

Date: 22/11/2013

FREEDOM OF INFORMATION ACT 2000 - Ref: FOI/011613

With reference to your FOI request that was received on 02/10/2013 in connection with 'Formal complaints and litigation claims, '.

Your request for information has now been considered and the information requested is enclosed.

Further information about your rights is also available from the Information Commissioner at:

Information Commissioner

Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 0303 123 1113
Fax: 01625 524510
www.ico.gov.uk

Yours sincerely

Information Governance Manager
Room 34a, First Floor, Esk House, Russells Hall Hospital, Dudley, DY1 2HQ
Email: FOI@dgh.nhs.uk

Please find the responses to your request, in turn, below:

With regard to your organisation, I would like to request the following information under the Freedom of Information Act 2000.

"Please provide confirmation of the total number of formal complaints received for each of the following financial years and identify for each year how many complaints related to the premises or total number of formal complaints Facilities Management service provided to your Hospital / Hospitals

2005/6, 394 (16)

2006/7, 375 (6)

2007/8, 394 (3)

2008/9, 359 (5)

2009/10, 364 (2)

2010/11, 332 (6)

2011/12, 375 (6)

2012/13, 177 to 30 Sept 13 (9)

" Please provide confirmation of the total value of litigation claims brought against your organisation in each of the following years and identify for each year the value of claims settled

2005/6, £1,002,958 (1 x FM claim value = £18,000)

2006/7, £1,476,336

2007/8, £1,449,109

2008/9, £2,090,043

2009/10, £1,608,644

2010/11, £2,862,039 (1 x FM service claim value = £3000)

2011/12, £1,377,318

2012/13, £252,750

" Please confirm the total number of reported incident to the Health and Safety Executive in each of the following years and for each year the number of such incidents that were directly related to the premises and/ or the Facilities Management service provided therein; 2005/6, 2006/7, 2007/8, 2008/9, 2009/10, 2010/11, 2011/12 and 2012/13. "

A incident report run for the dates shown above from the Trust's incident database, DATIX shows 1 record that was reported to the Health and Safety Executive in 2012 which shows a Category of Facilities in the description