



XXXX – Via email



Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN
disclosure@wiltshire.police.uk

Date: 4th March 2025

Our ref: FOI 2025-187

Reply contact name:

Dear XXXX,

I write in connection with your request for information dated 12th February 2025 regarding facilities management.

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 Facilities 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.
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

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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 note, the responses for question 2 are annual costs for the latest complete financial year: 2023-2024.

Services	Office cleaning	Lift service & Maintenance	Food	General Waste	Laundry services
1. Supplier/Provider of the services	Solo	RJ Lifts	OCS	Suez	Elis
2. Total Annual Spend – The spend should only relate to each of the service contracts listed above	£325,000.00	£15,711.00	£84,000.00	£19,744.64	£4,000.00 approx
3. A description of the services provided under this contract please includes information if other services are included under the same 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 for the kitchen areas	Maintenance and servicing of lifts	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 centers and workshops.
4. The number of sites the contract covers	18	3	1	16	2
5. [ONLY FOR LIFT CONTRACT] The Brand name of the type of lifts used by the organisation	N/A	Cibes, Axel, AW Parryman, Stannah	N/A	N/A	N/A
6. The start date of the contract	01/02/2019	01/02/2022	No formal contract	01/04/2020	01/02/2023
7. The end date of the contract	31/01/2026	31/01/2027	No formal contract	31/03/2029	31/01/2028

8. The duration of the contract, please include information on any extensions period.	7 years with no further extensions available	Initial contract term of three years with option to extend for further 24 months.	SWPPS be undertaking a re-tender Summer 2025.	No extension periods	No extension periods
9. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address.	Emma Ashforth SWPPS Senior Category Buyer 07525246759 emma.ashforth@devonandcornwall.pnn.police.uk	Michelle O'Mahony Category Buyer 07928759360 michelle.o'mahony@devonandcornwall.pnn.police.uk	Emma Ashforth SWPPS Senior Category Buyer 07525246759 emma.ashforth@devonandcornwall.pnn.police.uk	Gemma Hawkins Category manager 07734909458 gemma.hawkins@devonandcornwall.pnn.police.uk	Helena Thorp Category Buyer 07525246704 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,

Force Disclosure Decision Maker