

Alan Mabbut
request-624266-34cd0987@whatdotheyknow.com

Our Ref RFI- 2019-012

24/12/19

Dear Alan,

Thank you for your email of 28/11/19 via Whatdotheyknow.com in which you requested the following information:

‘Dear UK Shared Business Services Limited,

I would like to know the breakdown of the nationalities of your employees aswell as well as if they non british are hired directly from overseas or from within the UK having already been in country.

Yours faithfully,

Alan Mabbut’

Under the Freedom of Information Act 2000 ('the Act'), you have the right to:

- know whether we hold the information you require
- be provided with that information (subject to any exemptions under the Act which may apply).

I can confirm that UK SBS holds some of the information you have requested. This is as follows;

A full breakdown of employee nationality information held by UK SBS is withheld under Section 40(2) of the FOI Act, specifically due to the General Data Protection Regulations Article 6(c). This is because this data is used to fulfil a legal obligation to monitor right to work in the UK and cannot be used to fulfil any other purpose, including wider publication.

However we can provide the following breakdown of Nationalities, which we believe meets your request:

- British 86%
- Non-British 9%
- Undisclosed 5%

As part of the Recruitment process, all UK SBS employees must hold and evidence their own right to work in the UK; this requirement does not include recording their nationality, neither is it impacted by their nationality. Therefore UK SBS does not hold the information in relation to this aspect of the request.

If you are dissatisfied with the above response you have a right to request a review of your Freedom of Information request. Details of the complaints and review procedure are appended to this letter.

Polaris House, North Star Avenue, Swindon, Wiltshire, SN2 1EU www.uksbs.co.uk

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Company Number 6330639. Registered Office Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1EU

Yours sincerely,

Anna Benton

Customer Experience Manager

Freedom of Information Complaints & Review Procedure

Any person who has requested information from UK Shared Business Services Ltd (UK SBS), which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review of their request for information if they are dissatisfied with the response they receive.

Requests for review of Freedom of Information requests must be made in writing to:

Head of RISC
UK SBS Ltd
Polaris House
North Star Avenue
Swindon
Wiltshire
SN2 1EU

Email FOI@uksbs.co.uk.

Please include the reference number, date of your request and details of why the review is being requested. Requests for review should be brought to the attention of the Head of RISC within 42 calendar days (6 weeks) of the response to the original FOI request.

Any request for review will be acknowledged in writing confirming the reasons for the review. The review will be conducted by the Head of RISC, who is senior to and independent of the original decision maker. The Head of RISC will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Head of RISC will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the requestor.

On completion of the review the Head of RISC will reply to the requestor with the result of the review. If the requestor is still dissatisfied following the review they should contact the Information Commissioner to appeal the decision. The Information Commissioner can be contacted using the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113 (local rate)
01625 545 745 (national rate)
Email: casework@ico.org.uk