



**Wrightington,
Wigan and Leigh**
NHS Foundation Trust

Information Governance

Wrightington Hospital
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WN6 9EP

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Email: FOI@wwl.nhs.uk
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Ref: FOI2018/4676

Date Received: 11th May 2018
Response Due: 11th June 2018

14th June 2018

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the FOI Act.

This is a request under the Freedom of Information Act

Re: NHS - Soft Facilities Management Contracts

1. Please state the full name of your Trust: [Wrightington, Wigan & Leigh NHS Foundation Trust](#)
2. Please state which Soft FM service lines (if any) are outsourced such as: [All services are in house excluding Security](#)

§ Patient Catering - [In House](#)

§ Retail Catering - [In House](#)

§ Cleaning - [In House](#)

§ Ward Hostess - [In House](#)

§ Portering - [In House](#)

§ Security - [OCS](#)

§ Car Parking - [OCS](#)

§ Reception - [OCS](#)

§ Helpdesk - [In House](#)

§ Waste management - [In House](#)

§ Ancillary services such as Pest Control - [Wigan Metro Council](#), Window Cleaning - [CG Cleaning Ltd](#), Hygiene Services - [Initial](#), Grounds maintenance - [In House](#), linen and laundry - [Synergy Healthcare](#)

§ Other – please specify – [N/A](#)

3. Please state the site names where those services take place - [Royal Albert Edward Infirmary](#), [Wrightington Hospital](#), [Leigh Infirmary](#), [Thomas Linacre Centre](#)

4. Please state which company (s) holds which Soft FM service lines - [In House](#)

5. Please state the core contract start date and end date of your current Soft FM services. - [In House](#)

[OCS contract start date was May 1st 2014. End date is 31-03-19.](#)

6. Please state whether there are any provisions for contract extensions (including how many years and the extension terms). If yes, please state if the contract extension been awarded

[OCS – Yes – potentially 1 year, Synergy Healthcare - Yes](#)

7. Please state the annual total value of each service line for the year 2017/18?

[Patient Catering In House](#)

[Retail Catering In House](#)

[Catering combined value of £5.2m turnover \(excluding income\)](#)

[Cleaning In House](#)

[£4.85m](#)

[Ward Hostess /Housekeeper In House](#)

[Not part of E&F – info cannot be obtained.](#)

[Portering In House](#)

[£2.4m \(including Hospital Stores\)](#)

[Security OCS](#)

[Car parking OCS](#)

[S&CP combined service - £650k](#)

[Reception In House](#)

[No such services within E&F – volunteers lead main site Helpdesk services](#)

[Helpdesk In House](#)

[Helpdesks for individual services included in service costs](#)

[Waste management In House](#)

[£340k including Waste Minimisation officer, Domestic Waste Management and Hazardous Waste Management & Disposal](#)

8. At the end of the contract term, does the Trust intend to go to market to outsource the services again?

[This is yet to be determined.](#)

9. If not, what options will the Trust consider (such as reverting to an in house service delivery or establishing a wholly owned subsidiary of the Trust?)

[This is yet to be determined.](#)

10. If no Soft FM services are currently outsourced, is the Trust likely to consider outsourcing during the next 5 years? [N/A](#)

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 256284. If we do not hear from you Within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Andrew Foster', written in a cursive style.

Andrew Foster
Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF