



Ref: FOIA Reference 2021/22-305

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 23rd December 2021

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 8th September 2021 requesting information under the Freedom of Information Act (2000) regarding facilities management

On the same day we contacted you via email as we required the following clarification:

- Q1 – When you say facilities Management, do they just mean Soft FM – cleaning, laundry etc?
- Q5 – All of the Trust or just facilities (depending on answer to Q1)
- Q6 – What do you mean by new technology?
- Q7 – Is this Trust wide or just Facilities? What type of paper- note pads, photocopying paper? What type of ink? Pens or photocopy cartridges

You replied via email with:

Please refer to the list of clarifications below:

Q1 – When you say facilities Management, do they just mean Soft FM – cleaning, laundry etc? **Yes**

Q5 – All of the Trust or just facilities (depending on answer to Q1) - **Both if possible. If not feasible, please furnish us with information Trust wide.**

Q6 – What do you mean by new technology? - **Any new technology system you have adopted to support the delivery of health care; Voice recognition, chatbots, etc.**

Q7 – Is this Trust wide or just Facilities? - **information on both will be very helpful . If not feasible, please furnish us with information Trust wide.**

- What type of paper- note pads, photocopying paper? - **All paper you use; Trust wide and facilities.**

- What type of ink? Pens or photocopy cartridges - **All types, no special emphasis; Where possible, We would appreciate information about the whole Trust and facilities.**

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in question 7 is not held centrally, but may be recorded in individual/departmental records. In order to confirm whether this information is held we would therefore have to individually access all in individual/departmental records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption

applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all in individual/departmental records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that if your request is shortened to just the questions that we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this below.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 How many facilities management staff (both contracted and agency) has your Trust had each year for the last 5 years?

		31/03/2017		31/03/2018		31/03/2019		31/03/2020		31/03/2021	
		Headcount	FTE	Headcount	FTE	Headcount	FTE	Headcount	FTE	Headcount	FTE
A1	Soft FM	200	147.89	210	156.61	343	239.49	341	239.31	339	238.71
	Of which are:										
	Cleaning	128	76.91	127	78.11	212	129.91	220	135.07	213	132.29

Q2 How many cleaning staff (both contracted and agency) has your Trust had each year for the last 5 years?

A2 As answer 1

Q3 How much has been spent on facilities management salaries (both contracted and agency) by your Trust, each year for the last 5 years?

A3 Refer to the attached spread sheet

Q4 How much has been spent on cleaning salaries (both contracted and agency) by your Trust, each year for the last 5 years?

A4 Refer to the attached spread sheet

Q5 How many pieces of software do you use to run your facility? Please name the software (if possible).

A5 All software including office programmes / browsers etc, the IT health dashboard shows in excess of 4000 items, we are unable to supply a list of the names of software.

Q6 How much has been spent on new technology investments for facilities management each year, for the last 5 years?

A6 Nil

Q7 How much is spent on paper and ink each year, for the last 5 years?

A7 Section 12 exemption as detailed above

Q8 How many new pieces of software have you implemented in the last 5 years?

A8 Information not held

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

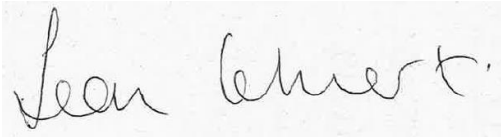
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive script.

Jean Lehnert
Data, Security & Protection Manager