



Ref: FOIA Reference 2021/22-448

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

Date: 24<sup>th</sup> December 2021

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

Dear

I am writing in response to your email dated 2<sup>nd</sup> December requesting information under the Freedom of Information Act (2000) regarding lift contract (previous reference 440-2122) and general waste & laundry services

On 2<sup>nd</sup> December 2021 we contacted you via email as we required a timeframe for request #1

On 13<sup>th</sup> December 2021 we contacted you via email as we have received several requests from yourself:

The section 12 exemption states:

The authority can combine related requests received within a period of 60 consecutive days from:

- The same person or
- People who appear to be acting in concert or in pursuance of a campaign.

We also brought your attention to the email requesting clarification on Foi ref 440-2122 which we had not received and therefore both requests were 'paused'

On 23<sup>rd</sup> December 2021 you replied via email with:

*'Sorry, I missed to reply earlier.*

*I am seeking information about the current year. Please advise.*

*Regarding the section 12 exemption, I don't believe this to be valid as the retrieval of this information should not, in my opinion, take this much time.*

*These contracts are, by most public sector organisations, kept track of within contract registers. I don't believe that searching for the contracts that I've requested should take that long to search for and provide, as simply searching for the departments I requested in the contract register should bring up the information requested.*

*I would like to submit an internal review, as I don't think that it is a reasonable assessment to make, that the process of handling this request would take up to this amount of time and money.*

*Please treat this as a request for an internal review.'*

We responded with:

Thank you for your e-mail. We would like to clarify as follows:

The Section 12 of the FOI Legislation deals with multiple aspects in relation to time/cost, not just using S12(1) to exempt the Trust from responding. We quoted the reference to advise you of the justification we have for aggregating your request. We were not suggesting that we were exempting ourselves from responding. If, however, the aggregation of your requests takes the Trust over the legislated timeframe for responding, we will advise you and ask you to refine your request – to allow us to provide as much information as possible within the timeframe.

With regard to your request for an Internal Review – it's not possible to conduct an internal review of a response, until we have actually issued the response. As soon as you are in receipt of our response, if you are not satisfied with the information provided, you will then be able to request an internal review.

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.

## **Request #1**

**Q1 I would like the organisation to review my freedom of information request below, that's focused around contract data for services around facilities management.**

- 1. Lift service and maintenance – Service contract for lift service and maintenance.**

**Contract profile questionnaire for each type of contract:**

- 1. Supplier/Provider of the services**
- 2. Total annual spend – the spend should only relate to each of the service contracts listed above.**
- 3. A description of the services provided under this contract please includes information if other services are included under the same contract.**
- 4. The number of sites the contract covers**
- 5. The start date of the contract**
- 6. The end date of the contract**
- 7. The duration of the contract, please include information on any extensions period.**
- 8. Who within the organisation is responsible for each of these contracts? name, job title, contact number and email address.**

**You may have received the same request in the past. The information sent has now expired and I required an update as soon as possible. If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates.**

- A1 Please see below: Note that we have reviewed your **entire** request(s) reference 565-1920, 169-2021 and 178-2021 (**facilities management**) and there has been **no** change to the information.

## Request #2

I would like the organisation to review my freedom of information request below, that's focused around contract data for services around facilities management.

- Q1. General waste services contracts – The organisation's primary general waste service contract.
- Q2. Laundry services where clothes and linen can be washed and ironed.

Contract profile questionnaire for each type of contract:

1. Supplier/Provider of the services
2. Total Annual Spend – The spend should only relate to each of the service contracts listed above.
3. A description of the services provided under this contract please includes information if other services are included under the same contract.
4. The number of sites the contract covers
5. The start date of the contract
6. The end date of the contract
7. The duration of the contract, please include information on any extensions period.
8. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address.

You may have received the same request in the past. The information sent has now expired and I required an update as soon as possible. If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates.

- A1 See below:
1. Supplier/Provider of the services = **Veolia & Biffa, and Elis**
  2. Total Annual Spend – The spend should only relate to each of the service contracts listed above. = **Circa £395k and £1.7M respectively**
  3. A description of the services provided under this contract please includes information if other services are included under the same contract = **Domestic waste removal and disposal of site waste, and all linen requirements.**
  4. The number of sites the contracts covers = **Two**
  5. The start date of the contract = **Biffa (Sept 2018), Veolia (Oct 2019), Elis 01/07/2019**
  6. The end date of the contract = **Biffa (Sept 2023), Veolia (Sept 2022), Elis 30/06/2023**
  7. The duration of the contract, please include information on any extensions period = **dates as above with options to extend for two years**

8. Who within the organisation is responsible for each of these contracts? Name, Job Title, contact number and email address = **Penny Parkinson\***, Deputy Head of Soft FM & M A **Brown\***, Head of Soft FM

Note all Trust emails are in the following format: [firstname.lastname@uhnm.nhs.uk](mailto:firstname.lastname@uhnm.nhs.uk)  
Tel: 01782 7154444

\*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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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](http://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,



University Hospitals  
of North Midlands  
NHS Trust

Jean Lehnert  
Data, Security & Protection Manager

