Dear

**Freedom of Information Response (Our Ref: K/21/393)**

Thank you for your Freedom of Information (FOI) request dated 13 August 2021, reference K/21/393.

Your request read:

“I would be most grateful if you would provide me, under the Freedom of Information Act, the following information regarding your facilities management approach:

- How are facilities management services (hard FM, soft FM or TFM) handled across your estate?
  - If any services are outsourced, which services and to which suppliers?
  - What are the start dates and durations of these contracts, and which services are included in each?
  - Is there an extension clause in the contract(s) and if so, what is the duration of the extension?
  - Has a decision been made yet on whether the contract(s) are being either extended or renewed?
  - What is the job title of the senior officer (outside of procurement) responsible for the contract(s)?

- Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?
- Which software solution(s) are used to manage your corporate property/assets including facilities management (CAFM)?”

The University of Leeds holds this information.

Facilities are managed in-house by the Estates Maintenance and Operations Team. Delivery of the services is through a mixed model of both in-house and outsourced provisions. As your request does not specify which service(s) you are specifically interested in, we have provided a high level summary of the key contracts that directly relate to Facility Management:
• Catering Services (Campus and Residences) – In-house supplemented by a framework of suppliers for events (Shine, Opposite and Blue Pepper) – expires January 2023.
• Cleaning Services (Campus) – In-house
• Cleaning Services (Residences and Sports Facilities) – Outsourced to Churchill Facility Management, Crystal Facility Management and Regent Office Cleaning – currently out to tender
• Security Services – In-house supplemented in specific locations by Axis Security Services – expires April 2022
• Facilities Management – Various site agreements with Graham FM, Wates and Integral which expire in April 2023, August 2028 and January 2029 – Working to SFG20 Standards

All agreements are reviewed with stakeholders annually as part of the category planning process. Extension decisions will be made at that time with stakeholders on whether to take up optional extensions.

All contract opportunities are advertised through Delta and in line with current procurement legislation.

The sites which utilise an FM provision utilise the suppliers helpdesk service. The in-house provision operates its own helpdesk service.

The University is currently implementing a fully integrated CAFM system provided by Planon.

The Deputy Director of Estates (Maintenance and Operations) has overall responsibility for key FM contracts.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle
Deputy Secretary
The University of Leeds
Leeds
LS2 9JT

Email: foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University’s response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).
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. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

**Chloe Wilkins**  
Freedom of Information Officer

Secretariat  
University of Leeds