



Date: 22/04/2025
Our ref: 01/FOI/25/014470/O

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/014470/O

I write in connection with your request for information dated 24/04/2025, received by Greater Manchester Police (GMP) for the following information:

[REDACTED]
I write under the Freedom of Information Act 2000/2005 to request a copy of the contractual obligations between Greater Manchester Police force & the above aforementioned company in my reference namely [REDACTED]

I will also we forwarding a copy of this letter by recorded delivery to the Information Commissioner's Office which allows 20 working days for you to provide the requested information.

The contractual obligations between yourself and the aforementioned company should be made clear to the public as to what interest the police force have in instructing this company and if any pecuniary gains are made by the police force in instructing the aforementioned company. As the company behaves like a cartel attempting to enforce exorbitant payments from landlords who are not aware of any damage done to their properties where the police forces have entered into the property without providing prior information or knowledge of the landlord. It is very convenient that the police force does not have the landlords' details yet rapid secure send out an invoice within 24 hours to the landlords with legal threats to sue in court if a payment is not made 4 providing a cheap an unprofessional service for boarding up a damaged door whereby the screws have been affixed into the upvc frame therefore / destroying the integrity of the UPVC frame and its ability for thermal regulation.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate information relevant to your request. I can confirm that the information you

have requested is held by GMP. However, I am not obliged to supply you with all the information as an exemption applies.

Section 17 of the Freedom of Information Act 2000 requires Greater Manchester Police, when refusing to provide such information (because this information is exempt) to provide you, the applicant, with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies. Where redactions occur in the attached contract, that is because that information is exempt from disclosure by virtue of the following exemption: **Section 40(2) – Personal Information.**

Section 40(2) represents information that identifies a living individual, to disclose this information would breach the principles of the Data Protection Act 2018. Personal data is defined by Section 1 of the Data Protection Act 1998 and means data that relates to an individual who can be identified directly or indirectly from that data.

Section 40 is an absolute exemption and there is no requirement to conduct a public interest test for such data.

Please find attached a redacted copy of the contract between the Greater Manchester Combined Authority (on behalf of Greater Manchester Police) and [REDACTED]

Contract Reference Number: A1091

**FRAMEWORK AGREEMENT for the purchase of
EMERGENCY BOARDING-UP SERVICES
Standard Call-Off Form
Metropolitan Police Framework Contract No. 1243b**

Re: Provision of Emergency Boarding Up Services
Contract Reference: Coupa 1243b
Our Reference: A1091

1. The supply & delivery of National Emergency Boarding Up Services to **THE GREATER MANCHESTER COMBINED AUTHORITY** for and on behalf of **GREATER MANCHESTER POLICE** of GMP Headquarters, Central Park, Northampton Road, Manchester, M40 5BP ("the Police Force") by [REDACTED] (hereinafter called "the Contractor") will be in accordance with all the terms and conditions of the MET Police Framework Agreement unless otherwise permitted under the Permitted Variations and notified to the Contractor document.
2. A Call-Off Contract shall only be formed when you receive the Purchase Order.
3. The Call-Off contract shall commence 1st May 2024 and expire on 30th April 2027 unless otherwise terminated or extended. The contract may be extended for further periods of 2 x 12 months.
4. No commitment to any volumes is guaranteed.
5. Your contacts will be [REDACTED]
6. The terms and conditions of the Framework Agreement dated 2nd March 2024 made between the Mayor's Office for Policing and Crime/Metropolitan Police Service and the Contractor will apply to all Call-Off Contracts unless otherwise varied as permitted by the Framework Agreement or by this document, as set out below:
7. The Specification Schedule 3.3a, 3.3b, 11.1 and 11.2 shall be amended as detailed in Appendix A below.
8. The Police force will require the following information to be included by the Contractor on all invoices;
 - (a) the Contract number;
 - (b) the Purchase Order Number;
 - (c) the specification number;
 - (d) an invoice number;
 - (e) a detailed description of the Services including the address of the boarded-up property, the number of entries and any additional services (locks, bolts etc);
 - (f) date and time period of delivery of the Services;
 - (g) the Contractor's VAT number;
 - (h) the VAT rate and VAT amount;
 - (i) the amount and % of any early settlement discount;
 - (j) the total amount due exclusive of VAT or other duty or early settlement discount;
 - (k) the amount due inclusive of VAT and any other duty or early settlement discount;
 - (l) the source/name of the person at the Authority responsible for the order to which the invoice relates;
 - (m) the source of authorisation of payment;
 - (n) details of the Contract's BACS details or other method of payment;
 - (o) the Contractor's contact details; and
 - (p) the date of the invoice.

