

[REDACTED]

Date: 4 May 2022
Reference: F0005653

Dear [REDACTED]

Thank you for your request of 4 April 2022, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

May I enquire who won the catering contract, how long the contract will be in place for and onsite occupancy numbers, therefore allowing timely contact in the future??

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA). I can confirm that the CAA hold information within scope of your original request; If I may, therefore, I shall address each of your points in turn:

1. Won the catering contract

The contract was awarded to Thomas Franks Carters.

2. How long the contract will be in place

The contract term is for 36 months, or total contract value spend up to PCR threshold, whichever is achieved sooner and commenced in quarter one 2022.

3. Onsite occupancy numbers

As you might expect in recent times the onsite occupancy number has been in flux. As an illustrative example, however, the average occupancy number for April 2022 (Monday to Friday) was 131 people per day.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

[REDACTED]@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set out in the attachment. A request for an internal review should be submitted within 40 working days of the date of this letter.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely

Freedom of Information Team
Information Rights Specialist

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.