

## **Glasgow Life Guide to Information**

[www.glasgowlife.org.uk](http://www.glasgowlife.org.uk)

May 2011

### **Introduction**

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish Public Authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to :

Publish the classes of information which they make routinely available;  
Tell the public how to access the information and what it might cost.

Glasgow Life has adopted the **Model Publication Scheme 2011**. The Scottish Information Commissioner has approved this scheme until 31<sup>st</sup> May 2015. You can see this scheme on our website at [www.glasgowlife.org.uk](http://www.glasgowlife.org.uk).

The purpose of this Guide to Information is to:

Allow the public to see what information is available (and what is not available) in relation to each class;

- State what charges may be applied;
- Explain how to find the information easily;
- Provide contact details for enquiries and to get help with accessing the information;
- Explain how to request information we hold that has not been published.

### **Availability of formats**

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this).

### **Exempt information**

We will publish the information we hold which falls within the classes of information below. If a document contains information that is exempt under Scotland's Freedom of Information laws (for example sensitive personal information or a trade secret), we will remove or redact information before the publication and explain why.

### **Copyright**

Where Glasgow Life holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied or reproduced accurately
- It is not used in a misleading context, and
- The source of the material is identified

Where Glasgow Life does not hold the copyright in information we publish, we will make this clear.

## **Charges**

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises.

We may charge for providing information to you, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

Our photocopying charge per side of paper is shown in the tables below:

### **Black and white photocopying**

Size of Paper	Pence per sheet
A4	10p

### **Colour Photocopying**

Size of Paper	Pence per sheet
A4	20p

Information provided on CD- Rom will be charged at 50p per computer disc

Postage costs will be recharged at the rate we paid to send information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy, pro rata, of the total print run.

Please note that this charging schedule does not apply to our commercial publications (see Class 8 below). These items are offered for sale through retail outlets such as books shops or museum shops and their price reflects a 'market value' which may include the cost of production.

## **Contact us**

You can contact us for assistance about any aspect of this publication scheme:

Glasgow Life  
20 Trongate  
GLASGOW  
G1 5ES

Tel:- 0141 287 4350

Fax:- 0141 287 2936

Email:- [info@glasgowlife.org.uk](mailto:info@glasgowlife.org.uk)

We will also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of this publication scheme.

## **The classes of information that we publish**

We publish information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

<b>Class 1 : About the Authority</b>	
<b>Class Description:</b> Information about the authority, who we are, where to find us, how to contact us, how we are managed and our external relations.	
<b>The information we publish under this class</b>	<b>How to access it</b>
<b>About us</b>	
Glasgow Life : What we do	<a href="http://www.glasgowlife.org.uk/about-us/Pages/home.aspx">www.glasgowlife.org.uk/about-us/Pages/home.aspx</a>
Our Vision	<a href="http://www.glasgowlife.org.uk/about-us/Pages/Glasgow-Life-Vision-Statement.aspx">www.glasgowlife.org.uk/about-us/Pages/Glasgow-Life-Vision-Statement.aspx</a>
Services to the public	<a href="http://www.glasgowlife.org.uk/Pages/venue-finder.aspx">www.glasgowlife.org.uk/Pages/venue-finder.aspx</a>
Opening hours	<a href="http://www.glasgowlife.org.uk/Pages/venue-finder.aspx">www.glasgowlife.org.uk/Pages/venue-finder.aspx</a>
<b>Governance and Accountability</b>	
Governance	<a href="http://www.glasgowlife.org.uk/about-us/CSG-Board/Pages/default.aspx">www.glasgowlife.org.uk/about-us/CSG-Board/Pages/default.aspx</a>
Managing the organisation	<a href="http://www.glasgowlife.org.uk/about-us/CSG-Board/agendas-and-minutes/Pages/default.aspx">www.glasgowlife.org.uk/about-us/CSG-Board/agendas-and-minutes/Pages/default.aspx</a>
Vision Statement	<a href="http://www.glasgowlife.org.uk/about-us/Pages/Glasgow-Life-Vision-Statement.aspx">www.glasgowlife.org.uk/about-us/Pages/Glasgow-Life-Vision-Statement.aspx</a>
Corporate policies	Contact us on details above
Strategic plan	<a href="http://www.glasgowlife.org.uk/about-us/Pages/Glasgow-Life-Strategic-Objectives.aspx">www.glasgowlife.org.uk/about-us/Pages/Glasgow-Life-Strategic-Objectives.aspx</a>
<b>External Relationships/working with others</b>	
Glasgow City Council	<a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Culture and Sport Glasgow (Trading) CIC	<a href="http://www.glasgowlife.org.uk/about-us/CSG-CIC-Board/Pages/default.aspx">www.glasgowlife.org.uk/about-us/CSG-CIC-Board/Pages/default.aspx</a>
Companies House	<a href="http://www.companieshouse.gov.uk/">www.companieshouse.gov.uk/</a>
<b>Keeping others informed</b>	
News releases	<a href="http://www.glasgowlife.org.uk/news/Pages/news.aspx">www.glasgowlife.org.uk/news/Pages/news.aspx</a>
Our Annual Review	<a href="http://www.glasgowlife.org.uk/about-us/glasgow-life-annual-review-09-10/Pages/default.aspx">www.glasgowlife.org.uk/about-us/glasgow-life-annual-review-09-10/Pages/default.aspx</a>
Forthcoming Events	<a href="http://www.glasgowlife.org.uk/events/Pages/home.aspx">www.glasgowlife.org.uk/events/Pages/home.aspx</a>
What's On	Contact us on details above

