



Foreign &
Commonwealth
Office

Facilities Management Client Unit
Foreign and Commonwealth Office
King Charles Street
London SW1A 2AH

Website: <https://www.gov.uk>

02 September 2014

Dear

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0687-14

Thank you for your email of 14 July asking for information under the Freedom of Information Act (FOIA) 2000. In your email, you stated the following:

I am researching information relating to the outsourced Facilities Management services and contract(s) that are being delivered across the departmental estate (both core departmental estate and "families" as defined in the State of the Estate in 2013 report).

To provide the necessary background information, please can you provide the following information relating to the contracts in place:

- *Size of the estate and scope of services provided*
- *Contract value(s)*
- *Contract duration(s)*
- *Name of supplier(s)*

To evaluate contract performance, please can you provide the following information:

- *Key Performance Indicators, and performance against these measures*
- *Service Level Agreements and performance against these objectives*
- *Performance in delivering to budget and any cost savings captured through the contract*
- *Health and Safety*
- *Environmental targets and performance*

I am writing to confirm that we have now completed the search for the information which you requested. I can confirm that the Foreign and Commonwealth Office (FCO) does hold information relevant to your request.

Please find below the information that the FCO can release to you. Some information has been withheld using Section 43 - Commercial interests. Section 43 is a qualified exemption and is subject to the public interest test. Having applied that test, it is judged that to release this information would, or is likely to, prejudice the FCO's ability to negotiate future contracts at competitive rates by providing potential bidders with commercially sensitive information relating to contract costs, saving and performance. Similarly, release of the information in respect of the service provider's performance would, or is likely to, prejudice the service provider's commercial interests when bidding for other contracts.

- **Size of the estate and scope of service provided, value and duration of the contract and supplier's name**

The Foreign and Commonwealth Office's estate, as defined in the State of the Estate Report 2013, relates to the United Kingdom only including Wilton Park (Executive Agency) and Non-Departmental Bodies (NPDs), the UK estate comprises of the buildings listed below. The sizes are in square metres and denote the Net Internal Area:

Foreign and Commonwealth Office

London - King Charles Street (28,751); Old Admiralty Building (15,279); Lancaster House (3,668); 1 Carlton Gardens (2,483)
Northamptonshire - Hanslope Park (25,392); Northgate House (partial tenancy – 3,276);
Norfolk House (934) - please note the FCO vacated Norfolk House in February 2013.

British Council

London - Spring Gardens (6,953.40); Telford Way Storage facility Acton (1,100)
Bridgewater House, Manchester (2,144.30); Kingsway, Cardiff (461.90); Waterloo Place, Edinburgh (456); Queens Square, Belfast (380)

Great Britain China Centre (GBCC)

Belgrave Square, London (61)

Westminster Foundation for Democracy (WFD)

Victoria Street, London (186)

Wilton Park

Wiston House, Steyning, West Sussex (2,326)

The FCO does not manage the Facilities Management contracts on behalf of the FCO's Non-Departmental Bodies (NPDs) listed above. The FCO does not hold any information about the outsourcing of their Facilities Management services and you may wish to contact the organisations directly.

In 2008, the FCO concluded a contract with Interserve Facilities Management to provide total Facilities Management services to the FCO's UK estate and fourteen of the FCO's

Diplomatic Missions in North West Europe. The contract covers both hard and soft services and, for the UK estate, this includes building and facilities management services; repair and maintenance services including engineering, electrical, mechanical installations and plant; cleaning services; landscape gardening services; catering services; portage; waste disposal; pest control; residential services; furniture and furnishings.

The duration of the contract is 7 years with an option for a further 3 years. Interserve are currently contracted to provide Facilities Management services to the FCO's UK estate until 2018.

The value of the UK and North West Europe contract is commercially sensitive information, the release of which is likely to be commercially disadvantageous to the FCO when procuring future contracts.

- **Key Performance Indicators, and performance against these measures**

The UK and North West Europe Facilities Management contract operates a balanced scorecard approach, made up of 40 Key Performance Indicators (KPIs) covering all service delivery, reporting and auditing aspects. During FY 2013-14, the contract operated at a level between 1.90 and 1.94 against a maximum score of 2.0.

- **Service Level Agreements and Performance against these objectives**

The UK and North West Europe contract operates under a formal Official Journal of the European Union (OJEU) contract, not a Service Level Agreement

- **Performance in delivering to budget and any cost savings captured through the contract**

Contract management is undertaken by the FCO Facilities Management Client Unit (FMCU). Performance is monitored on a day to day basis with formal monthly Governance meetings and Intermediate Governance looking at the contract overall on a monthly basis to ensure compliance to contract; operationally, commercially and financially. All requests from end users of the service are scrutinised and challenged appropriately by the FMCU and, where possible, alternative options are suggested. This approach has resulted in additional costs to the FCO on top of the contract being avoided. The amount of savings is commercially sensitive as the release of such information would likely be commercially disadvantageous to the FCO when seeking to procure future contracts.

The FMCU have conducted benchmarking exercises with our strategic Facilities Management (FM) partners to ensure our contract performance and associated cost profiles are comparable with the FM external market. Most areas are comparable and in some cases better, where we have less favourable results, i.e. project management costs; these have been addressed with the service provider to ensure overall value for money for the FCO. The existing contracts are delivering the anticipated financial benefits through proactive professional demand challenge, i.e. reviewing specific requirements, specification and identifying a similar suitable service or product at a cheaper price.

- **Health and Safety**

All properties under the contract are assessed for legal and statutory compliance every 2 years along with receiving annual planned maintenance programmes and reactive day to day maintenance regimes. All maintenance investment is undertaken maximising a risked base approach.

- **Environmental targets and performance**

Full information on the FCO's environmental targets for Financial Year 2013-14 is available on pages 35-42 of the [FCO Annual Report and Accounts 2013-14](#)

In keeping with the spirit and effect of the Freedom of Information Act, all information is assumed to be releasable to the public unless it is exempt. The information we have supplied to you may now be published on our website together with any related information that will provide a key to its wider context.

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I hope you are satisfied with this reply. However, if you wish to make a complaint or if you would like a review of our decision, please write to the FOI and DPA Team, Foreign and Commonwealth Office, Room K4.10-13, King Charles Street, London, SW1A 2AH. E-mail: foi-dpa.imd@fco.gov.uk. You have 40 working days to do so from the date of this letter.

If you are not content with the outcome of your complaint, you may then apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the FCO. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Facilities Management Client Unit



We keep and use information in line with the Data Protection Act 1998. We may release this personal information to other UK government departments and public authorities.