

Ref. No: 2651
Date: 29/06/26
Subject: portering, task dispatch and location systems

REQUEST

Under the Freedom of Information Act 2000, I request the following recorded information about how the Trust dispatches and manages portering tasks, and about any systems used to track the real-time location of staff, patients, or assets.

1. Does the Trust use any software system or mobile application to dispatch, manage, or track the real-time tasks of porters (for example TeleTracking, MyPorter, Navenio, or similar)? If so, please give the system name and the supplier.
2. Does the Trust use any Real-Time Location System (RTLS) or indoor-positioning technology — including GPS, Bluetooth/BLE, Wi-Fi, RFID, or infrared — to track the real-time location of staff, patients, or assets/equipment? If so, please give the system name and the supplier.
3. Regardless of any system named above, how are portering tasks currently requested and allocated to porters day to day — for example paper/job sheets, telephone, two-way radio, pager/bleep, or a software application?
4. For each system named in response to questions 1 or 2, please provide: the total contract value or annual spend; the contract start and expiry dates, including any extension or break options; and the procurement framework or contract reference used (for example NHS SBS or Crown Commercial Service).
5. Are portering services delivered in-house or outsourced? If outsourced, please give the provider's name and the current contract expiry date.
6. If held in an easily retrievable form, please also provide the number of porters employed or contracted (in WTE) and the approximate number of portering tasks handled per day or per month.
7. The department and the job title (not the name of any individual) responsible for portering services and for any systems identified above.

RESPONSE

- 1) Southport and Ormskirk sites: My Porter System
Whiston & St Helens sites: Medirest use the MAS CAFM helpdesk system, for task allocation, which is managed by Vinci FM
- 2) Everywhere assets management for the tracking of bedframes and medical devices
- 3) Southport and Ormskirk sites: Via My Porter / occasional phone through porters ascom
Whiston & St Helens sites: CAFM helpdesk task allocation and zonal tasks allocation

4) The Trust recognises that there is a public interest in transparency regarding the expenditure of public funds, contractual arrangements and the procurement of services used to support patient care.

However, the information requested comprises commercially sensitive contractual information, including pricing, contract values, procurement arrangements and supplier-specific commercial terms. Disclosure would be likely to prejudice the Trust's commercial position by undermining its ability to negotiate effectively in future procurements and contract renewals. It would also be likely to prejudice the commercial interests of the suppliers concerned by revealing information that competitors could use in future bidding exercises.

The Trust operates within a competitive procurement environment and has a duty to secure best value for public money. If suppliers believe that commercially sensitive information provided to the Trust will routinely be disclosed, they may be less willing to provide detailed pricing information or may adjust their pricing to reflect the increased commercial risk. This could reduce competition and ultimately increase costs to the NHS.

While disclosure would provide some additional insight into the contractual arrangements for these systems, the Trust considers that this benefit is limited when balanced against the tangible risk of commercial harm. The Trust already publishes significant information regarding its procurement activity through statutory transparency requirements and procurement legislation.

Therefore, the Trust has concluded that the public interest in maintaining the exemption outweighs the public interest in disclosure and the information is withheld under Section 43(2) of the Freedom of Information Act 2000.

5. Southport and Ormskirk sites In house

Whiston & St Helens sites: Portering services are outsourced to Medirest. The current contract expires in June 2028

6. Employee numbers are reported via ERIC and are available VIA [Estates Returns Information Collection - NHS England Digital](#) .

Southport and Ormskirk Average monthly tasks across both sites
6,322

Whiston & St Helens sites: The approximate number of portering tasks per week is 545, however, this is only for Helpdesk requests and does not include any departmental porters internal movements that we would not know nor record

7. Estates & Facilities Matron / Head of Soft FM, Head of therapeutic technologies for Everywhere asset management