



East London
NHS Foundation Trust
Information Governance
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23rd March 2026

Our reference: FOI DA6516

We are responding to your request for information received 3rd March 2026. This has been treated as a request under the Freedom of Information Act 2000.

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

Yours sincerely,

FOI Team

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

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Chair: Eileen Taylor

Request:

Question 1: ELFT/TENDER/19/368 — Provision of Hard FM Services to East London NHS Foundation Trust:

Can a copy of the following specification be provided.

- 5a.1 – Hard and soft FM services general requirements**
- 5a.2 – MEP maintenance Service specification**
- 5a.3 – Fabric maintenance service specification**
- 5a.4 – Cleaning specification**
- 5a.5 – Catering specification**
- 5a.6 – Pest control specification**
- 5a.7 – Grounds and gardens maintenance**
- 5a.8 – Laundry and linen specification**
- 5a.9 – Portering and courier specification**
- 5a.10- Security services speciation**

Answer: Please see below HardFM service specification:

Specific Service Specifications

The following details specific service requirements that are in addition to those listed in the Scope of Services section and elsewhere in this Specification.

Duty to Report & Whistleblowing

All staff and contractors engaged in the contract are obligated to identify, report, and document any defects they observe while on the Trust's premises.

In addition, The Trust has a Freedom to Speak Up Guardian. This essentially acts as a Whistleblowing facility and ensures that staff have a clear, confidential, and safe process by which to raise concerns about any matter which is damaging to patient care, or which puts patients at risk. The FTSU Guardian should be contacted where staff would feel unable or uncomfortable in raising concerns through "usual" channels or policies. The Contractor is a strategic partner and as such all of the Contractor's staff / contractors are an extension of the Trust's staff and therefore they should be informed about the FTSU Guardian and how they can raise concerns with them.

The Contractor's staff and contractors shall be regularly reminded of this facility with all new starters briefed on this function.

There is also a FTSU website which is able to be viewed by everyone.

<https://www.elft.nhs.uk/freedom-speak-raising-concerns>

Presence at Sites with Vulnerable Individuals and the General Public

ELFT provide a wide range of mental health, community health, primary care, wellbeing, and inpatient services to young people, working age adults and older adults, and as such the Contractor and its sub-contractors will operate at sites where there are vulnerable services users, patients, and the general public present. In all instance the Contractors are to be respectful in the conduct of their duties and consult staff before commencing any activity where patients, service users or the general public are present.



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If leaving a site before work completion, the contractor is responsible for ensuring the site is left in a clean and safe condition as per the requirements of this Specification.

The Contractor.

- Needs to define safe working methods in occupied premises with the Trust. Occupants must be informed in writing about any maintenance work and the safety precautions taken.
- Shall be aware that inpatient areas have protected mealtimes and as such the Contractor must make allowance for these times when undertaking works.
- Is responsible for ensuring the safety of occupants and the general public when on site and when entering or leaving the site.
- And its sub-contractors shall ensure that all materials, tools, and equipment items are monitored and not left unattended at any time in patient areas.
- Shall raise any ligature risks / service user harm in in-patient facilities to the Service and Estates department immediately.
- Shall ensure that access equipment, for example ladders, are not left in places where unauthorised persons can access them.
- Shall ensure that their works do not present a ligature risk and / or service user harm issue. This shall include using security screws, anti-pic mastic and anti-ligature fixtures and fixings in in-patient facilities and where required by the Trust.

Forensic Services

The Trust properties include Medium Secure Units and Low Secure Units. There are additional requirements at these properties due to the nature of the services delivered (for example the use of photography is prohibited and personnel that are not security trained (Key trained) are not able to leave their escorts) and as such the contractor's staff and sub-contractors shall adhere to these additional requirements at all times.

The Contractor's staff and Subcontractors who regularly access these areas shall undertake the Trust's security training (Keys training) so that they can access these properties and shall undergo further security training in order to undertake escorting duties at these properties. The Contractor shall be responsible for any costs associated with this training including any time that is required for personnel to undertake the training.

Training and Development

The Contractor is a strategic partner and therefore they shall support the Trust staff's training and development needs. This shall include providing training sessions that the Trust's staff can attend. Example of items that should be covered by these training sessions include.

- Operational procedures of newly installed equipment.
- Basic troubleshooting and preventive measures.
- Energy efficiency best practices.
- Safety procedures, protocols, and updates on legislative changes and compliance.
- Annual safety training including but not limited to water hygiene training (legionella etc.), asbestos awareness training, basic electrical training, safe systems of work (Permit to work) training, sustainability



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training (which aligns with the Trust's Green Plan) and confined spaces training.