<b>Class 2 : How We Deliver Our Functions And Services</b>	
<b>Class Description:</b> Information about our work, our strategy and policies for delivering functions and services and information for our service users.	
<b>The information we publish under this class</b>	<b>How to access it</b>
<b>Functions</b>	

Our Strategic Objectives	<a href="http://www.glasgowlife.org.uk/about-us/Pages/Glasgow-Life-Strategic-Objectives.aspx">www.glasgowlife.org.uk/about-us/Pages/Glasgow-Life-Strategic-Objectives.aspx</a>
Our Customer Promise	<a href="http://www.glasgowlife.org.uk/about-us/customer-promise/Pages/default.aspx">www.glasgowlife.org.uk/about-us/customer-promise/Pages/default.aspx</a>
Customer Involvement	<a href="http://www.glasgowlife.org.uk/customer-involvement/Pages/default.aspx">www.glasgowlife.org.uk/customer-involvement/Pages/default.aspx</a>
Enquiry procedures	<a href="http://www.glasgowlife.org.uk/customer-involvement/customer-comments-form/Pages/home.aspx">www.glasgowlife.org.uk/customer-involvement/customer-comments-form/Pages/home.aspx</a>
Welcome visits	<a href="http://www.glasgowlife.org.uk/about-us/welcome-visits/Pages/default.aspx">www.glasgowlife.org.uk/about-us/welcome-visits/Pages/default.aspx</a>
<b>Information on rights, how to make a request</b>	
Overview of your rights	<a href="http://www.glasgowlife.org.uk/foi/Pages/home.aspx">www.glasgowlife.org.uk/foi/Pages/home.aspx</a>
How to make a request under FOISA	<a href="http://www.glasgowlife.org.uk/foi/Freedom-of-Information-Enquiry-Form/Pages/home.aspx">www.glasgowlife.org.uk/foi/Freedom-of-Information-Enquiry-Form/Pages/home.aspx</a>
How to make a request under data protection	<a href="http://www.glasgowlife.org.uk/data-protection/Pages/home.aspx">http://www.glasgowlife.org.uk/data-protection/Pages/home.aspx</a>
<b>Information about our services to the public</b>	
List of Services	<a href="http://www.glasgowlife.org.uk/sport/Pages/home.aspx">www.glasgowlife.org.uk/sport/Pages/home.aspx</a> <a href="http://www.glasgowlife.org.uk/libraries/Pages/home.aspx">www.glasgowlife.org.uk/libraries/Pages/home.aspx</a> <a href="http://www.glasgowlife.org.uk/events/Pages/home.aspx">www.glasgowlife.org.uk/events/Pages/home.aspx</a> <a href="http://www.glasgowlife.org.uk/arts/Pages/home.aspx">www.glasgowlife.org.uk/arts/Pages/home.aspx</a> <a href="http://www.glasgowlife.org.uk/music/Pages/home.aspx">www.glasgowlife.org.uk/music/Pages/home.aspx</a> <a href="http://www.glasgowlife.org.uk/young-glasgow/Pages/home.aspx">www.glasgowlife.org.uk/young-glasgow/Pages/home.aspx</a> <a href="http://www.glasgowlife.org.uk/communities/Pages/home.aspx">www.glasgowlife.org.uk/communities/Pages/home.aspx</a> <a href="http://www.glasgowlife.org.uk/museums/Pages/home.aspx">http://www.glasgowlife.org.uk/museums/Pages/home.aspx</a>
How to access	<a href="http://www.glasgowlife.org.uk/Pages/venue-finder.aspx">www.glasgowlife.org.uk/Pages/venue-finder.aspx</a>
Pricing policy	<a href="http://www.glasgowlife.org.uk/policy-research/price-list-2011-12/Pages/default.aspx">www.glasgowlife.org.uk/policy-research/price-list-2011-12/Pages/default.aspx</a>

