



Department
for Environment
Food & Rural Affairs

Tel: 08459 33 55 77
helpline@defra.gsi.gov.uk
www.defra.gov.uk

email only

Our ref: RFI 6356
Date: 03 March 2014

Dear

REQUEST FOR INFORMATION: CONFIDENTIAL SHREDDING SERVICES

Thank you for your request for information about confidential shredding services, which we received on 4th February 2014. We have handled your request under the Freedom of Information Act 2000 (FOIA).

Please see below the information you requested:

Please note that the Core Department occupies the following buildings – Nobel House, London; Foss House, York; and Temple Quay, Bristol. There are a small number of Defra staff co-located with Defra's Agencies and NDPBs in other buildings in our portfolio. The majority of these will also fall under the same arrangement for shredding. Due to the tenancy arrangement at the Bristol site, all waste services are provided by the Landlord.

1. *The name of the contractor for your confidential shredding service and the amount charged by them.*

Our confidential shredding service is included as part of a Total Facilities Management Contract for our wider Estate held by Interserve (Facilities Management) Limited.

Within a range of building and facilities services provided to the Defra Estate, Interserve provide a comprehensive waste management and disposal services which covers various waste streams and is provided under a unitary charge. Interserve have therefore advised that it is not practicable for them to provide a detailed breakdown of their waste unit charges for a specific waste stream.

Interserve use the services of Banner, who provide Government's Closed Loop service. This includes our confidential waste. As a Department, we are mandated by Cabinet Office to use the Closed Loop service. This is likely to remain an ongoing requirement.

2. *The number of bins/containers placed on site for confidential waste and the frequency of collection.*



LOCATION	NUMBER OF CONSOLES	FREQUENCY OF COLLECTION
Foss House	58	Every 2 weeks
Nobel House	50	Weekly

3. *The date of the next tender for this contract.*

We do not know how long the requirement for Defra to use the Closed Loop service will continue. This is managed by HMRC. The Total Facilities Management Contract with Interserve is due to expire in April 2024.

4. *The name, telephone number and email address of the person responsible for this.*

xxxx Procurement Manager, xxxxxx, Tel: xxxxx

In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on www.gov.uk together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact me.

Yours

Defra Estates

M: estates.correspondence@defra.gsi.gov.uk

Annex

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: requestforinfo@defra.gsi.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF