

16 January 2020

Information Rights & Compliance Team
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Hertfordshire
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Our Ref: FOI/03547

Thank you for your request concerning Soft Facilities Management Services.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

I would like to request information under the Freedom of Information Act in respect of the provision of Soft Facilities Management Services at your Trust.

The services I am interested in are cleaning, portering, patient catering, staff/visitor catering and security.

For each of the above services, please could you confirm the following:

1. Whether the service is outsourced or provided in-house?

Outsourced.

2. If outsourced, which organisation provides the service?

Interserve Group Limited.

3. If outsourced, the contract start date and contract end date?

Start Date: April 2014
End Date: October 2020

4. If outsourced, the planned start date for commencing any re-tender process?

February 2020.

5. The annual expenditure on the service?

As stated in question 4, retendering is due to commence shortly therefore we have applied Section 43 (2) of the Freedom of Information Act¹.

Information is exempt if disclosure would, or would be likely to prejudice the commercial interests of any person, including the public authority holding the information. This is a qualified exemption and therefore subject to the public interest test.

¹ Section 43 – Information that constitutes a trade secret or may prejudice commercial interests has been applied.

We have considered the reasons for and against disclosure below:

Reasons for disclosure

There is considerable interest in ensuring that Trusts are transparent about its spending of public money at a time when public finances are under considerable scrutiny.

Reasons against disclosure

The Trust is obliged to protect its commercial interests including the economic interest of the procurement process.

Conclusion

We reached the view that, on balance, the public interest is better served by withholding this information under Section 43 (2) of the Freedom of Information Act at this time. We believe the release of this information would prejudice our position within the bidding process of this contract in such a competitive environment.

6. **Please could you also confirm the contact details including name, job title and email address for the relevant officer in the Trust (e.g. Director of Estates and Facilities) who has responsibility for each service?**

Our Associate Director of Estates manages the Trusts estates in a joint agreement with Hertfordshire Community Trust.

All our management contact details can be obtained through [Binley's Database of NHS Management²](#).

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).



² Section 21 – Information is available through other means



Hertfordshire
Partnership University
NHS Foundation Trust



Our  values
Welcoming Kind Positive Respectful Professional