



**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: 31 January 2020

**Re: Freedom of Information Request**  
**Ref: 02-2020**

Thank you for your email dated 3rd January 2020 requesting information with regards to facilities management.

The information that you require is as follows:

**For each of the different contracts below, can you please provide me with all the information using the questions below:**

**Office and building cleaning – Service contract that is focus around office, commercial and building cleaning services.**

**1. Supplier/Provider of the services**

- **Clatterbridge Wirral Site - Office and building cleaning services are currently provided to us as part of a Service Level Agreement (SLA) with Wirral University Teaching Hospital NHS Foundation Trust (WUTH)**
- **Clatterbridge Aintree Site - Office and building cleaning services are via a Service Level Agreement with The Walton Centre NHS Foundation Trust**
- **Haemato-Oncology Service - Our Haemato-Oncology Unit is based in the Royal Liverpool Hospital and such services are delivered through arrangements made by the Royal Liverpool Hospital. In order to gain this information for our Haemato- Oncology Unit, please contact them directly. Information on how you can do this can be found on their website via the following link: <https://www.rlbuht.nhs.uk/about-the-trust/freedom-of-information>**

2. Total Annual Spend – The spend should only relate to each of the service contract listed above.

- Clatterbridge Wirral Site - Office and building cleaning services are currently provided to us as part of a SLA with Wirral University Teaching Hospital NHS Foundation Trust, we are unable to provide a breakdown of spend\*\*

- Clatterbridge Aintree Site - Office and building cleaning services are currently provided to us as part of a SLA with The Walton Centre NHS Foundation Trust, we are unable to provide a breakdown of spend\*\*

- Haemato-Oncology Service – See question 1 above

\*\*NB – Although the Trust is unable to provide a breakdown of spend for the Clatterbridge Wirral Site and Clatterbridge Aintree Site, the combined value of the service provision for both sites is approx. £1m

3. A description of the services provided under this contract please includes information if other services are included under the same contract.

Office and building cleaning services

4. The number of sites the contract covers

See answer to question 1 above

5. The start date of the contract

- Clatterbridge Wirral Site – November 2019

- Clatterbridge Aintree Site - 2010

- Haemato-Oncology Service – See answer to question 1 above

6. The end date of the contract

- Clatterbridge Wirral Site – November 2020

- Clatterbridge Aintree Site – No end date

- Haemato-Oncology Service – See answer to question 1 above

7. The duration of the contract, please include information on any extensions period.

- Clatterbridge Wirral Site – 1 Year, option to renew on annual basis

- Clatterbridge Aintree Site – Rolling Contract

- Haemato-Oncology Service – See answer to question 1 above

8. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address

FM Services Contract Manager  
Clatterbridge PropCare Services Ltd  
(0151) 556 5088

### Lift service and maintenance – Service contract for lift service and maintenance

1. Supplier/Provider of the services

- Clatterbridge Wirral Site - Lift servicing and maintenance services are currently provided to us as part of a Service Level Agreement (SLA) with Wirral University Teaching Hospital NHS Foundation Trust (WUTH)

- Clatterbridge Aintree Site - Lift servicing and maintenance services are via a Service Level Agreement with Aintree University Hospital NHS Foundation Trust

- Haemato-Oncology Service - Our Haemato-Oncology Unit is based in the Royal Liverpool Hospital and such services are delivered through arrangements made by the Royal Liverpool Hospital. In order to gain this information for our Haemato- Oncology Unit, please contact them directly. Information on how you can do this can be found on their website via the following link: <https://www.rlbuht.nhs.uk/about-the-trust/freedom-of-information>

**2. Total Annual Spend – The spend should only relate to each of the service contract listed above.**

- Clatterbridge Wirral Site - Lift servicing and maintenance services are currently provided to us as part of a SLA with Wirral University Teaching Hospital NHS Foundation Trust, we are unable to provide a breakdown of spend.
- Clatterbridge Aintree Site - Lift servicing and maintenance services are currently provided to us as part of a SLA with Aintree University Hospital NHS Foundation Trust, we are unable to provide a breakdown of spend.
- Haemato-Oncology Service – See answer to question 1 above

