

Facilities Management Contracts

Reference Number: RDF2182-23

Date of Response: 14/02/24

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following.

I would like the organisation to review my Freedom of Information request below, that's focused around contract data for services around facilities management specifically around the services below:

- Office and building cleaning – Service contract that is focused around office, commercial and building cleaning services.
- Lift service and maintenance – Service contract for lift service and maintenance.
- Food – Service contract that is focused around catering services.
- General waste services contracts – The organisation's primary general waste service contract.
- Laundry services - where clothes and linen can be washed and ironed.

Contract profile questionnaire for each type of contract:

- Supplier/Provider of the services* – Please see the table below.
- Total Annual Spend* – *The spend should only relate to each of the service contracts listed above.* - The Trust holds this information. This information is commercially sensitive and its release would, or would be likely to prejudice the commercial interests of the Trust.

In applying the exemption under Section 43(2) the Freedom of Information Act the Trust has balanced the public interest in withholding the information against the public interest in disclosure. The Trust has considered all the relevant factors in the public interest test and concluded that the benefit to the public in applying the exemption outweighs the public interest in releasing the information requested as a result of the prejudices and losses that would potentially affect the Trust and patients. As such this information is being withheld under Section 43 (2).

Excluded under Section 43 because releasing the costs of contracts would give potential suppliers an unfair advantage over other bidders when bidding for future work. That advantage would contravene the principle of fairness

required from the Trust in Regulation 18 of the Public Contracts Regulations 2015. The release of contract values would undermine the Trust's suppliers' competitiveness in the market and breach the Trust's contracts with suppliers, which typically require contract values to be kept confidential.

- c. *A description of the services provided under this contract please includes information if other services are included under the same contract.*
- d. *The number of sites the contract covers*
- e. *[ONLY FOR LIFT CONTRACT] The Brand name of the type of lifts used by the organisation*
- f. *The start date of the contract*
- g. *The end date of the contract*
- h. *The duration of the contract, please include information on any extensions period.*
- i. *Who within the organisation is responsible (name, Job Title, contact number and email address).*

Answer: For questions a and c to h, please see the table below representing Royal Devon's Eastern & Northern Services.

For question i the Trust does not release the names of staff below a Director under Section 40 (2) of the Freedom of Information Act 2000 Personal Information, where disclosure may contravene the Data Protection Act 2018 and therefore applies an exemption under Section 40 (2) - Personal Information of the Freedom of Information Act 2000 and Section 10 of the Data Protection Act 2018.

The Director of Estates & Facilities is Zara Hyde. The main hospitals contact numbers are 01392 411611 (eastern services) and 01271 322577 (northern services) or via the Trust 'Contact Us' link on royaldevon.nhs.uk

Area	Supplier / Provider	A description of the services provided under this contract	The number of sites the contract covers	[ONLY FOR LIFT CONTRACT] The Brand name of the type of lifts	The start date of the contract	The end date of the contract	The duration of the contract, please include information on any extensions period
1. Office and building cleaning (Eastern)	Cleaning services are in-house although an external provider is under contract to provide cleaning at one external sites. Window cleaning services.	General cleaning of the environment, disposal of refuse and replenishment of paper hygiene supplies.	Devon Norse - cover 1 site. OCS Group – 6 sites (Window cleaning)		Devon Norse - Sept 2013	Devon Norse - Sept 2020	Devon Norse - 3-year extension, 2-year extension. OCS Group – Out of Contract
1. Office and building cleaning (Northern)	Sodexo Acute site & In-house team Community	Sodexo have the cleaning contract which includes all public areas	1		Sept 2013	Sept 2020	3 year extension, 2 year extension

		areas, office spaces and clinical areas at the acute site. Community all public areas, office and clinical areas or provided by an in-house team					
2. Lift service and maintenance (Eastern)	Jackson Lift Group	Service & Maintenance	4	E.A.Foulds Evans Lifts Ltd Express Evans Hammond & Champness Jackson Keighley Lifts Kone Liftec Otis Platform Lift Company Schindler Stannah ThyssenKrupp Vertical Movement Services	Jan 2018	Feb 2024	5 years + Extension of 1 year + Additional extension of 2 months <i>Note:- This contract is part a region-wide agreement, which has led to complications with the tendering process and subsequent delays</i>
2. Lift service and maintenance (Northern)	Jackson Lifts Ltd	Service, maintain, repair and call out	5	Various	Dec 2023	Feb 2024	1 year + Extended By 2 Months
3. Food – Service contract (Eastern)	Catering services are in-house both on the main site, Heavitree and the Community inpatient sites	Supply of hot and cold food for patients, staff and visitors.	5		Not applicable		
3. Food – Service contract (Northern)	Sodexo - Acute site & In-house team Community	Sodexo provide the catering contract which include the main restaurant, a café and shop Community in patient hospital is provided in house for patients and staff	1		Sept 2013	Sept 2020	3 year extension, 2 year extension
4. General waste services contracts (Eastern)	Biffa	Collection and disposal of all general waste at the Trust sites	16		01/05/22	30/04/27	5 years with 2 x 1 year extension
4. General waste services contracts (Northern)	Sodexo	Collection of general refuse through a sub-contractor	6		Sept 2013	Sept 2025	Extended due to Covid by two years.

		managed by Sodexo.					
5. Laundry services (Eastern)	In house - Clothing and linen is laundered primarily by our in-house Linen Services Department.	Not applicable	13		Not applicable	Not applicable	Not applicable
5. Laundry services (Northern)	In house - Clothing and linen is laundered primarily by our in-house Linen Services Department.	Not applicable	6		Not applicable	Not applicable	Not applicable