centre : 0808 196 2045 Email : customer.service@property.nhs.uk
www.property.nhs.uk/contact-us

BUDGET OVERVIEW

For **XXXXXX**
For the Period From **01-APR-2023** to **31-MAR-2024**

This provides an overview of the property, occupier, annual budget and occupier charges.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Property Details:	
Property Name	XXXXXX
Property Ref	1XXXXXXXX
VAT Status of Property	Not Opted (Gross)
Total Floor Area for Property (square meterage)	XXX.XX Sq.M

Occupier Details:	
Customer Name	EXAMPLE CUSTOMER 1
Customer Ref	CXXXXXXXX
Lease Ref	XXXXXXXXX
Lease Type	Lease
Total Floor Area of your demise (as per rent)	XXX.XX Sq. M
Total Floor Area of your demise (as per rates)	XXX.XX Sq. M

Charge Details:	Total for Property	Annual Amount (Net)	Charge Frequency
Annual Rent		£10,000.00	NHSPS Quarters
Annual Rates		£500.00	NHSPS Quarters
Service Charge	£30,430.00	£15,215.00	NHSPS Quarters
Facilities Management Charges	£5,500.00	£2,750.00	NHSPS Quarters
Total Annual Amount		£28,465.00	

DETAILED RENT AND OTHER CHARGES

For **XXXXXX**

For the Period From **01-APR-2023** to **31-MAR-2024**

This provides a detailed summary of your rent and other charges.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Cost Type	Detail	Budget Year 2022/23	Budget Year 2023/24	% Change	Comments	Charge Frequency
Other	Reimbursable Management Fee	-£10.00	-£10.00	0.00%		NHSPS Quarters
	Reimbursable Management Fee	£10.00	£10.00	0.00%		NHSPS Quarters
	Reimbursable Sewerage	-£100.00	-£100.00	0.00%		NHSPS Quarters
	Reimbursable Sewerage	£100.00	£100.00	0.00%		NHSPS Quarters
	Reimbursable Water	-£100.00	-£100.00	0.00%		NHSPS Quarters
	Reimbursable Water	£100.00	£100.00	0.00%		NHSPS Quarters
Sub Total		£0.00	£0.00			
Rent	Rent	£10,000.00	£10,000.00	0.00%		NHSPS Quarters
Sub Total		£10,000.00	£10,000.00	0.00%		

Management fee comments
A 5% management fee will continue to be applied where applicable.

DETAILED SERVICE CHARGE (SC) BUDGET

For **XXXXXX**

For the Period From **01-APR-2023** to **31-MAR-2024**

Service Charges

These are estimated costs for services delivered by NHSPS to a property. The costs generally relate to maintaining and keeping the property in a good state of repair and compliant with various legislation and regulations.

Service charges relate to the common areas and shared areas of the building and services that you would expect to be provided, such as a reception area, toilets, lifts, stairwells etc. Additional sums include utilities, insurance and superior landlord service charges.

Please note that this relates to the whole property budget and you will need to refer to the Occupier Apportionment Schedule for your share of the services you receive.

10% management fee will be applied to cover the costs of NHSPS arranging and managing these services. A 5% management fee will be applied to additional sums.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Cost Type	Major Code	Minor Code	Budget Year 2022/23	Budget Year 2023/24	% Change	Comments
Hard FM	External Building Maintenance	Ext Build Main - Planned	£1,000.00	£1,000.00	0.00%	
	External Building Maintenance	Ext Build Main - Reactive	£1,000.00	£1,000.00	0.00%	Example comment
	External Building Maintenance	Gritting & Snow Clearance Reac	£1,000.00	£1,000.00	0.00%	
	Grounds and Garden Maintenance	Planned Contract Maintenance	£2,000.00	£0.00	-100.00%	
	Grounds and Garden Maintenance	Reactive Works	£1,000.00	£1,000.00	0.00%	
	Internal Building Maintenance	Internal Building Maint Plan	£2,000.00	£2,000.00	0.00%	
	Internal Building Maintenance	Internal Building Maint React	£3,000.00	£3,000.00	0.00%	
	Mechanical & Electrical Serv	M&E Services - Planned	£10,000.00	£10,000.00	0.00%	
	Mechanical & Electrical Serv	M&E Services - Reactive	£1,000.00	£1,000.00	0.00%	
Sub Total			£22,000.00	£20,000.00	-9.10%	

