



Ministry of Defence

Secretariat
Defence Infrastructure Organisation
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Ref. FOI 2016/05488

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17 June 2016

Dear

Thank you for your email of 24 May 2016 requesting the following information:

1. When was the contract to provide substitute accommodation for military service personnel awarded to Mears Group, how long is the contract for, and how much is the contract worth?
2. As of 24 May 2016, how many service personnel are housed by Mears Group? Please divide your answers into a) single personnel b) families with no children and c) families with children.
3. As of 24 May 2016, how many personnel are housed in hotels because accommodation cannot be found for them? What is the cost of this?
4. Which Regiment has the most personnel housed in hotels?
5. What is the average amount of time service personnel will spend in a hotel?
6. How many complaints have been received by Mears Group from service personnel since they took on the contract?

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 some information, in scope of your request is held.

1. When was the contract to provide substitute accommodation for military service personnel awarded to Mears Group, how long is the contract for, and how much is the contract worth?

The contract was awarded to Mears on the 22 December 2015. The contract was awarded for three years with options to extend by up to a further two years.

Information regarding the contract value is not held. Under Section 16 of the Act (Advice and Assistance) you may be interested to know that the total value of the contract will be determined by future demand for properties.

2. As of 24 May 2016, how many service personnel are housed by Mears Group? Please divide your answers into a) single personnel b) families with no children and c) families with children.

As of 24 May 2016 348 service personnel were housed by Mears Group.

No information is held in response to parts b or c of your query. Under Section 16 of the Act (Advice and Assistance) of the 348 service personnel 323 single personnel and 25 families have been housed by Mears. We are unable to provide a breakdown of how many of the families have children.

3. As of 24 May 2016, how many personnel are housed in hotels because accommodation cannot be found for them? What is the cost of this?

As of 24 May 2016 there were 82 personnel housed temporarily in hotels or holiday lets.

The cost of this is information not held, as this falls to the contractor.

4. Which Regiment has the most personnel housed in hotels?

This information is not held.

5. What is the average amount of time service personnel will spend in a hotel?

Currently 22 days is the average time service personnel spend in hotels or holiday lets.

6. How many complaints have been received by Mears Group from service personnel since they took on the contract?

Mears Group have received 29 complaints from service personnel since they took on the contract.

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,

DfO Secretariat