



Cafcass National Office
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21 Bloomsbury Street
London
WC1B 3HF

Your ref: CAF 15-170
Our ref: Gov/CAF 15-170

Tel 0300 456 4000

16 October 2015

Re: Freedom of Information Request

Thank you for your email of 21 September 2015. You made the following requests for information:

Can you please provide the information for A & B. Also as per my understanding the information must be stored electronically, it shouldn't be take much time to extract the information.

Please can you provide me with the organisation's existing contracts relating to facilities management for each of the categories below:

- A. Property and Building Services Maintenance
- B. Cleaning and Janitorial Services

For each of the contract above can you please provide me with the organisation's primary/main contracts that are above £1,000.00. If there isn't

1. What is the type of contract please pick from one of the categories above? If the organisation has a fully managed contract please state "Managed".
2. Who is the supplier for this contract? Please can you provide me with the contract information for each individual supplier?
3. What is the annual average spend? Please can you provide me with the contract information for each individual supplier?
4. What is the contract duration? Please also provide me with any extensions that maybe offered to the supplier.
5. What is the contract expiry date? Please at least provide me with the month and year.
6. When will this contract be reviewed? Please at least provide me with the month and year.
7. Can you please provide me with the total number of sites the contract covers? An estimate will also be acceptable.

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





8. What services are provided under this contract? A brief description will be acceptable
9. Who is the main contact from within the organisation responsible for reviewing this contract? Can you please provide me with their full name, actual job title, contact number and direct email address?
10. Notes: If the contract information provided is going to be expiring within the next 3 months it would be helpful to know if you're going to renew or are planning to go to tender for a new contract for this particular service.

Please see below for our response.

As confirmed to you on 31 July in response to your similar previous request made on 18 July, and our response to your follow up email of 4 August which was replied to on 10 August, Cafcass is unable to provide the requested information in full as it would exceed the appropriate cost limit for responses to Freedom of Information requests (section 12 of the Freedom of Information Act).

Cafcass has over 40 offices nationally, which are not on one central contract for the requested contract types. Some contracts are held directly with the service providers, and some contracts are provided as part of a managed service by the building in which those relevant offices are situated.

We consider that providing information for offices which are not on the central contract would exceed the appropriate cost limit, as each office where we do not hold contracts directly with the service provider would have to be contacted and the relevant contract holder would have to provide this information by extracting its cost from within the central amount. The contract information, while it may be held on electronic form, is not held centrally and is one cost among several; it is therefore the location, extraction and collation of the information which would take time to complete. This information is therefore exempt under section 12 of the Freedom of Information Act (please see below for more information about this exemption).

However, please see the two tables below for information where it relates to offices which are part of a central contract.

Requested Information	Cafcass Response
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Type of contract	Property and Building Services Maintenance
Supplier	ISS (not all offices receive the same level of support; some offices have arrangements with different suppliers for these services as part of landlord/MOTO departments undertaking the work as part of fully managed service provisions and service charging, or the services are not required in each office e.g. air conditioning, asbestos, gas)
Annual Spend	£180,000 (average)
Contract Duration	Three years, with option of annual extension to maximum overall service period of seven years
Contract Expiry Date	March 2016 (termination date)
Contract Review Date	This is being put to tender for a number of different contracts (electricity, gas/water, asbestos, technical equipment such as air conditioning and lifts). Tenders will be issued by mid-January 2016 and information will be available on our public tenders webpage .
Total number of sites the contract covers	Air conditioning: 6 Asbestos: 6 5 yearly electrical test: 28 Gas supply: 12 Lifts: 1 P.A.T: 38 Annual water quality: 29 Monthly calorifier and annual L8 water services checks: 2 Quarterly descaling and disinfection of shower heads: 5
Services provided	See above
Contact Details	Procurement@cafcass.gsi.gov.uk

Requested Information	Cafcass Response
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Type of contract	Cleaning and Janitorial Services
Supplier	ISS (this relates to 30 out of 42 Cafcass offices)
Annual Spend	£289,829.59 (2014/15)
Contract Duration	Three years, with option of annual extension to maximum overall service period of seven years
Contract Expiry Date	1 st November 2016 (contract has been extended for one year)
Contract Review Date	1 st June 2016
Total number of sites the contract covers	30
Services provided	Office cleaning and supply of janitorials
Contact Details	Procurement@cafcass.gsi.gov.uk

As confirmed above, a full response to this question is considered to be exempt under Section 12 of the Freedom of Information Act, as the cost of compliance would exceed the appropriate limit for Cafcass which is £450. In our estimation the cost (a flat rate of £25 per hour provided by the FOI Act) would exceed the appropriate limit which is 18 hours for Cafcass, in order to complete one or more of the following activities permitted to be accounted for, which are:

- Determining whether the information is held;
- Locating the information, or a document containing it;
- Retrieving the information, or a document containing it; and
- Extracting the information from a document containing it.

[12 Exemption where cost of compliance exceeds appropriate limit.](#)

1. Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.
2. Subsection (1) does not exempt the public authority from its obligation to comply with paragraph (a) of section 1(1) unless the estimated cost of complying with that paragraph alone would exceed the appropriate limit. .
3. In subsections (1) and (2) “the appropriate limit” means such amount as may be prescribed, and different amounts may be prescribed in relation to different cases.
4. The Secretary of State may by regulations provide that, in such circumstances as may be prescribed, where two or more requests for information are made to a public authority— .
 - (a) by one person, or
 - (b) by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign,

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the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with all of them.

5. *The Secretary of State may by regulations make provision for the purposes of this section as to the costs to be estimated and as to the manner in which they are to be estimated.*

Please also note that individual names are exempt from disclosure under Section 40 of the Freedom of Information Act, as these constitute personal information of Cafcass staff. However, the procurement team can be contacted at Procurement@cafcass.gsi.gov.uk and details of public tenders can be seen on our website: <http://www.cafcass.gov.uk/about-cafcass/procurement/public-tenders.aspx>

[Section 40 of the Freedom of Information Act](#) provides that:

1. Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.
2. Any information to which a request for information relates is also exempt information if-
 - a. it constitutes personal data which do not fall within subsection (1), and
 - b. either the first or the second condition below is satisfied.
3. The first condition is-
 - a. in a case where the information falls within any of paragraphs (a) to (d) of the definition of "data" in section 1(1) of the Data Protection Act 1998, that the disclosure of the information to a member of the public otherwise than under this Act would contravene-
 - (i) any of the data protection principles, or
 - (ii) section 10 of that Act (right to prevent processing likely to cause damage or distress), and
 - b. in any other case, that the disclosure of the information to a member of the public otherwise than under this Act would contravene any of the data protection principles if the exemptions in section 33A(1) of the Data Protection Act 1998 (which relate to manual data held by public authorities) were disregarded.

We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's office (www.informationcommissioner.gov.uk):

Post
Information Commissioner's Office
Wycliffe House, Water Lane,

Fax
01625 524 510
Tel

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Anthony Douglas CBE Chief Executive





Wilmslow,
Cheshire
SK9 5AF

0303 123 1113

E-mail

casework@ico.org.uk

Yours sincerely,

Governance Team

Cafcass

Governance@cafcass.gsi.gov.uk

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Cafcass, the Children and Family Court Advisory and Support Service, is a non-departmental body of the Ministry of Justice
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