

18 November 2024

## **Estates and Facilities Management**

**I am writing to request information under the Freedom of Information Act 2000. Could you please provide the following details regarding your Estates and Facilities Management at the following: Royal Victoria Hospital, Muckamore Abbey Hospital, Maternity Hospital, Children's Hospital, Musgrave Park Hospital, Mater Hospital, Knockbracken, and Belfast City Hospital?**

Facilities Management (hard and soft FM) is delivered across two teams, Estates Services and Patient Client Support Services (PCSS)

Health and Safety and Legal support - as per the clarification received to refer to the head count of the Facilities and Estates team- **Estates and Facilities Management only, I am referring to man managed services related to the operation and maintenance of the organisation's physical estate**, this would not include the Health & Safety or Litigation teams which both sit within the Risk & Governance Department, Medical Directorate.

**Could you please provide the following information for each hospital:**

### **Estates and Facilities Management**

**- Is your Estates and Facilities Management handled in-house or outsourced?**

The Belfast Health & Social Care Trust has a large Estates Department that manages hard FM (incl. Fire Safety & Asbestos Management) across its estate. This includes ensuring that each space in the building is maintained to meet the needs of occupants. The Estates Team are supported by various contractors who are engaged as required.

Patient Client Support Services are delivered by staff in house. PCSS covers Cleaning, waste management, security and portage

**- If outsourced, which organisation currently holds the contract, and when is the contract due for review?**

Not applicable

**- Employee head count of the facilities and estates team?**

The Estates Department have approximately 300 staff

In relation to *Cleaning, waste management, security, portage* the Patient & Client Support Services Team have approximately 1,700 staff.

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**Clarification received**

Thank you for your response. By “Estates and Facilities Management,” I am referring to man managed services related to the operation and maintenance of the organisation's physical estate. This includes:

1. **Building and Grounds Maintenance:** Repairs, electrical, plumbing, and HVAC services
2. **Facilities Operations:** Cleaning, waste management, security, portorage, and space management
3. **Health, Safety, and Compliance:** Fire safety, asbestos management, and legal compliance.

**Clarification**

What is meant by ‘Space Management’

**Clarification received**

In the context of facilities management, I am referring to the oversight and organisation of building spaces and areas. This includes the efforts of teams who help ensure that each space in the building is fully functional, well-organised, and maintained to meet the needs of occupants.

**Workforce Management (WFM) and Time & Attendance (T&A) System (Please note: WFM and T&A could be a combined system or two separate systems)**

- **What is your current Workforce Management (WFM) and Time & Attendance (T&A) system?**
- **When was this system installed?**
- **When does the contract for this system expire?**
- **What is the approximate annual contract cost for each system?**

PCSS do not have a time and attendance system

Estates utilise a system called Mainsaver.

- **What is your current Workforce Management (WFM) and Time & Attendance (T&A) system?**  
Mainsaver (Spidex)

- **When was this system installed?**  
Pre-2006

- **When does the contract for this system expire?**  
Mainsaver 31st March 2025

- **What is the approximate annual contract cost for each system**  
This information is regarded as commercially sensitive and is exempt from disclosure under S43 Commercial Interest

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[Section 43: commercial interest](#)

Section 43 of the Act sets out an exemption from the right to know if:

- the information requested is a trade secret, or
- release of the information is likely to prejudice the commercial interests of any person. (A person may be an individual, a company, the public authority itself or any other legal entity).