

Date: Monday, 20th September 2021  
Our Ref: MB/SS FOI 4881

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**Re: Freedom of Information Request FOI 4881**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 08th September 2021.

Your request was as follows:

- How many facilities management staff (both contracted and agency) has your trust had each year for the last 5 years?

Section 43 (2) - Disclosure would, or would be likely to, prejudice the commercial interests of any person

The numbers involved for the provision of the facilities management (FM) are not generally reported, although those of the cleaning and portering teams are provided in the Trust's Hospital Estates Return Information Collection (ERIC) Data. To provide further information would be considered commercially sensitive, and therefore, under Section 43(2) of the Act exempt from disclosure.

**Public Interest Test**

To use this exception we are required to undertake a public interest test. The matters which were considered in applying the public interest test are as follows:

**Factors in favour of disclosure:**

- It would enable the public to better scrutinise the public monies spent.

**Factors in favour of withholding:**

- It would give other suppliers the opportunity to undercut the current supplier which could impact the current suppliers business.
- It would give other suppliers the opportunity to undercut the current supplier which could impact the public bodies' financial interest with future suppliers.

This response therefore acts as a refusal notice under section 17 of the FOIA.

- How many cleaning staff (both contracted and agency) has your trust had each year for the last 5 years?

I confirm that ISS Healthcare hold this information on behalf of The Walton Centre NHS Foundation Trust (WCFT), however, I am unable to provide you with that information as I consider that the following exemptions apply to it.

**Section 21 - Information already reasonably accessible to you**

This information is exempt from disclosure under Section 21 of the Freedom of Information Act 2000 (FOIA), as it is already reasonably accessible to you. The information you have requested is published on NHS Digital website - his information is published annually by the Health & Social Care Information Centre and may be found at:



<https://digital.nhs.uk/data-and-information/publications/statistical/estates-returnsinformation-collection>

This exemption is not subject to the public interest test. This response therefore acts as a refusal notice under section 17 of the FOIA.

•  How much has been spent on facilities management salaries (both contracted and agency) by your trust, each year for the last 5 years?

I confirm that ISS Healthcare hold this information on behalf of The Walton Centre NHS Foundation Trust (WCFT), however, I am unable to provide you with that information as I consider that the following exemptions apply to it.

Section 21 - Information already reasonably accessible to you

This information is exempt from disclosure under Section 21 of the Freedom of Information Act 2000 (FOIA), as it is already reasonably accessible to you. The information you have requested is published on NHS Digital website - his information is published annually by the Health & Social Care Information Centre and may be found at:

<https://digital.nhs.uk/data-and-information/publications/statistical/estates-returnsinformation-collection>

This exemption is not subject to the public interest test. This response therefore acts as a refusal notice under section 17 of the FOIA.

•  How much has been spent on cleaning salaries (both contracted and agency) by your trust, each year for the last 5 years?

I confirm that ISS Healthcare hold this information on behalf of The Walton Centre NHS Foundation Trust (WCFT), however, I am unable to provide you with that information as I consider that the following exemptions apply to it.

Section 21 - Information already reasonably accessible to you

This information is exempt from disclosure under Section 21 of the Freedom of Information Act 2000 (FOIA), as it is already reasonably accessible to you. The information you have requested is published on NHS Digital website - his information is published annually by the Health & Social Care Information Centre and may be found at:



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This exemption is not subject to the public interest test. This response therefore acts as a refusal notice under section 17 of the FOIA.

•  How many pieces of software do you use to run your facility? Please name the software (if possible).

ISS Healthcare use Concept as their chosen CAFM system. Their CAFM system forms the centre of their Helpdesk technology solution, linking together functionalities such as the ISS ServicePoint touchscreens, the FSI GO app on our smart devices, audit tools and online Insight@ISS reporting dashboard.

Other software that feed into the overall solution include:

- ISS Audit / Servicetrac
- Saffron (for catering services)
- EMOS / PMOS
-  Portal (for ca  services)

- MCR Systems (For Retail)
- Fixed and mobile EPOS (For Retail)

•  How much has been spent on new technology investments for facilities management each year, for the last 5 years?

Exact figures are considered commercially sensitive, but the overall investment by the provider runs into a seven figure sum over this period of time.

•  How much is spent on paper and ink each year, for the last 5 years?

This specific data is unavailable as many other items would be included in any stationery budget.

•  How many new pieces of software have you implemented in the last 5 years?

ISS keep their IT software under constant review. At least 17 new pieces of software have been introduced over the past 5 years.

Please see our response above in [blue](#).

#### **Re-Use of Public Sector Information**

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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 the Freedom of Information Office at the address above.

**Please remember to quote the reference number, FOI 4881 in any future communications.**

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 Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

*Mike Burns*

**Mr. Mike Burns, Executive Lead for Freedom of Information**