

Executive Corridor  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX  
Switchboard Tel: 01325 38 0100  
Foundation Trust Office: 01325 74 3625  
Corporate Records Office: 01325 74 3700

Request for Information Reference: 12.19.36

Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

22 January 2019

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 20 December 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 facilities and estates. Specifically you requested information as follows:

***In your specific location, how much is spent per year on the following:***

- ***Disposable paper towels for washrooms***
- ***Non-recyclable waste collection***
- ***Washroom repairs***
- ***Unblocking of drains and water pipes***

**County Durham and Darlington NHS Foundation Trust replies:**

Answer: Please see below for all sites.

	Darlington Darlington Memorial Hospital	University Hospital of North Durham	Bishop Auckland Hospital	Chester Le Street
Disposable paper towels for washrooms	£139,084.33		This is incorporated into the contracted service costs as is not available as a specific cost	£4779
Non-recyclable waste collection	£110,000			£14650
Washroom repairs	£10,000*	£8075 reactive calls	This is incorporated into the contracted service costs as is not available as a specific cost	This is incorporated into the contracted service costs as is not available as a specific cost
Unblocking of drains and water pipes	£9,300*	Exact figure unknown, but approximate figure of £3,000 per annum for reactive calls	This is incorporated into the contracted service costs as is not available as a specific cost	Planned maintenance - £520. No reactive calls.

\*Specific task recording for the type of work requested/needed and hence associated with sinks/pipework/washroom repairs, is not identified in the work coding software system used for the DMH site. It is therefore not categorised for reporting analysis. If it was then this request would be fairly straightforward.

Alternatively, a 'wild card' word search reveals numerous work report descriptions, but the accuracy of these reports is very variable and far too vast to carry out a manual sort of the output data, most of which are irrelevant to the information source requested. QEF are therefore unable to categorise the data requested by this FOI enquiry for the DMH site due to the limited recording and reporting categories from the software currently in use'.

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](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
Freedom of Information Officer



County Durham  
and Darlington  
NHS Foundation Trust