

WELCOME FROM OUR CHAIR

Glasgow is a city bursting with life, energy, passion and personality.

From our unrivalled arts and music credentials to our world-class museums and rich architectural heritage, Glasgow is undoubtedly Scotland's cultural powerhouse and one of Europe's most vibrant and dynamic centres.

We're also a world-leading sporting city with an enviable record in hosting major international events, as well as a first-choice tourism destination, welcoming two million visitors every year.

Undeniably, at the heart of our success is our people. Glaswegians are renowned the world over for their friendliness, kindness, integrity and good humour. In every corner of the city, in every community and beyond, people make Glasgow flourish.

The last year has shown that the work we do at Glasgow Life continues to make a real difference to the growth of our great city; providing the support, inspiration and opportunity for our citizens to access the services which matter most to them.

Our committed and talented staff, backed by an army of generous volunteers, have proven, yet again, that through culture, sport and learning, our services are critical in improving the lives of our citizens.

As we reflect on Glasgow Life's 10th birthday, it is worth considering some figures. Our venues recorded more than 18 million visits in 2016/17, a resounding vote of confidence in our continuing efforts to deliver the very best to all of our audiences.

Our libraries celebrated a successful year, with 5.5 million attendances – the highest level for three years. And our partnership with Google saw Scotland's only Digital Garage staged at the Mitchell Library, motivating more than 3,000 people to take up the offer of digital skills training.

Similarly, our community facilities achieved record-breaking annual attendances of 1.5 million. Nearly 700 adult learning programmes helped change the lives of more than 9,000 who attended and the 48,000 hours given by 1500 volunteers to support local citizens represented an economic contribution of over £400,000.

The incredible diversity of our museums helped position Riverside and Kelvingrove among the 25 most visited attractions in the UK, while the Gallery of Modern Art became one of the top 10 most visited attractions in Scotland for the first time. Meanwhile, our volunteers enriched the experience of our museums, delivering British Sign Language guided tours, leading to the award of a Scottish Deaf Council Star Award.

Attendances at the city's arts, music and cultural venues grew 7% on the previous year to more than 880,000, Celtic Connections cemented its reputation as one of the world's best music festivals, welcoming almost 120,000 visitors and musicians from 50 countries, while Tramway hosted seven world premieres. Meanwhile, the city's third Summer Nights Festival attracted almost 36,000 visitors to our iconic Kelvingrove Bandstand.

Glasgow Sport venues saw participation grow, reaching 6.4 million visits, with more than 900,000 attendances at sports development programmes across the city. These build on the great legacy of not only the Commonwealth Games, but all of the major sporting events attracted to Glasgow in recent years.

Looking ahead, we are working hard on the 2018 European Championships – Glasgow’s next major sporting event – to ensure another incredible spectacle of sport and culture. With potential television audiences of more than a billion, the eyes of the sporting world will be firmly fixed on our city once again. And work is also underway on the 2019 European Indoor Athletics Championships and EURO 2020 football championships.

The role of Glasgow Life in frontline services such as libraries, communities, museums, sport, art and music is clear. But we also play a major role in supporting the health of the city, its physical and mental wellbeing. And through our global marketing ambitions we have enhanced Glasgow’s reputation and economy by continuing to attract major international events and conferences.

From the Homeless World Cup to Ignition Festival of Motoring, the World Pipe Band Championships to the BBC 6 Music Festival and Andy Murray Live, more than a million people attended high-profile events delivered or supported by Glasgow Life.

At Glasgow Life we’re changing people’s lives for the better and we are rightly proud of the work that we do.

But it only happens with the support of Glasgow City Council, our board of directors, funders and partners, our management team, staff and volunteers. Each and every one makes a real difference and I want to thank all of you for what you do.

There is so much more than I can highlight in this introduction but you can find out more about the work of Glasgow Life throughout this report. I hope, like me, you will be inspired by what it reveals. It has been another outstanding year and I look forward to continuing to build on our success.



Councillor David McDonald

Chair
Glasgow Life



A MESSAGE FROM OUR CHIEF EXECUTIVE

It has been a hugely significant and exciting year for us delivering services for and on behalf of the people of Glasgow.

We are continuing the great work we do in every community in the city; making a positive impact on the lives of the people who live here and helping build wonderful experiences and memories for the people who come to visit.

Glasgow Life is now 10 years old. We are still evolving, but our services are more popular than ever. Over 75% of the population of Glasgow used our services last year and the venues we operate recorded more than 18 million visits.

As one of Scotland's largest charities, we are extremely grateful for the generosity of our funders and supporters whose valuable contributions allow us to deliver so many services.

