

Ref: FOI/GS/ID 6053

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

19 March 2020

## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Soft facilities management services.

*You asked:*

*The services I am interested in are*

- 1. Cleaning,*
- 2. Portering,*
- 3. Patient catering,*
- 4. staff/visitor catering*
- 5. Security.*

*For each of the above services, please could you confirm the following?*

- a. Whether the service is outsourced or provided in-house?*
- b. If outsourced, which organisation provides the service?*
- c. If outsourced, the contract start date and contract end date?*
- d. If outsourced, the planned start date for commencing any re-tender process?*
- e. The annual expenditure on the service?*

*Please could you also confirm the contact details including name, job title and email address for the relevant officer in the Trust (e.g. Director of Estates and Facilities) who has responsibility for each service?*

Trust response:

- a.
1. In-house
2. In-house
3. In-house

4. In-house

5. Outsourced

b.

1. Not applicable

2. Not applicable

3. Not applicable

4. Not applicable

5. Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s:

<http://www.mtw.nhs.uk/wp-content/uploads/2019/11/Facilities-Management-Services.-130819.pdf> - ID 5629 page 52

c.

1. Not applicable

2. Not applicable

3. Not applicable

4. Not applicable

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d.

1. Not applicable

2. Not applicable

3. Not applicable

4. Not applicable

5. Not known at present

e. All costs are 18/19 as that is the last complete financial year

1. Cleaning Services - £ 7,097,330

2. Porterage - £ 2,644,648

3. Catering - £4,601,472 (Income £1,181,513) \*

5. Security - £701,986

\* We don't show separate costs for patient catering & staff/visitor catering in our accounts ledgers – Our ERIC return the Total cost  
For patient catering is £ 3,800,622

This falls under the remit of the Director of Estates and Facilities Doug Ward.  
Email: [Doug.Ward@nhs.net](mailto:Doug.Ward@nhs.net)