

Guidance for implementing the bonus payment for NHS commissioned health care services

PLEASE NOTE: this guidance is not intended to refer to Primary Care commissioned service in any way; more information on eligibility for Primary Care commissioned services and how the payment will be made can be found at <https://gov.wales/nhs-and-social-care-financial-recognition-scheme-guidance-primary-care-workers> If you have any concerns or further queries regarding Primary Care, please email HSS-PrimaryCareMailbox@gov.wales

NHS Wales organisations are asked to share this guidance immediately with providers for NHS commissioned health care services in Wales which they commission services from.

This guidance applies to all sectors that NHS Wales organisations commission NHS health care services from, including the voluntary, third and private sector. This could also include commissioning for individual care packages for their eligible staff i.e. Marie Curie.

Please note however this guidance is only for NHS commissioned health and care services provided in Wales and not for English based providers delivering the service into Wales or for patients from Wales into England.

Overview

On 17 March the Minister for Health and Social Services announced a one-off payment for NHS and social care staff of £735 per person. This amount covers the basic rate of tax and national insurance contributions and after deductions most people will receive £500.

For further details on the payment please visit the Pay Circular Bonus Payment (W) 01/2021 which can be found at:

<http://www.wales.nhs.uk/nhswalesaboutus/workingfornhswales/payconditions/payandconditionsresources>

In order for their eligible staff to receive the bonus payment NHS commissioned health care service providers are required to provide details of staff they deem eligible for the payment as set-out in the eligibility criteria below, along with their NI number, to the NHS organisation which commissions the service.

Process overview

- NHS Wales organisations are to identify eligible providers from which they commission NHS health care services and issue this guidance and claim form.
- Providers are to identify eligible staff, as outlined in the eligibility set out below, and are to return the claim form (attached in Annex A) to the NHS Wales organisation which will include details on the total number of claims along with individual name, job title and national insurance (NI) number for each eligible member of staff by 30 June.
- When returning the claim form to the NHS Wales organisation providers must confirm that they have taken appropriate action to ensure no duplicate

payments will be made to any individuals, e.g. if an individual is already eligible to receive the payment through another employer.

- Once the form is returned, NHS Wales organisations are to make an assessment to validate the information provided within the claim form, then inform the provider by 31 July of the amount of bonus payments that can be paid. Welsh Government will then reimburse NHS Wales organisations for the amount of bonus payments they have authorised to be paid.
- The commissioned service providers are then to pay staff in August 2021 and are to ask the NHS organisation to reimburse them the cost of the total payments made providing details of the payments made. This includes the employer NI contribute rates of up to 13.8% and up to 6% employer pension contribution rates if the bonus payment has to be deemed pensionable by the scheme.
- NHS Wales organisations will then inform Welsh Government of the amount paid to providers for the bonus payment costs.

Please note the deadline for providers submitting the claim form is 30 June 2021.

NHS Organisation's should then inform Welsh Government by 31st July 2021 of the costs of the bonus payments. Welsh Government will provide NHS organisations with the necessary funding to allow them to reimburse service providers.

Eligibility criteria

To be eligible, staff must have at least one month's continuous service with the provider between 17 March 2020 and 28 February 2021

The payment is for staff who are working in a role which is directly involved in the delivery of care or support for the NHS commissioned health care service.

This may include (but is not exclusive to):

- The person providing the direct care or support.
- The receptionists who have assisted the patient.
- The cleaners who have ensured the environment is clean for the patient.
- Staff who would have met the eligibility criteria as outlined above should they be absent for the whole of the relevant time period due to long term illness, maternity leave, shielding or other reasons remain eligible for payments, and the claims for these staff should be processed as described in this guidance.

