

Ref: FOI/GS/ID 7012

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

28 October 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 Hard and Soft Facilities Management.

You asked:

- 1. Are any of your sites part of a PFI arrangement? If so, which site and what is the name of the special purpose company (ProjectCo) for the PFI?*
- 2. For all of your sites (both PFI/Non-PFI), please can you outline who provides/delivers Hard Facilities Management services?*
- 3. For all of your sites (both PFI/Non-PFI), please can you outline who provides/delivers the Soft Facilities Management services (if delivered in-house please state this):*
 - a. Cleaning and Domestic Services*
 - b. Patient Catering*
 - c. Retail and staff & Visitor Catering Services*
 - d. Portering and Logistics*
 - e. Non-Emergency Patient Transport*
 - f. FM Helpdesk*
 - g. Hospital Switchboard*
 - h. Security/manned guarding*
 - i. Car Park Management*
 - j. Linen & Laundry Services*
 - k. Waste Management – off-site disposal*
- 4. If these services (both Hard and Soft Facilities Management) are outsourced, please can you outline*
 - i. when these contracts were awarded*
 - ii. for how long,*
 - iii. the contract value*
 - iv. when they are due to expire?*

Trust response:

Tunbridge Wells Hospital – TWH

Maidstone Hospital - MGH

1. TWH - ProjectCo

2. MGH Inhouse. TWH - PFI

3. Inhouse both sites

a. Please see below – ID 6966

b. Please see below – ID 6982

c. Please see below - ID 6982

d. Inhouse

e. Please see below - ID 6403

f. Inhouse

g. Inhouse

h. Please see below - ID 6656

i. Please see below - ID 6656

j. Please see below – ID 6966

k. Please see below - ID 6941

4. Please see the following information.

ID 6656 – 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 [WWW.MTW.NHS.UK](http://www.mtw.nhs.uk) Please enter Car Parking Management Services and Security Services Management into the search box and the response will be shown. Alternatively, please use the following link:

<http://www.mtw.nhs.uk/wp-content/uploads/2021/04/Car-Parking-Management-Services-and-Security-Services-Management.-150421.pdf>

ID 6966 – 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 [WWW.MTW.NHS.UK](http://www.mtw.nhs.uk) Please enter Facilities management into the search box and the response will be shown. Alternatively, please use the following link: <http://www.mtw.nhs.uk/wp-content/uploads/2021/09/Facilities-management.-220921.pdf>

ID 6982 – 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 [WWW.MTW.NHS.UK](http://www.mtw.nhs.uk) Please enter Patient Feeding and Retail Catering into the search box and the response will be shown. Alternatively, please use the following link: <http://www.mtw.nhs.uk/wp-content/uploads/2021/10/Patient-Feeding-and-Retail-Catering.-071021.pdf>

ID 6403 – 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 [WWW.MTW.NHS.UK](http://www.mtw.nhs.uk) Please enter patient transport contract into the search box and the response will be shown. Alternatively, please use the

following link: <http://www.mtw.nhs.uk/wp-content/uploads/2020/12/Patient-transport-contract.-191120.pdf>

ID 6941 – 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 WWW.MTW.NHS.UK Please enter Facilities management into the search box and the response will be shown. Alternatively, please use the following link: <http://www.mtw.nhs.uk/wp-content/uploads/2021/09/Facilities-management.-170921.pdf>