| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 25-0492Responded to: 05 March 2025 |
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Your recent request for information is replicated below, together with our response.

**I am writing to request information under the Freedom of Information (Scotland) Act 2002 regarding the Soft Services contract between Police Scotland and OCS.**

On considering the questions that have been asked, it has been determined that you are referring to the Cleaning and Janitorial element of the contract.

**Specifically, I would like to obtain the following details:**

**The total number of contracted hours per month as set out in the service contract with OCS.**

The cleaning service is an output specification, rather than a time-based service. Meaning that the service is deemed to have been delivered if the property is cleaned to the standards described in the contract, rather than on the number of hours used to undertake the cleaning.

An estimate of hours per building were provided by Police Scotland at tender stage to allow bidders to provide a price for evaluation purposes.

It should be noted that the hours detailed below are those from the tender and any operational adjustments made since April 2023 through contract change requests from either OCS or Police Scotland. This information would be the basis for any future commercial bids to ensure a competitive tender exercise is undertaken.

Cleaning, 32,237 hours per calendar month.

Janitorial, 4,017 hours per calendar month.

**The actual number of hours per month that OCS delivers under this contract.**

**If there is an under-delivery of contracted hours, the amount of money rebated back to Police Scotland per month.**

**What steps Police Scotland takes to ensure that each site receives the full number of contracted hours paid for under the agreement.**

The information sought is not held by Police Scotland and section 17 of the Act therefore applies.

As per our response to question 1, the delivery of the service is not based the completion of a set number of hours, rather it is an output specification and is based on a cost per site to ensure completion of the cleaning to the standards described in the contract, with performance measured through the Incentive Schedule (Key Performance Indicators, KPIs) as agreed on commencement of the contract.

This is an NEC4 Term Service Contract, monthly cleaning audits are a key element to the management of the service, and the monthly reporting against the KPI’s in the Incentive Schedule provides a mechanism for performance improvement and credits for any failures to provide the service as per the contract requirements.

**The number of vacancies currently unfilled under the contracted area for OCS.**

The information sought is not held by Police Scotland and section 17 of the Act therefore applies.

By way of explanation, Police Scotland do not hold information on the number of cleaning vacancies. OCS have made us aware that in November 2024 there were 3 Janitorial vacancies.

It should be noted that in the first instance, the contractor endeavours to cover vacancies by utilising their existing workforce or their sub-contractor.

**The number of hours being covered on Police Scotland sites by OCS staff and the additional cost incurred for this coverage.**

Within the cleaning service we have a requirement for Relief Cleaning. A relief cleaning service is required to cover the in-house staff's annual leave and other unplanned absences to ensure the delivery of this vital service is maintained to a high standard.

The requirement varies from site to site and Police Scotland may opt to utilise their own staff to cover annual leave where availability allows.  Cover requests may be long or short term and at short notice.

The usage of the relief cleaning service varies from month to month and is a mix of short/long term sickness absence cover, holiday cover, maternity cover, retirals and long-term vacancies.

Please note that some internal vacancies have been very long term due to the inability to recruit in some very remote regions despite repeated efforts through the appropriate recruitment process. Additionally, Police Scotland implemented a recruitment freeze for a period of time in 23/24, therefore internal posts could not be filled.

Please also note that the cleaning service is a vital service and has a crucial role in keeping police buildings operating to enable Policing to continue to provide their services to the public.  It is therefore essential that cleaning services continue throughout any short/ long term staff absences, vacancies etc.

There is very little resilience on an in-house basis, therefore it is essential that our SFM contractor continues to provide this service within the contract.

In the previous 12-month OCS have provided the following number of relief cleaning hours: Information taken from OCS monthly contract report – January 2025

*Table: OCS monthly contract report – Calendar year 2024*

| **Month** | **Hours** |
| --- | --- |
| January | 962 |
| February | 1,050 |
| March | 1,266 |
| April | 1,147 |
| May | 1,074 |
| June | 1,111.5 |
| July | 1,377 |
| August | 1,641 |
| September | 1,192 |
| October | 1,313 |
| November | 1,421 |
| December | 1,046 |

Regarding details relating to cost incurred, unfortunately, I estimate that it would cost well in excess of the current FOI cost threshold of £600 to process your request. I am therefore refusing to provide the information sought in terms of section 12(1) of the Act - Excessive Cost of Compliance.

By way of explanation, I must advise this information is not readily available as requests are raised through the operational team on an as required basis.  When the job is raised, the reason for the cover is not necessarily detailed, therefore when OCS submit their application (billing backup) the description is categorised as Relief Cleaning and is not broken down any further and this is detailed on the table provided above.  Therefore, the accuracy of the actual costs cannot be determined as any vacant posts being covered is not an additional cost to the organisation.

To obtain this information would entail a manual review of all requests made in the last year to determine any costs. As such, this is an exercise which would exceed the cost limit set out in the Fees Regulations.

**The total number of staff—both labour and management—employed by the previous contractor before OCS took over the contract.**

The information sought is not held by Police Scotland and section 17 of the Act therefore applies.

By way of explanation, the previous contract was covered by two contractors with different operating models; however, they were based on a similar performance-based model as described above. In April 2023, OCS reported that 380 staff transferred over under TUPE. At that time, OCS reported 33 vacancies that were being recruited for.

**The total number of staff—both labour and management—currently employed by OCS under this contract.**

The latest figure reported to Police Scotland by OCS in January 2025, is 440 directly employed dedicated staff.

It should be noted that there will also be indirectly employed staff who support the contract, who are not reported, therefore the total number is not held by Police Scotland and section 17 of the Act therefore applies.

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by email or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](https://www.foi.scot/appeal), by email or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.