Roles that are excluded from the payment:

- The payment is for frontline staff of NHS commissioned health care service providers. We appreciate business support, HR services, payroll, IT and senior management all support delivery of services, however the scheme cannot extend this far.
- Supernumery clinical students on unpaid placements
- People on career breaks

- Agency workers
- Employees dismissed for gross misconduct

Role of the NHS Wales organisation:

- To contact NHS commissioned health care service providers by 31 May requesting:
 - To complete Annex A which will require them to compile a list of eligible staff (including names and NI numbers and job titles).
- Whilst acknowledging it is difficult to gather conclusive evidence to validate the claim forms, NHS Wales organisations and the Welsh Government must make all reasonable efforts to protect public money and take all reasonable steps to ensure funding is only provided to make payments to eligible staff.
- NHS Wales organisations should use their knowledge of NHS commissioned health care services to assess whether the numbers of payments claimed for are reasonable for the size and type of services provided by each commissioned provider.
- NHS Wales organisations should confirm to the Commissioned health care services that they can make the payments by 31 July.
- Agree with such commissioned services how they will hold and manage personal data in accordance with UK GDPR regulations and protocols.
- NHS Wales organisations should maintain a record of claims to minimise the risk of duplication of payments.
- Provide Data Cymru, and if requested NHS Wales Shared Services Partnership (NWSSP), with a list of NI numbers to enable them to check for duplicate payments.
- If more than one NHS organisation commissions from the same provider, one NHS organisation may take the lead and make all payments to the provider to prevent the provider from having to deal with multiple NHS organisations, but such arrangements must be clearly communicated to all parties involved.

Role of commissioned service providers:

- To complete Annex A by 30 June which will require the commissioned service provider to compile a list of eligible staff, as outlined in the eligibility criteria set out above, and submit to the NHS Wales organisation which commissions the service. This will require the name, job role and NI number of the eligible staff.
- To ensure that there are no duplicate payments. The commissioned service provider must ensure that their eligible staff are not already eligible to receive a payment through NHS payroll in May or are applying through the social care or primary care schemes; individuals are only eligible to receive one payment regardless of whether or not they work in more than one sector.
- To make the payment to staff in August 2021 should the NHS Organisation the service has been commissioned from has authorised this.
- To provide final details of payments made including the level of NI and pension employer contributions rates for each payment made in August to NHS organisation.
- There is an expectation for commissioned service providers to offer the payment in 5 instalments in line with the offer made to NHS payroll staff.

Further details can be found in the NHS Covid-19 Bonus Payment FAQs:
https://www.nhsconfed.org/-/media/Confederation/Files/Wales-Confed/Wales-Employers/Bonus-payment-QA_Lines-v3.pdf?la=en&hash=66BE4D369857225E66F56027DB48BE5AE2AA3D72

- Inform their eligible staff in line with GDPR requirement that NI numbers and data will be shared with Data Cymru and if requested NHS Wales Shared Services Partnership who are checking for duplicate payments.
- Agree with such commissioned services how they will hold and manage personal data in accordance with UK GDPR regulations and protocols.
- Confirm with NHS organisation the payments have been made and provide the final details confirmed in Annex A

Annex A – Claim form

*Should you wish to receive a copy of this form in Welsh please contact the NHS Wales organisation your service has been commissioned from.

NHS Wales health care commissioned Services claim form	
NHS Organisation that has commissioned your service	
Name of your organisation	
Address of your organisation including postcode	
Contact name	
E-mail address	

Details of staff who meet the eligibility criteria					
	Name	Job role	National insurance number	Additional information	NI and Pension employer contribution rates
1					
2					
3					
4					
5					

Declaration

This declaration is being completed and submitted to claim payment in accordance with the NHS one off bonus payment for staff who are working in a role which is directly involved in the delivering the care or support for the NHS commissioned health care service between 17th March 2020 and 28th February 2021 as set out in the criteria for eligibility.

- I/we declare the information on this form is correct and that I/we have met, in full, all the eligible criteria as outlined.
- I/we claim the appropriate sum for payment on behalf of employees engaged during the above period and an audit trail is available at the provider for inspection by the NHS Wales Organisations authorised officers or officers acting on its behalf by NHS Wales Shared Services Partnership.