

Reference:	FOI.12512.23
Subject:	Facilities Management
Date of Request:	24 August 2023

Requested:

I would like the organisation to review my freedom of information request below, that's focused around contract data for services around facilities management specifically around the services below:

1. Office and building cleaning – Service contract that is focused around office, commercial and building cleaning services.
2. Lift service and maintenance – Service contract for lift service and maintenance.
3. Food – Service contract that is focused around catering services.
4. General waste services contracts – The organisation's primary general waste service contract.
5. Laundry services - where clothes and linen can be washed and ironed.

Contract profile questionnaire for each type of contract:

- a. Supplier/Provider of the services
- b. Total Annual Spend – The spend should only relate to each of the service contracts listed above.
- c. A description of the services provided under this contract please includes information if other services are included under the same contract.
- d. The number of sites the contract covers
- e. [ONLY FOR LIFT CONTRACT] The Brand name of the type of lifts used by the organisation
- f. The start date of the contract
- g. The end date of the contract
- h. The duration of the contract, please include information on any extensions period.
- i. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address.

Response:

1. & 3. Hywel Dda University Health Board (UHB) regrets to inform you that it does not hold the information requested for contract office and building cleaning and food services, as these are provided in-house.

Contract type: Lift service and maintenance

- 2a. The UHB confirms that the supplier of its lift service and maintenance is OTIS.
- 2b. The UHB confirms that the total annual spend for the lift service and maintenance contract is £87,748.20, for the 2023/24 financial year.
- 2c. The UHB confirms that the services provided in this contract are for the maintenance and call outs for the UHB's lifts, in line with current legislation.

2d. The UHB confirms that the contract covers thirteen (13) sites across the UHB.

2e. The UHB confirms that the brand is E for Lifts.

2f. The UHB confirms that the start date of the contract was 1 May 2023.

2g. The UHB confirms that the contract end date is 30 April 2028.

2h. The UHB confirms the contract awarded was for five (5) years.

2i. The UHB confirms that the Procurement Department in NHS Wales Shared Services Partnership (NWSSP) is responsible for the lift contract. Jayne Phillips, Category Manager-Sourcing can be contacted via the following email jayne.phillips@wales.nhs.uk or by telephone on 01639 509422.

Contract type: General waste services

4a. The UHB confirms that its general waste services contract is provided by Biffa plc.

4b. The UHB confirms that the total annual spend for general waste was £164,571.00 (excluding recycling costs), for the 2022/23 financial year.

4c. The UHB confirms that the services provided by Biffa plc include the collection of general waste and recycling services.

4d. The UHB confirms that the contract covers forty-four (44) sites across the UHB.

4e. Not applicable to this contract.

4f. The UHB confirms that the contract start date was 1 July 2022.

4g. The UHB confirms that the contract end date is 31 March 2024.

4h. The UHB confirms that the current contract was for 1 (one) year initially, which was extended to 30 September 2023 and a further extension to 31 March 2024.

4i. The UHB confirms that the Procurement Department in NWSSP is responsible for the waste contract. Alun James, Senior Procurement Business Manager, can be contacted via the following email alun.james@wales.nhs.uk or by telephone on 01267 229776.

5. The UHB does not hold this information as its laundry services are managed by NWSSP. We therefore recommend that you redirect your request to the Freedom of Information (Fol) Team in NWSSP, who may be able to help you with your enquiry. Contact details for NWSSP are as follows:-

shared.services@wales.nhs.uk or alternatively, you can contact: Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.