

Our ref: 21.563

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07 February 2022

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Dear Ian Fairhurst

Freedom of Information Request – 21.563

I write regarding your request for information under the Freedom of Information Act.

Your request:

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
 - 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. The non PFI sites Hard-FM provisions are provided by a mix of directly employed labour and a range of specialist sub-contractors.
2. Hertford County Hospital ProjectCo is Semperian.
3. See below:
 - a. Mitie Cleaning & Environmental Services Limited. Issued 01/05/2021. Expires 31/11/2028. (Annual spend £3.957m).
 - b. In-house.
 - c. In-house.
 - d. In-house.
 - e. There is no contract for this.
 - f. In-house.
 - g. In-house.
 - h. Carlisle Support Services. Issued 01/09/2018. Expires 31/03/2022. (Annual spend approximately £650k).
 - i. Saba Group. Issued 11/06/2010. Expires 01/09/2041. (Annual spend approximately £480k)
 - j. Elis. Issued 01/12/208. Extended to November 2022. No fixed value and spending varies. (Annual spend approximately £780k)
 - k. General waste and recycling – Biffa Waste Services. Issued 2017 and extended to October 2022. (Annual spend approximately £125k). Food waste – Olleco. Rolling open-ended contract. (Annual spend approximately £10k). Confidential waste – Shredall. Issued April 2014. Extended to October 2022. (Annual spend approximately £12k). Clinical waste – Novus Environmental Services. Issued April 2019. Extended to October 2022. (Annual spend approximately £735k).
4. See above.

I hope that this information has helped you. If you are dissatisfied with the response you may request an internal review of our handling of your request by submitting a complaint to the address above. Please remember to quote the reference number above in any future communication. If you are not content with the outcome of the internal 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
Telephone: 01625 545 7000
www.informationcommissioner.gov.uk

Yours sincerely



Stuart Dalton
Head of Corporate Services