

**Freedom of Information Request**

**Ref: 24-524**

17 July 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

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

**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?**

Please see the attached document.

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

In house

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

In house

**4. Are your patient meals produced in-house or externally purchased?**

Hot meals are provided from an external supplier and cold meals and sandwiches are made in house

**5. Please indicate what meal service your trust utilises? Cook-freeze, Cook-chill, Cook-serve, Mixed, Other.**

Hot food is supplied frozen and regenerated on the wards.

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

Outsourced

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

In house

**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.**

Distribution and postal services: In house

Portering: in house

Retail: in house 70%, outsourced 30%

**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.**

10 sites

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

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

If you are not content with the outcome of the internal 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

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**