The addition of the team from Glasgow City Marketing Bureau and the city's new Tourism and Visitor Plan, which Glasgow Life is a key partner in delivering, has widened our remit.

The desire to grow the tourist market by an additional one million visitors per year by 2023 is ambitious, but something we are already working to achieve with partners across the council, the city and the wider tourism sector.

In the last year, one of our most iconic buildings, the Kelvin Hall, has been transformed. The first stage of the regeneration and re-energising of this much-loved Glasgow landmark is an excellent example of partnership in action – the

ground-breaking integration of culture, sport, learning and heritage across civic strategy, higher education and national collections is truly unique.

It has broken the mould in terms of innovative thinking and cooperative working to transform the future of one of the city's most important buildings for generations to come. And it is already being widely used, with more than a million people expected to visit in its first year.

The capital refurbishment and redisplay of the Burrell Collection is also underway, an international tour to North America, Europe and Japan is planned and major efforts to raise the funds for this ambitious project are progressing well, in time for its reopening in 2020.

In the summer of 2016, George Square hosted the Homeless World Cup where 500 players arrived from around the world to compete and continue to transform their lives. 80,000 people watched matches and around 100 people from Glasgow who have experienced being homeless joined the Legacy Volunteer programme.

Later this year, Glasgow will host the World Badminton Championships and planning for the 2018 European Championships, which is being delivered in partnership with Berlin, is already at an advanced stage.

With an estimated TV audience of more than one billion it provides a fantastic, further opportunity to showcase Glasgow on the world stage.

Our great work is supported by our board and we owe them a huge vote of thanks, particularly those who have stood down in the last year. Councillor Soryia Siddique, Emma Gillan, Helen Stephen and Mel Young have all played a huge part in the work we do.

Councillor Archie Graham has also left the board after five years as Chair and many more working with us. His passion for what we do, his help and advice, and his unstinting advocacy of our work has been invaluable.

At a time of unprecedented pressure on public finances, the challenges we continue to face are considerable; yet our staff meet them head-on with a mixture of dedication and passion to deliver among the most used and most valued services Glasgow has.

They remain focussed on the great work we do in venues and in every community across the city as we continue to help change lives for the better.



Dr Bridget McConnell

Chief Executive
Glasgow Life



GLASGOW LIFE AND GLASGOW CITY MARKETING BUREAU



The integration of the team from Glasgow City Marketing Bureau into Glasgow Life was completed in March 2017 and the coming together of both organisations over the past year has created more opportunities to promote what Glasgow Life – and the city – does to an even greater market.

In particular, Glasgow Life has taken on the strategic leadership of Glasgow's Tourism and Visitor Plan which was launched in November 2016 as a key strand of the city's new Economic Strategy.

Glasgow Life is also now responsible for managing the Glasgow Convention Bureau and the city's destination marketing as well as implementing the award-winning PEOPLE MAKE GLASGOW brand.

Showcasing Glasgow as a cultural powerhouse and positioning the city as the 'gateway to Scotland' is at the heart of the Tourism Plan, which provides the blueprint for continuing to grow Glasgow's global profile as a successful tourist destination.

The ambition set out in the plan is to increase overnight leisure tourism visits by one million over the next seven years. Achieving a new baseline of three million overnight visits by 2023 will deliver an associated spend of £771 million and create an additional 6,600 jobs in the city. It will also help to achieve Scotland's target of an additional £1 billion of visitor expenditure by 2020 and align with the aims of the Glasgow City Region City Deal.

Early success includes domestic and international market collaborations and activity with new partners such as the travel trade association, UK inbound and destination marketing organisations, Love Loch Lomond, Argyll and The Isles Tourism Cooperative and Marketing Edinburgh to deliver innovative tourism campaigns that effectively engage existing, and develop new, audiences through the promotion of the city's unique cultural offering.

At the same time, Glasgow Life has strengthened its relationships with Glasgow's business and academic communities and city and national tourism partners including VisitScotland, Scottish Enterprise, VisitBritain, Glasgow Chamber of Commerce, Glasgow Restaurants Association, the Greater Glasgow Hoteliers Association and the City Centre Retail Association.

Glasgow Life is currently developing and implementing a new destination marketing strategy with a coherent narrative that inspires and provides compelling reasons to visit Glasgow for leisure, events and business tourism as a priority action to support the delivery of the Tourism Plan.

HIGHLIGHTS OF THE YEAR

Arts and Music

Celtic Connections cemented its position as one of the world's leading music festivals welcoming almost 120,000 visitors and musicians from 50 countries.

Tramway continues to grow its audiences with a diverse programme of exhibition and performances that includes world premieres, inspiring dance, contemporary visual art and family favourites.

