

**Freedom of Information Request**

**Ref: 25-033**

11th February 2025

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

**1. The name of your soft facilities management service provider/providers (if this is managed in-house please say)**

**Cleaning** – in house

**Portering** – in house

**Catering** – in house

**Linen** – outsourced

**Retail** – delivered in house 80% and outsourced 20%

**Distribution and Postal Services** - both in-house 100%

**2. The date/dates that your contract/contracts with your soft FM provider ends**

**Cleaning** – Not applicable

**Portering** – Not applicable

**Catering** – Not applicable

**Linen** – We are now in the process of moving to an official tender for the future delivery of this service and associated contract and we are currently unable to release any information regarding this until after the award has been approved.

By releasing any information during this period will unduly bias a potential bidder over the rest of the supplier pool and would be in conflict with the Public Contract Regulations 2015. This is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore we are withholding this information at this time.

**Retail** – We are now in the process of moving to an official tender for the future delivery of this service and associated contract and we are currently unable to release any information regarding this until after the award has been approved.

By releasing any information during this period will unduly bias a potential bidder over the rest of the supplier pool and would be in conflict with the Public Contract Regulations 2015. This is commercially sensitive information and will not be shared at an organisational level. Section 43

of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore we are withholding this information at this time.

**Distribution and Postal Services – Not applicable**

**3. The name of your hard facilities management service provider/providers (if this is managed in-house please say)**

In-house

**4. The date/dates that your contract/contracts with your hard FM provider ends**

Not applicable

**5. The name of your waste management service provider/provider**

Stericycle, Biffa and Sharpsmart

**6. The date/dates that your contract/contracts with waste management provider ends**

All 2027

**7. The name of your security provider/providers**

In-house

**8. The annual sum spent on security each year from 2020/21 to 2024/25 (for 2024/25 if you don't have the total that you will spend then please provide a figure to-date).**

Security is a directly employed in house team unless where otherwise it is incorporated within the same contract as referred to for linens.

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**