

Date: 25/06/2019  
Our Ref: RFI2692  
Your Ref: FOI Request – CCTV  
Tel: 0300 1234 500  
Email: foi@homesengland.gov.uk



Homes  
England

██████████  
By Email Only

Windsor House  
Homes England – 6<sup>th</sup> Floor  
50 Victoria Street  
London  
SW1H 0TL

Dear ██████████,

**RE: Request for Information – RFI2692**

Thank you for your recent email, which was processed under the Freedom of Information Act 2000 (FOIA). For clarification, you requested the following information:

*The information I require is to do with the organisation's CCTV maintenance and support contract. Please can you send me the information stated below:*

- 1. Supplier of the contract for CCTV maintenance and support*
- 2. How much the Organisation spend annually with the supplier? (if multiple suppliers please list the annual spend for each)*
- 3. What is the renewal date of this contract?*
- 4. What is the duration of the contract?*
- 5. What is the review date of this contract? If possible the likely outcome of this review*
- 6. The primary brand of the CCTV equipment. I don't require the model just the brand. If there is various brands could you please list?*
- 7. What is the total number of cameras in use/under this contract?*
- 8. The description of the services provided under this contract. Please state if this contract includes more than just CCTV services.*
- 9. Contact details of the employee responsible for the contract between the supplier and the organisation. Can you please provide me with their full contact details*

*If there is no CCTV maintenance contract in place*

- 1. What is the brand of CCTV cameras in use? if there is variety could you please send me a list? I do not need the serial number or model just the brand.*
- 2. How much is the average annual spend on the in-house maintenance?*
- 3. How many cameras are in use?*
- 4. Is there a plan to review this at any point, if so what would the date be?*
- 5. Who is in charge of overseeing the in-house maintenance?*

*If there is no maintenance contract or in-house maintenance in place, is there a ad-hoc agreement?*

*If yes,*

- 1. Who is the supplier? Is this varies could you please list?*
- 2. What is the brand of CCTV cameras in use? if there is variety could you please send me a list? I do not need the serial number or model just the brand.*
- 3. How many cameras are in use?*
- 4. How much is the average annual spend on the ad-hoc agreement?*
- 5. What is the date it is to be reviewed?*

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## **Response**

We can confirm that we do hold some recorded information that falls within the scope of your request, we will therefore address each of your points in turn.

The information provided below relates to office locations that Homes England own and manage directly. These are the Warrington and Gateshead offices, details of which can be found on the following link:

<https://www.gov.uk/government/organisations/homes-england/about/access-and-opening>

The other ten office locations that Homes England occupy are serviced offices for which we do not hold the head lease. Therefore we do not hold information relating to building management or related contractual agreements with suppliers for these remaining ten offices.

For the Warrington and Gateshead offices:

**1. Supplier of the contract for CCTV maintenance and support**

Warrington Office – CHUBB Fire and Security Ltd  
Gateshead Office – Gateshead ADT Fire and Security Ltd

**2. How much the Organisation spend annually with the supplier? (if multiple suppliers please list the annual spend for each)**

Warrington Office - £2,100  
Gateshead Office - £1,400

**3. What is the renewal date of this contract?**

Warrington Office - 3 October 2019  
Gateshead Office - 17 April 2020

**4. What is the duration of the contract?**

Warrington and Gateshead Offices – 3 years

**5. What is the review date of this contract? If possible the likely outcome of this review**

Warrington and Gateshead Offices – 12 months prior to contract end date

**6. The primary brand of the CCTV equipment. I don't require the model just the brand. If there is various brands could you please list?**

Warrington Office – CHUBB NNV Truevision  
Gateshead Office – ADT Digital Sprite 2

**7. What is the total number of cameras in use/under this contract?**

Section 38 – Health and Safety

The information requested relating to the number of cameras engages section 38(1) of the FOIA as its release would be likely to endanger the health and/or safety of an individual.

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Section 38 is a qualified exemption. This means that to withhold information under this exemption, we must conduct a Public Interest Test.

Public Interest Test – Factors in favour of disclosure

Homes England is compliant with the government agenda of transparency and recognises the benefit of publishing the information, particularly when it concerns how Homes England undertakes its work.

Public Interest Test – Factors in favour of non-disclosure

Homes England believes that it should not disclose the number of security cameras at our office locations as this would endanger the safety of individuals at these office locations.

Disclosure to the wider public of the exact number of cameras at our offices could be used to map the CCTV coverage and establish blind spots. This would cause a direct threat to the safety of Homes England Staff, Security Officers and the general public as the information could be used to compromise the security measures at these sites.

Homes England believes that to disclose this information to the wider public would undermine the functioning of a system designed to protect both public health and safety and the safety of individuals at these locations.

Therefore, after careful consideration we have concluded that at this time, the balance of the public interest favours the non-disclosure.

The full text of in the legislation can be found on the following link;

<https://www.legislation.gov.uk/ukpga/2000/36/section/38>

Homes England values transparency and as such, we believe that the security of the above offices and safety of staff would not be compromised by releasing the below information in relation to this question, which we are providing as a discretionary disclosure outside of the act.

Discretionary Disclosure:

Warrington Office – between 0 and 20 cameras  
Gateshead Office – between 0 and 20 cameras

**8. The description of the services provided under this contract. Please state if this contract includes more than just CCTV services.**

Warrington and Gateshead Offices – Service and Maintenance contract with out of hours attendance if required.

**9. Contact details of the employee responsible for the contract between the supplier and the organisation. Can you please provide me with their full contact details**

Section 40 – Personal information

We can inform you that we do hold the information that you have requested. However, we rely on Section 40(2) of the FOIA to withhold the information from disclosure.

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We are withholding information on the grounds that it constitutes third party personal data and therefore engages section 40(2) of the FOIA.

To disclose personal data, such as names, contact details, addresses, email addresses and personal opinions could lead to the identification of third parties and would breach one or more of the data protection principles.

Section 40 is an absolute exemption which means that we do not need to consider the public interest in disclosure. Once it is established that the information is personal data of a third party and release would breach one or more of the data protection principles, then the exemption is engaged.

The full text in the legislation can be found on the following link;

<https://www.legislation.gov.uk/ukpga/2000/36/section/40>

If you do need to contact the relevant department (Facilities), all offices can be reached on the main enquiries number 0300 1234 500 or by email [enquiries@homesengland.gov.uk](mailto:enquiries@homesengland.gov.uk). Our enquiries line is open weekdays from 9am to 5pm.

The remaining questions in your request (*If there is no CCTV maintenance contract in place/ If there is no maintenance contract or in-house maintenance in place, is there a ad-hoc agreement? If yes,)* are not applicable given the information provided above.

### **Right to Appeal**

If you are not happy with the information that has been provided or the way in which your request has been handled you may request an internal review by writing to;

The Information Access Team  
Homes England – 6<sup>th</sup> Floor  
Windsor House  
50 Victoria Street  
London  
SW1H 0TL

Or by email to [foi@homesengland.gov.uk](mailto:foi@homesengland.gov.uk)

You may also complain to the Information Commissioner however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link <https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,  
**Information Access Team**  
For Homes England