

Ref: FOI/GS/ID 6940

**Please reply to:**  
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24 November 2021

## **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 Facilities Management.

*You asked:*

- 1. How many facilities management staff (both contracted and agency) has your trust had each year for the last 5 years?*
- 2. How many cleaning staff (both contracted and agency) has your trust had each year for the last 5 years?*
- 3. How much has been spent on facilities management salaries (both contracted and agency) by your trust, each year for the last 5 years?*
- 4. How much has been spent on cleaning salaries (both contracted and agency) by your trust, each year for the last 5 years?*
- 5. How many pieces of software do you use to run your facility? Please name the software (if possible).*
- 6. How much has been spent on new technology investments for facilities management each year, for the last 5 years?*
- 7. How much is spent on paper and ink each year, for the last 5 years?*
- 8. How many new pieces of software have you implemented in the last 5 years?*

The Trust asked for clarification from you which we received as follows:

1. How many facilities management staff (both contracted and agency) has your Trust had each year for the last 5 years? – In order to answer this question, the Trust can give the number of facilities staff working on a particular day each year for example 01 April 2017, 01 April 2018, 01 April 2019 etc. Can you please confirm you are happy with this?

Clarification: Yes, we'll be happy with the information

2. How many cleaning staff (both contracted and agency) has your Trust had each year for the last 5 years? – In order to answer this question, the Trust can give the number of cleaning staff working on a particular day each year

for example 01 April 2017, 01 April 2018, 01 April 2019 etc. Can you please confirm you are happy with this?

Clarification: Yes, we'll be happy with the information

3. How much has been spent on facilities management salaries (both contracted and agency) by your Trust, each year for the last 5 years? – Is this financial or calendar years?

Clarification: We are content with any. We are sure that either timeline will allow for year-to-year comparisons.

4. How much has been spent on cleaning salaries (both contracted and agency) by your Trust, each year for the last 5 years? – Is this financial or calendar years?

Clarification: We are content with any. We are sure that either timeline will allow for year-to-year comparisons.

5. How many pieces of software do you use to run your facility? Please name the software (if possible). – Does this question relate to the whole Trust or the Facilities Management Department?

Clarification: We would like information on software utilised by both, if feasible. However, if this is not feasible, please furnish us with the software used by the whole Trust.

6. How much has been spent on new technology investments for facilities management each year, for the last 5 years? – Is this financial or calendar years?

Clarification: Clarification: We are content with any. We are sure that either timeline will allow for year-to-year comparisons.

7. How much is spent on paper and ink each year, for the last 5 years? – Is this financial or calendar years?

Clarification: Clarification: We are content with any. We are sure that either timeline will allow for year-to-year comparisons.

8. How many new pieces of software have you implemented in the last 5 years? – Does this question relate to the whole Trust or the Facilities Management Department? Is this financial or calendar years?

Clarification: - We would like information on software utilised by both, if feasible. However, if this is not feasible, please furnish us with the software used by the whole Trust.

- We are content with any. We are sure that either timeline will allow for year-to-year comparisons.

Trust response:

1.

16/17 - Not available

17/18 - 38.53

18/19 - 47.84

19/20 - 48.48

20/21 - 49.94

2.

Cleaning staff at M12 for each year

16/17 WTE 241.19

17/18 WTE 240.29

18/19 WTE 251.43

19/20 WTE 264.69

20/21 WTE 404.85

This is at both Trust hospital sites, Maidstone Hospital and Tunbridge Wells Hospital.

3.

16/17 £ not available

17/18 £1,485,046

18/19 £1,598,629

19/20 £1,587,756

20/21 £1,740,703

4.

16/17 £5,857,733

17/18 £5,651,435

18/19 £6,428,608

19/20 £7,004,952

20/21 £8,211,235

5. 226 applications recorded on our System Management Software (SSCM) for the Trust.

Main software used within estates dept:

QFM

Sign in App

Sauter – BMS

Trend – BMS

L8 Guard – Water hygiene

Senseco – a resident contractor who assist Maidstone hospital in fire system management. No software installed within MH.

Tunbridge Wells hospital (TWH) – Mitie use their own business wide software systems to assist in the management TWH estates.

Facilities use:

Allocate

Synbiotix

Capita Integra

Trac-Jobs

All Microsoft Packages inc Teams

Datix

Access Control-Security

QFM

Lionscloud

THOR

6. £ 481,606 was spent on QFM, Lionscloud & Thor software over the last 5 years.

7.

16/17 £29,675

17/18 £28,019

18/19 £26,117

19/20 £34,095

20/21 £35,137

8. Trustwide: This information is not held electronically and would require the manual checking of all the contracts held by the Trust. The Trust has estimated that it will cost more than the appropriate limit to consider this part of your request. The appropriate limit is specified in regulations and

represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with this part of your request and we will not be processing this part of your request further.

Facilities:

Allocate

QFM

Lionscloud

THOR