

Date: 29<sup>th</sup> November 2017

**Re: Freedom of Information Request**  
**Ref: 196-2017**

Thank you for your email dated 2nd November 2017 requesting information regarding facilities management.

The information that you require is as follows:

1. Are soft FM services are provided in-house, contracted-out, or a mix of both?

**Provided by PropCare, a subsidiary of the Trust.**

2. Are hard FM services are provided in-house, contracted-out, or a mix of both?

**Provided by PropCare, a subsidiary of the Trust.**

3. Are Soft and Hard FM services procured together as a 'Total FM' contract?

**Yes**

4. If the answers to 1 or 2 are contracted-out or mixed, I would like to know the following additional information:

- a. Original estimate of annual contract value **£4.2 million**
- b. Contract start date **2017**
- c. Contract expiry date **2042**
- d. The incumbent supplier(s) **PropCare**
- e. Whether the contract features extensions **N/A**
- f. Whether there are any plans to extend the current contract **N/A**

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>**