

Reference Number: FOI2021/306
From: Private Individual
Date: 01 September 2021
Subject: Contracts for Retail and Patient Catering

Q1 Retail Catering Services / Patient feeding services

- a. The name and contact details for the Chief Executive?
- b. The name and contact details for the Director of Finance?
- c. The name and contact details for the Director of Estates and Facilities?
- d. The name and contact details of the Procurement Director?

A1 a. Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2020 Disclosure Log, please see FOI Request Ref: 173:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

- b. Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2020 Disclosure Log, please see FOI Request Ref: 289:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

- c. Estates currently falls under the remit of Chief Operating Officer – Hayley Kendall
Hayley.Kendall@lhch.nhs.uk

Facilities currently falls under the remit of Chief People Officer – Karen Nightingall
Karen.Nightingall@lhch.nhs.uk

- d. Procurement falls under the remit of the Chief Finance Officer, as per A1b.

Q2 Retail Catering

- a. The name(s) of the company(ies) who currently provides retail catering at the hospital?
- b. How many retail catering outlets are there in the hospital and which caterers run them (if different)?
- c. Is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included?
- d. The types of outlets e.g. coffee shop, restaurant etc
- e. When was the contract last tendered?
- f. How long was the contract awarded for?

- g. When does the contract expire?
- h. Is there an option to extend and if so for how long?
- i. At the last tender which suppliers applied for inclusion on each retail catering contract? Of these, which were successful at PQQ & ITT stages?
- j. Has a decision been made yet on whether the contract is being extended or renewed?
- k. What is the average sales turnover per annum for all the outlets combined?

A2

- a. ISS Mediclean Retail
- b. Two
- c. Single service contract
- d. Coffee shops
- e. November 2015
- f. Seven years
- g. October 2023
- h. No
- i. Compass Group
- j. No
- k. Information not held – The Trust does not record this information, all sales information is held by ISS Mediclean.

Q3 Patient Feeding

- a. Who provides patient feeding within the hospital?
- b. If this is run in house is the trust willing to consider outsourcing?
- c. If outsourced, is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included?
- d. When was patient feeding services last tendered or reviewed?
- e. What is the Contract Length?
- f. When does the contract expire?
- g. Is there an option to extend and if so for how long?
- h. What is the annual turnover per annum for patient feeding?
- i. At the last tender which suppliers applied for inclusion on the patient feeding contract? Of these, which were successful at the PQQ & ITT stages?
- j. Has a decision been made yet on whether the patient feeding contract is being extended or renewed?

A3

- a. Medirest Catering-Compass Group UK & Ireland
- b. Not applicable as per A3a
- c. Single service contract and no other services included
- d. July 2017
- e. Five years
- f. 30 September 2023
- g. Yes, two years
- h. Annual spend for Medirest Catering for financial year 2020/21 was £808,000
- i. Only one bid received
- j. No

Q4 Additional Questions

- a. How many beds are there in the hospital? If there is more than one hospital in the trust, please can you breakdown the number of beds per hospital building?
- b. How many staff work in each hospital?
- c. Do you use a framework for catering? If so, which framework do you use?

- A4
- a. 168
 - b. 1703 individual staff working at LHCH
 - c. No framework is used for catering