Cost Type	Major Code	Minor Code	Budget Year 2022/23	Budget Year 2023/24	% Change	Comments
Insurance	Insurance	Building Insurance	£100.00	£100.00	0.00%	
	Insurance	Owner's Liability Insurance	£100.00	£100.00	0.00%	
Sub Total			£200.00	£200.00	0.00%	
Management	Site Management Resources	Facility Management	£1,000.00	£1,000.00	0.00%	
	Sub Total		£1,000.00	£1,000.00	0.00%	
Security Services	Security Services	Planned Contract Security	£1,000.00	£1,000.00	0.00%	
	Security Services	Reactive Security	£100.00	£100.00	0.00%	
	Security Systems	Planned Contract Security	£100.00	£100.00	0.00%	
Sub Total			£1,200.00	£1,200.00	0.00%	
Soft FM	Feminine Hygiene	Feminine Hygiene	£100.00	£100.00	0.00%	
	Pest Control	Planned Contract Services	£100.00	£100.00	0.00%	
	Pest Control	Reactive Works	£100.00	£100.00	0.00%	
	Site Resources	H&S - Reactive Works	£100.00	£100.00	0.00%	
	Site Resources	H&S Planned Contract Mntnce	£1,000.00	£1,000.00	0.00%	
Sub Total			£1,400.00	£1,400.00	0.00%	
Utilities	Utilities	Electricity	£1,000.00	£1,000.00	0.00%	
	Utilities	Gas	£1,000.00	£1,000.00	0.00%	
	Utilities	Other	£1,000.00	£1,000.00	0.00%	
	Utilities	Sewerage	£200.00	£200.00	0.00%	
	Utilities	Water	£100.00	£0.00	-100.00%	
	Water	Water	£1,000.00	£1,000.00	0.00%	
Sub Total			£4,300.00	£4,200.00	-2.33%	
Total			£30,100.00	£28,000.00	-6.98%	

DETAILED FACILITIES MANAGEMENT (FM) BUDGET

For **XXXXXX**

For the Period From **01-APR-2023** to **31-MAR-2024**

Facilities Charges

These are costs for services delivered by NHSPS to the exclusive area that you occupy within a property. There may be costs within this section that relate to services you receive as part of your business requirement such as clinical waste management, medical gases, linen and laundry service etc.

Please note that this relates to the whole property budget and you will need to refer to the Occupier Apportionment Schedule for your share of the services you receive.

10% management fee will be applied to cover the costs of NHSPS arranging and managing these services. A 5% management fee will be applied to additional sums.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Cost Type	Major Code	Minor Code	Budget Year 2022/23	Budget Year 2023/24	% Change	Comments
Management	Site Management Resources	Facility Management	£2,000.00	£2,000.00	0.00%	Example comment
	Sub Total		£2,000.00	£2,000.00	0.00%	
Soft FM	Site Resources	H&S - Reactive Works	£1,000.00	£1,000.00	0.00%	
	Site Resources	H&S Planned Contract Mntnce	£2,000.00	£2,000.00	0.00%	
Sub Total			£3,000.00	£3,000.00	0.00%	
Total			£5,000.00	£5,000.00	0.00%	

DETAILED RATES BUDGET

For **XXXXXX**

For the Period From **01-APR-2023** to **31-MAR-2024**

Business Rates Charges

Business rates are set by the Valuation Office Agency and collected by your local authority. It is a local property tax on the occupation of commercial property, payable by private and public sector businesses alike.

In many cases NHSPS acts as ratepayer for the property, recovering its expenditure from customers. This enables customers to receive the benefit of a managed business rates consultancy service forming part of a national mandate focused on driving value through appeals, challenges and claims for relief.

Please note that this relates to the whole property budget and you will need to refer to the Occupier Apportionment Schedule for your share of the services you receive.

