

Request Title: Hard and Soft FM Services

FOI Reference: PSC-93115-B5X8

Date of Disclosure: 11/07/2022

Date Range: 2022

FOI Request:

Under the Freedom of Information Act, please can you provide the following information:

1. Please list separately the NHS Trusts you support in providing the following services:

a. Hard FM services (e.g. building maintenance, plumbing, heating, lighting and fire safety)

and

b. Soft FM services (e.g. cleaning, patient catering, retail & staff catering, portering, security services) – please indicate the specific services delivered for each Trust.

2. Of the Trusts and services listed, which ones are provided directly by NHS Property Services and which are delivered through a 3rd party procured through NHS Property Services?

3. For the Trusts and services delivered through a 3rd party (on behalf of NHS Property Services) please can you provide the name of the 3rd party supplier, their contract start and end date and their contract value for the length of the contract?

Our Response:

Having completed enquiries within NHSPS in respect of Section 1(1)(a), NHSPS does hold information relating to your request, however, the obligation of Section 1(1)(b) cannot be met as NHSPS does not hold all the information requested in a format that allows it to be retrieved within the time and cost limits of FOIA. When responding to a request for information under the terms of the FOIA, a public authority is not obliged to provide information if the authority estimates that the cost of the retrieval of the information requested would be in excess of £450 (equivalent to 18 hours work). The costs criteria relates to a request in its entirety, which means that if we cannot retrieve all of the information requested within the costs limit, we are not obliged to retrieve any of the information requested. The following explanation outlines the difficulty NHSPS has in answering your request: Whilst we have an asset register, these are not defined by trust level within our system, therefore, in order to break it down by trust, it would require resource from FM Teams to which would take a significant amount of time to retrieve. Having said that, and in an effort to assist, although excess cost removes NHSPS's obligations under the FOIA, please see attached, answers to question 3 of your FOI request. NHS Property Services Limited, Regent House, Heaton Lane, Stockport, Cheshire SK4 1BS Registered in England & Wales No: 07888110 customer.service@property.nhs.uk 0800 085 3015 <https://www.property.nhs.uk/contact-us> Under our duty to advise and assist, we may be able to provide the information requested under FOIA, if you resubmit your request for specific site/sites. Please use the following link to see sites we manage across the country. NHS Property Services | Our properties | Page 1 Additionally, please note that breaking down a request for

information into multiple requests does not allow the requester to avoid the Freedom of Information cost limit.