



The Scottish Parliament  
Pàrlamaid na h-Alba

Information Management and Governance  
Scottish Parliament  
Edinburgh  
EH99 1SP

foi.officer@parliament.scot

3 March 2022

Dear Requester

**REQUEST FOR INFORMATION: 2022-671523**

We acknowledge your request for the following information:

- The organisation(s) responsible for window cleanings at the Scottish Parliament.*
- The total cost of cleaning windows in the Scottish Parliament, both on average over a period of one month and the total costings since 2016-22.*
- The number of active contracts in regards to window cleanings between the Scottish Parliament and the applicable organisation(s).*

Your request was received on 8 February 2022 and has been handled in accordance with the Freedom of Information (Scotland) Act 2002 (FOI(S)A).

Cleaning services at the Scottish Parliament are carried out by both Mitie Cleaning & Environmental Services Ltd and Trac International Ltd.

We do not hold information in a format which allows us to identify the costs of cleaning windows. Payments made under both contracts do not distinguish window cleaning from other cleaning services undertaken by Mitie or as part of the work regularly done by Trac.

In line with the technical requirements of FOI(S)A we have provided a notice advising that the information you have requested about the cost of cleaning windows is not held by the Scottish Parliament.

Information about suppliers for each business area within the SPCB, including the provision of cleaning services is publicly available in the Contracts Register on the Scottish Parliament website and can be accessed here:

<https://www.parliament.scot/about/how-parliament-works/supplying-to-the-parliament/supplier-resources/contracts-register>

As this information is publicly available on the Scottish Parliament website, we have attached a section 25 notice – for information that is otherwise accessible.

In keeping with our FOI procedures, this information may also be posted on the Parliament's disclosure log (usually within 24 hours). For further details on the Parliament's Disclosure Log and the information released under FOI, visit:

<https://archive2021.parliament.scot/abouttheparliament/17700.aspx>

The supply of information under FOI does not constitute permission for its use in a way that would infringe copyright

<https://www.parliament.scot/about/copyright>

We would welcome feedback or comment on how we handled your request.

Please feel free to contact the Head of Information Governance at

[foi.officer@parliament.scot](mailto:foi.officer@parliament.scot)

Please find below Annex A, which explains how we handle FOI requests and reviews.

**We are currently working remotely and so would ask you to contact us by email at [foi.officer@parliament.scot](mailto:foi.officer@parliament.scot)**

Yours sincerely,

Robin Davidson  
Head of Information Governance

## REQUESTS MADE UNDER THE FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

### How we handle FOI requests

Information on how we handle FOI requests is available on the Parliament's website at:

[Privacy notice: Information rights: Freedom of Information request handling | Scottish Parliament Website](#)

Alternatively, please contact the Public Information & Resources Team to request a copy.

<https://www.parliament.scot/contact-us>

### Review

If you are dissatisfied with the way in which we have dealt with your request for information, you can ask us to review our decision and actions. You must do this in writing (or other permanent form) within 40 working days of the date of this letter, stating the reasons for your dissatisfaction, and we will respond within 20 working days of receipt. A request for a review should be made to the Head of Information Governance:

Post: Head of Information Governance  
The Scottish Parliament  
Edinburgh  
EH99 1SP  
Telephone: 0131 348 5281

We welcome calls using the Text Relay service or in British Sign Language through [contactSCOTLAND-BSL](#).

E-mail: [foi.officer@parliament.scot](mailto:foi.officer@parliament.scot)

### Application to the Scottish Information Commissioner

If, on the outcome of any review, you are still dissatisfied, or if we are unable to resolve any other complaint, then you can contact the Scottish Information Commissioner:

Post: The Office of the Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

Email: [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal)

Telephone: 01334 464610

Fax: 01334 464611

Website: [www.itspublicknowledge.info](http://www.itspublicknowledge.info)

A decision by the Scottish Information Commissioner may be appealed on a point of law to the Court of Session.

### **Copyright in relation to information provided**

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### **Feedback or comment**

We would welcome feedback or comment on how we handled your request. Please contact the Head of Information Governance.

### **Data Protection**

If you wish to find out more about how we use your personal data then you can access our Privacy Notice at the following link:

[Privacy notice: Information rights: Freedom of Information request handling | Scottish Parliament Website](#)

### **Complaints**

If you are dissatisfied with the way in which we dealt with your enquiry, then you may wish to raise the matter with Public Information and Resources.

### **How to contact us**

Post: The Scottish Parliament  
Edinburgh  
EH99 1SP

Telephone: 0131 348 5000  
0800 092 7500 (Public Enquiries)  
0131 348 5395 (Gàidhlig)

We also welcome calls using the Text Relay service or in British Sign Language through [contactSCOTLAND-BSL](#).

E-mail: [info@parliament.scot](mailto:info@parliament.scot)