Kelvingrove Bandstand is now a must visit venue for some of the world's top performers including Van Morrison and Sir Tom Jones.

Communities

Record breaking 1.5 million annual attendances.

680 adult learning programmes helped change the lives of more than 9,000 adults with over 38,700 attendances.

Some 1,500 people volunteered across core services and events giving 48,000 hours of their time to the people of Glasgow, representing an economic contribution of over £400,000.

Events

In 2016/17 in excess of 1 million attendances were recorded at a number of high profile events which were either delivered by Glasgow Events or funded by Glasgow Life.

For the first time the city welcomed the BBC 6 Music Festival, the Homeless World Cup, Ignition Festival of Motoring, Andy Murray Live and Resonate Total Gaming.

Glasgow Convention Bureau

Glasgow is one of the world's leading conference destinations and business tourism contributes significantly to the city's economy. In the last financial year, Glasgow Convention Bureau and its partners

won more than 500 new conferences through to 2023 worth £142 million. As Glasgow's primary point of contact for conference organisers, and voted Best UK Convention Bureau for the past 11 years, Glasgow's experienced team brought more international delegates to the city in 2016 than Sydney and San Francisco.

Libraries

5.5 million attendances recorded at Glasgow Libraries, the highest level for three years.

More than 10,000 Macmillan @ Glasgow Libraries attendances since launch, with over 130 volunteers donating 5,000 hours to support people affected by cancer in the last year.

Partnership with Google saw Scotland's only Digital Garage come to The Mitchell Library in 2016/17. More than 3,000 individuals received digital skills training throughout the six-month residency.

Museums

Riverside Museum and Kelvingrove Art Gallery & Museum are both among the top 25 most visited attractions in the UK.

Glasgow Museums continues to improve accessibility for citizens and visitors alike with volunteers being trained to offer British Sign Language (BSL) guided tours.

Sport

Glasgow Sport was a key partner in major sporting events such as the Davis Cup, Tour of Britain Grand Depart, UCI Track Cycling World Cup, and the 2016 European Judo Open.

Attendances at Glasgow Sport venues hit 6.4 million in 2016/17, an increase of 3.7% since the previous year.

Sport participation levels grew by 11% to 907,988 attendances at sports development programmes across the city.

INCOME AND EXPENDITURE

Financial Performance

Unrestricted Income & Expenditure (including CIC and Sponsorship)

Income	£000	%
Grants & Donations	1,885	1.7%
Community Interest Company	6,639	5.9%
Glasgow City Marketing Bureau	6,534	5.7%
Leisure & Cultural Activities	25,595	22.5%
Interest received	69	0.1%
Service Fee – Glasgow City Council	72,794	64.1%
	113,516	
Costs	£000	%
Governance	440	0.4%
Community Interest Company	4,764	4.2%
Glasgow City Marketing Bureau	6,535	5.8%
Leisure & Cultural Activities	101,584	89.6%
	113,323	
Surplus on unrestricted activities	193	
Reserves brought forward	361	
Reserves	554	

Culture and Sport Glasgow (Trading) CIC

	£000
Turnover	6,644
Cost of Sales	2,717
	3,927
Operating Expenses	2,047
Operating Profit	1,880

Glasgow City Marketing Bureau

	£000
Turnover	6,538
Cost of Sales	6,525
	13
Operating Expenses	10
Operating Profit	3

Glasgow Club

	£000
Actual	10,997
Target	11,277
Variance	(280)
Variance %	(2.48%)

16/17 Income Actual v Budget

	FY16/17 Actual £m	FY16/17 Budget £m
Service Fee	72.8	72.8
Community Interest Company	6.6	7.5
Glasgow City Marketing Bureau	6.5	7.0
Leisure & Cultural Activities	27.6	29.3
	113.5	116.6

Figures included in this section are unaudited at time of production of this report

PAST PERFORMANCE, FUTURE PROMISE

Across the organisation, our performance remains strong. Glasgow Life's performance management framework continues to monitor the progress of all our services with a focus on meeting the city's priorities and our strategic service plan. The specific focus is on:

- Glasgow Life's Business and Service Plan
- Glasgow City Council's Strategic Plan
- Glasgow's Single Outcome Agreement
- Commonwealth Games Legacy Framework

With this in mind we ensure that SMART measures are adopted when setting targets for performance indicators and we use Audit Scotland's system to demonstrate progress against these targets:

- R** More than 5% below targeted performance
- A** 2.5% to 4.9% below targeted performance
- G** Performance between -2.49% and target (or better)




During 2016/17 we agreed to report to Glasgow City Council on these three key areas of performance:

Measure	Target	Actual	Status
The number of attendances at Glasgow Life directly managed venues excluding festivals and events	17 million	18.1 million*	G
Income generated through the company's charity and CIC	36.8 million (charity) 29.3 million (CIC) 7.5 million	34.2 million (charity) 27.6 million (CIC) 6.6 million	A
Deliver against key themes set out in the 2014 Commonwealth Games Legacy Framework	Active Theme	On Track	G







*A further 1,059,079 attendances were recorded at key events, festivals and musical performances. This figure includes Mela, Merchant City Festival and Celtic Connections. The total figure for all attendances at Glasgow Life services was 19,167,333.

