



East London

**NHS Foundation Trust
Information Governance**

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London
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Website: <https://www.elft.nhs.uk>

18 July 2024

Our reference: FOI DA5475

I am responding to your request for information received 8 July 2024. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: I would like to make a request under the Freedom of Information Act 2000 in regard to your Soft Facilities Services

Question 1: Can you please provide me with an organisational chart or list of your Soft facilities Services, indicating all posts within the structure, their AFC banding, and the number of whole time equivalents funded in each post?

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 40 for the FOI Act states:

(2) This exemption covers the personal data of third parties (anyone other than the requester) where complying with the request would breach any of the principles in the UK GDPR.

The information you have requested relates to less than five individuals and has the potential for those individuals to be identified. The Trust is therefore unable to provide this information in detail.

However in an effort to be helpful, we can provide the following information: The Soft Facilities Team consists of the following:

- One Assistant Director - FTE
- Three Area Facilities Managers – all FTE
- Eight Facilities Officers – all FTE

Question 2: Is your cleaning service delivered in-house, outsourced, or a blend of both? If a blend, please provide approximate percentages.

Answer: The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 1 and 3

<https://www.elft.nhs.uk/sites/default/files/2023-04/ANONResponse%20-%20FOI%20DA4401.pdf>

Question 3: Is your patient catering service delivered in-house, outsourced, or a blend of both? If a blend, please provide approximate percentages.

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 1 and 3



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Question 4: Are your patient meals produced in-house or externally purchased?

Answer: Patient meals are produced in-house at John Howard Centre. For all other sites that ELFT directly controls they are provided externally purchased via our service provider.

Question 5: Please indicate what meal service your Trust utilises? Cook-freeze, Cook-chill, Cook-serve, Mixed, Other.

Answer: The Trust utilises a mixed meal service.

Question 6: Is your linen services delivered in-house, outsourced, or a blend of both? If a blend, please provide approximate percentages.

Answer: The Trust has reviewed question 6 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 1 and 3

<https://www.elft.nhs.uk/sites/default/files/2023-04/ANONResponse%20-%20FOI%20DA4401.pdf>

Question 7: Is your transport service delivered in-house, outsourced, or a blend of both? If a blend, please provide approximate percentages.

Answer: The Trust has reviewed question 7 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 9

<https://www.elft.nhs.uk/sites/default/files/2022-12/ANON%20Response%20-%20FOI%20DA4297.pdf>

Question 8: Do you have other services included under you Soft Facilities Service remit? If yes, please list and indicate whether they are delivered in-house, outsourced, or a blend of both? If a blend, please provide approximate percentages.

Answer: All Soft FM provision is provided at Trust sites via our service provider.

Question 9: Please indicate how many sites you provide Soft Facilities Service to within your trust? 1, <5, <10, <20, <30, <40. If over 40, please confirm how many.



Answer: The Trust has approximately 135 sites. Soft FM provision varies depending on the type of landlord.



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