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Darlington Memorial Hospital
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Request for Information Reference: 04.16.36

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Email only

24 May 2016

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 22 April 2016 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding cleaning services. Specifically you asked:

The Department of Sociology of the University of Oxford, in collaboration with journalist Deborah Cohen are currently collecting data on the outsourcing of cleaning services among the hospitals in the UK.

We have identified through Patient Environment di Action Teams (PEAT) and Patient-led assessments of the care environment (PLACE) surveys that the following hospitals

CHESTER LE STREET COMMUNITY HOSPITAL was assessed on the following dates: 21-Jan-11, 13-Jan-12, 29-May-13, 26-Mar-14, and 24-Apr-15.

DARLINGTON MEMORIAL HOSPITAL (RXP) was assessed on the following dates: 14-Jan-11, 05-Jan-12, 09-Apr-13, 19-Mar-14, and 15-May-15.

UNIVERSITY HOSPITAL NORTH DURHAM was assessed on the following dates: 06-Jan-11, 23-Jan-12, 18-Jun-13, 30-Apr-14, and 17-Mar-15.

BISHOP AUCKLAND GENERAL HOSPITAL was assessed on the following dates: 19-Jan-11, 21-Feb-12, 03-May-13, 21-Feb-14, and 08-May-15.

We would like to ask, under the Freedom of Information Act 2000:

1. Are the dates recorded correctly, if not could you please provide us the correct ones.

Question	2011	2012	2013	2014	2015
Question 1	Correct	Correct	Correct	UHND add 9/5/14	Correct

2. Whether the cleaning service, during that period, was contracted-out to an outside contractor or was delivered in house.

	CLSCH	DMH	UHND	BAH	
Question 2	Contract out	In house	Contact out/in house	Contract out	

3. The annual amount of money spent for the cleaning service.

	11/12	12/13	13/14	14/15	
Question 3	5,404,376	4,719,416	5,391,470	5,203,823	

4. The name(s) of the company(s) which provided these services, if contracted-out.

	CLSCH	DMH	UHND	BAH	
Question 4	Robertson's	Trust	Trust/Engie	ISS	

5. The number of staff employed, annually, for the cleaning service.

	11/12	12/13	13/14	14/15	
Question 5	249.66wte	243.00wte	247.00wte	223.29wte	

6. The complete text of all communications between all cleaning-service provider(s)), both if they were outside contractors or internal ones, and the hospital trust management within six weeks of the above listed assessment dates.

Answer: Please see attached.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer