

369 Fulham Road
London SW10 9NH

5th September 2014

Our Ref: FOI 2014/258b

Following our response to your request for information under the Freedom of Information Act 2000 which we sent to you on the 13th August 2014 (Ref FOI 2014-258), you have asked for clarification on questions six and seven. For both questions you requested we tell you what the relevant KPI's are?

The Trust response is as follows:

A monthly contract review meeting takes place with the Trust and the contractor's manager, where all KPI's set out in the tender process are both measured and discussed. This also includes financial spend, Health and Safety, Training and HR.

We trust the above information is satisfactory to you.

If you are not happy with the way in which your request has been dealt with or are dissatisfied with this response and wish to appeal, please write to Information Governance Manager at information.governance@chelwest.nhs.uk . Your complaint will be dealt with through our internal review process.

If you are still not satisfied following the Internal Review, you have a right to complaint to the Information Commissioner's Office. He can be contacted at casework@ico.org.uk.

Re-use of Public Sector Information

All information supplied by the Trust in answering a request for information under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No.1515 which came into force on 1st July 2005.

Under the terms of the Regulations, the Trust will license the re-use of any or all information supplied if being used in a form and for a purpose other than which it was originally supplied. However, The Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Yours Sincerely

Gary Bellars
Information Governance Analyst