

Our Ref: NG/RM/24233
Date: 24th July 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 2nd July 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

1. Can you please provide me with an organisational chart or list of your Soft facilities Services, indicating all posts within the structure, their AFC banding, and the number of whole-time equivalents funded in each post? **Please see Appendix 1 attached.**
2. Is your cleaning service delivered in-house, outsourced, or a blend of both? If a blend, please provide approximate percentages.
Main Hospital site, the cleaning service is delivered by our PFI providers Serco. The in-house facilities team provide cleaning services at our other sites with the exception of two GP surgeries which are provided by external providers. Approx 5%.
3. Is your patient catering service delivered in-house, outsourced, or a blend of both? If a blend, please provide approximate percentages.
Main hospital site, the catering services are provided by our PFI providers Serco. At our other inpatient units, clients prepare their own meals with the exception of the Darwin Centre, Assessment and Treatment unit and Dragon Square 4/5 where the service is provided in house.
4. Are your patient meals produced in-house or externally purchased? **Main Hospital site- Cook Freeze via our PFI provider. Salads and sandwiches prepared on site by Serco.**
5. Please indicate what meal service your trust utilises? Cook-freeze, Cook-chill, Cook-serve, Mixed, Other. **Cook-freeze, Mixed**
6. Is your linen services delivered in-house, outsourced, or a blend of both? If a blend, please provide approximate percentages. **Outsourced**

7. Is your transport service delivered in-house, outsourced, or a blend of both? If a blend, please provide approximate percentages. **The Trust has an internal courier service for postal and pharmacy deliveries**
8. Do you have other services included under your Soft Facilities Service remit? If yes, please list and indicate whether they are delivered in-house, outsourced, or a blend of both? If a blend, please provide approximate percentages.

Manage and monitor the following contracts:

- **Linen services contract**
 - **Secure patient Transport Contract**
 - **Non- emergency patient contract.**
 - **Trust Taxis contract**
 - **Monitor PFI soft services**
 - **Vehicle lease contract**
 - **Fuel and maintenance contract**
9. Please indicate how many sites you provide Soft Facilities Service to within your Trust? 1, <5, <10, <20, <30, <40. If over 40, please confirm how many. **Approx 35**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance



Chair: Janet Dawson
Chief Executive: Dr Buki Adeyemo
www.combined.nhs.uk

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Organisational Chart (*Responsible to/Accountable to/Responsible for*)

