

<b>Reference:</b>	FOI.13801.24
<b>Subject:</b>	Cleaning audits
<b>Date of Request:</b>	12 February 2024

**Requested:**

1. Who is responsible for your cleaning audit surveys?
2. Can you outline how cleaning audit surveys are completed?
3. What software, if any, is used to complete and report on cleaning surveys?
4. If you use software to complete cleaning audits, what was the original contract start and end date?
5. If you use software to complete cleaning audits, what was the contract cost per year?
6. If you use software to complete cleaning audits, how was this procured (Direct award/tender etc).

**Response:**

Hywel Dda University Health Board (UHB) has considered applying a Section 43 exemption of the Freedom of Information Act 2000 (FOIA), as the costs requested in question 5 relate to third parties and this information would be prejudicial to their commercial interests. Section 43(2) exempts information, where disclosure of it would or would be likely to prejudice the commercial interests of any person. Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors.
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b). The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has consulted with the third party, Softcat, and their comments have been considered as part of the decision-making process, alongside the public interest test; as they have consented to the disclosure of the costs for their cleaning audit software costs, these will be provided in response to question 5.

1. The UHB confirms that the Hotel Services supervisors on each site conduct its cleaning audits.
2. The UHB confirms that cleaning audits are categorised as Very High, High, Medium and Low. Very High and High category audits are completed on a monthly basis, Medium are completed every three (3) months and Low every six (6) months. All audits are completed using iPads and should have representatives from Hotel Services, Estates and Clinical Teams present.

3. The UHB confirms that it uses the Domestic Monitoring module from Synbiotix system for its cleaning audits.
4. The UHB confirms that the start date of the contract was 25 February 2021, with the system being implemented in April 2022, for a duration of (2) years, with the option to extend for no longer than five (5) years in total.
5. The UHB confirms that the domestic monitoring module used for its cleaning audits, involved an initial cost of £14,000.00 with a recurring annual spend of £23,400.
6. The UHB confirms that the Helpdesk and Domestic monitoring were procured by Direct Award.