



20 November 2023

**Our Ref:** RFI54629

Dear

**Freedom of Information Act 2000  
Information in Relation to Planned Preventative & Reactive Maintenance  
Services for Fire Detection & Critical Alarms**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 7 November 2023.

A response to each of the questions raised has been provided by the Finance & Estates Services Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Rebecca Manning**  
**Information Governance Officer**

**Q1. Has there been a decision taken to appoint an external facilities manager/management contractor for any work involving the provision of Planned Preventative & Reactive Maintenance Services for Fire Detection & Critical Alarms to the South Eastern Health & Social Care Trust.**

A1. Yes.

**Q2. If so, when was the tender process, who was appointed, and what was the date that they took over the management of the facilities.?**

A2. The process start date was 8th September 2023, the contractor is Parr Facilities Management. The contract commenced on the 1st November 2023.

**Q3. Are there any audit procedures in regard the appointment of the facilities manager that will ensure that there is fair tendering for any specialist sub-contractors providing Fire Detection & Critical Alarms planned preventative and reactive maintenance to the external facilities manager?**

A3. Yes.

**Q4. If so, what is the procedure?**

A4. The Trust used the SBS NHS Hard Facilities Management Framework SBS10166 procedures to appoint the provider.