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Gateway Reference: 18219; ROCR approval applied for

October 29, 2012

Dear Colleagues,

NHS Property Services - Estates Operating Information

Over the last couple of months there have been various Department of Health led data collection exercises relating to property and estates. The high level financial information has been used by the NH Commissioning Board and NHS Property Services (NHS PS) for planning purposes, whilst some of the more detailed property type information is being used in the various due diligence processes, transfer processes and continuity planning.

At the National Cluster DOF meeting at the end of September 2012, we shared with you some of the output from those collections, but also indicated that further operating information would be needed, in order for NHS PS to build a finance ledger and to maintain continuity of estates services from April 2013.

This requires an exchange of operational estates information between PCT/SHA finance teams and NHS PS. NHS PS, in conjunction with PwC, worked with a couple of PCT pilot sites to gather the necessary information to ascertain the time required to collate it and identify any issues likely to be faced. The learning and issues from those pilot sites are attached as Annex A.

Through the pilot work and meeting a number of your finance staff at recently held NHS PS workshops, we have refined the arrangements for the information exchange to address a number of concerns and issues raised. Annex B summarises the process by which the information should be provided. The templates are attached separately to the email for ease.

The first key step is the identification of a named contact (an Information Exchange Coordinator, IEC) in each PCT/SHA finance department, who will collate and upload the information to our secure Citrix 'ShareFile' server. For that contact please provide:

- **Name**
- **Email address**
- **Telephone number**
- **PCT/SHA name for which data is being submitted** (this can be more than one organisation where clustering has taken place, however, a separate login will be provided for each organisation where information is being submitted)

Please email these **contacts details** to finance@property.nhs.uk by **Thursday 8 November 2012**, so that we can set up the appropriate login details for your allocated Information Exchange Co-ordinator and liaise with them.

NHS PS is likely to need to maintain a dialogue with the Information Exchange Co-ordinators, post submission, in case there are any further queries or to help provide a conduit for knowledge exchange in the run up to 1 April, 2013. It would be helpful if the IEC is someone from finance who is likely to transfer to NHS PS, although it is appreciated that this won't be the case in all PCTs/SHAs.

The collation of information will take on average a composite 5 days to complete, this is likely to be spread out over a number of staff, dependent upon specialty areas (including estates teams) and if a shared financial service is used. For those organisations that currently use SBS, SBS have agreed that they can extract some of the required information, provided that they receive:

- Written confirmation from the DOF, agreeing to the information extraction
- A list of the relevant cost centre codes that pertain to Estates income and expenditure
- Confirmation of whether the information is to be provided back to the organisation or submitted directly to NHS PS

A blank notification for SBS is attached should you wish to complete this.

In order for us to undertake the necessary work to "operationalise" NHS PS' ledger with all of your estates suppliers, customers, requisition points, users etc. and to build budget reports for the 3,500 properties transferring to the company, we require the **information exchange to be complete by Friday 30 November 2012**, at the latest. The information exchange upload process has been designed in a way that allows you to submit individual sections of the information at any time prior to the deadline.

We appreciate this is an immensely busy time for all of your staff and having to undertake this information exchange is a further call on your limited resources. For those organisations that need some assistance with the co-ordination and collation of the information required, the team from PwC that undertook the information exchange on the pilot sites are available to provide on-site assistance. If you need on-site help please contact **Jane Hanvey** on **07753 464838** or jane.hanvey@property.nhs.uk and she will co-ordinate the support that you need.

If you have any queries relating to this letter, please don't hesitate to contact Jane.

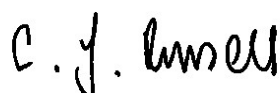
For general queries regarding the information exchange or the upload process please contact us on finance@property.nhs.uk. Any actual information uploads should be via your individual, secure 'ShareFile' account.

Yours faithfully



Ben Masterson

Acting Head - Capital & Revenue Investment Branches
Acting Deputy Director - Procurement, Investment & Commercial Division
Department of Health



Caroline Russell

Director of Finance & Planning
NHS Property Services

ANNEX A

Learning and Issues from Pilot Sites

Understanding the questions

- The pilot sites found it helpful to have an initial meeting with relevant finance and estates staff to discuss the information requirements.
- These initial face-to-face discussions helped to identify where there were likely to be issues in obtaining the information, or to identify where the information didn't exist either in the finance or estates departments.
- Establishing personal contact also helped in getting responses; this was particularly helpful where some of the information needed to be obtained by staff working outside the PCT in shared service functions.