Invoices should be sent to [REDACTED]

IN WITNESS whereof the Agreement has been duly executed by the Parties.

SIGNED for and on behalf of [REDACTED]

Signature: [REDACTED]

Name: [REDACTED]

Position: *DIRECTOR*

Date: *8/5/24*

SIGNED for and on behalf of **GREATER MANCHESTER COMBINED AUTHORITY**
for **GREATER MANCHESTER POLICE**

Signature: [REDACTED]

Name: [REDACTED]

Position: *Assistant Chief Officer - Finance and SIRO*

Date: *24-May-2024*

APPENDIX A – GMP SPECIFICATION / REQUIREMENTS

THE SERVICE

A fully managed emergency boarding service is required to the following 10 geographic policing districts within the Force:

- Wigan District
- Bury District
- Bolton District
- Rochdale District
- Oldham District
- Tameside District
- Stockport District
- Trafford District
- Salford District
- City of Manchester District

CALLOUT AND RESPONSE

- The Contractor will provide an emergency boarding service to operate twenty-four hours per day on each and every day of the year.
- The Contractor will respond to a call-out and arrive at the place of service delivery within 60 minutes of the call being received from the Authority personnel.
- All telephone calls shall be answered within 3 rings and a dedicated telephone line will be made available.
- It is expected that call-outs will be referred to the nearest available operator. Where it is not possible for legitimate business reasons, a travel charge of 90 pence per mile over 30 miles will be paid.
- Where work is carried out on a bank holiday, a public holiday rate of £35 will apply.

LIABILITY FOR THE COST OF SERVICE PROVISION

The procedure for dealing with the liability for the cost of providing an emergency boarding service will be as follows:

PAYMENTS

GMP will only pay for the costs for the following reasons:

- Forced entry as a result of the execution of a warrant(s)
- Forced entry for the arrest of a suspect
- Forced entry following a search after an arrest
- Forced entry following a search upon an arrest
- Forced entry in compliance with a Court Order
- Forced entry of a suspected crime scene

- Debt which remains outstanding after a period of 6 months and has been subject to a debt recovery procedure being followed, for those board ups detailed in the following section as for payment by the home owner/occupier/third party. These will only be paid by GMP after an agreed debt recovery process of no less than 6 months where the Contractor cannot obtain payment from the home owner/occupier or other third party.

The Contractor shall collect payment from the home owner/occupier/other third party for the following emergency boarding-up costs:

- Burglary where there is no forced entry
- Securing vacant, insecure or neglected properties
- Forced entry by another Police Force
- Criminal damage where there is no forced entry by the Police
- Forced entry for welfare purposes
- Forced entry by the Fire Service
- Criminal damage caused by the tenant/owner/occupier
- Forced entry due to tenant/owner/occupier having lost keys or locked out of premises
- Re-entry or removal of boards at owners/tenants request
- New locks required when there is no forced entry by the police unless in exceptional circumstances

If the Authority notifies the Contractor within the first 14 days, following the date of the job, that it should be at Police expense, the Contractor will refund any costs already paid to the owner/occupier/other third party and re-invoice the Authority accordingly at the contracted rates.

If the Authority notifies the Contractor after this 14 day period that it should be at Police expense, the Authority will agree to pay a £30 administration charge in addition to the standard contracted rates. The Contractor will refund any costs already paid to the owner/occupier/third party and re-invoice the Authority accordingly at the contracted rates and apply the additional £30 fee.

WRONG PREMISES ENTERED FORCIBLY

The Authority will be liable for the cost.

PRIVATE OCCUPIED PREMISES MADE SAFE FOLLOWING A BURGLARY OR SIMILAR

- Under normal circumstances the owner/occupier will be liable for costs and as such, the Contractor will be responsible for recouping the costs from the owner/occupier in the first instance.
- It is important that the owner/occupier is given the opportunity to make his/her own arrangements in respect of boarding.

