

David Roberts
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Freedom of Information
Communications and Engagement
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Date: 30 July 2019

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[@BHR_hospitals](https://twitter.com/BHR_hospitals)

Dear Mr Roberts

Re: Freedom of Information Act 2000 (FOI) request ref: 6147

Further to your request dated 01 July 2019, please find our response to your enquiry below.

I would be grateful if you could provide me under the Freedom of Information Act, details in respect to the contracts below.

Retail Catering Services / Patient feeding services

1. The name and contact details for the Chief Executive? *Chris Bown*
2. The name and contact details for the Director of Finance? *Nick Swift*
3. The name and contact details for the Director of Estates and Facilities?
This falls under the directorate of Nick Swift

		PA
Interim Chief Executive Officer	Chris Bown	Julie.beardsell@nhs.net
Director of Finance	Nick Swift	Claire.Brocklebank@nhs.net

Retail Catering – ***Please refer to table on Appendix***

4. The name(s) of the company(ies) who currently provides retail catering at the hospital?
5. How many retail catering outlets are there in the hospital and which caterers run them (if different)?
6. Is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included?
7. The types of outlets e.g. coffee shop, restaurant etc
8. When was the contract last tendered?
9. How long was the contract awarded for?
10. When does the contract expire?
11. Is there an option to extend and if so for how long?



12. At the last tender which suppliers applied for inclusion on each retail catering contract? Of these, which were successful at PQQ & ITT stages?
13. Has a decision been made yet on whether the contract is being extended or renewed?
14. What is the average sales turnover per annum for all the outlets combined?

Patient Feeding – ***please see response to Q4. The PFI / TFM contracts include patient dining.***

15. Who provides patient feeding within the hospital?
16. If this is run in house is the trust willing to consider outsourcing?
17. If outsourced, is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included?
18. When was patient feeding services last tendered or reviewed?
19. What is the Contract Length?
20. When does the contract expire?
21. Is there an option to extend and if so for how long?
22. What is the annual turnover per annum for patient feeding?
23. At the last tender which suppliers applied for inclusion on the patient feeding contract? Of these, which were successful at the PQQ & ITT stages?
24. Has a decision been made yet on whether the patient feeding contract is being extended or renewed?

Additional Questions

25. How many beds are there in the hospital? If there is more than one hospital in the trust, please can you breakdown the number of beds per hospital building?

As at 31 Mar 2019			
Beds	QH	KGH	Trust
Paed G&A	30	18	48
Adult General & Acute	583	281	864
Critical Care	44	8	52
Maternity	62	0	62

26. How many staff work in each hospital?

Staff may work across both sites. Please refer to our Annual Report and Accounts <https://bhrhospitals.nhs.uk/annual-reports-accounts>

If you wish to discuss our answer, please contact us, quoting the above reference number. If you are unhappy with the service and wish to make a complaint or to request a decision review, please contact our Information Governance Manager within 2 months from the date of our response:

The Information Governance Manager bhrut.informationgovernanceig@nhs.net

You may also apply directly to the Information Commissioner for a decision if you are not satisfied with the outcome of your complaint or review. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust. The Information Commissioner's details:

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF

T: 08456 30 60 60 or 01625 54 57 45 | W: www.ico.gov.uk

We value feedback from our applicants regarding their satisfaction with the FOI response and the service they receive, as such we would appreciate you taking a few minutes to complete and return the attached questionnaire.

Yours sincerely

T Rasool – Information Officer
Communications Team

Barking, Havering and Redbridge University Hospitals NHS Trust

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Appendix – Response to questions 4-14

Question		KGH	QH
4	The name(s) of the company(ies) who currently provides retail catering at the hospital?	Interserve TFM contract has been awarded in September 2018 for duration of 5 years + 2.	Sodexo is a PFI contract. Review is to take place in 2021.
5	How many retail catering outlets are there in the hospital and which caterers run them (if different)?	2	7
6	Is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included?	TFM - see response to Q4. Costa is part of TFM, League of Friends is a charity	PFI - see response to Q4. Sodexo also provide Patient Dining, Domestic cleaning, Porterage, Waste Management, Switchboard, Help Desk, Security, Hard FM.
7	The types of outlets e.g. coffee shop, restaurant etc	https://www.bhrhospitals.nhs.uk/our-facilities	https://www.bhrhospitals.nhs.uk/our-facilities
8	When was the contract last tendered?	see response to Q4	see response to Q4
9	How long was the contract awarded for?	see response to Q4	see response to Q4
10	When does the contract expire?	see response to Q4	see response to Q4
11	Is there an option to extend and if so for how long?	see response to Q4	see response to Q4
12	At the last tender which suppliers applied for inclusion on each retail catering contract? Of these, which were successful at PQQ & ITT stages?	We do not have a separate retail catering contract it is included in the TFM contract	We do not have a separate retail catering contract it is included in the PFI contract
13	Has a decision been made yet on whether the contract is being extended or renewed?	No	No
14	What is the average sales turnover per annum for all the outlets combined?	See response to Q12	See response to Q12