

Kingston University Service Company Limited (KUSCO)

Freedom of Information Act 2000

Publication Scheme

December 2008

Freedom of Information Act 2000

The Freedom of Information Act 2000 (the Act) gives a right, with some exemptions, for access to all types of recorded information held by Kingston University Service Company Limited (KUSCO). Any person who makes a request to KUSCO must be informed if the Company holds it and, subject to exemptions, be supplied with it.

The Act extends individual rights granted by the Data Protection Act 1998 to allow public access to all types of information held.

Under the Act, the Company is required to maintain a "Publication Scheme" which provides a guide to information that it makes routinely available. The purpose of a scheme is to ensure a significant amount of information is available, without the need for a specific request. Schemes are intended to encourage organisations to publish more information proactively and to develop a greater culture of openness.

Legal Requirements

Maintaining a publication scheme is a requirement of the Act. The Act promotes greater openness and accountability across the public sector by requiring all 'public authorities' to make information available proactively, through a publication scheme.

'Public authorities' are defined in the Act and include companies wholly owned by universities.

The 'Model' Publication Scheme for Wholly Owned Companies

KUSCO has developed its publication scheme in accordance with the Definition Document for the Model Publication Scheme for Wholly Owned Companies, and is therefore committed to publishing the information that the Definition Document describes.

Accessing Information Covered by the Publication Scheme

The classes of information we publish are described in the second part of the scheme.

For each class we have listed the types of information that are routinely available. To request copies of information available through our publication scheme please contact:

Gail Laughlan, Freedom of Information Officer, Information Services, Kingston University, Penrhyn Road, Kingston upon Thames, Surrey, KT1 2EE

E-mail: freedomofinformation@kingston.ac.uk; Telephone: 020 8417 2090

Documents sent electronically via an e-mail attachment from the Freedom of Information Officer will be supplied free of charge. A charge of £1 per CD-ROM will be made where the size(s) of electronic file(s) requested is sufficiently large for it not to be possible to send the requested information by e-mail, or where the information has been specifically requested in this format. A charge will not be made for hard copy paper documents, except where a total of 100 or more pages has been requested, in which case a charge of 2p per page will be made to cover photocopying costs. KUSCO reserves the right to amend this charging policy at any time. Any charges payable will be notified to the applicant, and payment required, prior to the request being fulfilled.

Please note that a publication scheme relates to 'published' information. Therefore, material covered has already been prepared in a format ready for distribution.

What about information not covered by the publication scheme?

You have the right under the Act, to request any information held by a public authority which it has not already made available through its publication scheme.

Requests have to be made available in writing and, in general, public authorities have 20 working days to respond. They may charge a fee, which will be calculated according to Fees Regulations. They are not required to release information to which an exemption in the Act legitimately applies. However, public authorities may be required to explain to the applicant why they are not releasing information and they may also have to justify this to the Information Commissioner.

It is important that this publication scheme meets your needs. If you find the scheme difficult to understand, please let us know. We also welcome suggestions as to how our scheme might be improved.

If you are unhappy with the service that you have received in relation to either this publication scheme or any other request that you have made to KUSCO under the Act, and wish to make a complaint or request a review of KUSCO's decision, please contact:

Dr Chris Ince, Head of Secretariat, Kingston University, River House, 53-57 High Street, Kingston upon Thames, Surrey, KT1 1LQ

E-mail: c.ince@kingston.ac.uk

If we are unable to resolve any complaint, you can complain to the Information Commissioner's Office, the independent body that oversees the Freedom of Information Act:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,
Cheshire, SK9 5AF

Further Information

More information about the Act is available on the ICO's website at:

www.ico.gov.uk

1. Who we are and what we do

Organisational information, structures, locations and contacts.

1.1 Roles and responsibilities

KUSCO is a specialist services and facilities management company working exclusively for Kingston University. It is a wholly owned subsidiary of the University and has been providing the University community with a wide range of services and support since 1997. The Company's registration number is 3134175 and its place of registration is England. Further information is available on the KUSCO webpage: <http://www.kingston.ac.uk/kusco/>.

The senior management team who run KUSCO day-to-day and their main areas of responsibility are as follows:

Tim Bretherick – General Manager

- All general KUSCO company, strategic and planning matters

John Broughton – Head of Building Services

- Responsive and emergency maintenance across the whole University estate
- Compliance Team
- Energy

George Davies – Head of Security Services

- 24 hour security at all University sites
- Car parking at all the academic campuses
- CCTV at all University sites
- Cleaning and Caretaking

Richard Jewitt – Head of Commercial Services

- Management of Halls of Residence (Middle Mill, Seething Wells, Kingston Bridge House, Walkden, Chancellors and Rennie)
- Business Support (Campus receptions, switchboard, post room, FM Help Desk, Goods Inwards, inter-site courier, the Art Shop)
- Conferencing (Dorich House, Campus and Residential)
- Monitoring the University's contract caterers, who are currently Avenance

David Kelleher – Head of KUSCO Finance

- All KUSCO financial matters

Julie Grenham – Head of KUSCO HR

- All KUSCO HR matters including recruitment

Publication Code	Publication Title
1.1.1	Job Descriptions

1.2 Articles of Association

Publication Code	Publication Title
1.2.1	Articles of Association

1.3 Board membership

The KUSCO Board of Directors' membership is:

Chair:

Sara Drake – Governor, Kingston University

- Sara Drake is managing director of the Royal Town Planning Institute.
- Previous roles include head of group legal and business affairs for Medal Entertainment and Media Plc and managing director of HallMark IP Ltd and Home Builders Federation.
- Sara is a non-executive director of Swan Media Ltd and Constant Air Systems Ltd. She is also a council member of the Mayfair and St James Association and a foundation governor of St Stephen's School in Twickenham.
- Sara is chair of KUSCO (Kingston University Service Company Ltd) and KUCCEL (Kingston University Campus Enterprises Ltd). She is also a member of the University's Employment Committee and chair of the Chaplaincy Committee.

Directors:

Donald Beaton – University Secretary, Kingston University

Terry Butcher – Finance Director, Kingston University

1.4 Senior executives

See 1.1 above.

1.5 Staff structure

See 1.1 above.

1.6 Contact points

Business address:

Services Building, Kingston University, Penrhyn Road, Kingston upon Thames, Surrey, KT1 2EE

Tel: 020 8417 2138; Fax: 020 8547 8466

Company Secretary: Kate Allan

Registered Office Address:

River House, 53-57 High Street, Kingston Upon Thames, Surrey, KT1 1LQ

Tel: 020 8417 3126; Fax: 020 8417 3014

2. What we spend and how we spend it

Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit.

2.1 Annual accounts

Publication Code	Publication Title
2.1.1	Report and Financial Statements – Year ended 31 July 2008
2.1.2	Report and Financial Statements – Year ended 31 July 2007

2.2 Loans sanctioned

There are no publications currently available in this category; however, information is available upon application to the Freedom of Information Officer.

2.3 Procurement procedures

KUSCO is subject to Kingston University's procedures with respect to this category. Information relating to these is available through the University's publication scheme.

2.4 Staff and board members' allowances and expenses

There are no publications currently available in this category; however, information is available upon application to the Freedom of Information Officer.

3. What our priorities are and how we are doing

Strategies and plans, performance indicators, audits, inspections and reviews.

3.1 Any reports indicating main priorities and progress against them

Publication Code	Publication Title
3.1.1	Performance Reviews

3.2 Annual Report

See 2.1 above.

3.3 Minutes of meetings of the Board

Publication Code	Publication Title
3.3.1	Board Meeting Minutes – 2008
3.3.2	Board Meeting Minutes – 2007
3.3.3	Board Meeting Minutes – 2006

4. Our policies and procedures

Current written protocols, policies and procedures for delivering our services and responsibilities.

