

**Information Governance**  
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Littlemore Mental Health Centre  
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Tel: 0845 219 1269  
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Web: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

7 February 2019  
Reference no. 18190398

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 28<sup>th</sup> January making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request:

1. Does your organisation outsource any services?
  - a. Please break these services down by type e.g. portering, hotel, linen, domestic, top-up clinics
2. What was the total cost of these services for April 2017 – March 18
3. What percentage of non-pay did these services make up for the same period?

A suggested table is below. If you have any more detail, please include this. We would rather have more data needed than none at all.

Service	Outsourced? Yes/No	Total Cost £	Percentage of Non-Pay %
Hotel Services			
Top-up Clinics			
Linen Services			


Response:

Service	Cost £	Outsourced Yes/No	Percentage of Non-Pay %
Cleaning service cost	£5,016,959	Partly	35%
Inpatient food service cost		Contract in Place	Not obtainable
Laundry and linen service cost	£275,435	cooked chill Partly	2%
Portering service cost	£385,860	No	3%

If you are concerned with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

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

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance