



Department
for Environment
Food & Rural Affairs

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www.gov.uk/defra

Our ref: RFI 7061

Date: 21 January 2015

Dear [REDACTED]

REQUEST FOR INFORMATION: Spending on maintenance, repair and improvement

Thank you for your request for information about spending on maintenance, repair and improvement work which we received on 25 November 2014. We have handled your request under the Freedom of Information Act 2000 (FOIA)

You requested the following:

- *A breakdown of all spending by your department on maintenance, repair and improvement work (including, but not limited to electrical work, plumbing, glazing, building work) for each of the last three financial years, broken down for each property you rent, own or are legally responsible for,*
- *Allocated budget for the current financial year for spending on maintenance, repair and improvement, broken down for each property you rent, own or are legally responsible for.*
- *Any documentation relating to how you find contractors and the contracts that are agreed with them, for example whether you maintain a roster of pre-approved contractors or whether each job is advertised publically.*
- *A breakdown of the types of contractor used during each of the last three financial years and the average cost per job in pounds sterling*
- *Please include copies of material which you hold in the form of paper and electronic records including emails.*

We can confirm that the Department holds some of the information that you have requested and we have provided this below where available.

In April 2009 the Department let a Total Facilities Management (TFM) contract to Interserve Plc for a period of 15 years. Interserve organizes and manages all of the Department's maintenance, contracts. The Department continues to work with its delivery partners to drive better quality services and value for money.

In the attached document we have provided the spend on maintenance for the last three financial years, spend on repair and replace (R&R) work for 12/13 and 13/14 and a budget for 14/15. Repair and Replace (R&R) refers to the application of a comprehensive limit which is £2.5k for reactive works. It is the R&R budget which funds primarily all building maintenance in the categories you have referred to.



However the Department's systems do not record costs against the categories used in your enquiry, and this information is therefore not held by Defra. All of the services you list are incorporated within either Fixed Maintenance (which includes planned maintenance), and Variable Maintenance costs (which includes reactive maintenance costs); we have therefore provided this information in the attached document.

Please note that the figures provided are net of VAT and inclusive of Interserve's margin.

In moving to a single TFM contract, the Department secured significant annual savings and continues to work closely with its contracted supplier to achieve value for money and further cost efficiencies wherever possible. Please note that our contractual charges are based on the following:

- Maintenance is charged on a fixed charging model
- R&R costs are variable
- Costs shown take into account RIPX increases
- Financial information has been shown for the whole Departmental property portfolio which may include properties that have since been disposed of

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 the address below.

Yours sincerely


Defra FOIA and EIRs Team
informationrequests@defra.gsi.gov.uk

Annex A

Copyright

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Annex B

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 [REDACTED] 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

