FOI 3027

Date 08/05/2024

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

This is a request under the Freedom of Information Act. Could you please supply me with the following information on the Outsourced ISS contract?

1. A list of all services that are currently contracted out by the authority to ISS;

Domestic Cleaning, Patient Catering, Retail Catering, Waste Portering.

1. The end date of each contract;

Commenced November 2020, ends 2027

1. Details of whether each contract carries an option to extend the duration of the contract;

Yes + 2 yrs.

1. The terms for early termination of each contract;

Standard NHS T&C’S; based on material breach of either party

1. The number of staff employed on each contract.

Circa 400

1. The key performance indicators (KPIs) linked to the ISS Contact.

Exempt under Section 43 – Commercially Sensitive

1. The details of ISS achieving these KPIs since they have taken over the contract.

Exempt under Section 43 – Commercially Sensitive

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust