



The Clatterbridge  
Cancer Centre  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 21 March 2022

**Re: Freedom of Information Request**  
**Ref: 56-2022**

Thank you for your email dated the 24/2/2022, requesting information in relation to retail catering and patient feeding.

The information that you require is as follows:

**Retail Catering Services / Patient feeding services**

1. The name and contact details for the Chief Executive?
2. The name and contact details for the Director of Finance?
3. The name and contact details for the Director of Estates and Facilities?  
**Under the Freedom of Information Act 2000, Section 22, this information is exempt as the Trust intends this information to be published at a future date.**
4. The name and contact details of the Procurement Director? **This position is not held at the Trust.**

**Retail Catering**

5. The name(s) of the company(ies) who currently provides retail catering at the hospital? **Blackburne House / RVS**
6. Is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included? **Single contract**
7. How many of each type of outlet are there e.g. coffee shop, restaurant etc **3 x cafes**
8. When does the contract expire? **Blackburne House contract ends November 2026, RVS contract – information is not held**
9. What is the average sales turnover per annum for all the outlets combined? **This information is not held**

**Patient Feeding**

10. Who provides patient feeding within the hospital? **ISS**
11. If this is run in house is the trust willing to consider outsourcing? **Outsourced**
12. If outsourced, is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included? **IFM contract including cleaning, porters, security and catering.**
13. When does the contract expire? **The contract expires April 2023**
14. What is the annual turnover per annum for patient feeding? **This information is not held.**

### Additional Questions

15. How many beds are there in the hospital? If there is more than one hospital in the trust, please can you breakdown the number of beds per hospital building?

16. How many staff work in each hospital?

**Under the Freedom of Information Act 2000, Section 22, this information is exempt as the Trust intends this information to be published at a future date.**

17. Do you use a framework for catering? If so, which framework do you use? **No framework used**

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>**

Kind Regards,

Margaret Moore  
Information Governance Administrator  
Contact Email: [ccf-tr.foi@nhs.net](mailto:ccf-tr.foi@nhs.net)