

FREEDOM OF INFORMATION ACT 2000

Thank you for your email of 29th November 2011 requesting information about facilities management services.

You asked for information relating to Maintenance & Repairs, Energy Management, Cleaning, Grounds Maintenance, Security, Catering, Pest Control and Waste.

Having consulted colleagues across the council I am afraid we are unable to answer your request in the format it is currently in.

In order to provide you with the information on the scale that you have requested would require contacting dozens of services across the Council who would all need to assess, locate and retrieve the information you have requested. The Council has for a number of years operated a devolved structure with departments holding their own information.

There is not one central depository for contracts and information, although this is planned for the future. For all of the areas you have mentioned there may well be several contracts in place with different providers at different times for different aspects of this service area.

We now publish a list of contracts that we hold on our open data page at www.leicester.gov.uk/data which will give you a taster for the many numbers of contracts in place with external providers. This list is constantly being added to and updated as we centralise the logging of our contracts. If there are any contracts on there you are interested in, please do not hesitate to let me know. e.g. number 833 PFI Integrated Waste Management Contract with Biffa may be of interest to you for the Waste service area.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for Local Authorities is set at £450. This represents the estimated cost of one person spending 2.5 working days in determining whether the department holds the information, locating, retrieving and extracting the information. We estimate that it will take us well in excess of 2.5 working days to locate, retrieve and extract the information in reference to your request. Therefore, your request will not be processed further.

You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including any specific service areas or specific contracts and timeframes.

We also do not release the names and contact details of staff under Freedom of Information requests as this is exempt under s40(2) – personal data. I would however suggest that you may find more information about in-house services/ partnerships or contact details for those areas you have mentioned on our website through the following links or by using the search facility on there:

Waste:

<http://www.leicester.gov.uk/your-council-services/cl/waste-and-cleansing/>

Energy:

<http://www.leicester.gov.uk/your-council-services/ep/energy-efficiency/>

Catering:

<http://www.leicester.gov.uk/your-council-services/education-lifelong-learning/about-schools/school-catering/>

Pest Control:

<http://www.leicester.gov.uk/your-council-services/ep/environmental-health-licensing/pest-control/>

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

**Head of Information Governance
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: foia@leicester.gov.uk**

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

**Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk**

If you wish to refine your request, or need help in doing so, please do not hesitate to contact me.

Yours sincerely

**Lynn Wyeth
Information Governance Manager**