

I am writing under the Freedom of Information Act 2000 to request the following information regarding trauma cleaning (also known as biohazard or crime scene cleaning) - which relates to professional cleaning services who clean up scenes where biohazardous substances are present and need to be disposed of safely (e.g. bodily fluids, needles etc). Please note that this applies to any property or area that your council manages, including housing, public parks, public buildings, highways etc.

1. Procurement/Allocation Process:

- a. How does the council allocate trauma cleaning jobs-e.g., is there a framework agreement, preferred supplier list, or competitive tendering process?
- b. What criteria are used to select and approve trauma cleaning companies?
- c. Please supply any relevant procurement policy or criteria documents (or links to where these are publicly available).
- d. Which companies does the council currently contract?

2. Trauma Cleaning services contracted:

- a. The number of cases where trauma cleaning was required in council-owned or council-managed housing stock, roads, public areas, or any area which is under the jurisdiction of your council from January 1, 2020, to the present, and within this:
 - i. The number of trauma cleaning jobs commissioned by the council (directly or via contractors) in the same period, and the total costs.
 - ii. The number of trauma cleaning jobs not commissioned by the council, and the total cost (if known)
 - iii. The types of jobs that the council did commission (vulnerable resident, serious crime scene etc)
 - iv. The reasons that the council did not commission trauma cleaning jobs

3. Complaints:

The number of complaints received by the council regarding trauma cleaning companies from January 1, 2020, to the present. Please provide a brief description of each complaint, including the date (year), nature of the complaint, type of complainant (i.e. resident, landlord) the company which was the subject of the complaint, and outcome/action taken (where available).

4. Health and Safety/Enforcement Action:

- a. Any incidents where a trauma cleaning company was found to be in breach of health and safety, environmental health, or public health standards within your area during this period.
- b. Details of any enforcement action, notices, or legal proceedings taken against these companies.