

Request for Information Reference: 01.19.61

Direct line: 01325 743700

Email: cdda-tr.cddftfoi@nhs.net

Email only

25 February 2019

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 28 January 2019 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 the computer assisted facilities management system.

County Durham and Darlington Services (CDD services) is a wholly owned subsidiary of County Durham and Darlington Foundation Trust, they provide Estates, Facilities and Procurement services and reply as follows:

1. Does your NHS Trust use a computer assisted facilities management system?

Answer:

- a. Synbiotix – portering helpdesk and domestic monitoring programme
- b. Innovise – domestic monitoring system
- c. Backtraq – staff car park permit management system
- d. Support Services Solutions Limited – Portering helpdesk

2. If no, are there ongoing plans to purchase a computer assisted facilities management system in the future?

Answer: We have reviewed our requirements and are in the final stages of introducing the Synbiotix systems listed in Question 1.

3. What is the name of the computer assisted facilities management system (product name) and which company is it purchased from?

Answer:

- a. Synbiotix (Synbiotix Solutions Ltd)
- b. Innovise (Innovise Software Limited)
- c. Backtraq (part of Micad Systems (UK) Ltd)
- d. Support Services Solutions Limited

4. Provide brief information on the process in use at the NHS Trust to manage reactive and planned maintenance work including how this is recorded and scheduled.

Answer: These activities fall under the remit of the Estates Department who use Backtraq to manage planned and reactive maintenance

5. Value of the current contract, date of commencement and date of expiry.

Answer:

- a. Synbiotix – the original set-up fee was £60k with on-going annual costs of £20k. There is currently no expiry date for the contract as agreed termination windows and periods have been included within the contract.
- b. Innovise – £1800 per year.
- c. Backtraq - £6695
- d. Support Services Solutions Limited £540 per year expires 1st August 2019

6. Who is responsible for ensuring the computer assisted facilities management system meets the NHS Trust's requirements?

Answer:

- a. Systematic reviews are carried out by the Facilities Team with the aid of Procurement as necessary.
- b. Backtraq is managed by the Estates team

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

Synchronicity Care Limited

Registered Address: Darlington Memorial Hospital, Hollyhurst Road, Darlington, DL3 6HX

Registered Company Number: 9679630 (July 2015)