10% management fee will be applied to cover the costs of NHSPS arranging and managing these services. A 5% management fee will be applied to additional sums.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Cost Type	Major Code	Minor Code	Budget Year 2022/23	Budget Year 2023/24	% Change	Comments
Service Charge	Landlord Passthrough	Rates	£1,000.00	£1,000.00	0.00%	
		Sub Total	£1,000.00	£1,000.00	0.00%	
		Total	£1,000.00	£1,000.00	0.00%	

OCCUPIER SERVICE CHARGE APPORTIONMENT SCHEDULE
XXXXXX - CXXXXXX

For **XXXXXX**

For the Period From **01-APR-2023** to **31-MAR-2024**

This details how your costs are split based on your apportionment and the services provided for your occupancy. Please refer to the tenant cost/liability for your share.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Cost Type	Major Code	Minor Code	All Areas			Management Fee			Total	
			Total Budget	%	Tenant Cost / Liability	Total Budget	% of cost	Tenant Cost / Liability	Total Budget	Tenant Cost / Liability
Hard FM	External Building Maintenance	Ext Build Main - Planned	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00
	External Building Maintenance	Ext Build Main - Reactive	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00
	External Building Maintenance	Gritting & Snow Clearance Reac	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00
	Grounds and Garden Maintenance	Reactive Works	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00
	Internal Building Maintenance	Internal Building Maint Plan	£2,000.00	50.00%	£1,000.00	£200.00	10.00%	£100.00	£2,200.00	£1,100.00
	Internal Building Maintenance	Internal Building Maint React	£3,000.00	50.00%	£1,500.00	£300.00	10.00%	£150.00	£3,300.00	£1,650.00
	Mechanical & Electrical Serv	M&E Services - Planned	£10,000.00	50.00%	£5,000.00	£1,000.00	10.00%	£500.00	£11,000.00	£5,500.00
	Mechanical & Electrical Serv	M&E Services - Reactive	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00
Sub Total			£20,000.00		£10,000.00	£2,000.00		£1,000.00	£22,000.00	£11,000.00

Cost Type	Major Code	Minor Code	All Areas			Management Fee			Total	
			Total Budget	%	Tenant Cost / Liability	Total Budget	% of cost	Tenant Cost / Liability	Total Budget	Tenant Cost / Liability
Insurance	Insurance	Building Insurance	£100.00	50.00%	£50.00	£5.00	5.00%	£2.50	£105.00	£52.50
	Insurance	Owner's Liability Insurance	£100.00	50.00%	£50.00	£5.00	5.00%	£2.50	£105.00	£52.50
Sub Total			£200.00		£100.00	£10.00		£5.00	£210.00	£105.00
Management	Site Management Resources	Facility Management	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00
Sub Total			£1,000.00		£500.00	£100.00		£50.00	£1,100.00	£550.00
Security Services	Security Services	Planned Contract Security	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00
	Security Services	Reactive Security	£100.00	50.00%	£50.00	£10.00	10.00%	£5.00	£110.00	£55.00
	Security Systems	Planned Contract Security	£100.00	50.00%	£50.00	£10.00	10.00%	£5.00	£110.00	£55.00
Sub Total			£1,200.00		£600.00	£120.00		£60.00	£1,320.00	£660.00
Soft FM	Feminine Hygiene	Feminine Hygiene	£100.00	50.00%	£50.00	£10.00	10.00%	£5.00	£110.00	£55.00
	Pest Control	Planned Contract Services	£100.00	50.00%	£50.00	£10.00	10.00%	£5.00	£110.00	£55.00
	Pest Control	Reactive Works	£100.00	50.00%	£50.00	£10.00	10.00%	£5.00	£110.00	£55.00
	Site Resources	H&S - Reactive Works	£100.00	50.00%	£50.00	£10.00	10.00%	£5.00	£110.00	£55.00
	Site Resources	H&S Planned Contract Mntnce	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00
Sub Total			£1,400.00		£700.00	£140.00		£70.00	£1,540.00	£770.00
Utilities	Utilities	Electricity	£1,000.00	50.00%	£500.00	£50.00	5.00%	£25.00	£1,050.00	£525.00
	Utilities	Gas	£1,000.00	50.00%	£500.00	£50.00	5.00%	£25.00	£1,050.00	£525.00
	Utilities	Other	£1,000.00	50.00%	£500.00	£50.00	5.00%	£25.00	£1,050.00	£525.00

