



By Email Only

Information Governance Team
Homes England
Windsor House – 6th Floor
50 Victoria Street
London
SW1H 0TL

Dear [REDACTED]

RE: Request for Information – RFI3722

Thank you for your request for information which was processed in accordance with 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 expiry 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.*



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Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

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?*

Response

We can confirm that we do hold some of the requested information, we will therefore address each of your questions in turn.

1. ***Supplier of the contract for CCTV maintenance and support***
High Security Group – installers of the CCTV system
2. ***How much the Organisation spend annually with the supplier? (if multiple suppliers please list the annual spend for each)***
The annual spend is £1,300
3. ***What is the expiry date of this contract?***
January 2024
4. ***What is the duration of the contract?***
2 years with the option to extend
5. ***What is the review date of this contract? If possible the likely outcome of this review***
January 2024
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?***
HikVision NVR
7. ***What is the total number of cameras in use/under this contract?***
Neither Confirm nor Deny
Homes England can neither confirm nor deny that we hold the information requested.

On receipt of a valid request for information, section 1(1) of the FOIA obliges a public authority to inform the requestor under section 1(a) if they hold the information requested, and under section 1(b) communicate that information to them.

However, the duty under section(1)(a) does not apply to your request by virtue of sections 38(1) FOIA. The duty to confirm or deny does not arise if to comply with this duty would be likely to endanger the health and/or safety of an individual (section 38(1)).

The full text in the legislation can be found here:

[Freedom of Information Act 2000 \(legislation.gov.uk\)](https://legislation.gov.uk)



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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.

Section 38 is a qualified exemption. This means that once we have decided that the exemption is engaged, Homes England must carry out a public interest test to assess whether or not it is in the wider public interest for the organisation to confirm or deny that we hold the information.

Arguments 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.

Arguments 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.

Having considered the arguments for and against, we have concluded that confirming or denying whether any information is held would be likely to be detrimental to the health and safety of individuals and therefore the balance of the public interest favours neither confirm nor deny.

The public interest arguments to confirm or deny should not be interpreted as evidence that Homes England does or does not hold information that falls within the scope of your request.

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

UK Facilities Management (FM) services organized regionally and available to all public sector entities. Services include maintenance, cleaning, security, help desk and more.

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.

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



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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. 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. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

Email: infogov@homesengland.gov.uk

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Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

You may also complain to the Information Commissioner's Office (ICO) however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.



Homes
England

Making homes happen

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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,

The Information Governance Team

For Homes England

OFFICIAL