Providing sections of data from the PCT/SHA database

- Where only a section of data is needed (e.g. Suppliers that relate to Estates functions only), it was found that reports could be run in the General Ledger or Business Intelligence interfaces based on estates related Cost Centres, which would identify supplier ID Codes. These supplier ID Codes could then be run in the Accounts Payable system to get the detail required.

Supplier/Customer details

- A number of fields were not easily obtained from the current systems (e.g. email addresses); or were not applicable (e.g. CIS registration). This was not consistent across each pilot site. Where it is not possible to get a full set of information NHS PS will write to those suppliers to obtain the information, where there are gaps.

Requisitioning points

- For those PCTs who do not currently have any in-house Hard or Soft FM services, this is likely to be not applicable, as the queries in this section relate to the delivery points needed for NHS Logistics. Arrangements in respect to NHS PS office consumables will be looked at separately.

Budget Statements

- The pilot sites were required to match the list of budget statements being provided to the 14 September, 2012 list of properties transferring to NHS PS. This highlighted some anomalies due to:
 - a. Names on the property transfer list being different to that on the ledger
 - b. Some property costs being held currently by local community providers, who have decided not to have the properties transferred to them. Community trusts can continue to pay utilities etc., directly themselves if they wish to do so, however the head lease or depreciation costs of those properties will need to be put on the NHS PS ledger
 - c. Some owned properties or land only assets didn't have their own cost centres as the only costs were in relation to capital charges and held centrally by the PCT

d. Property held for sale, didn't in all instances have their own cost centres

PCTs/SHAs are asked to identify those properties that do not have a direct match by way of providing narrative and ODS codes to link the different names or brief explanation of why no cost centres exist for a particular property/site and which cost centre the relevant costs sit on.

Resourcing

- Where information is available, extraction is quick (c.30 mins/report) but availability of key personnel is a key constraint. Appointing an Information Exchange Coordinator with clear responsibility for each PCT/SHA is crucial.
- Reduced staffing levels can equate to 'lost knowledge'.

Collation of data at a point in time

- The number of properties transferring to NHS PS since the 14 September submission of property transfers destinations has changed. PCTs/SHAs are asked to submit data related to properties as best known at the point of submission.
- This submission is intended to capture current suppliers. Additional new ones can be added at the point the system goes live.
- This submission is intended to capture current customers. If the PCT is actively in the process of securing charging arrangements with more tenants, where known now, these can be added to the list or added at the point the system goes live.

Data Refresh

- Certain questions will need to be revisited in April 2013, specifically balance sheet items or income recharge models that have changed since submission.

Surplus Property/Assets Held for Sale

- Please include Surplus Properties or Assets held for Sale when completing the templates.

Secure Data Transfer

- NHS PS has now set up a secure data transfer process.
- The process to ensure safe return of data will be by way of Citrix ShareFile. Files are scanned for viruses and transferred to and from our ShareFile server using 256 bit SSL encryption. This is the same technology used by e-commerce services and online banking. Files are stored with 128-bit RC4 encryption.
- Each organisation's Information Exchange Coordinator will have their own login details to upload data for their specific PCT/SHA.

ANNEX B

NHS Property Services: Operational Information Exchange Process

Section 1: Introduction & Context

NHS Property Services (NHS PS) will take over the management of over 3,500 NHS properties across 151 Primary Care Trusts (PCTs) and 10 Strategic Health Authorities (SHAs) from 1 April, 2013. While the company will inherit Estates staff, the number and mix of Finance staff that will transfer across to NHS PS is unclear at the present time.

In order to enable NHS PS to effectively manage the Estate (paying supplier invoices, re-charging tenants etc), it is rolling out an operational information exchange exercise to collect relevant information. This Process Guide provides guidance to individual PCTs and SHAs on completion of the information exchange templates for their property portfolio.