Utilities & Energy Conservation

The Contractor shall.

- Adhere to the current and future energy-related mandates by relevant authorities, including but not limited to ISO50001 Energy Management Standards. Evidence of adherence shall be provided to the Trust upon request by the Trust.
- Operate Trust buildings with an emphasis on energy efficiency, employing various strategies and tools.
- Be devoted to efficient energy management across all operations.
- Incorporate the Trust's sustainable standards into building management.
- Monitor the performance of buildings and equipment to maximise energy efficiency by utilising nationally recognised maintenance techniques and systems.
- Maintain a detailed database on major electrical equipment at every property.

Waste Management

The Contractor shall.

- Handle all waste generated from work / maintenance activities, disposing of it as per legal environmental compliance requirements.
- Be fully responsible for the containment and disposal of hazardous materials generated by the Contractors activities, with the Contractor bearing all associated costs.
- Adhere to environmental laws such as the Environmental Protection Act 1990, the Control of Pollution (Amendments) Act 1989, and others mentioned.
- Ensure that all tasks comply with RoHS (Restriction of Hazardous Standards) or its equivalent.
- Abide by the "WEEE" Regulations where required.
- Work with the Trust to support zero to landfill.

The contractor shall provide evidence of the above upon request from the Trust to demonstrate compliance.

Procurement and Supplies

The Trust anticipates innovation in energy management and purchasing as new methodologies emerge and as government policies evolve.

Contractors should ensure that all parts, components, and equipment conform to industry efficiency standards. An energy efficiency appraisal, including energy consumption, cost, carbon savings, and payback periods, should be provided when suggesting potential products to the Trust. Highly energy-efficient products should be prioritised, for example the installation of Light Emitting Diode (LED) lighting.

Relationship Management

The Contractor shall.



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- Establish, build and maintain a strong relationship with the Trust and the Trust's partner organisations, suppliers and contractors for the life of the contract.
- Inform the Trust if they are unable to deliver any of the services detailed within this specification due to a Trust's partner organisation, supplier or contractor.

Site Walks and Audit

The Contractor shall.

- Conduct, regular and documented site walks of service locations these site walks shall include checking the internal and external building fabric, access areas, meeting rooms, offices, plant, and equipment rooms (plant rooms, boiler rooms, metering cupboards etc.), to identify potential problems / health and safety issues (for example issues with faulty door fixtures, non-functional lights, drain covers missing. Pest control issues and issues with access). The site walks shall be conducted on a monthly basis with the results collected in a standardised manner to allow trend identification, necessary control adjustments, or early failure detection.
- Ensure that any required works are captured on the helpdesk.
- Provide a programme of these site walks and audits at the Monthly Contract Review meeting and invite the Estates department and other members of Trust staff to the site walks so that service issues can be identified and rectified.
- The site walks and audits are to be included within Monthly Contract Review Report.

Asbestos Management

The aim of the Trust is to efficiently manage and oversee the identified, presumed, and potentially present Asbestos Containing Materials (ACMs) in alignment with the UK regulations (Control of Asbestos Regulations 2012 (CAR 2012), HSE Asbestos: The Survey Guide (HSG 264), ISO 17020 and ISO 17025 for sampling and analytical procedures) , ensuring the safety and well-being of the building's occupants and the environment.

The Trust have appointed a dedicated Asbestos surveying supplier(s) who will complete Refurbishment and Demolition Surveys, Re-Inspection Surveys and Management Surveys.

The Trust has an Asbestos Management Policy and Asbestos Safety Policy (ASP) in place and therefore the Contractors shall.

- Adhere to this at all times and ensure that their employees, sub-contractors and anyone under their direction or employment is aware of these requirements.
- Refer to the Trust's Asbestos Register to identify known Asbestos Containing Materials within the Trust's properties and shall support the Trust with the upkeep of this register.
- Follow the process / requirements detailed within the Trust's Asbestos Safety Policy and Asbestos Management Plan if Asbestos Containing Materials or suspected Asbestos Containing Materials are disturbed.
- Ensure that it's staff and sub-contractors have adequate training in Asbestos Safety which aligns with the Trust's Asbestos Management Policy and Asbestos Safety Policy (ASP).



Engineering Statutory Inspections

The Trust has appointed a Competent Engineering Inspection Contractor to conduct periodic inspections of various engineering assets across trust locations. These inspections will ascertain compliance with the applicable regulations, industry standards, and best practices. These inspections align with the stipulations of LOLER, PUWER, PSSR, and other relevant statutory compliance regulations.