### **Class 3 : How The Authority Takes Decisions and What it has Decided**

#### **Class Description:**

Information about the decisions we take, how we make decisions and how we involve others

<b>The information we publish under this class</b>	<b>How to access it</b>
Minutes of Board meetings	<a href="http://www.glasgowlife.org.uk/about-us/CSG-Board/agendas-and-minutes/Pages/default.aspx">www.glasgowlife.org.uk/about-us/CSG-Board/agendas-and-minutes/Pages/default.aspx</a>
Research reports which inform policy decisions	<a href="http://www.glasgowlife.org.uk/policy-research/Pages/home.aspx">www.glasgowlife.org.uk/policy-research/Pages/home.aspx</a>
Consultations	Contact us on details above
Glasgow Household Survey	<a href="http://www.glasgow.gov.uk/en/YourCouncil/Customervolvement/Corporate/GlasgowHouse">http://www.glasgow.gov.uk/en/YourCouncil/Customervolvement/Corporate/GlasgowHouse</a>

#### **Class 4 : What The Authority Spends And How It Spends It**

##### **Class Description:**

Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).

<b>The information we publish under this class</b>	<b>How to access it</b>
How Glasgow Life is funded	<a href="http://www.companieshouse.gov.uk/">www.companieshouse.gov.uk/</a>
Annual Audited Accounts	<a href="http://www.companieshouse.gov.uk/">www.companieshouse.gov.uk/</a>
Expenses – policies and procedures	Contact us on details above
Senior Staff/Board member expenses (09/10)	Contact us on details above
Pay and Grading structure	<a href="http://www.glasgowlife.org.uk/foi/Pages/home.aspx">www.glasgowlife.org.uk/foi/Pages/home.aspx</a>
Pension Fund	<a href="http://www.spfo.org.uk">www.spfo.org.uk</a>

#### **Class 5 : How the Authority Managers Its Human, Physical And Information Resources**

##### **Class Description:**

Information about how we manage the human, physical and information resources of the authority

<b>The information we publish under this class</b>	<b>How to access it</b>
<b>Human Resources</b>	
Equalities Strategy	<a href="http://www.glasgowlife.org.uk/foi/Pages/home.aspx">www.glasgowlife.org.uk/foi/Pages/home.aspx</a>
Recruitment Policy	<a href="http://www.glasgowlife.org.uk/vacancies/Pages/home.aspx">www.glasgowlife.org.uk/vacancies/Pages/home.aspx</a>
Records Retention Policy	Contact us on details above
<b>Information Resources</b>	
Our publication scheme	<a href="http://www.glasgowlife.org.uk/foi/Pages/home.aspx">www.glasgowlife.org.uk/foi/Pages/home.aspx</a>
Retention Policies	Contact us on details above

#### **Class 6 : How The Authority Procures Goods and Services From External Providers**

##### **Class Description:**

Information about how we procure goods and services, and our contracts with external providers

<b>The information we publish under this class</b>	<b>How to access it</b>
Procurement Policy and procedures	<a href="http://www.glasgowlife.org.uk/about-us/how-to-do-business-with-glasgow-life/Pages/default.aspx">www.glasgowlife.org.uk/about-us/how-to-do-business-with-glasgow-life/Pages/default.aspx</a>
Lists of contracts	Contact us on details above.

#### **Class 7 : How Our Authority Is Performing**

##### **Class Description:**

Information about how the authority performs as an organisation, how well it delivers its functions and services.

<b>The information we publish</b>	<b>How to access it</b>
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<b>under this class</b>	
Annual Review	<a href="http://www.glasgowlife.org.uk/about-us/glasgow-life-annual-review-09-10/Pages/default.aspx">www.glasgowlife.org.uk/about-us/glasgow-life-annual-review-09-10/Pages/default.aspx</a>
Sickness Absence Statistics	Contact us on details above
Performance Information	<a href="http://www.glasgowlife.org.uk/performance-service-quality/Pages/home.aspx">www.glasgowlife.org.uk/performance-service-quality/Pages/home.aspx</a>
Customer Service Excellence	Contact us on details above

## **Class 8 : Our Commercial Publications**

### **Class Description:**

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet eg bookshop, museum shop or research journal

<b>The information we publish under this class</b>	<b>How to access it</b>
	Contact us on details above.