**3. A description of the services provided under this contract please includes information if other services are included under the same contract.**

Lift service and maintenance - Monthly Service and annual Inspection

**4. The number of sites the contract covers**

See answer to question 1 above

**5. The start date of the contract**

- Clatterbridge Wirral Site – November 2019
- Clatterbridge Aintree Site - 2010
- Haemato-Oncology Service – See answer to question 1 above

**6. The end date of the contract**

- Clatterbridge Wirral Site – November 2020
- Clatterbridge Aintree Site – No end date
- Haemato-Oncology Service – See answer to question 1 above

7. The duration of the contract, please include information on any extensions period.

- Clatterbridge Wirral Site – 1 Year, option to renew on annual basis
- Clatterbridge Aintree Site – Rolling Contract
- Haemato-Oncology Service – See answer to question 1 above

8. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address

Operational Estates & Facilities Contracts Manager  
Clatterbridge PropCare Services Ltd  
0151 556 5519

**Food – Service contract that is focused around catering services.**

1. Supplier/Provider of the services

- Clatterbridge Wirral Site - Food services are currently provided to us as part of a Service Level Agreement (SLA) with Wirral University Teaching Hospital NHS Foundation Trust (WUTH)
- Clatterbridge Aintree Site – Not applicable, no food services required at this site
- Haemato-Oncology Service - Our Haemato-Oncology Unit is based in the Royal Liverpool Hospital and such services are delivered through arrangements made by the Royal Liverpool Hospital. In order to gain this information for our Haemato- Oncology Unit, please contact them directly. Information on how you can do this can be found on their website via the following link: <https://www.rlbuht.nhs.uk/about-the-trust/freedom-of-information>

2. Total Annual Spend – The spend should only relate to each of the service contract listed above.

- Clatterbridge Wirral Site – Food services are currently provided to us as part of a SLA with Wirral University Teaching Hospital NHS Foundation Trust, we are unable to provide an exact breakdown of

spend. However, we can confirm that our annual spend for the provision of these services under our SLA is approximately £300,000

- Clatterbridge Aintree Site – Not applicable, no food services required at this site
- Haemato-Oncology Service – See answer to question 1 above

3. A description of the services provided under this contract please includes information if other services are included under the same contract.

#### Catering Services

4. The number of sites the contract covers

See answer to question 1 above

5. The start date of the contract

- Clatterbridge Wirral Site – November 2019
- Clatterbridge Aintree Site – Not applicable, no food services required at this site
- Haemato-Oncology Service – See answer to question 1 above

6. The end date of the contract

- Clatterbridge Wirral Site – November 2020
- Clatterbridge Aintree Site – Not applicable, no food services required at this site
- Haemato-Oncology Service – See answer to question 1 above

7. The duration of the contract, please include information on any extensions period.

- Clatterbridge Wirral Site – 1 Year, option to renew on annual basis

- Clatterbridge Aintree Site – Not applicable, no food services required at this site
- Haemato-Oncology Service – See answer to question 1 above

8. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address

FM Services Contract Manager  
Clatterbridge PropCare Services Ltd  
(0151) 556 5088

**General waste services contracts – The organisation’s primary general waste service contract.**

1. Supplier/Provider of the services

- Clatterbridge Wirral Site - General waste services are currently provided to us as part of a Service Level Agreement (SLA) with Wirral University Teaching Hospital NHS Foundation Trust (WUTH)
- Clatterbridge Aintree Site - General waste services are via a Service Level Agreement with The Walton Centre NHS Foundation Trust
- Haemato-Oncology Service - Our Haemato-Oncology Unit is based in the Royal Liverpool Hospital and such services are delivered through arrangements made by the Royal Liverpool Hospital. In order to gain this information for our Haemato- Oncology Unit, please contact them directly. Information on how you can do this can be found on their website via the following link: <https://www.rlbuht.nhs.uk/about-the-trust/freedom-of-information>

