



Kent and Medway
NHS and Social Care Partnership Trust
Information Governance & Records Management Department

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Sent via email

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 44554 under the Freedom of Information Act 2000 regarding: -

Soft Facilities

Your request is set out below:

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 find attached organisational chart.

The services provided by the team are as follows –

Cleaning

Portering

Catering

Pest Control

Linen and Laundry

Window Cleaning

Winter Gritting

Grounds and Garden

Place and Place-Lite

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

Blend of both with approximately 95% in-house and 5% outsourced.

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

Outsourced

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

4. Are your patient meals produced in-house or externally purchased?
Externally purchased
5. Please indicate what meal service your trust utilises? Cook-freeze, Cook-chill, Cook-serve, Mixed, Other.
Cook-freeze and Steamplcity
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.
Patient transport is not delivered by facilities.
The transport service for porters is 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.
Pest Control - Outsourced
Window Cleaning - Outsourced
Winter Gritting - Outsourced
Grounds and Garden- Outsourced
Place and Place-Lite – In-house
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.
Over 40

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department