Section 2: Process Guide for PCTs/SHAs

The steps for data collection are set out below:

1. Director of Finance to nominate Information Exchange Coordinator (IEC)

NHS PS will request the Director of Finance (DOF) at each PCT/SHA, to nominate an 'Information Exchange Coordinator' (IEC) who will have overall responsibility for the information exchange exercise at the PCT/SHA.

DOF to nominate IEC and provide their name and contact details to NHS PS at finance@property.nhs.uk by **Thursday 8 November 2012**. Details to be provided:

- **Name**
- **Email address**
- **Telephone number**
- **PCT/SHA name for which data is being submitted** (this can be more than one organisation where clustering has taken place, however, a separate login will be provided for each organisation where data is being submitted)

2. IEC to receive Information Pack & details of Upload Process

The IEC will receive an email which will contain:

- a) Cover letter
- b) Process Guide
- c) Data Templates in Excel 2003 & Word 2003 formats

The IEC will be allocated individual login details to the NHS PS Citrix ShareFile server. This is a secure process to ensure the safe return of data. Files are scanned for viruses and transferred to and from our ShareFile server using 256 bit SSL encryption. This is the same technology used by e-commerce services and online banking. Files are stored with 128-bit RC4 encryption.

Where required, support will be available to the IECs to help understand the data requirements and where needed suggestions on download processes.

3. IEC reviews requirements and delegates tasks

IECs should review and delegate the requirements after receiving the information pack and set an internal timetable to ensure receipt of all the individual items prior to the last submission date of 30 November, 2012.

The data request is split into 7 sections:

1. Supplier Information
2. Customer Information
3. Requisition points/Delivery Addresses
4. Budget Information
5. System Users
6. Balance Sheet Information
7. Miscellaneous

Quantitative data fields, such as the Supplier/Customer/Requisition information, may be completed through reports from the PCT/SHAs' finance system, accessed by staff with relevant authorisation. More qualitative data, required under Sections 4 to 7, may require coordination with various PCT/SHA finance and estates staff.

4. Support with queries

NHS PS will provide support via e-mail at finance@property.nhs.uk to help IECs with any queries. Where multiple PCTs face a similar problem, potential solutions on how this may be addressed will be shared with all IECs. On-site support may also be provided if requested by individual PCTs/SHAs. However, please note that such resources will not have access and/or prior knowledge of the PCT/SHAs' finance systems so they will need to work closely with the IEC or other PCT staff. If a PCT/SHA believes it requires on-site support they should contact Jane Hanvey, jane.hanvey@property.nhs.uk as soon as possible.

5. Completion of templates

IECs to collect the required information and transfer it to the templates issued as part of the Information Pack and upload each section to the secure NHS PS ShareFile server.

If the IEC has any issues in completing the templates, they should contact NHS PS immediately at finance@property.nhs.uk

The information exchange exercise is estimated to require circa, 5 composite days of effort by each PCT/SHA. This time estimate refers to input from the IEC and other PCT/SHA finance and estates staff/shared services staff as required.

IECs will be able to upload data by sections allowing them to upload information as each section is completed rather than having to upload all information in one go. **The final date for uploads is Friday 30 November, 2012**, although data can be uploaded at any time once the IEC has their login details. The Sections are numbered 1 to 7, and do not have to be uploaded in numerical order.

6. Reporting on progress update

When the IEC uploads data to the ShareFile server, a confirmation email is automatically generated and sent to both NHS PS and the IEC confirming the data that has been uploaded.

NHS PS will check off information when received and make the necessary reviews. Where there are any queries or information gaps within a section, NHS PS will contact the IEC and discuss the issues.

7. Recording data gaps

IECs to distinguish between information that cannot be exchanged prior to the 30 November, 2012 submission cut-off date and information which does not exist. In the case of the former, the IEC should report this to NHS PS in the relevant section of the Word template and estimate when the information will be available and from whom. For the latter, the IEC is to record the reason why this information can't be provided and what remedial action is required to obtain it or why it is non-applicable.

8. Final submission & clarifications

The **final date for uploading information is the 30 November 2012**. NHS PS will need to be able to keep in close contact with the IEC beyond this point should there be any further questions or clarification needed. If the IEC is not a member of staff likely to transfer to NHS PS, arrangements will need to be made with the PCT as to who is best placed at the PCT to be a link member of staff if the IEC becomes unavailable post data collection.