

A low-angle photograph of a modern building with a large glass facade. The glass reflects the sky and clouds. The building has a white frame and a flat roof. The sky is blue with scattered white clouds.

NHS Staff PBSA Accommodation Requirements & Partnership Basis

March 2020

Agenda

- PBSA Requirement overview
- PBSA sector working model
- PBSA – NHS Criteria
- PBSA – service standards
- Studio apartment – criteria
- Shared apartments – draft criteria
- PBSA weekly rents & process
- Advice on Social Distancing
- PBSA Sector Plan – for discussion

PBSA Requirement overview

1. A briefing letter was sent to all senior leaders within the NHS on 17th March, setting out the actions that are being taken to support the next steps on the NHS response to Covid-19, including a focus on:
 - Supporting NHS staff and maximising staff availability
 - For those staff affected by PHE's 14-day household isolation policy, staff should – on an entirely voluntary basis – be offered the alternative option of staying in NHS-reimbursed accommodation while they continue to work.
2. Various sources of accommodation are now being actively progressed for the differing staff requirements, including hotels, apartments & Purpose Built Student Accommodation (PBSA).
3. NHS Property Services (NHSPS), with the support of NHS England and NHS Improvement (NHSE/I), are seeking to establish a centrally led process for NHS staff to be able to secure the best available PBSA sector accommodation within their immediate area. This will add to (i.e. not block in any way) a number of positive bilateral initiatives which may already have been transacted at local Trust/University/PBSA operator level.
4. Accommodation should be of consistent quality and will be accessed via a single online booking portal via Airbnb, to provide an easy and hassle-free booking process for staff plus NHS financial accountability and paid for out of a central NHSE budget.
5. Expectation is that the following staff groups will be provided with housing support;
 - NHS staff who need accommodation
 - NHS staff who's family members are self-isolating and staff are not able to return home
 - NHS staff who require emergency accommodation due to urgent response or mitigating factors
 - Clinical Commissioning Groups can also provide accommodation to locum GPs/GPs and Community Interest Company staff who are contracted to provide clinical services on a request and exception basis
6. NHS has agreed with the British Property Federation (BPF) student group that a unified sector approach should be adopted, led and coordinated centrally by NHSPS with the aims of: immediately accessing an increased supply of good quality accommodation for key workers; reducing the need for multiple bi-lateral agreements; and achieving consistency and value for money in terms of service levels, quality and rents to be paid.

PBSA sector working model

1. **NHS Project Team:** Liaising with Ian Burden of NHSE/I, NHS Property Services has worked with its own focused PBSA project team (with senior support), led by Adrian Powell and supported by Tim Mitchell. CBRE are providing real estate support to this unit, as required.
 - The project team is tasked to work with leading PBSA operators to secure a pipeline of accommodation is offered up in early April to match current demand and future take up.
 - The NHS wants to ensure accommodation meets the criteria agreed and that service delivery by the selected operators is of a consistent standard (safety first, otherwise being realistic as regards operations team staffing challenges on the ground).
 - The project team will work with and provide NHS guidance to operators to ensure necessary measures for their building operations teams are in place, to safeguard service provision and ensure the risk of infection is minimized.
2. **Building Criteria:** The project team working with the BPF student sub-committee is setting out clear and unambiguous qualifying criteria for a) PBSA / keyworker building optimum locations b) apartment quality and c) minimum service levels to be provided by building operators.
 - See criteria and service levels on the following pages
 - Note the NHS wants to prioritize the provision of single occupancy, self-catering studio apartments, although we are also suggesting a possible solution for shared apartments (typically 4 – 7 bedrooms).
3. **Building Identification:** Sector leaders and universities accommodation directors to work closely together in each city:
 - Project team to ask sector players to identify and effectively “self-commandeer” optimum buildings from the university and private PBSA estates.
 - The NHS project team will support sector efforts and their combined city operations teams on securing the best available accommodation for our staff in need, matching the published criteria.
 - Where required by the scale of demand, operator teams on the ground in each city to manage the whole building & block vacant possession requirement (e.g. by taking back tenancies or by offering suitable alternative accommodation), before accommodation blocks are offered up to NHS keyworkers.
 - Operators to be responsible for obtaining any necessary consents from investors/banks; and planning dispensations as regards student only use restrictions (with NHSPS project team support – NHSPS Town Planning Team inform Local Planning Authorities).
4. **Online Lettings Portal:** All tenancies and payments to be managed by Airbnb through a dedicated “NHS UK” lettings and payments portal on its UK website:
 - Airbnb will report directly to the NHSPS project team (and operators) and deal with all tenancy/licence agreement administration and financial reporting.
 - It is anticipated this arrangement will be up and running w/c 30 March 2020.
 - Airbnb is responsible for fielding all key worker enquiries through its 24/7 website service, issuing individual tenancy/licence agreements (or a process liaising with operators) and accounting for and cost code tracking all payments (to be made direct by the NHS, not the keyworkers).
 - Accommodation on portal to be easily navigable by city and/or hospital (not operator brand).
 - NHS keyworkers to book using a unique NHS code and to present NHS credentials at check in to building.

