



Ambulance Headquarters

Bernicia House
The Waterfront
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Newcastle upon Tyne
NE15 8NY

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Our Ref: FOI.22.055

John Anderson

E-mail: request-833637-e7e5b284@whatdotheyknow.com

24 February 2022

Dear Mr Anderson

Freedom of Information Act 2000 – Information Request

Thank you for your request for information under the Freedom of Information Act which was received on 16 February 2022. I can confirm that we hold the information you have requested. You asked the following questions, reproduced in **bold** below:

The following information regarding your facilities management approach:

- **Which software solution(s) are used to manage your corporate property/assets including facilities management (CAFM)? When is this contract expected to expire and are you expecting to extend or renew this contract?**

N/A - in-house estates help desk

- **What was the actual contract value(s) of each contract?**

N/A

- **Who is the senior officer (outside of procurement) responsible for this contract?**

Head of Estates, Facilities and Environmental Management
Craig Armstrong – craig.armstrong@neas.nhs.uk

- **How are facilities management services (hard FM, soft FM or TFM) handled across your estate?**

In-house management team with one outsourced main building works contractor. Other outsourced suppliers as below.

- **If any services are outsourced, which services and to which suppliers?**

All services other than management are outsourced.

WMW Joinery-electrical heating plumbing joinery and building works
 Acrol Air Conditioning-air conditioning at Bernicia and Russell House
 Durham Air Conditioning-air conditioning at Winter House
 Standard Security-all alarms /fire alarms cctv and entry systems and keys
 Firemark-all fire equipment servicing
 Apollo Doors-all garage door maintenance
 JLA-fire alarm at Bernicia House and gas suppression and extinguishers at Russell House
 Stannah Lifts-lift to Bernicia House
 WO Silmon-fuel pump maintenance and service
 Fueltek-software and web hosting for fuel pumps
 Churchill-all contracted cleaning of sites
 Nu To Go-canteen facilities Bernicia House
 Pest Pro-all pest control
 Suez Waste contractor
 Sharpsmart-clinical waste
 Initial Rentokil-hygiene waste
 Wastecare-hazardous waste
 Slicker Recycling-oil waste
 Restore-confidential waste
 LTL Security-alarms at Dukesway Training Centre
 Systemwash-vehicle jet wash machines
 WashTec Vehicle drive in wash
 Elmtronics-electric vehicle chargers
 Hubsta-electric vehicle cards/chargers
 Ward Hadaway-solicitors
 Screen and Forster-Electric and Engineering Consultants
 Envirolux-LED lighting supplier
 Integrated Water-legionella water testing/monitoring

Laundry outsourced to various suppliers:

Newcastle Hospitals
 Northumbria Healthcare
 South Tees Hospital
 Serco
 Queen Elizabeth Hospital facilities
 Elis
 South Tyneside and Sunderland Hospitals
 Durham Hospitals
 City Clean-window cleaning
 Arjo Huntley-disabled hoists
 Schneider-UPS at Bernicia House
 Kohler -UPS at Russell House
 AR Power solar panel installs
 Eurosafe Solution-harness equipment
 H Jenkinson-furniture
 Industrial Landscapes-Bernicia winter gritting

O What are the start dates and durations of these contracts, and which services are included in each?

N/A

O Is there an extension clause in the contract(s) and if so, what is the duration of the extension?

N/A

- O Has a decision been made yet on whether the contract(s) are being either extended or renewed?**

Any tendering of contracts would be made via the Trust Procurement Department.

Queries in relation to any Trust spend, contract or procurement should be directed to the Trust's Head of Procurement, Contracts & Logistics, Shaun Mulligan – shaun.mulligan@neas.nhs.uk

- O What is the job title of the senior officer (outside of procurement) responsible for the contract(s)?**

Head of Estates, Facilities and Environmental Management
Craig Armstrong – craig.armstrong@neas.nhs.uk

- Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?**

No

- Are you looking to commission any estate condition surveys this year?**

No

- Typically, what type of fire related safety services would you outsource? FRA's, Compartmentation Surveys, Fire Strategy Development etc.**

Fire risk assessments

If you are not satisfied with the information we have provided, you can request an internal review within 40 working days of the date of this letter, which will be carried out by Mr Paul Aitken-Fell, who is the Trust's Consultant Paramedic and is someone not involved with your original request.

If you wish to follow this route, please contact karen.greenacre@neas.nhs.uk who will commence the process on your behalf.

If you remain unhappy with the outcome of the review, you can ultimately complain to:

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

Yours sincerely



Mark Cotton
Freedom of Information Lead