NHS Tayside has now considered your request dated 6th February 2019.

Extract from Request

- “What complaints, if any, were made by NHS staff or contractors or others about the failure of Healthcare Environmental Services and its affiliated companies on NHS contracts to regularly and properly collect and handle waste or otherwise to adhere to its contractual terms throughout the terms of their contracts? (These companies are, we believe, Healthcare Environmental Services Ltd, Healthcare washroom services Ltd, Healthcare Sharp Systems Ltd, Healthcare Environmental Group Ltd, Healthcare Environmental Group Sustainable Solutions Ltd This list is not exhaustive.)

- If complaints were made, what action was taken?

- What meetings and discussions took place in the NHS about them? Please supply minutes and paperwork from those meetings.”

Response

- Over the contract there have been low level operational issues which were dealt with in a timely manner via telephone calls. From October 2018 until 7th December 2018 the number of issues and the time taken to resolve increased. These issues included late uplifts of waste, missed uplifts of waste and lack of containers for collection of waste. Based on the escalation of the above, HES breached their contractual agreement and termination of the contract was confirmed.

- No action was taken for low level operational issues which were resolved quickly. However towards the end of the contract issues were remaining unresolved, due to this contingency arrangements were put into place.

- Various discussions took place in NHS Tayside regarding HES’ performance but no formal meetings took place.

Exception Section – Application of Environmental Information Regulations 2004 Exceptions and Data Protection Act 2018 Principles.

<table>
<thead>
<tr>
<th>Document Ref.</th>
<th>EIR Exception Applied</th>
<th>Justification</th>
</tr>
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<tbody>
<tr>
<td>IGTEIR5939</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>
Under section 20 (1) of the Act, if you are dissatisfied with the way NHS Tayside has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request, and you have a right to appeal to the Scottish Information Commission.

A request for an internal review must be made in writing no later than forty working days from receipt of this response and addressed to:

Tayside NHS Board Secretary
Tayside NHS Board Headquarters
Ninewells Hospital & Medical School
Dundee
DD1 9SY

If you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision. The Scottish Information Commissioner can be contacted at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Or via the online appeal service: www.itspublicknowledge.info/Appeal

If you have any queries about this correspondence, please contact:

Information Governance Team
Maryfield House
30 Mains Loan
Dundee
DD4 7BT

Telephone - 01382 424436
E-mail: informationgovernance.tayside@nhs.net

Information Governance
NHS Tayside
25 February 2019