PBSA – NHS Criteria

1. **Target Cities:** target list to be updated w/c 30 March 2020 – but particular focus on:

Surge Locations (subject to confirmation)	Other PBSA Support Cities	
<ul style="list-style-type: none"> • London East – focus on Nightingale field hospital (but also anywhere in central London) • Plus any additionally announced surge locations 	<ul style="list-style-type: none"> • Liverpool • Sheffield • Leeds • Manchester • Nottingham (& Derby) • Leicester • Coventry/Warwick • Newcastle • Southampton • Portsmouth 	<ul style="list-style-type: none"> • Wolverhampton • Birmingham • Newcastle • Plymouth • Bath • Oxford • Brighton • Reading • Lancaster • Bristol
Note PBSA sector will separately support any NHS Wales and NHS Scotland surge locations	Note PBSA sector will separately aim to support NHS Wales and NHS Scotland to include: Cardiff, Swansea, Edinburgh, Glasgow, Aberdeen	

2. **Whole blocks:** Only whole buildings dedicated to NHS keyworker occupation; or whole blocks within larger developments with a separate core/lift/stairs (either accessible directly from the main reception area or from courtyard space). Operators and NHS staff to adhere to the Covid-19 guidance as regards distancing (see summary below). Operators and universities seeking to facilitate this may wish to move remaining students in blocks to other accommodation in their estate; or collaborate with the other sector operators in their city for spare (non-NHS rooms).

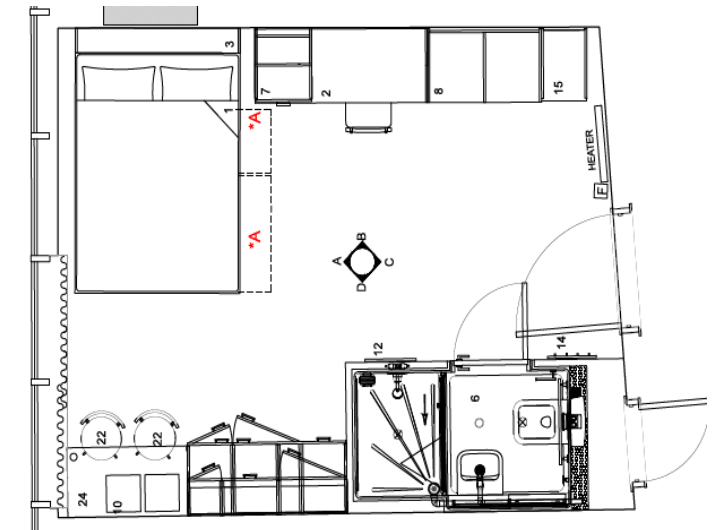
3. **Studios:** self-catering studios are the preferred option (within 2. above).
4. **Shared apartments:** Forming the bulk of the UK PBSA estates on and off campus. To be offered on the following basis:
 - a. Only one keyworker per apartment initially and until advised differently by NHS England
 - b. Subject to demand pressure and expediency, NHS may later increase criteria to a maximum of two key sharing a 3+ bedroom apartment (with the other bedrooms locked off), with separation between bedroom doors along the apartment corridor. In this event, they will share the common kitchen but receive instructions to observe the self-distancing advice, for example cooking at different times and eating in their rooms.
 - c. Subject to confidence in testing of keyworkers who have recovered from the virus, NHS may permit apartments to be let further, providing all residents fall into the safe/recovered category.
5. **On-Campus apartments:** The above criteria are also applicable to the release of on-campus university controlled or owned stock for keyworker use.
6. **Standard:** The accommodation should be good quality as summarized on the following pages.
7. **Operations services:** service levels are not expected to be managed as normal term-time (given staffing challenges in the next few weeks), but the sector group is committing to providing safe buildings with adequate staffing cover to deliver basic service levels. The intent is operator teams working on site and supporting the NHS will shortly be reclassified as essential workers and recognized as such. Operators may wish to go “above & beyond” the basic level of service by using volunteers or donations to give NHS keyworkers the best possible experience in the circumstances (see suggestions below)
9. **Linen service:** linen packs (sheet, duvet & cover, pillow & cover) is to be provided to reception ready for pick up on arrival. Keyworkers will make up own beds and return linen to reception on a weekly basis to reception for replacement. Where an operator is unable to provide a linen service, the Trust may be able to provide.
10. **Fire safety:** buildings must conform to latest standards with L1 fire systems, up to date testing and must carry absolutely no residual risk from combustible cladding or other (post-Grenfell) advice.
11. **Press/Media:** No operator press activity or responses to enquiries – all press enquiries to be immediately referred to [@NHS]

