



**University Hospitals  
of North Midlands**  
NHS Trust

Ref: FOIA Reference 2018/19-681

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

Date: 6<sup>th</sup> March 2019

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 12<sup>th</sup> February 2019 requesting information under the Freedom of Information Act (2000) regarding soft FM facilities.

As of 1<sup>st</sup> 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 Please can you provide me, where you use an external provider for the below services, please name the provider(s)**

- **Catering**
- **Cleaning**
- **Portering**
- **Waste**
- **Linen Services**

A1 Please see below:

Royal Stoke University Hospital	County Hospital (Stafford)
Catering = Sodexo	Catering = In house
Cleaning = Sodexo and In house	Cleaning = In house
Portering = Sodexo	Portering = In house
Waste = Sodexo	Waste = In house
Linen Services = In house	Linen Services = Elis

\*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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<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.

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](http://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,



Leah Carlisle  
**Deputy Head of Quality, Safety & Compliance**