

Estates & Infrastructure Failures

Reference Number: RDF1971-23

Date of Response: 06/11/23

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).

Under the FOI Act please provide me with the information below.

Please provide additional details of clinical service incidents caused by estates and infrastructure failures which resulted in clinical services being delayed, cancelled or otherwise interfered with owing to problems or failures related to the estates and infrastructure failure, as measured in the ERIC return, in the 2022/23 financial year. This information could be collected from incident reporting systems.

Include:

- *Where estates and facilities staff availability is a cause e.g. porters;*
- *External incidents which estates and infrastructures should have mitigated, e.g. utility power failures where the trust's backup power system failed to offset;*
- *Equivalent failures by services contracted out to subsidiaries, PFI, LIFT and NHS Property Services Ltd;*
- *Both inpatient and outpatient service incidents;*
- *Types of incidents:*
 - *Design of healthcare buildings;*
 - *Engineering of healthcare buildings i.e. medical gas system and lift failure;*
 - *Fires, false alarms and evacuations (exclude where caused by equipment faults or malfunction and/or deliberate/malicious causes);*
 - *Infection control relating to the built environment;*
 - *Resilience of healthcare premises including flooding;*
 - *Heating including overheating;*
 - *Hospital food services;*
 - *Cleaning and cleanliness in healthcare premises;*
 - *Linen and laundry services;*
 - *Pest control;*
 - *Water and/or sewerage supply;*
 - *Decontamination of surgical instruments;*
 - *NHS car parking;*
 - *Healthcare waste management;*
 - *Bedside TVs, telephones and mobile phones;*
 - *Physical security of the NHS estate;*
 - *Portering.*

For each incident, please provide:

1. *A summary of the incident.*
2. *The number of patients affected.*
3. *The service affected.*
4. *How long the service was delayed/if it was cancelled.*

Answer: The Trust can confirm that it holds information, however to provide you with the information requested would require the manual extraction and manipulation of information from various sources and systems across Royal Devon's Eastern & Northern Services.

To carry out this work would exceed the appropriate cost limit as set out in Section 12 (1) of the Freedom of Information Act 2000 and is therefore exempt.

Under the Freedom of Information Act 2000 Section 12 (1) and defined in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, a public authority is not obliged to comply with a request for information if it estimates that the cost of complying would exceed the appropriate limit. The limit of £450 represents the estimated cost of one person spending two and a half days in determining whether the Trust holds the information, locating, retrieving and extracting that information.

In addition, this information is exempt under Section 22 of the Freedom of Information Act because the information 'ERIC return for 2022/2023' is intended to be published in the near future (23rd December 2023). The information you requested will be accessible via the following link:

- <https://digital.nhs.uk/data-and-information/publications/statistical/estates-returns-information-collection>