



Ministry of Defence

Secretariat
Defence Infrastructure Organisation
Kingston Road
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E-mail: diosec-parli@mod.uk
www.gov.uk/DIO

Martin Roberts

request-365210-59090780@whatdotheyknow.com 14 November 2016

Ref. FOI2016/09636

Dear Mr Roberts,

Thank you for your email of 16 October 2016 requesting the following information:

"I am writing to you to gain information on the above subject under the Freedom Of Information Act 2000. Please provide information and statistics on the questions.

1. When did Mears Group contract come into effect.
2. Does the Defence Infrastructure Organisation (DIO) have any jurisdiction over Mears Group.
3. Is Mears Group subcontract under Carillionamey.
4. What assurance and governance is in place to audit this contract.
5. Since the contract has been awarded, how many Service Personnel (SP) in clouding families have been accommodated in hotel accommodation.
6. What is the average time SP have stayed in hotel accommodation.
7. What is the longest period of time SP have stayed in hotel accommodation.
8. What does the MOD stipulated or advise in JSPs as an acceptable period of time that SP should be accommodated temporarily.
9. Have many complaints have been received from SP since Mears Group have been awarded the contract.
10. Are SP accommodated under Mears Group surveyed by MOD.
11. Are Mears Group under a probationary period.
12. Has the Army Welfare Service received complaints from SP.
13. Have any Members of Parliament raised questions about Mears Group."

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence (MOD) and I can confirm that some information in scope of your request is held.

1. When did Mears Group contract come into effect.

01/07/2016

2. Does the Defence Infrastructure Organisation (DIO) have any jurisdiction over Mears Group.

No, DIO does not have jurisdiction over Mears Group.

3. Is Mears Group subcontract under Carillionamey.

No, the services of Mears Group are not subcontracted under CarillionAmey.

4. What assurance and governance is in place to audit this contract.

Mears Group's performance is measured against ten Key Performance Indicators (KPI) on a monthly basis; these relate to timelines (required by dates being met), standard, entitlement and complaints. In addition, performance is monitored and discussed routinely at Management Board level.

5. Since the contract has been awarded, how many Service Personnel (SP) in clouding families have been accommodated in hotel accommodation.

Up to 30/09/2016, 677 Service personnel have been placed in temporary hotel accommodation.

6. What is the average time SP have stayed in hotel accommodation.

The average time spent in temporary hotel accommodation is three weeks for those awaiting Family Accommodation and four weeks for single service personnel.

7. What is the longest period of time SP have stayed in hotel accommodation.

The longest period of time Service personnel have stayed in hotel accommodation is 22 weeks.

8. What does the MOD stipulated or advise in JSPs as an acceptable period of time that SP should be accommodated temporarily.

A minimum period of time that should be spent in temporary accommodation is not defined.

9. Have many complaints have been received from SP since Mears Group have been awarded the contract.

Since 01/07/2016, 87 complaints from service personnel, 3% of the total housing applications received.

10. Are SP accommodated under Mears Group surveyed by MOD.

Yes, surveys are conducted.

11. Are Mears Group under a probationary period.

No, Mears Group are not under a probationary period.

12. Has the Army Welfare Service received complaints from SP.

MOD does not hold this information.

13. Have any Members of Parliament raised questions about Mears Group."

There have been no questions raised by Members of Parliament about Mears Group. If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not

possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 2nd Floor, Zone N, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

DIO Secretariat