COUNCIL/HOUSING ASSOCIATION PREMISES MADE SAFE FOLLOWING A BURGLARY OR SIMILAR

- If local council and housing associations take advantage of this service then they will be liable for costs. If they prefer to make their own arrangements then they should

advise the Authority of the names, addresses and telephone numbers of their contacts in the event of a requirement for repairs.

- Councils/housing associations should also be expected to have arrangements in place for repairs which are required during the hours of 1700 to 0900 hours and at weekends. If councils/housing associations do not have such a facility but instead rely on the 'duty of care' exercised by the Police then they will be expected to pay for any work undertaken by the Contractor.
- It is noted that in some instances there may be some difficulty in the identification of owners of property, due to the fact that the councils' lists may not be up to date due to sales. However, councils would under normal circumstances be expected to keep their records current.
- Where appropriate, the Authority will assist the Contractor regarding the identification of the owner/occupier. However the Contractor will be responsible for recouping his costs from the respective council/housing association.

PRIVATE VACANT PREMISES MADE SAFE FOLLOWING A BURGLARY OR SIMILAR

- In these circumstances, it is up to the Contractor to obtain payment from the owner in the first instance. Where appropriate the Authority will assist the Contractor with identifying the owner of the property.
- Premises entered forcibly due to the possibility of death/injury or similar of the owner occupier

PREMISES MADE SAFE FOLLOWING FORCIBLE ENTRY BY OTHER EMERGENCY SERVICES

- The Ambulance services do not have the authority to forcibly enter premises. In the first instance, any ambulance service jobs will be attended by the Fire and Rescue Service. Should boarding up services be required, the Fire and Rescue Service will request these via GMP who will call out the Contractor. The Authority will be liable for these costs as detailed in the Pricing Schedule.
- If the Fire and Rescue Service make a forced entry to the premises that isn't at the request of the Ambulance services, this contract should not be used to board up such premises. The Fire and Rescue Service will be responsible for arranging the boarding up service and be liable for any costs.

WAITING TIMES

There may be occasions when the Contractor is required to wait at the scene before commencing the board up. Excluding pre-arranged operations.

CANCELLATION

There may be instances where the cancellation of a boarding up job is required.

- A cancellation fee of £60 will be incurred after 10 minutes of placing a call out request (20 minutes return travel).

ADDITIONAL WORK

The Contractor shall not undertake any work other than that required to make the premises safe and secure, without first obtaining the authorisation of the owner/occupier of the premises.

Additional work should not be undertaken unless the owner/occupier is in receipt of a written quotation.

STEEL SECURITY SERVICES

The Authority has a requirement for steel security services for specialist operations, as itemised below:

- Emergency call-out and fit/remove steel security doors
- Rental per week of steel security doors
- Fit additional steel security doors
- Rental per week of additional security doors
- Emergency call-out for metal screens/shuttering
- Supply and fit metal screens (no rental)

The process for requesting these services will be the same as already in place. Due to the specialist nature of the requirement, as much notice as possible should be given by the Authority and if available, an accurate description of the number and size of the apertures to be secured should be provided.

AUDIT & QUALITY ASSURANCE

- The Contractor shall provide an audit report for all call-outs detailing the work carried out including good quality before and after photographs, clearly showing all boards used to complete the board up.
- The Contractor shall maintain a quality assurance system to ensure that the standard of service provided is adequate.
- The Contractor shall liaise with the Authorised Officer(s) on a regular basis to ensure the efficiency of the service and when requested, submit reports on the quality of service provided.

SERVICE PERFORMANCE

- The Contractor must supply contact names and telephone numbers, including a dedicated account manager and a 24-hour call out service for emergencies.
- A dedicated account manager shall be appointed to this contract that has sufficient knowledge of service requirement.
- The Contractor will have a single point of contact with Customers to handle all calls and support efficiently and promptly.
- The Contractor must provide sufficient cover to provide a reliable and efficient service due to sickness, holidays and/or other causes.
- Flexibility may be required from the Contractor to accommodate abnormal or fluctuations in demand.
- The Contractor's staff and any subcontractor(s) should wear clear identification at all times.