



The Clatterbridge  
Cancer Centre  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: www.clatterbridgecc.nhs.uk

Date: 12 July 2021

**Re: Freedom of Information Request**  
**Ref: 171-2021**

Thank you for your email dated the 15<sup>th</sup> June 2021, requesting information in relation to Facilities Management Services.

The information that you require is as follows:

Service	Inhouse (please tick)	Outsource (please tick)	Name of Service Provider	Contract Start Date	Contract End Date	Retender Date	Annual Expenditure £
Hard FM		X	Vinci	1-2-20	31-1-27	31-1-26	1.3m*
Cleaning		X	ISS	1-4-20	31-3-23	31-3-22	2.75m *  Includes the below services as indicated
Portering		X	ISS	1-4-20	31-3-23	31-3-22	In above
Patient Catering		X	ISS	1-4-20	31-3-23	31-3-22	In above
Staff / Visitor Catering	N/A**	N/A**	N/A**	N/A**	N/A**	N/A**	N/A**
Security		X	ISS	1-4-20	31-3-23	31-3-22	In above

\*This spend varies year on year depending on any extra requirements we may have throughout the year i.e. extra cleaning due to COVID-19

\*\*There are a number of shops and cafes on our hospital sites, however, these are not funded by our Trust.

**Please could you also confirm the contact details including name, job title and email address for the relevant officer in the Trust (e.g. Director of Estates and Facilities) for these services?**

**Name:** Peter Crangle  
**Role:** Director of Finance - PropCare  
**Email:** peter.crangle@nhs.net

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

**<https://www.surveymonkey.co.uk/r/H39RFMM>**