



[REDACTED]

16 October 2023

Dear [REDACTED]

**Freedom of Information request: FOI2023/00644**

Thank you for your Freedom of Information request received on the 25 August in which you requested the following:

**Your request:**

1. *Supplier of the contract for CCTV maintenance and support*
2. *How much does the Org/s spend annually with the supplier? (if multiple suppliers please list the annual spend for each)*
3. *What is the renewal date of this contract?*
4. *What is the duration of the contract?*
5. *What is the review date of this contract? If possible the likely outcome of this review*
6. *The primary brand of the CCTV equipment. I don't require the model just the brand. If there is various brands could you please list?*
7. *What is the total number of cameras in use/under this contract?*
8. *The description of the services provided under this contract. Please state if this contract includes more than just CCTV services.*
9. *Contact details of the employee responsible for the contract between the supplier and the organisation. Can you please provide me with their full contact details*

*If there is no CCTV maintenance contract in place*

1. *What is the brand of CCTV cameras in use? if there is variety could you please send me a list? I do not need the serial number or model just the brand.*
2. *How much is the average annual spend on the in-house maintenance?*
3. *How many cameras are in use?*
4. *Is there a plan to review this at any point, if so what would the date be?*
5. *Who is in charge of overseeing the in-house maintenance?*

*If there is no maintenance contract or in-house maintenance in place, is there a ad-hoc agreement?*

*If yes,*

1. *Who is the supplier? Is this varies could you please list?*
2. *What is the brand of CCTV cameras in use? if there is variety could you please send me a list? I do not need the serial number or model just the brand.*
3. *How many cameras are in use?*
4. *How much is the average annual spend on the ad-hoc agreement?*
5. *What is the date it is to be reviewed?*

**Our response**

I can confirm that UK Research and Innovation (UKRI) hold information relevant to your request. Please see the information below.

I can confirm UK Research and Innovation (UKRI) hold the information relevant to your request. Please see the information below and note the following:

- “PH” refers to our UKRI Head Office, Polaris House, North Star Avenue, Swindon
- “LMB” refers to the MRC Laboratory of Molecular Biology, Cambridge

For the rest of the UKRI estate, we estimate that the cost of complying with your request would exceed the appropriate statutory limit as specified within Section 12 of the FOIA which for UKRI is set at £450. This represents the estimated cost of 18 hours of staff resource on locating, retrieving and extracting the information. To gather this information, we have determined that staff would have to spend at least 18 hours reviewing contracts for all UKRI buildings. Consequently, we have decided to focus on the subjects of your previous response – Polaris House and the MRC Laboratory of Molecular Biology.

### **1. Supplier of the contract for CCTV maintenance and support**

PH: Over the past year, the former BEIS Total Facilities Management ISS contract has been reviewed by the Government Property Agency (GPA) who have now split and retendered into 3 distinct Facilities Management work areas: Hard Services, Soft Services and Security Services. New contracts to cover all 3 areas have been awarded to ISS (Security and Soft Services) and Atalian Servest (Hard Services).

LMB: Synectics Security Limited.

### **2. How much the Organisation spend annually with the supplier? (if multiple suppliers please list the annual spend for each)**

PH: On CCTV, approximately £3k per annum, mainly maintenance.

LMB: Contract Value (purchase of cameras): £67,878.66, Total contract value £217,986.13 for the four year period.

### **3. What is the renewal date of this contract?**

PH: The renewal date is 1<sup>st</sup> October 2023.

LMB: 31<sup>st</sup> December 2023 with option to extend to 31<sup>st</sup> December 2024.

### **4. What is the duration of the contract?**

PH: 3 years with possible extension(s).

LMB: 1<sup>st</sup> January 2020 – 31<sup>st</sup> December 2023 with the option to extend to 31<sup>st</sup> December 2024.

### **5. What is the review date of this contract? If possible the likely outcome of this review**

PH: This is unknown as this will be reviewed by the GPA.

LMB: 30th September 2023. We expect to extend this contract to 31st December 2024.

