

Glasgow Life Guide to Information

www.glasgowlife.org.uk

May 2015

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 2015**. The Scottish Information Commissioner has approved this scheme until 31st May 2019. You can see this scheme on our website at <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 £2.00 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
220 High Street
Glasgow
G4 0QW
Tel:- 0141 287 4350
Email:- 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.

Class 1 : About the Authority		
Class Description: Information about the authority, who we are, where to find us, how to contact us, how we are managed and our external relations.		
The information we publish under this class	How to access it	
About us		
Glasgow Life : What we do	Description of Glasgow Life	http://www.glasgowlife.org.uk/about-us/Pages/home.aspx
Our Vision	Company Vision	http://www.glasgowlife.org.uk/about-us/Pages/Glasgow-Life-Vision-Statement.aspx
Services to the public	Description of range of services which Glasgow Life delivers	http://www.glasgowlife.org.uk/Pages/venue-finder.aspx
Opening hours	Opening hours of venues	http://www.glasgowlife.org.uk/Pages/venue-finder.aspx
How we are managed	Overview of senior management process	http://www.glasgowlife.org.uk/about-us/CSG-Board/agendas-and-minutes/Pages/default.aspx
Governance and Accountability		
Governance	Governance Model	http://www.glasgowlife.org.uk/about-us/CSG-Board/Pages/default.aspx
Managing the organisation	Decision making process	http://www.glasgowlife.org.uk/about-us/CSG-Board/agendas-and-minutes/Pages/default.aspx
Vision Statement	Glasgow Life Vision	http://www.glasgowlife.org.uk/about-us/Documents/Vision%20Statement%20+%20Objectives%20FINAL.pdf
Corporate policies	Range of public facing policies	http://www.glasgowlife.org.uk/policy-research/Pages/home.aspx
Strategic plan	Glasgow Life's strategic plan	http://www.glasgowlife.org.uk/about-us/Pages/Glasgow-Life-Strategic-Objectives.aspx

Audit	Publication of Internal Audit reports	http://www.glasgowlife.org.uk/about-us/internal-audit-reports/Pages/default.aspx
External Relationships/working with others		
Glasgow City Council	Glasgow Life services are delivered on behalf of Glasgow City Council	http://www.glasgow.gov.uk
Culture and Sport Glasgow (Trading) CIC	Community Interest Company wholly owned by Glasgow Life	http://www.glasgowlife.org.uk/about-us/CSG-CIC-Board/Pages/default.aspx
Companies House	Glasgow Life Accounts are published at Companies House	https://www.gov.uk/government/organisations/companies-house
Keeping others informed		
News releases	Current information about Glasgow Life initiatives	http://www.glasgowlife.org.uk/news/Pages/news.aspx
Our Annual Review	Most recent Annual Review	http://www.glasgowlife.org.uk/about-us/glasgow-life-annual-review/Pages/default.aspx
Forthcoming Events	Events which are directly delivered by Glasgow Life	http://www.glasgowlife.org.uk/events/Pages/home.aspx
What's On	What's On directory promoting events in Glasgow Life	http://events.glasgowlife.org.uk/

	Venues	
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Class 2 : How We Deliver Our Functions And Services		
Class Description: Information about our work, our strategy and policies for delivering functions and services and information for our service users.		
The information we publish under this class	How to access it	
Functions		
Our Strategic Objectives	List of Glasgow Life Strategic Objectives	http://www.glasgowlife.org.uk/about-us/Pages/Glasgow-Life-Strategic-Objectives.aspx
Our Customer Promise	Glasgow Life Customer Promise	http://www.glasgowlife.org.uk/about-us/customer-promise/Pages/default.aspx
Customer Involvement	Glasgow Life Customer Comments and Complaints Policy	http://www.glasgowlife.org.uk/customer-involvement/Pages/home.aspx
Enquiry procedures	How to make a comment/complaint	http://www.glasgowlife.org.uk/Pages/Customer-Comments-Complaints.aspx
Information on rights, how to make a request		
Overview of your rights	Glasgow Life Freedom of Information process	http://www.glasgowlife.org.uk/foi/Pages/home.aspx
How to make a request under FOISA	Online form to make Freedom of Information request	http://www.glasgowlife.org.uk/foi/Freedom-of-Information-Enquiry-Form/Pages/home.aspx
Information about our services to the public		
List of Services	List of public facing	http://www.glasgowlife.org.uk/Pages/default.aspx

