



Ministry of Defence

Secretariat
Defence Infrastructure Organisation
Kingston Road
Sutton Coldfield
B75 7RL

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

Our Ref: FOI2016/08532

6 October 2016

Thank you for your email of 8 September 2016 requesting the following information:

“ . . . the contract standards, including time, performance (including specified standards and cost) set on Mears for the provision Substitute Single Service Accommodation (including temporary accommodation) where SSSA is not immediately available) and for details of performance between 1 April 2016 to 7 September 2016 inclusive in meeting these standards for military personnel assigned to DE&S in Abbey Wood, Bristol.”

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, and I can confirm that all the information in scope of your request is held.

The information you have requested can be found at annex A and below.

Annex A contains the specified standards of service and cost.

The total SSSA applications received between 1 April 2016 and 7 September 2016 was 168. Of those 168 cases, 103 have moved in and 65 are pending. Of the 103 that have moved in, the Required By date was hit on 13 occasions. Of the 65 which were empty on 7 September 41 have missed the Required By date (as at 26 September 2016).

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, 1st Floor, 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

ANNEX A

Upon receipt of an application and within 2 business days, Mears shall establish contact by the most appropriate means with the applicant to confirm their requirements as governed by the extant regulations contained within JSP 464 (V1.0), Volume 2, Part 2 or any successor publication. At the same time, Mears shall provide the applicant with an appropriate User Guide.

Mears shall initiate an accommodation search in accordance with the applicants entitlement in order to meet the applicants Required By Date (RBD). Mears shall give 2 days notice of an address to the applicant.

DIO shall where possible provide Mears a minimum of 10 business days from the receipt of an application to the minimum stated RBD of the applicant. Instances of applications being received requiring an RBD within this timeframe shall remain the responsibility of Mears, however failure to achieve the RBD in these instances shall not be deemed as a failure.

Mears shall source and offer one property (for Sole Occupancy ranks) or one bedspace (for sharing ranks) that shall be available for the applicant's RBD.

Accommodation Entitlements

Band	Rank	Accommodation entitlement
A	Lt Cdr/Maj/Sqn Ldr & above (See Note 1)	A self contained one bedroom flat with separate sitting room, bathroom and kitchen.
B	All other officers (Expected to share [see note 2])	An individual bedroom/sitting room in a flat or house share with either, individual self-catering facilities or a kitchen shared between no more than 3 persons and bathroom shared on the same basis.
C	WOs, CPOs / SSgt / FSgt, PO / Sgt (Expected to share [see note 2])	An individual bedroom/sitting room in a flat or house share with either, individual self catering facilities or a kitchen shared between no more than 3 persons and bathroom shared on the same basis.
D	LR/Cpl and below (Expected to share [see note 2])	A flat or house share that provides an Individual bedroom for each person, shared sitting room, kitchen and bathroom.

Note 1: Officers of the same rank in Band A may opt to share accommodation.

Note 2: B, C and D band Occupants are expected to share unless they have been authorised sole occupancy by the appropriate sS Housing Colonel. These requests are to be staffed for approval prior to the submission of their SSSA application

Key criteria for sourcing a property;

Distance from Unit

Properties shall be sourced up to 45 minutes travelling time by public transport of the place of duty. Where there is no viable public transport, SSSA can be sourced up to a 10 mile radius from the place of duty with the prior approval of DIO.

Applicants may not self-source properties or nominate properties to Mears; they may, however, express a preference in respect of location or a property in which a pet may be accommodated. Mears shall endeavour to meet the preference, but the applicant may be required to pay a Personal Contribution. Meeting the preferences is not a requirement if sourcing is problematic.

Minimum Furnishings and Equipment

Under SSSA, there is no minimum size requirements for a room/property.

Properties should contain (where furnished accommodation is required) or have sufficient space to contain the minimum furnishings and equipment as per JSP 464 Volume 2, Part 2 (7-D-1).

Rental Cost

The Actual Rental prices should not be taken in isolation as they are modelled as part of the contract price. The Provisional Monthly Rental Fee paid each month was priced from estimated quantities used for tendering and the Firm rates quoted by the Contractor for different regions. **The breakdown of each are commercially sensitive and are subject to a pricing mechanism that would prevent a direct market place comparison.** The pricing mechanism in the contract can also vary the rental fee in conjunction with a Core Service Charge made up from a Management Fee, Risk, Transaction Costs and Profit and all are subject to an annual reconciliation, incentive mechanisms and industry wide indices specifically detailed in the contract.

Temporary Accommodation

If suitable accommodation is not found by the RBD, Mears shall provide Temporary Accommodation for the applicant. Mears shall reimburse the applicant up to the amount of £25 per day spent on food and drink. Receipts should be kept by the applicant to support these claims.

Where temporary accommodation is provided by way of a hotel, the hotel shall be no less than 3* quality and shall be provided within the same radius to duty station as their current or required accommodation.

There are no performance standards set on Mears with regards to how long the applicant can stay in temporary accommodation.