

**Information Governance**

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**Website:** <https://www.elft.nhs.uk>

16 March 2022

**Our reference: FOI DA3941**

I am responding to your request for information received 9 September 2021. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey  
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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Chair: Mark Lam

Chief Executive: Paul Calaminus

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**Request:**

**Dear East London NHS Foundation Trust,**

**I would be grateful if you could provide me under the Freedom of Information Act, details in respect to the contracts below.**

**Retail Catering Services / Patient feeding services**

**Question 1. The name and contact details for the Chief Executive?**

Answer: Paul Calaminus, Chief Executive, [paul.calaminus@nhs.net](mailto:paul.calaminus@nhs.net)

**Question 2. The name and contact details for the Director of Finance?**

Answer: Steven Course, Chief Finance Officer & Deputy CEO,  
[s.course@nhs.net](mailto:s.course@nhs.net)

**Question 3. The name and contact details for the Director of Estates and Facilities?**

Answer: David Stevens, Director of Estates, Facilities and Capital Development, [david.stevens18@nhs.net](mailto:david.stevens18@nhs.net)

**Question 4. The name and contact details of the Procurement Director?**

Answer: The Trust does not have a "Procurement Director". The person responsible for procurement is Dr Mohit Venkataram, Executive Commercial Director, [mohit.venkataram@nhs.net](mailto:mohit.venkataram@nhs.net)

**Retail Catering**

**Question 5. The name(s) of the company(ies) who currently provides retail catering at the hospital?**

Answer: G4S, Grosvenor Facilities and Community Health Partnership provide retail catering for the Trust.

**Question 6. 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?**

Answer: The Trust has reviewed question 6 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3668.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3668.pdf)

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**Question 7. How many of each type of outlet are there e.g. coffee shop, restaurant etc**

Answer: Please see table below:

Site	Type of facility	Operated by
Newham Centre for Mental Health	Staff & Visitor Restaurant	Grosvenor Facilities
East Ham Care Centre	Staff & Visitor Restaurant	Community Health Partnership
John Howard Centre for Mental Health	Staff Restaurant	G4S

**Question 8. When does the contract expire?**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*

*(b) if that is the case, to have that information communicated to him.*

There is no formal contract for these outlets. The Trust does not hold the information and it is therefore not disclosable.

**Question 9. What is the average sales turnover per annum for all the outlets combined?**

Answer: The only canteen where the Trust receives income directly is East Ham Care Centre. The income for last financial year was £35,891.17

**Patient Feeding**

**Question 10. Who provides patient feeding within the hospital?**

Answer: The Trust has reviewed question 10 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3668.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3668.pdf)

**Question 11. If this is run in house is the trust willing to consider outsourcing?**

Answer: The Trust has reviewed question 11 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

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Chief Executive: Paul Calaminus

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The information requested is accessible here:

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**Question 12. 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?**

Answer: The Trust has reviewed question 12 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3668.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3668.pdf)

**Question 13. When does the contract expire?**

Answer: The Trust has reviewed question 13 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3668.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3668.pdf)

**Question 14. What is the annual turnover per annum for patient feeding?**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to him.*

All patient catering including chefs catering staff and food ingredients and preparation and serving is outsourced in a soft FM contract. The Trust does not hold this information and therefore, it is not disclosable.

### **Additional Questions**

**Question 15. 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?**

Answer: Please see table below:

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Site	Sum of Capacity
Bedford Health Village	42
City and Hackney Centre for Mental Health	117
East Ham Care Centre	65
Forensic Centre for Mental Health	168
Luton and Dunstable Hospital	73
Newham Centre for Mental Health	139
Oakley Court	30
Tower Hamlets Centre for Mental Health	119
Townsend Court	36
Wolfson House	80
<b>Grand Total</b>	<b>869</b>

**Question 16. How many staff work in each hospital?**

Answer: Please see table below:

Hospital	Headcount
Bedford Health Village	100
City and Hackney Centre for Mental Health	369
East Ham Care Centre	26
Forensic Centre for Mental Health and Wolfson House	558
Luton and Dunstable Hospital	7
Newham Centre for Mental Health	553
Oakley Court	41
Tower Hamlets Centre for Mental Health	159
Townsend Court	59
<b>Total</b>	<b>1872</b>

**Question 17. Do you use a framework for catering? If so, which framework do you use?**

Answer: ELFT tender

**For clarity, the details of the successful and unsuccessful suppliers are kept in the strictest confidence. All these details are only used to help in potentially bidding for these contracts. I would be very grateful if you would provide the details which gives us more information about how the hospital operates.**