Statutory Performance Indicators

Three Statutory Performance Indicators (SPIs) are reported in line with our contractual agreement with Glasgow City Council. These are also reported to Glasgow Life's Board.

Measure	Target	Actual	Status
Sport visits: the number of attendances per 1,000 population including pools	9,721	9,665	
The number of visits to/usages of council funded or part funded museums per 1,000 population	6,859	6,880	
The number of visits to libraries per 1,000 population	8,500	8,881	

Performance is reported to Glasgow Life's Board throughout the year across a range of measures including financial performance, learning, employability and volunteering opportunities in the city.

Measure	Target	Actual	Status
Breakdown of the number of attendances at Glasgow Life directly managed venues, excluding festivals and events**	17,007,323	18,108,254	
Community Facilities	1,258,700	1,523,918	
Glasgow Arts, Music & Cultural Venues	803,150	881,337	
Glasgow Libraries	5,216,000	5,462,281	
Glasgow Museums	3,300,786	3,840,953	
Glasgow Sport	6,428,687	6,398,838	

**See note on previous page

Figures included in this section are unaudited at time of production of this report

Targets for 2017/18

A target of 18,108,808 has been approved for attendances at Glasgow Life directly managed venues and events & festivals for the financial year 2017/18. This takes into account a number of factors including planned events /exhibitions /activities and any planned building maintenance or refurbishments.

	Target
Community Facilities	1,321,408
Glasgow Arts, Music and Cultural Venues	845,470
Glasgow Events	832,826
Glasgow Libraries	5,410,173
Glasgow Museums	3,422,500
Glasgow Sport	6,276,431
Total	18,108,808

The 2017/18 targets for Glasgow Conventions have been set and are as follows:

Economic value of conference sales won for future years	£140m
Actual economic value of conferences taking place in the city during this financial year	£100m

The 2017/18 targets for income generated through the company's charity and CIC is as follows:

Income Generation	Target
Charity	£30.7 million
CIC	£7.4 million
Total	£38.1 million

OUR CONTRIBUTION

Glasgow has continued its meteoric rise up the global rankings of the world's top sporting cities collecting the Global Sport Tourism City Award for its commitment to increasing tourism opportunities through sport. This year alone Glasgow has hosted many high-profile sporting events including the Homeless World Cup, the Tour of Britain Grand Depart, the European Judo Open and the UCI Track Cycling World Cup. The 2016 SportBusiness Ultimate Sport City Awards ranked Glasgow fifth in the list of the world's top sports cities along with the accolades of Best Legacy and Best Small City.

Vibrant City

The Kelvin Hall opened to the public ahead of schedule on 22 August. The delivery model presents a world first; a partnership of national, civic, charity, university and heritage organisations working together to create a unique facility that celebrates Scotland's contemporary creativity, improves health and wellbeing and enhances our understanding of the world. The partners are Glasgow City Council, Glasgow Life, National Library of Scotland, and the University of Glasgow. Glasgow City Council and Glasgow Life are engaging with existing and emerging partners, including the Royal Highland Fusiliers Museum and the National Galleries for Scotland, to generate a vision for the second phase of the redevelopment and interim uses for the shell space.

With attendances at almost 19 million at Glasgow Life operated venues and more than 75% of the population using at least one service, the positive impact Glasgow Life is having on the lives of the people of Glasgow and on the experiences of people visiting the city is huge.

Glasgow hosts a year round calendar of cultural events that includes the Aye Write! Book Festival, the Glasgow Mela, Merchant City Festival, GI Festival, Celtic Connections and World Pipe Band Championships along with a series of festive events under the Glasgow Loves Christmas banner. We are also a UNESCO City of Music.

In October 2016 The Burrell Collection closed its doors to visitors to allow the capital refurbishment project to commence. While the building is closed, highlights from the collection will tour to venues in North America, Europe and Japan. Local audiences will be able to enjoy temporary exhibitions from specific areas of the collection at Kelvingrove.