Cost Type	Major Code	Minor Code	All Areas			Management Fee			Total	
			Total Budget	%	Tenant Cost / Liability	Total Budget	% of cost	Tenant Cost / Liability	Total Budget	Tenant Cost / Liability
Utilities	Utilities	Sewerage	£200.00	50.00%	£100.00	£10.00	5.00%	£5.00	£210.00	£105.00
	Utilities	Water	£1,000.00	50.00%	£500.00	£50.00	5.00%	£25.00	£1,050.00	£525.00
Sub Total			£4,200.00		£2,100.00	£210.00		£105.00	£4,410.00	£2,205.00
Total Expense Recovery			£28,000.00		£14,000.00	£2,430.00		£1,215.00	£30,430.00	£15,215.00

OCCUPIER FACILITIES MANAGEMENT APPORTIONMENT SCHEDULE

XXXXXX - CXXXXXXX

For XXXXXX

For the Period From **01-APR-2023** to **31-MAR-2024**

This details how your costs are split based on your apportionment and the services provided for your occupancy. Please refer to the tenant cost/liability for your share.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Cost Type	Major Code	Minor Code	All Areas			Management Fee			Total	
			Total Budget	%	Tenant Cost / Liability	Total Budget	% of cost	Tenant Cost / Liability	Total Budget	Tenant Cost / Liability
Management	Site Management Resources	Facility Management	£2,000.00	50.00%	£1,000.00	£200.00	10.00%	£100.00	£2,200.00	£1,100.00
		Sub Total	£2,000.00		£1,000.00	£200.00		£100.00	£2,200.00	£1,100.00
Soft FM	Site Resources	H&S - Reactive Works	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00
		H&S Planned Contract Mntnce	£2,000.00	50.00%	£1,000.00	£200.00	10.00%	£100.00	£2,200.00	£1,100.00
		Sub Total	£3,000.00		£1,500.00	£300.00		£150.00	£3,300.00	£1,650.00
Total Expense Recovery			£5,000.00		£2,500.00	£500.00		£250.00	£5,500.00	£2,750.00

OCCUPIER RATES APPORTIONMENT SCHEDULE
XXXXXX - CXXXXXXX

For **XXXXXX**

For the Period From **01-APR-2023** to **31-MAR-2024**

This details how your costs are split based on your apportionment and the services provided for your occupancy. Please refer to the tenant cost/liability for your share.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Cost Type	Major Code	Minor Code	Rating Schedule A			Management Fee			Total	
			Total Budget	%	Tenant Cost / Liability	Total Budget	% of cost	Tenant Cost / Liability	Total Budget	Tenant Cost / Liability
Service Charge	Landlord Passthrough	Rates	£1,000.00	50.00%	£500.00	£50.00	5.00%	£25.00	£1,050.00	£525.00
Sub Total			£1,000.00		£500.00	£50.00		£25.00	£1,050.00	£525.00
Total Expense Recovery			£1,000.00		£500.00	£50.00		£25.00	£1,050.00	£525.00

OCCUPIER APPORTIONMENT MATRIX SERVICE CHARGE

For **XXXXXX**

For the Period From **01-APR-2023** to **31-MAR-2024**

This shows how the unit apportionment is calculated based on areas and services provided

OCCUPIER SERVICE CHARGE MATRIX

Unit/Address	Area in Sq. M.	All Areas
XXXXXXXX-EXAMPLE CUSTOMER 2	XX.XX	25.00 %
XXXXXXXX-EXAMPLE CUSTOMER 3	XX.XX	25.00 %
XXXXXXXX-EXAMPLE CUSTOMER 1	XX.XX	50.00 %
Totals	XXX.XX	100.00 %

OCCUPIER APPORTIONMENT MATRIX RATES

For **XXXXXX**

For the Period From **01-APR-2023** to **31-MAR-2024**

This shows how the unit apportionment is calculated based on areas and services provided

OCCUPIER RATES MATRIX

Unit/Address	Area in Sq. M.	Rating Schedule A
XXXXXXXX-EXAMPLE CUSTOMER 2	XX.XX	25.00 %
XXXXXXXX-EXAMPLE CUSTOMER 3	XX.XX	25.00 %
XXXXXXXX-EXAMPLE CUSTOMER 1	XX.XX	50.00 %
Totals	XXX.XX	100.00 %