	services	http://www.glasgowlife.org.uk/about-us/Pages/home.aspx
How to access	List of where venues are situated	http://www.glasgowlife.org.uk/Pages/venue-finder.aspx

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		
The information we publish under this class	How to access it	
Minutes of Board meetings	List of Glasgow Life Board meeting minutes	http://www.glasgowlife.org.uk/about-us/CSG-Board/agendas-and-minutes/Pages/default.aspx
Research reports which inform policy decisions	Published research	http://www.glasgowlife.org.uk/policy-research/Pages/home.aspx
Consultations	Findings of public consultation exercises	http://www.glasgowlife.org.uk/policy-research/Pages/home.aspx http://www.glasgowlife.org.uk/libraries/vision/pages/default.aspx

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).		
The information we publish under this class	How to access it	
How Glasgow Life is funded	Outline of Glasgow Life's funding	http://www.glasgowlife.org.uk/about-us/charity-accounts/Pages/default.aspx
Annual Audited Accounts	Published audited Glasgow Life	https://www.gov.uk/government/organisations/companies-house

	accounts available via Companies House	
Expenses – policies and procedures	Internal Audit report on Gifts and Hospitality.	http://www.glasgowlife.org.uk/about-us/internal-audit-reports/Pages/default.aspx Lists divided into departments different pages Please contact Glasgow Life for specific enquiries
Senior Staff/Board member expenses		Please contact Glasgow Life for specific enquiries
Pay and Grading structure	Pay and Grading Structure applied within Glasgow Life	http://glasgow.life/1BbzGTQ
Pension Fund	Glasgow Life employee Superannuation Fund	www.spfo.org.uk

Class 5 : How the Authority Manages Its Human, Physical And Information Resources		
Class Description: Information about how we manage the human, physical and information resources of the authority		
The information we publish under this class	How to access it	
Human Resources		
Equalities Strategy	Equality impact assessment	http://www.glasgowlife.org.uk/policy-research/equality-impact-assessment/Pages/default.aspx
Recruitment Policy	Glasgow Life recruitment Policy	http://www.glasgowlife.org.uk/vacancies/Pages/home.aspx
Records Retention Policy	Internal Records Retention Policy	Contact us on details above

Information Resources		
Our publication scheme	Glasgow Life Publication Scheme	http://www.glasgowlife.org.uk/foi/publicationscheme/Documents/FOI%20publication%20August%202011%20FINAL.pdf
Retention Policies	Internal Records Retention Policy	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		
The information we publish under this class	How to access it	
Procurement Policy and procedures	Procedures relating to Procurement	http://www.glasgowlife.org.uk/about-us/how-to-do-business-with-glasgow-life/Pages/default.aspx

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.		
The information we publish under this class	How to access it	
Annual Review	Annual Report which includes performance information	http://www.glasgowlife.org.uk/about-us/glasgow-life-annual-review/Pages/default.aspx
Sickness Absence Statistics	Updates on Sickness Absence Statistics	http://www.glasgowlife.org.uk/about-us/CSG-Board/agendas-and-minutes/Pages/default.aspx
Performance Information	Information on performance by	http://www.glasgowlife.org.uk/performance-service-quality/Pages/default.aspx

	service area	
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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		
The information we publish under this class	How to access it	
Books and exhibition collection related merchandise	Information on licensed material available for sale via Glasgow Museum Shops	http://shop.glasgowlife.org.uk/