



**Ministry
of Defence**

Secretariat
Defence Infrastructure Organisation
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www.gov.uk/DIO

16 July 2019

Ref. FOI 2019/07002

Dear [REDACTED]

Thank you for your email of 15 June 2019 requesting the following information:

“Can you please provide a copy of:

- 1) The documentation and policy concerning all routine Building and Grounds maintenance tasks currently contracted to Amey for the MOD Abbeywood North (NH5) site, else,*
- 2) The documentation and policy concerning all routine Building and Grounds maintenance tasks currently contracted to Amey for the whole MOD Abbeywood site.*

Can you please provide me with:

- 1) Details of all repair related Service Level Agreements as well as the proportion of repairs made within the agreed time frame for the MOD Abbeywood North (NH5) site, else,*
- 2) Details of all repair related Service Level Agreements as well as the proportion of repairs made within the agreed time frame for the whole MOD Abbeywood site.*

Can you please tell me how much the MOD is paying for the above contract(s)”

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 information in scope of your request is held.

With regards to the information relating to repair related Service Level Agreements and the proportion of repairs made within the agreed timeframes, the information you have requested can be found enclosed at Annex A.

With regards to your query around the cost of the contract, this information falls entirely within the scope of the qualified exemption provided for at section 43 (commercial) of the FOIA. This information has been withheld.

Section 43(2) has been applied to some of the information requested because if released it would be likely to prejudice the commercial interests of the MOD. This exemption is subject to a Public Interest Test (PIT) which means that the information requested can only be withheld if the public interest in doing so outweighs the public interest in disclosure. A PIT has been conducted and I am satisfied in this case that the balance of the public interest lies in withholding the information

because its public disclosure would be likely to prejudice MODs commercial relationship with its contractor.

With regards to the documentation and policy concerning all routine Building and Grounds maintenance tasks currently contracted to Amey for the whole MOD Abbeywood site, this information is exempt under Section 21 of the FOIA because it is reasonably accessible to you. I am pleased to inform you that you can access it via the following link:

<https://data.gov.uk/data/contracts-finder-archive/contract/1520368/>

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

FoI Request – representative data for period 1 Jun 18 – 31 May 19)

Pass = Task met KPI
 Fail = Task did not meet KPI but has since been completed
 Outstanding = Task remained outstanding on 1 Jun 19

Unit & Task Priority Code	Pass	Fail	Outstanding	Grand Total	Contract KPI	KPI Achieved
Abbey Wood	5884	62	2	5948		
0	89	0	0	89	100%	100%
1	39	0	0	39	96%	100%
2	273	2	0	275	94%	99.3%
3	4427	60	2	4489	94%	98.6%
4	2	0	0	2	94%	100%
6	1045	0	0	1045	91%	100%
7	9	0	0	9	96%	100%
DBS Bristol	858	25	0	883		
0	32	0	0	32	100%	100%
1	14	0	0	14	96%	100%
2	74	0	0	74	94%	100%
3	738	25	0	763	94%	99.2%
Grand Total	6742	87	2	6831		

Response Priority Summary

Priority	Description	KPI	Definition
Priority 0 (E)	Immediate response Make safe as soon as possible	100%	Emergency – a situation that threatens imminent risk to injury or a high risk of damage to property or environment or essential operations
Priority 1	12hr Response – temporary repair 20 working days – permanent repair	96%	Critical – occurs on an Asset of Operational Need 1 – Essential that gives rise to an immediate security risk or prevents Critical Operations or Occupancy of an asset
Priority 2	5 working day response – temporary repair 20 working days – permanent repair	94%	Urgent – occurs on an Asset that prevents an End User from conducting normal operations or occupancy of an asset
Priority 3	20 working days – permanent repair	94%	Routine – A Routine incident is an incident occurring on any Asset where the impact of failure to maintain the function is low.
Priority 4	20 working days – wind & weatherproof	94%	Wind and Weatherproof – response only required if failure to complete will result in lack of security or penetration of the external envelope which permits deterioration of the structure or its internal components
Priority 6	Attend within 5 working days	91%	Local Contract Addition – Enhanced response to issues affecting toilets at Abbeywood (South)
Priority 7	12hr response – temporary repair 5 working days – permanent repair	96%	Priority 7 – These works need to meet both building and fault criteria – see next slide.