OCCUPIER REIMBURSABLES SUMMARY
XXXXXX - CXXXXXXX

For **XXXXXX**

For the Period From **01-APR-2023** to **31-MAR-2024**

This provides an overview of the total amount your practice may be eligible to claim from your commissioner under each reimbursable charge type (rent, business rates, water, sewerage and clinical waste services).
 Note that management fee below may not form part of your reimbursement if you are subsidised.
 Please fill in your reimbursable claim form using the figures below and return it to your commissioner for processing, along with your Annual Budget Schedule from NHS Property Services. Filling out your reimbursable claim form should take less than ten minutes.
 Please make sure the email subject line is formatted as follows: Practice - Practice Code - Commissioner Name - Type of Claim (i.e. Premises Reimbursement).
 If you have any queries about this summary please contact our Customer Support Centre on 0808 196 2045 or customer.service@property.nhs.uk.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT.

Customer Reference	Customer Name	Lease Reference	Lease Name	GP Practice Code
CXXXXXXX	EXAMPLE CUSTOMER 1	XXXXXXXXXX	XXXXXX	GPXXXXXX

Charge Type	Major Code	Minor Code	VAT Rate	Regular Charge (Net)	Management Fee (Net)	VAT	Total
Rates	Rates Income	Rates On Account	0	£500.00	£0.00	£0.00	£500.00
Rent	Rental Income	Rent	0	£10,000.00	£0.00	£0.00	£10,000.00
Service Charges	Utilities	Sewerage	0	£100.00	£5.00	£0.00	£105.00
Service Charges	Utilities	Water	0	£500.00	£25.00	£0.00	£525.00
Total Reimbursables				£11,100.00	£30.00	£0.00	£11,130.00

24-Nov-2022

DETAILED EXPLANATORY NOTES FOR YOUR COST TYPES

For **XXXXXX**

For the Period From **01-APR-2023** to **31-MAR-2024**

Cost Types	Major Code	Minor Code	FM / SC / Both	Detailed Explanatory Notes
Equipment	Equipment	Medical Equipment	FM	A legacy service which NHSPS may have continued to provide at some sites. It will include the servicing and maintenance of specialist equipment such as dental chairs, scanners/x-ray machines etc.
	Equipment	Office Equipment	FM	Maintenance, repair and supply of items such as franking machines.
	Equipment	Other Equipment	Both	All other equipment purchased to support service delivery
Hard FM	External Building Maintenance	Ext Build Main - Planned	SC	External building maintenance includes the repair of the external walls of a building, roof structure, guttering and any other external structures at a site.
	External Building Maintenance	Ext Build Main - Reactive	SC	Emergency or additional maintenance and repair of the external walls of a building, roof structure, guttering and any other external structures at a site.
	External Building Maintenance	Gritting & Snow Clearance Plan	SC	To ensure areas of NHSPS responsibility, including entrances and foot paths from car parks to buildings, remain safe in poor winter conditions. Gritting will be planned as much as feasibly possible with the assistance of weather forecast and historic information.
	External Building Maintenance	Inspections and Consultancy	SC	Occasionally professional consultants are required to provide advice, audit or inspect the external building and its maintenance.
	Grounds and Garden Maintenanac	Planned Contract Maintenance	SC	Regular regular gardening services such as treatment of the grass, weeding, pruning/ trimming of shrubs/trees. This is a service provided to the site and therefore all occupiers will benefit from this service.
	Grounds and Garden Maintenance	Reactive Works	SC	Emergency works or additional works which may be required such as tree surgery, removal of graffiti or extra litter picking required which may be required following an incident.
	Mechanical & Electrical Serv	Inspections and Consultancy	Both	Occasionally professional consultants are required to provide advice, audit or inspect the external building and its maintenance.
	External Building Maintenance	Gritting & Snow Clearance Reac	SC	Additional gritting and snow clearance as required at the site including Grit bins and grit bin refils, a regrit where requested and snow clearance
	Mechanical & Electrical Serv	M&E Services - Reactive	Both	Emergency call outs and additional maintenance to heating, ventilation, air condition, lifts and life safety systems. These call outs are outside of the contract and are often due to unforeseen circumstances.
	Mechanical & Electrical Serv	Life Safety Inspect & Consult	Both	Occasionally professional consultants are required to provide advice, audit or inspect the external building and its maintenance.
	Mechanical & Electrical Serv	Life Safety Systems - Planned	Both	Periodic maintenance and repair of items such as fire alarm, fire protection, emergency lighting and any other such equipment that relates to life safety within a building. However, if you do not see this line in your Annual Budget Schedule these services will be included in the Mechanical and Electrical Services – Planned.
	Mechanical & Electrical Serv	Life Safety Systems - Reactive	Both	Emergency call outs or additional maintenance which are costs outside of the contract due to their unforeseen nature, repair or replacement to life safety systems. However, if you do not see this line in your Annual Budget Schedule these services will be included in the Mechanical and Electrical Services – Reactive.
	Mechanical & Electrical Serv	Lift Inspections & Consultancy	Both	Professional consultants are required to provide advice, audit or inspect the lift systems at the building.
	Mechanical & Electrical Serv	Lifts - Planned	Both	Maintenance and repair of all lifts within a building. This will include Health & Safety compliance testing that is undertaken periodically. However, if you do not see this line in your Annual Budget Schedule these services will be included in the Mechanical and Electrical Services – Planned.
	Mechanical & Electrical Serv	Lifts - Reactive	Both	Emergency call outs and additional maintenance to lifts which are outside of the contract and are often due to unforeseen circumstances. However, if you do not see this line in your Annual Budget Schedule these services will be included in the Mechanical and Electrical Services – Reactive.
	Mechanical & Electrical Serv	M&E Services - Planned	Both	Planned maintenance and repair, as well as replacement where necessary of heating, ventilating, air-conditioning, lifts and life safety systems. This will include undertaking necessary compliance and regulatory works.
Internal Building Maintenance	Inspections and Consultancy	Both	Auditing and inspecting the works that have been undertaken and assessing the condition of the building following works. Occasionally works may be require assistance of external consultants such as building surveyors, structural engineers etc.	

