

## **Document 4**

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### **Specification for the Provision of Confidential Waste Services**

**ELFT/TENDER/20/379 (Due North Reference: DN511975)**

## **1. Specification for the Provision of Confidential Waste Services - introduction**

- 1.1 ELFT (East London NHS Foundation Trust) has been providing mental health, Primary Care and community services for over 17 years, with our service users being central to everything we do.
- 1.2 We serve some of the most demographically diverse and in some cases highly deprived populations of the UK which includes people at different stages in their lives such as children, young people, working age adults, and older adults.
- 1.3 Everything we do is driven by our values of care, respect and inclusivity. Our patients' needs matter most and we are constantly working to improve our support for all who use and have contact with our services. In 2016 the trust was rated 'Outstanding' following inspection by the Care Quality Commission. <http://www.cqc.org.uk/provider/RWK>
- 1.4 We believe that staff who feel valued and are truly engaged by the Trust deliver better outcomes for our patients. We have embarked on an ambitious Quality Improvement Programme to transform the culture of the Trust to one of continuous improvement, delivered through participation of all staff and with service users, carers and families at the heart of our efforts to improve.
- 1.5 Therefore, ELFT needs an innovative and trusted partner that shares its values to help it achieve its mission to improve health and wellbeing outcomes.

## **2. The East London NHS Foundation Trust**

- 2.1 ELFT strives to deliver services of high quality and we are proud to have been rated as Outstanding by the Care Quality Commission (CQC). Innovation, research and quality improvement projects are embedded on our philosophy and drive forward our mission as we are a past winner of the HSJ Provider Trust of the Year.
- 2.2 Our workforce is comprised of approximately 6,798 including our bank staff and our services embrace over 110 community and inpatient sites with 893 general and specialist inpatient beds. Our projected annual income is over £400k
- 2.3 We cover areas in London such as the City of London, Hackney, Newham, Tower Hamlets and in Bedfordshire and Luton. We provide psychological therapy services to the London Borough of Richmond, as well as Children and Young People's Speech and Language Therapy in Barnet.
- 2.4 In addition, we provide forensic services to the areas we cover, we also provide these services to the London Boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest, and some specialist mental health services to North London, Hertfordshire and Essex.
- 2.5 The specialist Forensic Personality Disorder service serves North London. The Trust's specialist Chronic Fatigue Syndrome/ME adult outpatient

service serves, and the specialist Mother and Baby Psychiatric Unit receives referrals from London and the South of England.

### **3. Service description**

- 3.1 This contract will be for an on-site confidential/paper waste management service for East London NHS Foundation Trust, where the aim and objective is the on-site destruction of confidential data held in a paper-based form.

### **4. Purpose**

- 4.1 The aim is for the awarded Contractor(s) to handle all confidential waste, allowing Participating Authorities to comply with legislation and best practices surrounding the handling of confidential waste and ensuring that the client, employee and confidential business information is kept secure at all times for destruction or destroyed as defined by the Data Protection Act 1998.

### **5. Whole system relationships**

#### **5.1 Key Stakeholders**

Energy, Sustainability & Environmental Manager

### **6. Location(s) of service delivery**

- 6.1 Room bookings will be the responsibility of the Learning and Development Team.
- 6.2 Training shall be conducted at identified areas across the Trust in the following locations: East London, Luton, Bedfordshire and Richmond.
- 6.3 Simulations and directed learning will be delivered at flexible locations as requested by the Trust.

### **7. Continuous Improvement**

- 7.1. The Managed Service Provider and sub-contracted training provider(s) shall advise the Trust on recommended improvements to the service.

### **8. Reporting**

Each quarter, the Provider shall submit a report of KPI's as per below:

- **KPI 1 Equipment** To provide and maintain a reasonable supply of locked security consoles and other related equipment for the collection and storage of customer's confidential materials
- **KPI 2 Document Collection and Destruction** Waste to be physically collected on a regular scheduled basis of 2 weekly. Upon

physical collection of the confidential materials, destroy or in reasonable proximity to customer's business premises, the confidential materials through the use of mechanical shredding devices

- **KPI 3 Certification** At the conclusion of the document destruction process, Shred-it will immediately provide customer with a certificate of destruction
- **KPI 4 Inspection Rights** Upon customer's request, an authorised representative of the customer may, at any time, inspect the document destruction process
- **KPI 5 Customer Service** - Management Provision of dedicated management resources, systems and processes in place to deliver the service levels.
- **KPI 6A Contract Management/ Invoicing** Provision of adequate administration to the contract, service to the helpdesk, quality and timeliness of invoicing and response to general enquires and instructions.
- **KPI 6B Contract Management** Quality of management reporting and monthly reports.

## 9. Invoicing

The Managed Service provider shall submit monthly consolidated invoices to the Trust with back-up data detailing the number and type of courses held.

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## 10. Managed Service Providers and Sub-contracting

- 10.1 The Managed Service Provider shall provide assurance on the quality of service provided by sub-contractors.
- 10.2 The Managed Service Provider shall be the direct liaison communicating with the Energy, Sustainability & Environmental Manager

## 11. Equipment and Service

11.1. The Contractor(s) must be able to provide scheduled and or ad-hoc collections for the following types of containers:

- Office consoles (lockable)

- Wheeled bins (various sizes and lockable)
- Tied bags / sacks

11.2. The Contractor(s) must be able to provide for the following types of services:

- On-site shredding
- Off-site shredding
- Scheduled collections (i.e. weekly/fortnightly/monthly)
- Ad hoc collections
- Centralised collections (i.e. one collection point)
- Contractor collection (i.e. contractor collects from various points on-site, typically consoles)
- By appointment to domiciliary locations.

## **12. Quality**

12.1 All shredded documents should be sent to a paper mill to be recycled.

12.2 Contractor(s) shall provide a certificate of destruction for confidential waste, certificate will be provided to the Trust for onsite destruction and/or for off-site disposal.

12.3. Confidential Material must be destroyed beyond any possible reconstitution

12.4 For the avoidance of doubt this material will include records, information and data of a Confidential and/or sensitive nature and may include (but is not limited to) information which is “data”, “personal data” and/or “sensitive personal data” as defined by the Data Protection Act 1998.

12.5. Contractor(s) shall provide evidence in their Tender proposal of a secure and restricted access at the participating authority facilities/transfer station to shredded confidential waste waiting for disposal by the Contractor.

12.6 Contractor(s) shall provide in their Tender proposal that all employees contact with the shredded documentation and any confidential waste have signed confidentiality agreements and are BS 7858 security checked including all agency staff.

12.7. Contractor(s) must give guidance to Participating Authorities on recycling/other environmental best practices.

12.8. Contractor(s) must provide an account manager and perform regular review meetings with Participating Authorities.



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