

WILTSHIRE POLICE



XXXXXXX
By email

**Force Disclosure Unit
Police Headquarters**
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 3rd November 2023

Our Ref FOI 2023-967

Dear XXXXX,

I write in connection with your request for information dated 6th October 2023, concerning facilities management contracts.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, research was conducted by the Facilities department at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote:

I would like the organisation to review my freedom of information request below, that's focused around contract data for services around facilities management specifically around the services below:

1. Office and building cleaning – Service contract that is focused around office, commercial and building cleaning services.
2. Lift service and maintenance – Service contract for lift service and maintenance.
3. Food – Service contract that is focused around catering services.
4. General waste services contracts – The organisation's primary general waste service contract.
5. Laundry services - where clothes and linen can be washed and ironed.

Contract profile questionnaire for each type of contract:

1. Supplier/Provider of the services
2. Total Annual Spend – The spend should only relate to each of the service contracts listed above.

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3. A description of the services provided under this contract please includes information if other services are included under the same contract.
4. The number of sites the contract covers
5. [ONLY FOR LIFT CONTRACT] The Brand name of the type of lifts used by the organisation
6. The start date of the contract
7. The end date of the contract
8. The duration of the contract, please include information on any extensions period.
9. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address.

Our response:

Please see below table. Please note:

- ❖ The annual costs have been provided for 2022-23 fiscal year.
- ❖ We do not have easy access to the full costs for the RJ Lifts contract. Our invoices go through our consultancy company who raise jobs on our behalf, therefore the servicing cost for 2022-23 fiscal year has been provided (excluding callout charges).
- ❖ The old system of the Blue Light Procurement Database has been decommissioned and migration is currently taking place to a new system. The details of contracts should be available on this new system in the future once migration has taken place. You will be able to find them using the following link : [In-Tend Electronic Tendering Site - Home \(in-tendhost.co.uk\)](https://in-tendhost.co.uk).

Services	Office cleaning	Lift service & Maintenance	Food	General Waste	Laundry services
Supplier/Provider of the services	Solo	RJ Lifts	Servest	Suez	Elis
Total Annual Spend	£271,059.59	£3,720.00 (annual cost for servicing exc. call out charges)	£64,607.00	£17,928.50	£3,768.39
Description of the services provided under this contract	Cleaning of all office spaces and communal areas (Mon-Fri) For custody and Control Room this also includes weekends. Cleaners empty the internal bins on site & provide consumables	Undertake servicing of the lifts every 3 months. Undertake repairs if anything noticed on the service and undertake callout attendance and repair	Provide drinks, breakfast, lunch and snacks. They also provide buffet lunch and drinks for meetings when requested. Topping up the vending machine on site	Regular collection of general waste and recycling	Provision of a laundering service for Custody centres and workshops

	for the kitchen areas				
Number of sites the contract covers	16	3	1	16	2
[ONLY FOR LIFT CONTRACT] Brand name of the type of lifts used	N/A	1) Orona Passenger Lift 800kg 2) Unknown Passenger Lift 600kg 3) Unknown Goods Lift 1200lbs 4) Goods Lift 250kg 5) Cibes Hissen A500 platform lift 400kg 6) Electro Hydraulic Passenger Lift 630kg	N/A	N/A	N/A
Start date of the contract	01/02/2019	01/02/2022	-	01/04/2020	01/02/2023
End date of the contract	31/01/2024	01/02/2025	-	31/03/2029	31/01/2028
Duration of the contract (include information on any extensions period)	Extension of up to 24 months available	Extension of up to 24 months available	Currently no formal contract in place	No extension periods	No extension periods
Person responsible for each of these contracts (name, Job Title, contact number, email address)	Emma Ashforth: SWPPS Senior Category Buyer, 07525 246759, Emma.ASHFORTH@devonandcornwall.pnn.police.uk	Michelle O'Mahony: SWPPS Category Buyer, 07928 759360, michelle.o'mahony@devonandcornwall.pnn.police.uk	Emma Ashforth: SWPPS Senior Category Buyer, 07525 246759, Emma.ASHFORTH@devonandcornwall.pnn.police.uk	Gemma Hawkins: Category manager, 07734 909458, gemma.hawkins@devonandcornwall.pnn.police.uk	Helena Thorp, Category Buyer, 07525 246704, Helena.THORP@devonandcornwall.pnn.police.uk

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Abigail Standidge

Phone: 01722 547081

Email: abigail.standidge@wiltshire.police.uk

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Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101



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Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish to contact them, please visit <https://ico.org.uk/global/contact-us/>

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