### **6. The primary brand of the CCTV equipment. I don't require the model just the brand. If there are various brands could you please list?**

PH: Panasonic.

LMB: Due to the heightened sensitivity of this research location, this information is being withheld under **Section 31, Law Enforcement** and **Section 38, Health and Safety**. Further details on the application of this exemption are provided below.

### **7. What is the total number of cameras in use/under this contract?**

PH: 135

LMB: Due to the heightened sensitivity of this research location, this information is being withheld under **Section 31, Law Enforcement** and **Section 38, Health and Safety**. Further details on the application of this exemption are provided below.

**8. The description of the services provided under this contract. Please state if this contract includes more than just CCTV services.**

PH: These contracts cover most Facilities Management services. In general these services are, but are not restricted to: mechanical and electrical maintenance and repair, security guarding, security monitoring, keyholder, cleaning, waste management & grounds maintenance.

LMB: These services are: CCTV, access control, intercom, physical door security and automatic traffic bollards.

**9. Contact details of the employee responsible for the contract between the supplier and the organisation. Can you please provide me with their full contact details**

We are exempting the contact details of individuals under section 40(2) of the FOIA. Disclosing this information would contravene the first Data Protection Principle as defined under Section 86 of the Data Protection Act 2018 and Article 5 of UK General Data Protection Regulation (UK GDPR).

Section 40(2) is an absolute exemption and does not require a public interest test.

**Section 31 – Law Enforcement**

As noted in the response to question 6 and 7, we have determined that releasing the information requested in relation to LMB would prejudice the prevention or detection of crime as per Section 31(1)(a) of the Freedom of Information Act.

Section 31(1)(a) is a qualified exemption and therefore subject to a public interest test. UKRI applied the Public Interest Test to this request as set out below.

**Public interest in favour of disclosure:**

- There is a public interest in favour of release of the information, to uphold the principles of transparency and accountability, in disclosing information about government or public authority infrastructure and contracts

**Public interest test in favour of withholding the information:**

- Institutes such as LMB undertake research that is subject to focus from activist groups, which are interested in either disruption of operations, or seek to access and obtain research information. The institutes also operate with substances or equipment which may be harmful. The security details are therefore sensitive as they could potentially facilitate such focus groups attempts to circumvent security and undermine the safety of the facility.
- The release of this information would be seen to prejudice the prevention or detection of crime, by undermining on-site security and expose vulnerabilities of the facility that could be used by malicious groups to stage an attack.
- There is an overwhelming public interest in keeping public authority research facilities secure, which would be served by non-disclosure.

UKRI has therefore reached the conclusion that, on balance, the public interest is better served by withholding the selected information under Section 31(1)(a).

## **Section 38 – Health and Safety**

Publicly disclosing information relating to the security measures in place for sensitive sites may put the safety of individuals that work at or visit this site at risk, and we therefore consider that Section 38(1) would also apply.

In considering the public interest test, UKRI considered our obligations to openness and transparency, as previously noted under Sec 31. However, it was also considered that disclosure of this information could not only be used by activist groups to disrupt research or operations being conducted, but also to target individuals or groups of employees by subjecting them to either physical harm or verbal harassment.

In considering the balance of the public interest we must considered the obligations UKRI has to our employees and to individuals and organisations that work with us; their safety and well-being is of paramount importance to UKRI and disclosing any information which could potentially place individuals at risk of harm carries significant weight. Given that LMB is a research facility as previously outlined in Sec 31, the duty of care to staff at this location is not trivial, given the nature of the research being conducted and the hazardous substances in use.

We have therefore reached the conclusion that limiting the safety risk to individuals and organisations outweighs the public interest in disclosure; therefore this information is exempt from disclosure.

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact:

Head of Information Governance  
Email: [foi@ukri.org](mailto:foi@ukri.org)

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: [www.ico.org.uk](http://www.ico.org.uk).

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see UKRI's complaints policy: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,

  
Information Governance  
Information Rights Team  
UK Research and Innovation  
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