Cost Types	Major Code	Minor Code	FM / SC / Both	Detailed Explanatory Notes
Hard FM	Internal Building Maintenance	Internal Building Maint Plan	Both	Internal building maintenance includes repairs to walls, windows and fixtures and fittings.
	Internal Building Maintenance	Internal Building Maint React	Both	Emergency or additional maintenance and repair of the internal walls, windows or fixtures and fittings of the building
Insurance	Insurance	Building Insurance	Both	Building insurance covers damage to the building. NHSPS is a member of the NHS Resolution risk pooling scheme with NHS Resolutions, which cover for building damage. However in leasehold premises this may either be arranged directly by the superior landlord or NHSPS and the cost of which is passed through to occupiers.
	Insurance	Landlord's Contents Insurance	Both	Occupiers are responsible for insuring their own contents. NHSPS provides contents insurance for common parts and any contents under NHSPS ownership.
	Insurance	Owner's Liability Insurance	Both	NHSPS is a member of the NHS resolution risk pooling scheme with NHS Resolutions which is for third party liability. This is insurance for where the public may make claims such as slips and trips.
Management	Site Management Resources	Facility Management	Both	Costs for a dedicated Facilities Management (FM) Support team. A Facilities Co-ordinator may have one specific site or a number of sites in a local area and will provide the management of the services that are delivered to the site and the services that are delivered to you directly, within the FM charge.
	Management Fees	Management Fees	Both	A management fee will be applied at varying rates to services to cover NHSPS' costs in arranging and managing services and to utilities, insurance, pass-through rent charges billed on leasehold properties, business rates (with exception of GPs) and Superior Landlord Service Charge.
Security Services	Security Services	Planned Contract Security	Both	Provision of manned security guarding, key holding and mobile security visits.
	Security Services	Reactive Security	Both	Response to intruder alarms, call-outs, requirement for any additional security.
	Security Systems	Planned Contract Security	Both	Planned inspection, testing and maintenance to security systems at a building/site.
	Security Systems	Reactive Security	Both	Works may be required to the security systems following an emergency or an inspection, which are outside of the contract.
Service Charge	Superior Landlord Service Chg	PFI Superior Landlord Serv Chg	SC	The property you occupy may be held by NHSPS under a PFI agreement. There will be a range of services that will be delivered across the site and building by the PFI provider.
	Superior Landlord Service Chg	Superior Landlord Service Chg	SC	The property you occupy may be held by NHSPS under a lease, therefore, this will include services that are provided by the landlord, to the common areas of a building or an estate/site (which are outside of NHSPS control)
	Superior Landlord Service Chg	FL Superior Landlord Serv Chg	Both	The property you occupy may be held by NHSPS under a lease, therefore, this will include services that are provided by the landlord, to the common areas of a building or an estate/site (which are outside of NHSPS control)
	Landlord Passthrough	Rates	Both	Business rates are set by the valuation office and collected by your local authority. It is a local property tax on the occupation of commercial property, payable by private and public sector businesses.
Soft FM	Catering	Catering Equipment	Both	The maintenance or the purchase of kitchen equipment such as ovens, cookers, refrigerators or any other food preparation related equipment. This is a service delivered specifically for you and is not linked to the building.
	Cleaning	External Cleaning Reactive	SC	This may include services such as removal of graffiti and additional or emergency cleaning of external areas. However, these services may form part of Grounds and Garden Maintenance service and therefore, there may be small, or no costs allocated to this service line.
	Clinical Supplies	Medical Gases (Pipes, Bottled)	FM	Maintenance and regulatory compliance checks of medical gas equipment.
	Window Cleaning	Planned Contract Cleaning	Both	Periodic cleaning of windows throughout the year.
	Window Cleaning	Reactive Works	Both	In the event of an emergency or additional cleaning is required in addition to the regular contracts
	Feminine Hygiene	Feminine Hygiene	Both	Provision of sanitary products and planned and regular collection of sanitary bins throughout a building.
	Site Resources	Linen and Laundry	Both	The provision of a variety of linen items including disposable curtains, disposable bed linen and the paunching of such items e.g. bed linen at in-patients facilities.
	Site Management Resources	Porterage and Caretaking	Both	This service primarily relates to assisting and transporting patients and goods around a site or building.
	Site Management Resources	Reception Services	Both	Receptionists and administration staff who will manage the main reception in a property and carry out agreed relevant clerical duties.
	Site Resources	Car Park Management	SC	Service provided to ensure the correct use of car parking spaces. This will be in the form of regular inspections and issuing of penalty charge notices.

