



Ref: FOIA Reference 2018/19-098

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 4th June 2018

Tel: 01782 676474
Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 11th May 2018 requesting information under the Freedom of Information Act (2000) regarding soft facilities management contracts.

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 Re: NHS - Soft Facilities Management Contracts

Please state the full name of your Trust

A1 University Hospital of North Midlands

Q2 Please state which Soft FM service lines (if any) are outsourced such as:

- **Patient Catering**
- **Retail Catering**
- **Cleaning**
- **Ward Hostess**
- **Portering**
- **Security**
- **Car parking**
- **Reception**
- **Helpdesk**
- **Waste management**

- Ancillary services such as Pest Control, Window Cleaning, Hygiene Services, Grounds maintenance, linen and laundry
- Other – please specify

A2

Royal Stoke	County
Patient Catering	
Yes RSUH site as part of PFI Agreement	N/A Retained NHS staff
Retail Catering	
Yes RSUH site as part of PFI Agreement	N/A Retained NHS staff
Cleaning	
Yes, approx. 80% of RSUH site as part of PFI agreement	N/A Retained NHS staff
Ward Hostess	
Yes, approx. 80% of RSUH site as part of PFI agreement	N/A Retained NHS staff
Portering	
Yes RSUH site as part of PFI Agreement	N/A Retained NHS staff
Security	
Yes RSUH site as part of PFI Agreement	N/A Retained NHS staff
Car parking	
APCOA Car Parking (UK) Ltd	N/A Retained NHS staff
Reception	
Yes RSUH Site	N/A Retained NHS staff
Helpdesk	
Yes, approx. 80% of RSUH site as part of PFI agreement	N/A Retained NHS staff
Waste management	
Yes RSUH site as part of PFI Agreement	N/A Retained NHS staff
Ancillary services such as Pest Control, Window Cleaning, Hygiene Services, Grounds maintenance, linen and laundry	
Approx. 80% of RSUH site as part of PFI agreement for Pest Control, Window cleaning and hygiene services provided	Pest Control: Conquer, contract finish 27/07/2019
	Window Cleaning: ART Cleaning Services, contract finish 31/05/2018
	Hygiene Services: PHS (matting), finish 01/03/2017
	Grounds Maintenance: N/A Retained NHS staff
	Linen: Berendsen, 31/10/18, tender recently undertaken
	Laundry: Berendsen staff

Q3 Please state the site names where those services take place

A3 Both Sites.

Q4 Please state which company (s) holds which Soft FM service lines

A4 Please see below:

RSUH Site	COUNTY
Soft FM services are provided by Sodexo Healthcare	Pest Control: Conquer, contract finishes July 2019
Car parking: APCOA	Window Cleaning: ART Cleaning Services, contract finishes May 2018
Window Cleaning – retained estate: Incredible Window Cleaning Limited	Hygiene Services: PHS, finishes March 2017
Pest Control = Pestguard	Grounds Maintenance: N/A Retained NHS staff
Hygiene Services = Retained estate = PHS	Linen: Berendsen, October 2018 (tender recently undertaken)
Non Clinical Waste Contract = Browns	Laundry: N/A Retained NHS staff
Clinical Waste - Tradebe.	Clinical Waste = Tradebe
	Non Clinical Waste = Biffa

Q5 Please state the core contract start date and end date of your current Soft FM services.

A5 Please see below:

RSUH	COUNTY
Car Parking – APCOA Parking (UK) Ltd contract finish 31/07/2020	Pest Control: Conquer, contract 28/07/17 - 27/07/2019
Laundry – Synergy 31/10/18, tender recently undertaken	Window Cleaning: ART Cleaning Services, contract 31/05/2017 - 31/05/2018
Window Cleaning – retained estate: Incredible Window Cleaning Limited 01/07/2017 – 30/06/2018	Hygiene Services: contract 01/04/2018 – 31/03/2021
Pest Control – Retained Estate – Pestguard 01/04/2018 – 31/03/2019	Grounds Maintenance: N/A Retained NHS staff
Hygiene Services – Retained estate – PHS – 01/11/2017 – 30/10/2020	Linen: Berendsen, contract 01/11/2007 - 31/10/18, tender recently undertaken
Non Clinical Waste Contract – Browns Trial expires Sept 2018	Laundry: N/A Retained NHS staff
Clinical Waste - Tradebe.- Contract currently under review	Clinical Waste – Tradebe – Currently under review
	Non Clinical Waste – Biffa – Currently under review

Soft services are provided to the RSUH site as part of the PFI agreement which commenced in June 2007 and will last for over 30 years. During this time benchmarking exercises are undertaken as defined within the contract

Q6 Please state whether there are any provisions for contract extensions (including how many years and the extension terms). If yes, please state if the contract extension been awarded

A6 Please see below:

RSUH	County
Linen: Synergy, contract to October 2018, tender recently undertaken extension from October 2017 – October 2018 to tender timescale	Linen: Berendsen, contract November 2007 – October 2018, tender recently undertaken extension from October 2017 – October 2018 to tender timescale
Car Parking = 12 month extension available at end of current contract.	
Waste Disposal Services = Extension available	

Q7 Please state the annual total value of each service line for the year 2017/18?

A7 Please see below:

RSUH	COUNTY
Car parking = £569,357	Pest Control: Conquer = £3969.52
Window Cleaning = retained estate = £4,141.92	Window Cleaning: ART Cleaning Services, £8814.65 (ex Vat)
Pest Control – Pestguard = £7,494.46	Hygiene Services: PHS - Unknown
Hygiene Services – Retained estate = Approx. £4k	Grounds Maintenance: N/A Retained NHS staff
Linen - Synergy, contract = £1,782,499	Linen: Berendsen, contract = £354,262.39
	Laundry: N/A Retained NHS staff

Q8 At the end of the contract term, does the Trust intend to go to market to outsource the services again?

A8 All contracts will be market tested to ensure value for money

Q9 If not, what options will the Trust consider (such as reverting to an in house service delivery or establishing a wholly owned subsidiary of the Trust?)

A9 Any and all service delivery solutions will be investigated

Q10 If no Soft FM services are currently outsourced, is the Trust likely to consider outsourcing during the next 5 years?

A10 All services are reviewed annually to support insource/outsource service decisions to ensure value for money for the County Hospital site.

At the RSUH site, Benchmarking takes place at defined milestones within the contract

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

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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 676474.

Yours,

A handwritten signature in black ink, appearing to be 'Mojgan Casillas', written over a large, light-colored oval shape.

Mojgan Casillas
Interim Information Governance Manager



**University Hospitals
of North Midlands**
NHS Trust