



NORTH YORKSHIRE FIRE & RESCUE SERVICE

Reference: FRS/FOI/2654

When telephoning please ask for:
Civil Disclosure Unit

North Yorkshire Fire and Rescue Service Headquarters
Alverton Court
Crosby Road
Northallerton
North Yorkshire
DL6 1FE

Telephone: 01609 643526
Email: FRSDisclosure@northyorksfire.gov.uk

18th March 2022

Dear Applicant,

Re: Freedom of Information Request – 2654

With reference to your Freedom of Information request dated 21st February 2022, please see our response below.

Your Request:

- 1) Which software solution(s) are used to manage your corporate property/assets including facilities management (CAFM)? When is this contract expected to expire and are you expecting to extend or renew this contract?*
- 2) What was the actual contract value(s) of each contract?*
- 3) Who is the senior officer (outside of procurement) responsible for this contract?*
- 4) How are facilities management services (hard FM, soft FM or TFM) handled across your estate?*
- 5) If any services are outsourced, which services and to which suppliers?*
- 6) What are the start dates and durations of these contracts, and which services are included in each?*
- 7) Is there an extension clause in the contract(s) and if so, what is the duration of the extension?*
- 8) Has a decision been made yet on whether the contract(s) are being either extended or renewed?*
- 9) What is the job title of the senior officer (outside of procurement) responsible for the contract(s)?*
- 10) Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?*
- 11) Are you looking to commission any estate condition surveys this year?*
- 12) Typically what type of fire related safety services would you outsource? FRA's, Compartmentation Surveys, Fire Strategy Development etc.*

Our Response:

To locate the information relevant to your request searches were conducted within North Yorkshire Fire and Rescue Service.

I can confirm that the information you have requested is held by North Yorkshire Fire and Rescue Service.

- 1) None.
- 2) N/A.
- 3) Estates can be contacted via estates@northyorkshire.police.uk
- 4) An in-house team manages all appropriate contracts.
- 5) Planned and preventative maintenance, equipment servicing, statutory compliance supported by North Yorkshire County Council (NYCC) contracts. PFI contract covering two locations – Sodexo.
- 6) The exact start dates are not available however the duration is a five-year period. The agreement in with NYCC is renewed on an annual basis.
- 7) No.
- 8) No.
- 9) Estates can be contacted via estates@northyorkshire.police.uk
- 10) No.
- 11) No.
- 12) There is no typical requirement.

Please note that systems used for recording information are not generic, nor are the procedures used locally in capturing the data. It should be noted therefore that this response to your questions should not be used for comparison purposes with any other responses you may receive.

Complaint Rights

Your attention is drawn to the attached sheet which details your right of complaint. If you have any queries concerning this request, please contact me quoting the reference number above.

Yours sincerely,

Chris Buckton
Legal Officer (Fire and Rescue)
Civil Disclosure

Complaint Rights

If you require any further information, or do you think the decision is incorrect, you have the right to ask for the decision to be reviewed. The quickest and easiest way to have the decision looked at again is to contact the case officer stated at the end of your decision letter.

That person will be able to discuss the decision, explain any issues and assist with any problems.

If you are in any way unhappy with the service you have received in relation to your request and wish to make a complaint, please contact The Complaints Officer at North Yorkshire Fire and Rescue Service. Our complaints procedure is available on our website at www.northyorksfire.gov.uk.

North Yorkshire Fire and Rescue Service should be notified of your intention to complain within 2 months of the date of its response to your Freedom of Information request.

If you are still not satisfied following this you can make an appeal to the Information Commissioner who is the statutory regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow,
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: www.ico.gov.uk