

18 February 2025

FOI Ref 17822

Request - You asked us the following:

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following.

I would like the organisation to review my freedom of information request below, that's focused around contract data for services around facilities management specifically around the services below:

1. Office and building cleaning – Service contract that is focused around office, commercial and building cleaning services.
2. Lift service and maintenance – Service contract for lift service and maintenance.
3. Food – Service contract that is focused around catering services.
4. General waste services contracts – The organisation's primary general waste service contract.
5. Laundry services - where clothes and linen can be washed and ironed.

1. Contract profile questionnaire for each type of contract:
2. Supplier/Provider of the services
3. Total Annual Spend – The spend should only relate to each of the service contracts listed above.
4. A description of the services provided under this contract please includes information if other services are included under the same contract.
5. The number of sites the contract covers
6. [ONLY FOR LIFT CONTRACT] The Brand name of the type of lifts used by the organisation
7. The start date of the contract
8. The end date of the contract
9. The duration of the contract, please include information on any extensions period.
10. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address.

Look forward to your acknowledgement/response.

We received your request on 12/02/2025 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

Staffordshire Police holds/does not hold the requested information.

Office and building cleaning – Service contract that is focused around office, commercial and building cleaning services.

Contract profile questionnaire for each type of contract:

- Supplier/Provider of the services – **Disclosed, Kier Places.**



- Total Annual Spend – The spend should only relate to each of the service contracts listed above. – **Withheld.**
- A description of the services provided under this contract please includes information if other services are included under the same contract. – **Withheld.**
- The number of sites the contract covers – **Withheld.**
- The start date of the contract – **Disclosed, 01/12/2015.**
- The end date of the contract – **Disclosed, 30/11/2025**
- The duration of the contract, please include information on any extensions period. – **Disclosed, ten years, no further extensions applicable.**
- Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address – **Partially disclosed, estates.approvals@staffordshire.police.uk.**

Lift service and maintenance – Service contract for lift service and maintenance.

Contract profile questionnaire for each type of contract:

- Supplier/Provider of the services – **Disclosed, Kier Places.**
- Total Annual Spend – The spend should only relate to each of the service contracts listed above. – **Withheld.**
- A description of the services provided under this contract please includes information if other services are included under the same contract. – **Withheld.**
- The number of sites the contract covers – **Withheld.**
- [ONLY FOR LIFT CONTRACT] The Brand name of the type of lifts used by the organization – **Withheld.**
- The start date of the contract – **Disclosed, 01/12/2015.**
- The end date of the contract – **Disclosed, 30/11/2025.**
- The duration of the contract, please include information on any extensions period. – **Disclosed, ten years, no further extensions applicable.**
- Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address – **Partially disclosed, estates.approvals@staffordshire.police.uk.**

Food – Service contract that is focused around catering services.

Contract profile questionnaire for each type of contract:

- Supplier/Provider of the services – **Disclosed, Entrust.**



- Total Annual Spend – The spend should only relate to each of the service contracts listed above.
– **Withheld.**
- A description of the services provided under this contract please includes information if other services are included under the same contract. – **Disclosed, Catering provision at HQ canteen and various micro-markets across 24/7 locations across the Force**
- The number of sites the contract covers – **Disclosed, 4.**
- The start date of the contract – **Disclosed, 01/04/2024.**
- The end date of the contract – **Disclosed, 30/11/2025.**
- The duration of the contract, please include information on any extensions period. – **Disclosed, 20 months, with one additional 12 month extension to utilise.**
- Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address – **Partially disclosed, estates.approvals@staffordshire.police.uk.**

General waste services contracts – The organisation's primary general waste service contract.

