



Ein cyf/Our ref ATISN 19525

Dear ,

23 May 2024

Request for Information – ATISN 19525

Thank you for your Freedom of Information Request to the Welsh Government on the 29 April 2024.

Your request

You asked for information regarding the SA1 Service Charge Budget for 2023.

The Budget only provides an estimate for the period in question. The Accounts for the 2023 period for the General Service Charge are currently being finalised and these will be issued to all estate freeholders / leaseholders in due course.

You asked the following questions:

- 1. The number of times the 24 hour Helpdesk has been accessed with issues regarding SA1*
- 2. What were the issues raised?*
- 3. How many staff are employed to run the helpline?*
- 4. Schedule of works for Cleaning and maintenance?*
- 5. Which company undertook the works?*
- 6. When was the work undertaken?*
- 7. What was the nature of the work?*
- 8. Which company carried out the pest control and when?*
- 9. Schedule of works for external landscaping*
- 10. Which company undertook the work?*
- 11. When was the work undertaken?*
- 12. What exactly did the work entail?*
- 13. On what dates was King's Road cleared and gritted?*
- 14. Who carried out mechanical and electrical maintenance and repairs?*
- 15. When was this work undertaken?*
- 16. What exactly was maintained or repaired?*
- 17. Who carried out fabric repairs and maintenance*



18. *When was this work undertaken?*
19. *What was the specific work carried out?*
20. *What signage has been provided?*

Our response

I can confirm that we hold some of the information you have requested. Using your numbering our response is next to your queries:

1. *The number of times the 24-hour Helpdesk has been accessed with issues regarding SA1 - We do not hold this information.*
2. *What were the issues raised? Not applicable – please see point one above.*
3. *How many staff are employed to run the helpline? Contract administration for the All-Wales Facilities Management Contract is undertaken by a team of 3 Full time staff. The team also provide a helpdesk service as part of this wider role. Out of hours cover is provided by a Vinci national helpline.*
4. *Schedule of works for Cleaning and maintenance? - Please see attached – Planned Maintenance (PPM) Schedule – tab 1 titled List of PPMs.*
5. *Which company undertook the works? - All services for Property maintenance for the entire Welsh Government Economy Property portfolio is undertaken by Vinci Facilities Plc.*
6. *When was the work undertaken? - We do not hold the dates when these works were undertaken.*
7. *What was the nature of the work? —The services comprise maintenance of the common parts of the SA1 estate . Please see question 4 for further information on Planned Maintenance.*
8. *Which company carried out the pest control and when? - Property maintenance for the entire Welsh Government Economy Property portfolio is undertaken by Vinci Facilities Plc. We do not hold these dates for when these works were undertaken.*
9. *Schedule of works for external landscaping – Please see attached – Planned Maintenance (PPM) Schedule – tab 2 titled Landscaping PPMs.*
10. *Which company undertook the work? – External Landscaping maintenance for the entire Welsh Government Economy Property portfolio is undertaken by Vinci Facilities Plc.*
11. *When was the work undertaken? – We do not hold these dates for when these works were undertaken.*
12. *What exactly did the work entail? – See question 9. Works were carried out in accordance with Landscaping PPM schedule.*
13. *On what dates was King’s Road cleared and gritted? - Please see attached – titled SA1 Gritting Dates.*
14. *Who carried out mechanical and electrical maintenance and repairs? - Property maintenance for the entire Welsh Government Economy Property portfolio is undertaken by Vinci Facilities Plc.*
15. *When was this work undertaken? – We do not hold these dates for when these works were undertaken. Reactive repairs and maintenance task were carried out on the following dates:*
 - i) 17/02/2023
 - ii) 06/03/2023
 - iii) 30/03/2023
 - iv) 06/04/2023

- v) 13/09/2023
- vi) 25/09/2023
- vii) 03/10/2023
- viii) 11/10/2023
- ix) 31/10/2023
- x) 10/11/2023
- xi) 17/11/2023
- xii) 21/11/2023
- xiii) 06/12/2023
- xiv) 15/12/2023

16. *What exactly was maintained or repaired?* – All SA1 electrical equipment within the common parts of the SA1 Swansea Waterfront estate, including street lighting, feeder pillars and pumping stations.

17. *Who carried out fabric repairs and maintenance* - Property maintenance for the entire Welsh Government Economy Property portfolio is undertaken by Vinci Facilities Plc.

18. *When was this work undertaken?* – Please see attached – Planned Maintenance (PPM) Schedule. Reactive tasks took place between 05/01/2023 and 24/12/2023.

19. *What was the specific work carried out?* – Please see attached – titled SA1 Reactive Fabric Maintenance.

20. *What signage has been provided?* – Signage throughout the estate has been installed as a result of additional traffic regulation orders and speed restrictions across the estate.

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit, Welsh Government, Cathays Park, Cardiff, CF10 3NQ
or Email: Freedomofinformation@gov.wales. Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Personal information

The request you sent me contains personal information about you - for example, your name and email address. The Welsh Government will be the data processor for this information and, in accordance with the General Data Protection Regulation, it will be processed in order to fulfil our public task and meet our legal obligations under the Act to provide you with a response. We will only use this personal information to deal with your request and any matters which arise as a result of it. We will keep your personal information and all other information relating to your request for three years from the

date on which your request is finally closed. Your personal information will then be disposed of securely.

Under data protection legislation, you have the right:

- to be informed of the personal data we hold about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

For further information about the information which the Welsh Government holds and its use, or if you wish to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer
Welsh Government
Cathays Park
CARDIFF
CF10 3NQ

Email: DataProtectionOfficer@gov.wales

Any information released under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 will be listed in the Welsh Government's Disclosure Log (at <https://gov.wales/about/open-government/freedom-of-information/responses/?lang=en>).

Yours sincerely