Cost Types	Major Code	Minor Code	FM / SC / Both	Detailed Explanatory Notes
Soft FM	Site Resources	H&S - Reactive Works	Both	Occasionally surveys/testing of asbestos, fire safety, water systems etc., can require works to be undertaken to remain compliant and ensure safety for all persons using the building. However, if you do not see this line in your Annual Budget Schedule these services will be included in the Mechanical and Electrical Services – Planned.
	Site Resources	H&S Planned Contract Mntnce	Both	Risk assessments, safe systems of work / method statements for testing and work to asbestos containing materials, fire safety, water safety, including legionella testing and other health and safety related works. The regularity at which these certificates/tests are undertaken will often be dictated by legislation or regulations. However, if you do not see this line in your Annual Budget Schedule these services will be included in the Mechanical and Electrical Services – Planned.
	Catering	Catering Services	Both	The staff cost of preparing and delivering meals to bedded facilities, retail catering outlets and supplying other items for the benefit of staff/ patients. This is a service delivered specifically for you and is not linked to the building.
	Catering	Food Purchases	Both	The provision of food and drink which may include catering for patient meals at bedded facilities, retail catering outlets, the supply of patient snack items and any other items for the benefit of staff/ patients.
	Cleaning	External Cleaning Planned	SC	Cleaning to the external building including clearing of pathways, litter picking, cleaning of signage, emptying and relining of external waste receptacles and cleaning of hard surfaces but excluding windows. This includes the provision of all colleagues, materials, equipment and consumables that may be required to provide this service. Please note that if you receive a Grounds and Gardens service, some of the external cleaning may be delivered as part of this service and therefore, there may be small, or no costs allocated to this external cleaning.
	Cleaning	Internal Cleaning Planned	Both	A safe, efficient and effective planned cleaning service that delivers and maintains cleanliness in line with the National Specifications for Cleanliness in the NHS guidance. This includes the provision of all cleaning service colleagues, materials, equipment and consumables that may be required to provide the service. Cleaning undertaken to common areas and shared areas will be allocated to the service charge (SC). Cleaning delivered to the area you occupy will be allocated to facilities management (FM).
	Cleaning	Internal Cleaning Reactive	Both	A reactive cleaning service to respond to situations that occur outside of the planned cleaning regimes. Each situation is responded to in accordance with its severity and likely impact on your business continuity.
	Clinical Supplies	Clinical Supplies	FM	A legacy service which NHSPS may have continued to provide at some sites and will include the supply of consumable items used by clinical practitioners such as medical gloves and couch rolls.
	Pest Control	Planned Contract Services	Both	Pest control visits will be planned throughout the year to ensure the risk of pests is kept to a minimum. This may include laying traps, treatment for pests or reviewing pigeon prevention such as netting/spikes.
	Pest Control	Reactive Works	Both	Pest control maybe required on a site where there is no historic problem and therefore no contract is in place, these costs will relate to work done on a reactive basis. Alternatively, additional or emergency pest control may be required to manage and eradicate pest problems at a site.
	Site Resources	Photocopiers	Both	Cost of leasing photocopiers, which also includes the maintenance of the machine. This cost will also include the cost of each copy/print.
	Site Resources	Postage	Both	Costs for franking of letters and packages, as well as courier services. It is possible that there are dedicated staff who carry out this service.
	Site Resources	TV & Radio Licences Fees	SC	Where there are TV or radios which are playing in reception areas or waiting areas, these will require TV and radio licences.
	Site Resources	Telephony	SC	Phone line rental costs. This may also include emergency phone lines used in areas such as lifts.
	Site Resources	Vending Machines	Both	Provision of the supply of vending machines and the consumables within the vending machines.
Site Resources	Watercoolers	Both	Provision of bottled water-coolers and piped supply water coolers. Costs for maintenance and the cleaning of the water coolers.	
Utilities	Utilities	Water	SC	Water consumption at a property/site.
	Utilities	Sewerage	Both	Costs in relation to the use of a company's sewerage system for surface water and drainage. This is often included as part of water supply bills. However, where it is separated out from the water bills, it may be shown separately in this section.
	Utilities	Electricity	Both	Electricity consumption at a property/site. There can be fluctuations in the cost of electricity at a property/site and these are mostly caused by the following: 1. Variable consumption (usage will change month-to-month, as the weather changes and how people use the site, i.e. leaving lights on, etc. 2. Corrected meter readings. 3. We procure electricity via a broker and from 1 April 2020, the supplier will be British Gas for both sites with automated (half-hourly) and non-automated meters.

