



Ref: FOIA Reference 2023/24-362

Date: 10th October 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 8th September 2023 requesting information under the Freedom of Information Act (2000) regarding Hard and Soft FM

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 Are any of your sites part of a PFI arrangement? If so, which site and what is the name of the special purpose company (Project) for the PFI?

A1 Healthcare Support (North Staffs) Ltd

Q2 For all of your sites (both PFI/Non-PFI), please can you outline who provides/delivers Hard Facilities Management services?

A2 As per attached spread sheet

Q3 For all of your sites (both PFI/Non-PFI), please can you outline who provides/delivers the Soft Facilities Management services (if delivered in-house please state this):

- a. Cleaning and Domestic Services
- b. Portering and Logistics
- c. Non-Emergency Patient Transport
- d. FM Helpdesk
- e. Hospital Switchboard
- f. Security/manned guarding
- g. Car Park Management
- h. Linen & Laundry Services
- i. Waste Management – off-site disposal

A3 As per attached spread sheet

Q4 If these services (both Hard and Soft Facilities Management) are outsourced, please can you outline when these contracts were awarded, for how long, the contract value and when they are due to expire?

A4 As per attached spread sheet

*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.

Yours,



University Hospitals
of North Midlands
NHS Trust

Rachel Montinaro
Data Security and Protection Manager - Records

