

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-012026-0002131

**Date:** 12.01.2026

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000, please see response below.

I am writing to request information under the Freedom of Information Act 2000 regarding the Trust's cleaning or facilities management (FM) arrangements and associated cleaning consumables.

Please provide the following:

1. Cleaning / Soft FM Service Provider  
Does the Trust outsource its cleaning services?

If yes, please confirm:

- o The name of the provider(s)
- o Contract start and end dates

**The Trust's Facilities Management services are provided by our Private Finance Initiative Partner Summit Healthcare (Dudley) Ltd and their Partner Mitie as a part of a comprehensive Facilities Management Service. The Trust's contract with its PFI Partner started on 17th May 2001 and expires after 17th May 2041**

If arrangements differ by site or hospital, please provide a site-by-site breakdown.

2. Consumables Cost Mechanism

For each site and/or provider, please state how cleaning consumables (e.g. toilet rolls, paper hand towels, general waste sacks) are charged to the Trust:

Please indicate which of the following applies:

- (a) Pass-through cost: recharged at contractor's purchase price (no markup)
- (b) Pass-through + markup / management fee: please specify % or mechanism
- (c) Included within contractor's fixed service fee
- (d) Other (please describe): e.g. capped reimbursement, hybrid model
- (e) PFI or long-term concession arrangement: please confirm whether the consumables costs are separately identifiable within the Unitary Charge or another payment schedule.

Important:

If information is held by a PFI operator, FM provider, or subsidiary company on the Trust's behalf, please request it from them under Section 3(2)(b) of the FOI Act.

**- The Trust's Facilities Management services are provided by our Private Finance Initiative Partner Summit Healthcare (Dudley) Ltd and their Partner Mitie as a part of a comprehensive Facilities Management Service.**

### 3. Consumables Pricing Information

If the mechanism is pass through then, please provide details for the following core consumable items:

- Paper hand towels
- Toilet rolls
- General waste sacks

For each item, please provide:

• Product name and description (e.g. "Tork Matic Hand Towel – H1") • Product code / SKU • Case or pack size • Supplier (if known) • Unit or case price charged to the Trust (ex. VAT) If exact prices are considered commercially sensitive, please provide indicative pricing, such as:

- Average price per case
- Price range
- Typical monthly cost

(and identify the specific exemption applied).

If the FM provider holds this information, please provide the data they hold or request it from them under section 3(2)(b).

**- Cleaning consumables costs are not pass through.**

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team  
The Dudley Group NHS Foundation Trust**