Cost Types	Major Code	Minor Code	FM / SC / Both	Detailed Explanatory Notes
Utilities	Utilities	Gas	Both	Gas consumption at a property/site. There can be fluctuations in the cost of gas at a property/site and these are mostly caused by the following: 1. Variable consumption (usage will change month-to-month, as the weather changes and how people use the site, i.e. leaving heating on, etc. 2. Corrected meter readings. 3. Market fluctuation of utility prices nationally. Corona are the gas supplier. A majority of NHSPS sites require meter readings to be taken
	Utilities	Oil	Both	The property you occupy could have a generator or use oil to heat the property.
	Utilities	Other	Both	Renewable energy or alternative methods of providing energy such as bio fuels, heat networks, etc. This also includes broker fees to ensure best pricing.
Waste	Clinical Waste	Planned Contract Collections	FM	Hygienic, safe and secure disposal of clinical waste on a regular basis.
	Clinical Waste	Reactive Collections	FM	There may be instances where additional unplanned clinical waste collections are required.
	Waste	Domestic Waste - Planned	Both	Regular collection of general waste. This may also include regular recycling collections and confidential waste management. Confidential waste may be disposed of through shredding on site or off site.
	Waste	Domestic Waste - Reactive	Both	Emergency or ad-hoc collections of general waste, confidential waste and/or recycling, which is outside the contracted service.