Fire Risk Assessments

The Trust's Fire Safety team undertake Fire Risk Assessments at the Trust's properties. The Contractor shall therefore work with the Trust's Fire Safety team to ensure all remedial works are rectified in a timely manner.

Safe Systems of Work

The Contractor shall.

- Implement, manage, and enforce a Safe Systems of Work and Work Permit system across all relevant areas noting that HTMS require additional Permits for some works.
- Offer guidance to specialist subcontractors or other appointed entities to promote safe working conditions and adherence to HSE requirements.
- Assume responsibility for the management of all estate trade entities on behalf of the Trust and enforce safe systems of work.
- Have robust processes and procedures in place to ensure that works are not allowed to proceed unless all required documentation is provided and approved.
- Review, endorse, and provide the Trust with any RAMS related to on-site work.
- Provide evidence of Safe Systems of Work (Permit to Work etc.) to the Trust upon request.
- Work with the Trust's Health and Safety function to continually improve safety throughout the Trust.

Confined Spaces Register

The Contractor is to maintain the Trust's Confined Spaces Register this shall include working with the Trust to improve on the data already held by the Trust.

The Contractor shall.

- Maintain and update a Confined Spaces Register.
- Accord to all statutory regulations in relation to Confined Spaces.
- Propose and agree safe systems of work for areas and spaces identified.
- Make relevant reports and permits / safe systems of work available on site and to all contractors who may be affected by these identified areas.

Minor New Work

The Contractor shall.



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- Assist in completing minor new work projects, upon agreement with the Trust Estates Team.
- Collaborate with the Trust's Estates team to establish an effective requisition and recharging system for minor new works.

Estates Data and Electronic Property Management

The Contractor shall.

- Ensure compliance with NHS Property and Statutory Requirements.
- Provide appropriate hazard and safety notices, and manage, record, distribute, and evaluate such notices.
- Ensure precise and accurate records and information are available for inspection upon request by the Trust or relevant parties.
- Deliver all necessary information, including but not limited to, estate premises or asset details, in a timely manner.

All data relating to the delivery of the contract is owned by the Trust and therefore the Contractor shall ensure that all data relating to the delivery of the service and all systems that hold Trust data is able to be accessed and viewed by the Trust's nominated person(s) at all times.

Reporting Support

The Contractor will regularly provide electronic monitoring reports including but not limited to.

- Statutory Compliance status
- PPM performance
- Reactive maintenance performance
- Minor and Project Work
- Energy management
- Recharges
- Failures
- KPI evaluation and reports
- Audits & Monitoring reports
- Incident response times
- User feedback and complaints
- Staff records and training updates

In addition, the Contractor will support the Trust with documentation with respect to.

- Service performance standards.
- Authorising Engineers Audits and Surveys and will actively engage with the Trust and the Authorising Engineers to ensure deficiencies are dealt within an appropriate timeframe.
- PLACE assessments, attending yearly sessions and aiding in feedback and action plan formulation.
- CQC mock inspections and audits, ensuring timely and proper implementation of any hard FM feedback.
- Six Facet Surveys and supporting the Trust in prioritisation and completion / evidence of works completed.
- The Trust's Safety Groups.



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- NHS England returns including but not limited to PAM (Premises Assurance Model), Electrical Resilience Data Collection and ERIC (Estates Returns Information Collection).

The Contractor will allocate adequate resources to meet the demands of all external statutory inspections, audits, or surveys mandated by the Trust.

Isolation Points

The Contractor shall hold a list of all isolation points (water, electricity etc.) and their locations for each Trust property and shall provide this information to the Trust upon request.

Fluorinated Gases Register

The Contractor is to maintain the Trust's Fluorinated Gases (FGas) Register this shall include regularly updating the register and informing the Trust of any Assets / Systems that may need to be changed due to changes in legislation.

Alarm Receiving Centres (ARC)

The Contractor shall ensure that they have 24/7/365 ARCs in place for relevant systems including.

- Lift Alarms (Autodiallers)
- Fire Alarm Systems
- Building Management Systems (remotely monitored)
- Any other assets / systems that may require an ARC.

These systems shall.

- Have battery / secondary power source backup which is checked on a regular basis and is included within the Trust's PPM programme.
- Utilise suitable technology (GSM, internet etc.) with communication checks from the asset / system to the ARC checked on a regular basis.
- Shall not use pay as you go sims.



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