

A university teaching and research-active Trust

Bridge Park Plaza
Bridge Park Road
Thurmaston
Leicester
LE4 8PQ
Direct dial: (0116) 295 5296
Email: lpt.foi@nhs.net
Tel: 0116 295 1350
www.leicspart.nhs.uk

Our ref: FOI/2223/SG11978

18 July 2022

request-872908-55c8d2ee@whatdotheyknow.com

Dear Lee Fairhurst,

Request under Freedom of Information Act 2000 – Ref: FOI/2223/SG11978

Thank you for your request for information under the Freedom of Information Act 2000, received on 22 June 2022 regarding hard and soft facilities management. Please find below our response to your request:

REQUEST: Under the Freedom of Information Act, please can you provide the following information:

1. Are any of your sites part of a PFI arrangement? If so, which site and what is the name of the special purpose company (ProjectCo) for the PFI?
2. For all of your sites (both PFI/Non-PFI), please can you outline who provides/delivers Hard Facilities Management services?
3. 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. Patient Catering
 - c. Retail and staff & Visitor Catering Services
 - d. Portering and Logistics
 - e. Non-Emergency Patient Transport
 - f. FM Helpdesk
 - g. Hospital Switchboard
 - h. Security/manned guarding
 - i. Car Park Management

Trust Headquarters: Bridge Park Plaza, Bridge Park Road, Thurmaston, Leicester. LE4 8PQ

Chair: Cathy Ellis Chief Executive: Angela Hillery

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j. Linen & Laundry Services

k. Waste Management – off-site disposal

4. 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?

OUR RESPONSE:

- 1. One site, The Agnes Unit - Arden Partnership.**
- 2. Freehold sites. The University Hospitals of Leicester (UHL) provide both hard & soft FM services. Contact details about how to make an FOI request to them can be found at: <https://www.leicestershospitals.nhs.uk/aboutus/freedom-of-information/>**
- 3. As above, for all services listed.**
- 4. FM management services are due to be transferred back in house before the end of 2022.**

I trust this response is helpful to you. However, if you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Requests for an internal review should be submitted within two months of the date of receipt of the response to your original request and should be addressed to: *Hannah Plowright, Deputy Data Protection Officer, Unit 2, Bridge Park Plaza, Thurmaston, Leicester LE4 8BL*

If you remain dissatisfied with the handling of your request, you have a right of appeal to the Information Commissioner at: *The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Phone: 0303 123 1113. Website: www.ico.gov.uk* . *There is no charge for making an appeal.*

If you require any further assistance, please do not hesitate to contact me. Please remember to quote the reference number above in any communications.

Yours sincerely,

Data Privacy Team