Contract profile questionnaire for each type of contract:

- Supplier/Provider of the services – **Disclosed, Kier Places.**
- Total Annual Spend – The spend should only relate to each of the service contracts listed above.
– **Withheld.**
- A description of the services provided under this contract please includes information if other services are included under the same contract. – **Withheld.**
- The number of sites the contract covers – **Withheld.**
- The start date of the contract – **Disclosed, 01/12/2015.**
- The end date of the contract – **Disclosed, 30/11/2025.**
- The duration of the contract, please include information on any extensions period. – **Disclosed, ten years, no further extensions applicable.**
- Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address – **Partially disclosed, estates.approvals@staffordshire.police.uk.**

Laundry services - where clothes and linen can be washed and ironed.

Contract profile questionnaire for each type of contract:

- Supplier/Provider of the services – **Disclosed, Berensden (t/a Elis UK Ltd).**
- Total Annual Spend – The spend should only relate to each of the service contracts listed above.
– **Disclosed, circa £19k (variable spend).**

- A description of the services provided under this contract please includes information if other services are included under the same contract. – **Disclosed, Collection, Laundering and return of Custody blankets and clothing.**
- The number of sites the contract covers – **Disclosed, 2.**
- The start date of the contract – **Disclosed, 01/02/2025.**
- The end date of the contract – **Disclosed, 31/01/2029.**
- The duration of the contract, please include information on any extensions period. – **Disclosed, 4 years with two 12-month extension periods**
- Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address – **Partially disclosed, Hannah Bladon, Procurement Officer, CommercialServices@staffordshire.police.uk.**

The following exemptions have been applied:

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for parts of this particular request.

- Section 40(2) Personal Information

Section 40(2) is an absolute exemption which means that there is no need to quantify the harm that may arise from the disclosure; neither is it subject to a public interest test.

To release personal or third-party information held by Staffordshire Police, would breach the data protection principles; namely –

- Data is lawfully and fairly processed.
- Processed in line with an individual's rights.
- Data is secure.

Personal and third-party information cannot be released under the Freedom of Information Act.

Disclosure under Freedom of Information is a release of information to the world in general and not an individual applicant.

- Section 43(2) Commercial Interests

This is a prejudice based qualified exemption which means there is a requirement to provide evidence of harm and a public interest test needs to be considered.

Harm:

Information relating to the value and details of Facilities Management contracts, if released into the public domain, would harm Staffordshire Police's negotiating position with regards to future contracts for

equipment or services. There are commercially confidential clauses within the Facilities Management contracts which are not permitted to be shared to the wider public.

Public Interest Test

Factors favouring disclosure under Section 43(2)

Disclosure of the requested information would allow the public to be aware of how public funds are spent or allocated and thereby would provide transparency and accountability, showing that funds from the public purse are used appropriately and proportionally.

Factors favouring non-disclosure under Section 43(2)

Through disclosure of the requested information, Staffordshire Police would find that its negotiating position would be greatly impaired through the release of details that would not only likely be prejudicial to Staffordshire Police but also to the agencies/companies involved. Releasing this information would be expected to have a detrimental effect on their ability to be competitive in the future and would be exceedingly likely to deter further enterprises submitting offers for tender in the future. This then would impede Staffordshire Police obtaining the most competitive or appropriate services in the future and negatively impact upon the public purse.

Balance test

It is the responsibility of Staffordshire Police, when dealing with commercial businesses, to not only protect their commercial interest but also that of Staffordshire Police. Commercial interests must be protected so that the best possible value for money is obtained through open competition, both for businesses and Staffordshire Police. This would not be achieved if full details were to be made available to the market. Although the use of public funds must be open and transparent, Staffordshire Police is accountable for the money that it spends and utilizes and if to release the information means the force is unable to negotiate future tendering and have the ability to secure value for money due to business relationships have been impaired, then this would not be in the public interest.

Having considered the public interest test factors, we are required to determine whether, on balance, the factors favouring disclosure outweigh those which are against disclosure. It is our view that the factors favouring disclosure do not outweigh those which favour withholding the details. Therefore, Staffordshire Police declines to provide the information for the reasons stated above.

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Staffordshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Central Disclosure Unit within two months of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The Central Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Central Disclosure Unit



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