2. Total Annual Spend – The spend should only relate to each of the service contract listed above.

- Clatterbridge Wirral Site - General waste services are currently provided to us as part of a SLA with Wirral University Teaching Hospital NHS Foundation Trust, we are unable to provide a breakdown of spend. However, we can confirm that our annual spend for the provision of these services under our SLA is approximately £100,000

- Clatterbridge Aintree Site - General waste services are currently provided to us as part of a SLA with The Walton Centre NHS Foundation Trust, we are unable to provide a breakdown of spend.

- Haemato-Oncology Service – See answer to question 1 above

3. A description of the services provided under this contract please includes information if other services are included under the same contract.

#### Waste Services

4. The number of sites the contract covers

See answer to question 1 above

5. The start date of the contract

- Clatterbridge Wirral Site – November 2019

- Clatterbridge Aintree Site - 2010

- Haemato-Oncology Service – See answer to question 1 above

6. The end date of the contract

- Clatterbridge Wirral Site – November 2020

- Clatterbridge Aintree Site – No end date

- Haemato-Oncology Service – See answer to question 1 above

7. The duration of the contract, please include information on any extensions period.

- Clatterbridge Wirral Site – 1 Year, option to renew on annual basis

- Clatterbridge Aintree Site – Rolling Contract



- Haemato-Oncology Service – See answer to question 1 above

8. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address

FM Services Contract Manager  
Clatterbridge PropCare Services Ltd  
(0151) 556 5088

**Laundry services where clothes and linen can be washed and ironed.**

**1. Supplier/Provider of the services**

- Clatterbridge Wirral Site - Linen and laundry services are currently provided to us as part of a Service Level Agreement (SLA) with Wirral University Teaching Hospital NHS Foundation Trust (WUTH)
- Clatterbridge Aintree Site - Laundry services are via a Service Level Agreement with Aintree University Hospital NHS Foundation Trust
- Haemato-Oncology Service - Our Haemato-Oncology Unit is based in the Royal Liverpool Hospital and such services are delivered through arrangements made by the Royal Liverpool Hospital. In order to gain this information for our Haemato- Oncology Unit, please contact them directly. Information on how you can do this can be found on their website via the following link: <https://www.rlbuht.nhs.uk/about-the-trust/freedom-of-information>

**2. Total Annual Spend – The spend should only relate to each of the service contract listed above.**

- Clatterbridge Wirral Site - As all of our linen and laundry services are currently provided to us as part of a SLA with Wirral University Teaching Hospital NHS Foundation Trust, we are unable to provide a breakdown of spend. However, we can confirm that our annual spend for the provision of these services under our SLA is approximately £112,477.95.
- Clatterbridge Aintree Site - Annual cost £852 based on collection, laundering and drop off
- Haemato-Oncology Service – See answer to question 1 above

3. A description of the services provided under this contract please includes information if other services are included under the same contract.

**Laundry and Linen Services**

4. The number of sites the contract covers

**See answer to question 1 above**

5. The start date of the contract

- **Clatterbridge Wirral Site – November 2019**
- **Clatterbridge Aintree Site - 2010**
- **Haemato-Oncology Service – See answer to question 1 above**

6. The end date of the contract

- **Clatterbridge Wirral Site – November 2020**
- **Clatterbridge Aintree Site – No end date**
- **Haemato-Oncology Service – See answer to question 1 above**

7. The duration of the contract, please include information on any extensions period.

- **Clatterbridge Wirral Site – 1 Year, option to renew on annual basis**
- **Clatterbridge Aintree Site – Rolling Contract**
- **Haemato-Oncology Service – See answer to question 1 above**

8. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address

**FM Services Contract Manager**  
**Clatterbridge PropCare Services Ltd**  
**(0151) 556 5088**

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>**