

Date: 16 March 2020

Re: Freedom of Information Request
Ref: 58 - 2020

Thank you for your email dated the 20th February 2020, requesting information relating to Soft Facilities Management Services.

The information that you require is as follows:

I would like to request information under the Freedom of Information Act in respect of the provision of Soft Facilities Management Services at your Trust.

The services I am interested in are cleaning, portering, patient catering, staff/visitor catering and security.

For each of the above services, please could you confirm the following:

- **Whether the service is outsourced or provided in-house?**
All of the above services are outsourced.
- **If outsourced, which organisation provides the service?**
Wirral University Teaching Hospital NHS Foundation Trust
- **If outsourced, the contract start date and contract end date?**
Start Date – 1st April 2018
End Date – 31st April 2021
- **If outsourced, the planned start date for commencing any re-tender process?**
This information is not yet known.
- **The annual expenditure on the service?**
Catering - £330k/yr
Security - £135k/yr
Cleaning - £665k/yr
Porters - £299k/yr

Please could you also confirm the contact details including name, job title and email address for the relevant officer in the Trust (e.g. Director of Estates and Facilities) who has responsibility for each service?

Peter Crangle, Director of Finance - PropCare, peter.crangle@nhs.net

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>