



Ministry
of Defence

Secretariat
Defence Infrastructure Organisation
Kingston Road
Sutton Coldfield
B75 7RL

E-mail: diosec-parli@mod.uk
www.gov.uk/DIO

13 January 2017

Ref. FOI2016/12740

Dear [REDACTED]

Thank you for your email of 22 December 2016 requesting the following information:

"In respect to FOI request 2016/11837, I understand you cannot answer part 1 under section 12. However, please can you provide answers to sections 2, 3 and 4 of my request, which is information which you have confirmed you hold. As this relates to the original request, I would expect this to be answered within the timeline established when I first submitted my request.

Previous Request:

2. The target time that the DIO sets itself for issuing these notifications

3. For each handling agent (eg. Mears, Carillion Amey etc.), how many disputes have been:

- a) paid in full as not disputed*
- b) paid in full even though service personnel have disputed*
- c) partially paid eg. dispute partially upheld*
- d) no payment made eg. dispute agreed*

In the Army Satisfaction Survey, what feedback was received from service personnel about how their accommodation was managed.

4. In the Army Satisfaction Survey, what feedback was received from service personnel about how their accommodation as managed."

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence (MOD) and I can confirm that the information in scope of your request is held.

Please see below response to number 2:

The target time that the DIO sets itself for issuing notifications of recovery from pay is 5 working days from the receipt of the charge form. This target can be affected by volume received, missing or incorrect information supplied and reduced manpower levels.

Please see below response to number 3:

Q3	No of Disputes	FY 2015/16		FY 2016/17	
		SFA	SSFA	SFA	SSFA
a	Paid in Full as Not Disputed	1146	119	555	1
b	Paid in Full, Disputed	63	9	83	0
c	Partially Paid, Partial Dispute Upheld	94	21	23	0
d	Disputed, Charges Cancelled	8	1	3	0

The SSFA figures in FY 15/16 also include charges raised by HCR prior to MEARS taking on the contract in December 2015.

For number 4 of your request under Section 21 of the Act (Information reasonably accessible to the applicant by other means) you will find the information on gov.uk using the link below.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/523875/AFCAS_2016_Main_Report.pdf

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 2nd Floor, Zone N, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

DIO Secretariat