



Ministry
of Defence

Secretariat
Defence Infrastructure Organisation
Kingston Road
Sutton Coldfield
B75 7RL

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

3 May 2019

Ref. FOI 2019/04257

Dear [REDACTED]

Thank you for your email dated 4 April 2019 requesting the following information:

"All questions relating to the Defence Fire Training Development Centre (DFTDC) at Manston in Kent.
In the last 12 months:

1. Has the central heating system been serviceable and providing heat and hot water, without fail?
2. If there has been unserviceability with the central heating system, explain how many areas/barrack blocks/messes/facilities have been effected and for how long, for both heating and hot water?"

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 all the information in scope of your request is held.

Please find the information you have requested below:

1. Has the central heating system been serviceable and providing heat and hot water, without fail?

There have been periods when the heating and hot water have not been serviceable.

2. If there has been unserviceability with the central heating system, explain how many areas/barrack blocks/messes/facilities have been affected and for how long, for both heating and hot water?"

In total 11 blocks have been affected, with varying down times ranging from one day to one month. The blocks and number of incidents are shown below -

- Combined officers WO and Sargent's Mess (The Phoenix club) – 15 water and 5 heating incidents;
- Junior Mess – 2 water and 3 heating incidents;
- JRSLA Block Blenheim – 4 water and 1 heating incident;
- JRSLA Block Typhoon – 4 water and 1 heating incident;
- JRSLA Block Halifax – 2 heating incidents;
- JRSLA Block Mosquito – 3 water incidents;
- JRSLA Block Wellington – 1 water and 1 heating incident;
- JRSLA Block Whitley – 2 water and 1 heating incident;
- JRSLA Block Spitfire – 3 water incidents;
- JRSLA Block Hurricane – 2 water and 1 heating incident;
- JRSLA Block Lancaster – 3 water incidents;

DIO strive to keep any failures to a minimum and during times of unavailability alternative means of supply are provided in consultation with the Head of Establishment.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk). Please note that any request for an internal review should be made in writing within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

DIO Secretariat