



Homes
England

Date: 4 July 2024

Our Ref: RFI4793

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[REDACTED]
By Email Only

Dear [REDACTED]

RE: Request for Information – RFI4793

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA).

You requested the following information:

I would be most grateful if you would provide me, under the Freedom of Information Act, the following information regarding your facilities management approach:

- **How are facilities management services (hard FM, soft FM or TFM) handled across your estates?**
- **If any services are outsourced, which services and to which suppliers?**
- **What are the start dates and durations of these contracts, including the end date, and which services are included in each?**
- **What are the values of the contracts?**
- **Is there an extension clause in the contract(s) and if so, what is the duration of the extension?**
- **Has a decision been made yet on whether the contract(s) are being either extended or renewed?**
- **What is the job title of the senior officer (outside of procurement) responsible for the contract(s)?**
- **Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?**
- **Which software solution(s) are used to manage your corporate property/assets including facilities management (CAFM)?**

Response

We can confirm that we do hold some of the requested information. We will address each of your questions in turn. Please be advised that Homes England only manages one of its offices therefore all responses below are in relation to that office. The rest of the offices are Government Hubs and Facilities services are the responsibility of the building management.

6th Floor
Windsor House
42 - 50 Victoria Street, Westminster
London, SW1H 0TL

0300 1234 500
@HomesEngland
www.gov.uk/homes-england





Homes
England

Date: 4 July 2024

Our Ref: RFI4793

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

- How are facilities management services (hard FM, soft FM or TFM) handled across your estates?

We can confirm that Homes England has procured contractors for hard and soft facilities management services.

- If any services are outsourced, which services and to which suppliers?

We can confirm that our services are outsourced and that we have a Facilities Management Marketplace Contract through the Crown Commercial Services (CCS) Government buying framework through a contractor to carry out all planned preventative maintenance (PPM) and maintenance work. Our cleaning services contract through the ESPO Framework through a contractor to carry out all cleaning work.

We can inform you that we do hold the information that you have requested in relation to awarded suppliers. However, we rely on section 21, exemption where information is available to the applicant elsewhere.

The full text of the legislation can be found on the following link and we have quoted section 21 below for ease.

<https://www.legislation.gov.uk/ukpga/2000/36/section/21>

Section 21 - Information accessible to applicant by other means.

- (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.
- (2) For the purposes of subsection (1)—
 - (a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and
 - (b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.
- (3) For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made





Homes England

Date: 4 July 2024

Our Ref: RFI4793

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. We can advise that information in relation to supplier can be found via Contracts Finder on the below link. The reference number to search is 'RM3830' ensuring to select Awarded Contract.

<https://www.contractsfinder.service.gov.uk/Search>

In relation to the ESPO framework, further information can be found via the link below under the reference '263'.

<https://www.espo.org/frameworks.html?productListFilters=&productListPgNo=1>

- What are the start dates and durations of these contracts, including the end date, and which services are included in each?

We can confirm that the services included are confidential waste management, equipment inspections for example elevator; fire panel, intruder alarms, AC, lighting and cooling systems as well as building management system. The services include the testing and servicing of all this equipment at the agreed intervals by trained technicians. Further, we can advise that the cleaning services includes waste collections, landscaping and cleaning – this contract expires in July 2024.

We can inform you that we do hold the information that you have requested in relation to start date, duration and end date of the CCS contract. However, we rely on section 21, exemption where information is available to the applicant elsewhere.

The full text of the legislation can be found on the following link and we have quoted section 21 below for ease.

<https://www.legislation.gov.uk/ukpga/2000/36/section/21>





Homes
England

Date: 4 July 2024

Our Ref: RFI4793

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Section 21 - Information accessible to applicant by other means.

- (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.
- (2) For the purposes of subsection (1)—
- (a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and
 - (b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.
- (3) For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. We can advise that information in relation to start date, duration and end date can be found via Contracts Finder on the below link. As above, the reference number to search is 'RM3830' ensuring to select Awarded Contract.

<https://www.contractsfinder.service.gov.uk/Search>

- What are the values of the contracts?

We can confirm that the value of the CCS contract can be found via the link provided in the response above. The cleaning services contract value is £19,800.00 per annum.

- Is there an extension clause in the contract(s) and if so, what is the duration of the extension?

We can confirm that all extensions to the contracts have already been utilised.

- Has a decision been made yet on whether the contract(s) are being either extended or renewed?

Yes a decision has been made.

6th Floor
Windsor House
42 - 50 Victoria Street, Westminster
London, SW1H 0TL

0300 1234 500
@HomesEngland
www.gov.uk/homes-england





Homes
England

Date: 4 July 2024

Our Ref: RFI4793

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

- What is the job title of the senior officer (outside of procurement) responsible for the contract(s)?

We can confirm that the Senior Manager Facilities Management is responsible for the contracts.

-Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?

No

-Which software solution(s) are used to manage your corporate property/assets including facilities management (CAFM)?

We are able to confirm that Homes England does not use any software solution to manage our property.

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

Information Governance Team

Homes England

Windsor House

6th Floor

42-50 Victoria Street

London

SW1H 0TL

United Kingdom

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.

6th Floor
Windsor House
42 - 50 Victoria Street, Westminster
London, SW1H 0TL

0300 1234 500
@HomesEngland
www.gov.uk/homes-england





Homes England

Date: 4 July 2024

Our Ref: RFI4793

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

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.

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