PBSA – service standards

The Building	Base Services, Safety & Security	“Above & beyond” service examples
<ul style="list-style-type: none"> PBSA buildings located ideally City Centre & within 1 mile / 30 min walk; or 30 minute tube, bus or cycle of major hospitals or field hospitals Modern buildings completed or comprehensively refurbished from 2010; accommodation presented clean and not subject to material wear & tear or damaged Welcoming reception area Modern key or fob lock system to all main entrances, apartment and bedrooms L1 fire systems; <u>no</u> residual flammable cladding or other post Grenfell fire safety issues unresolved 100% compliance of safety systems, annual inspections & insurances Building entrance, common parts & external CCTV Operator/university 24/7 helpdesk and out of hours support Bin stores close to block entrance (residents to bring own refuse and recycling to bin stores) On site laundry On-site common rooms etc closed off / out of bounds 	<ul style="list-style-type: none"> All residents met on check in, given a fire safety induction (including written summary), WiFi access; and shown to their apartment; Management office manned and/or with out of hours security cover - 24/7 Cleaning of all common parts in use by NHS keyworkers between front entrance to block and apartment front door Linen packs held in reception and handed over on check-in (sheets, duvet & cover, pillow & cover); weekly linen service swap at reception – included in room rate @ £10/week Operator turnaround deep cleaning of apartments prior to new resident arrivals (72 hours) Toilet paper provided in apartment & reception Bin liners in apartments on arrival & reception Keyworkers responsible for keeping their own room and apartment common area clean and tidy using material provided Resident WiFi included with room from arrival Process for reported defects and fault rectification in line with industry best practice Room rate inclusive of all services & utilities costs Basic cleaning materials including detergent, cloths 	<ul style="list-style-type: none"> Not expected - subject to Operator staff availability and possible public volunteering in cities: Parcel deliveries & handling Food deliveries held in dedicated management area or taken to apartment by volunteers Residents to provide own towels, and wash kits but operator to hold stocks on site ready to hand out for free Refuse picked up from apartment and taken to bin area Food provisions packs provided to residents on arrival Laundry service Fresh flowers in reception TV in bedroom Tea & coffee making facilities in bedroom Deep clean of any apartments vacated by isolated residents to be local NHS Trust responsibility; or room left unoccupied post resident departure. NHSPS FM Team can support in an advisory capacity. Covid-19 advisory signage to be provided in reception areas

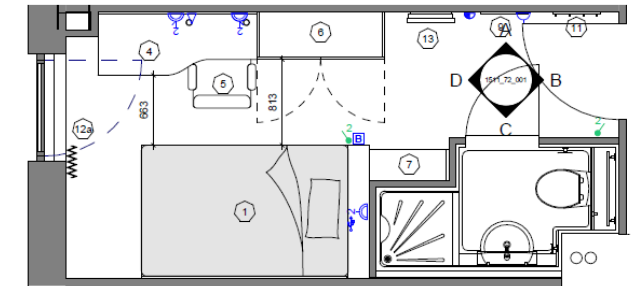
Studio apartment – criteria

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| <ul style="list-style-type: none"> Minimum 18-20 sq m (incl ensuite); presented in clean & tidy state of repair & condition | <ul style="list-style-type: none"> Blackout blinds or curtains |
| <ul style="list-style-type: none"> Comfortable bed and unmarked mattress | <ul style="list-style-type: none"> Ensuite shower/WC with towel rail, shaving socket, fan extract |
| <ul style="list-style-type: none"> Desk & chair with sockets (and ideally USB) over | <ul style="list-style-type: none"> Small kitchen: range of kitchen units |
| <ul style="list-style-type: none"> Wardrobe & drawer storage; room for suitcase storage under bed or over wardrobe; range of shelves | <ul style="list-style-type: none"> Fridge, microwave, toaster, kettle, hob and oven |
| <ul style="list-style-type: none"> Clean carpet tile or laminate floors | <ul style="list-style-type: none"> Refuse bins incl recycling provision; cleaning equipment, Hoover, dustpan & brush |
| <ul style="list-style-type: none"> Resident controlled heating | <ul style="list-style-type: none"> Ideally TVs provided by operator |
| <ul style="list-style-type: none"> Opening window with restrictor | |