4.1 Policies and procedures for conducting departmental business

Publication Code	Publication Title
4.1.1	COSHH Policy
4.1.2	Manual Handling Policy
4.1.3	DSE Policy
4.1.4	KUSCO Bike Policy
4.1.5	KUSCO Health and Safety Policy
4.1.6	KUSCO Health and Safety Statement

4.2 Policies and procedures for delivering our services

Publication Code	Publication Title
4.2.1	Environmental Management Service Level Agreement (SLA)
4.2.2	Overarching Services SLA
4.2.3	Campus Support SLA
4.2.4	Cleaning – Generic SLA
4.2.5	Cleaning – Labs SLA
4.2.6	Cleaning – Workshops SLA
4.2.7	Cleaning – Health Centre and Nursery SLA
4.2.8	Lift Operations SLA
4.2.9	Property Maintenance SLA
4.2.10	Goods Receipt PR SLA
4.2.11	Postal Services SLA
4.2.12	Campus Reception SLA
4.2.13	FM Helpdesk SLA

4.2.14	Art Shop Operations SLA
4.2.15	Switchboard Services SLA
4.2.16	Halls of Residence SLA
4.2.17	Halls Security SLA
4.2.18	Grounds Maintenance SLA
4.2.19	Security Service SLA

4.3 Policies and procedures for recruiting and employing staff

Publication Code	Publication Title
4.3.1	Prospects – Current Vacancies
4.3.2	Current Vacancies Website – http://www.kingston.ac.uk/~kx38974/

For all recruitment queries, please contact the KUSCO HR Team at:

Services Building, Kingston University, Penrhyn Road, Kingston upon Thames, Surrey, KT1 2EE

Tel: 020 8417 2138; Fax: 020 8547 8466

4.4 Customer service

See 4.2 above.

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Dr Chris Ince, Head of Secretariat, Kingston University, River House, 53-57 High Street, Kingston upon Thames, Surrey, KT1 1LQ; c.ince@kingston.ac.uk

In the event that you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by KUSCO. The Information Commissioner can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

4.5 Records management and personal data policies

KUSCO is subject to Kingston University's procedures with respect to this category. Information relating to these is available through the University's publication scheme.

4.6 Charging regimes and policies

Freedom of Information Charging Policy: Documents available electronically via an e-mail attachment from the Freedom of Information Officer will be supplied free of charge. A charge of £1 per CD-ROM will be made where the size(s) of electronic file(s) requested is sufficiently large for it not to be possible to send the requested information by e-mail, or where the information has been specifically requested in this format. A charge will not be made for hard copy paper documents, except where a total of 100 or more pages has been requested, in which case a charge of 2p per page will be made to cover photocopying costs. KUSCO reserves the right to amend this charging policy at any time. Any charges payable will be notified to the applicant, and payment required, prior to the request being fulfilled.

5. Lists and registers

Any information we are currently legally required to hold in publicly available registers.

5.1 Any lists or registers that may be required to produce in the conduct of their business

KUSCO is subject to Kingston University's procedures with respect to this category. Information relating to these is available through the University's publication scheme.

5.2 Any property asset list

KUSCO is subject to Kingston University's procedures with respect to this category. Information relating to these is available through the University's publication scheme.

5.3 Disclosure logs

KUSCO does not currently maintain a disclosure log.

6. The services we offer

Information about the services we offer, including leaflets, guidance and newsletters

6.1 Details of company services

Publication Code	Publication Title
6.1.1	Car Parking Policy and Procedures
6.1.2	Application Form for Residential Parking Permit
6.1.3	Application Form for Student Disabled Parking Permit
6.1.4	Application Form for Staff Parking Permit
6.1.5	Application Form for Student KH Parking Permit for Company Car
6.1.6	Application Form for Student Parking Permit KH
6.1.7	Application Form for Staff Temporary Disabled Parking Permit

6.2 Services for which the company is entitled to recover a fee, together with those fees

There are no publications currently available in this category.

6.3 Leaflets

There are no publications currently available in this category.

6.4 Media Releases

KUSCO is subject to Kingston University's procedures with respect to this category. Information relating to these is available through the University's publication scheme.