

22/02/2022

Dear Requester,

FOI 1163

Thank you for your Freedom of Information request which was received within the Trust.
Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

Can you please answer the following queries in relation to Estates and Facilities Services – both hard FM and soft FM:

Hard FM

Your request:	Luton & Dunstable Hospital	Bedford Hospital
Services in house or outsourced?	All services are provided in house	All services are provided in house
If outsourced, who is the supplier?	N/A	N/A
If outsourced, what is the contract value?	N/A	N/A
What is the reporting/ management structure on how the service is delivered please? (including WTE, banding and staff headcount)	As per attached Doc	
What CAFM system do you use?	SWG QFM	Micad Systems (UK) Ltd.

Soft FM

Your request:	Luton & Dunstable Hospital	Bedford Hospital
Services in house or outsourced?	<ul style="list-style-type: none"> • Domestic, Catering and Waste- Outsourced to ISS • Security- Outsourced to APCOA • Linen - outsourced to Synergy • Portering and Switchboard- In house 	All services are provided in-house
If outsourced, who is the supplier?	As per above	N/A
If outsourced, what is the contract value?	In total circa 16M	N/A
What is the reporting/ management structure on how the service is delivered please? (including WTE, banding and staff headcount)	As per attached Doc	
What system do you use to manage your FM please and does this interlink with your CAFM system?	Each contractor has their own CAMF type system to meet their and our needs	N/A

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

FOI Officer

Bedfordshire Hospitals NHS Foundation Trust