Shared apartments – draft criteria

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| <ul style="list-style-type: none"> Minimum 12-14 sq m bedrooms (incl ensuite; presented in clean & tidy state of repair & condition) | <ul style="list-style-type: none"> Blackout blinds or curtains |
| <ul style="list-style-type: none"> Comfortable bed and unmarked mattress | <ul style="list-style-type: none"> Ensuite shower/WC with towel rail, shaving socket, fan extract |
| <ul style="list-style-type: none"> Desk & chair with sockets (and ideally USB) over | <ul style="list-style-type: none"> kitchen & living room: range of kitchen units, tables and sofas |
| <ul style="list-style-type: none"> Wardrobe & drawer storage; room for suitcase storage under bed or over wardrobe; range of shelves | <ul style="list-style-type: none"> Fridge(s), microwave, toaster, kettle, hob and oven |
| <ul style="list-style-type: none"> Clean carpet tile or laminate floors | <ul style="list-style-type: none"> Refuse bins incl recycling provision; cleaning equipment, Hoover, dustpan & brush |
| <ul style="list-style-type: none"> Resident controlled heating | <ul style="list-style-type: none"> Residents to keep kitchens and apartment common areas in a clean and tidy condition using material provided |
| <ul style="list-style-type: none"> Opening window with restrictor | <ul style="list-style-type: none"> Ideally TVs provided to bedrooms |



SB_1 - Plan View

Please note that pod setting out can vary slightly. Refer to GA plans for pod setting out reference (shape). To be used in conjunction with 1511_22_016

PBSA weekly rents & process

City	Type	Rent / Week*
Central London	Studio apartments	£175 (£25/bed night)
	Ensuite bedroom in apartment	£120 (£17.15/bed night)
Major Provincial City	Studio apartments	£125 (£17.85/bed night)
	Ensuite bedroom in apartment	£80 (£11.43/bed night)

Notes:

1. Will be appreciated if sector can provide accommodation for free
2. On-campus, university-owned stock should be free to NHS staff but managed through airbnb who are charging no fees
3. The charge rates apply to only off-campus Purpose Built Student Accommodation (PBSA) stock
4. Fixed pricing model – all on basis of self catering
5. Include any accommodation available during period April to August
6. Accommodation as defined in the building and apartment criteria
7. Onsite operations team support & services in accordance with base criteria
8. Where no operator-provided linen, the room rates will be reduced by £10 per week
9. Minimum licence term of one week; thereafter terminable on one weeks Notice

All lettings will be managed via the dedicated service provided (pro bono) by airbnb. Operators will liaise directly with the airbnb NHS team. Room charges will be [accounted for by building & Operator on a monthly basis in arrears and paid by the NHS (central budget) directly to Operators via airbnb to operators]

Team Leader: theo.lomas@airbnb.com

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Booking Process

NHS staff who require accommodation will;

Confirm with their line manager that accommodation is required; the line manager should then inform the relevant finance team that bookings are being made so that this can be tracked by finance teams.

NHS Trust will book keyworker accommodation via dedicated portal on website; or keyworker may be given access by manager via email to book direct.

The following detail will be tracked:

- Guest name
- Telephone number
- Email address for confirmation
- Organisation name
- Organisation cost code
- Department
- Job title

Advice on Social Distancing

1. PBSA accommodation will be available to a range of health bodies and therefore members of staff of a number of organisations will be sharing common areas within the PBSA buildings (e.g. main receptions, entrances & lift cores, corridors)
2. This may obviously increase the risk of passing the virus between healthcare colleagues working in different environments and also the building Operator management teams.
3. It will be the Operators responsibility to brief their own teams on Covi-19 measures, but the NHS will provide all reasonable support in supporting any training required and the provision of materials. The local NHS Trust will be responsible for deep cleaning of apartments where a Covid-19 infected keyworker has resided. NHSPS FM team can provide support in an advisory capacity.
4. We are therefore requesting that where possible, keyworkers & operator staff:
 - Minimise time in communal areas of the PBSA buildings including receptions and corridors to reduce risk of infection to colleagues and on-site management teams
 - Where possible, to limit to 1 or 2 people at a time in lifts, or to use the stairs if appropriate
 - Where there is use of a shared kitchen with an apartment, to cook separately and at different times wherever possible
 - Eat in own room.
 - We will be working with the PBSA operators and providing guidance, so they are aware of this and are working to support you to the best of their ability in the circumstances. Apart from receptions, walking routes to the separate lift cores or blocks will be clearly signed.
 - We will update this guidance pack and systems in due course, including a web portal to make online bookings