We have a dedicated Sport Development and Physical Activity Team promoting sport in the city from a grassroots level through to elite athletes. Increasing participation is a major priority for Glasgow Sport and our various programmes for sports such as swimming, gymnastics and football are key mechanisms for attracting young people into physical activity. Activities include ParkLives – 50 sessions a week with more than 7,000 attendances between April – September in 11 local parks and green spaces.

Learning City

We continue to realise the Vision for Glasgow Libraries. Building on a great tradition and adapting to life and technologies of the 21st century, our long-term strategy will ensure that Glasgow's libraries grow in their role at the heart of Glasgow's communities. We will deliver our action plan based around six themes encompassing all aspects of modernising the service. These are Virtual and Physical Space, Digital, Information, Reading, The Mitchell Library, and School Libraries. Early successes include Google Garage in the Mitchell to support digital literacy.

Glasgow Life works with and supports a wide range of providers in the delivery of free learning programmes and opportunities to aid children, young people, adults and families to improve their skills, increase their confidence and enhance the quality of their lives. Over 3,800 learners have been engaged or have actively participated in Family Learning services, equivalent to 13,362 learning contact hours.

In 2016/17 adult and English for Speakers of Other Languages (ESOL) learners were supported to share their writing and celebrate their learning. *Journeys*, an adult literacies and ESOL learners' collection of writing, was launched during Book Week Scotland/Adult Learning Week as part of the 2017 Aye Write! Book Festival.

This year's Summer Reading Challenge, run by the charity The Reading Agency in partnership with library services and Tesco Bank, was our most successful yet. Glasgow saw its highest participation rates with over 3,900 children taking part, an increase of 27% on the previous year, and over 1,500 children completed the challenge to read at least six books over the summer.

Economic Growth

As a key part of the city's new Economic Strategy Glasgow Life has strategic leadership of Glasgow's Tourism and Visitor Plan which was launched in November 2016. Glasgow's cultural assets are drivers to attract local, regional, national and international visitors to the city and positioning Glasgow as a gateway to the rest of Scotland.

The ambition set out in the Tourism Plan is to grow Glasgow's visitor economy by increasing overnight leisure tourism visits by one million over the next seven years. Growing overnight visits to three million per year by 2023 will deliver an associated spend of £771 million and contribute to an additional 6,600 jobs in the city.

Google Garage featured heavily during 2016/17 in the Mitchell Library, offering digital skills and support via free classes and workshops. The primary focus was on small businesses, graduates and people looking to change career.

Vulnerable People

Partnership working is extending our ability to deliver better services and to reach even more people. Money Advice centres are now available in a number of our libraries and already our citizens are seeing a direct financial impact. Revenue & Benefits are now in five different library locations providing assistance to those in need of help with paying their council tax and rent.

Jobs and Business Glasgow now feature in 11 different libraries and provided direct assistance with employability and career development.

Equality

Glasgow Life staff have been delivering the actions outlined in the first year of the three year Equality and Diversity Action Plan. The plan covers Glasgow Life's work in relation to equality, diversity and poverty. It has six themes; two of which relate to staff with the remainder focusing on our customers. Last year there was an emphasis on work in relation to disability and race. Examples include:

- Delivery of a new course for managers focusing on equalities and staff issues.
- Staff training from Sense Scotland, Interfaith Glasgow, Alzheimer's Scotland and Visibility Scotland.
- A student research project into young BME women and sport.
- The Unlimited Arts Festival at Tramway (celebrating artists and performers with a range of disabilities).

Much of the work that we have been undertaking has been in partnership with 3rd sector organisations to whom we are indebted.

GLASGOW ARTS, MUSIC AND CULTURAL VENUES



Glasgow Arts, Music and Cultural Venues achieved over 880,000 attendances, up 7% on the previous year.

Glasgow Arts and Tramway recorded almost 190,000 attendances with 50,000 through programmes that included seven world premieres.

Attendances at Glasgow Music venues increased by 18%. Glasgow Music continues to develop a growing body of partners and initiatives which attracts local and international audiences.

Celtic Connections 2017 welcomed over 119,000 people, staging over 300 events in 18 days. It celebrated the rich traditional culture of Scotland in small intimate venues and through large events.

The Merchant City Festival presented the best of Scottish and international art and entertainment with a programme of street arts, music, theatre, food & drink, visual art, film, comedy, dance, fashion & design and activities for children and families.

Glasgow International showcases the city as a unique major centre for the production and display of contemporary visual art. It staged an ambitious programme in 2016 which included exhibitions, events, talks, performances and projects by international and Glasgow-based artists.

Glasgow Mela, Scotland's biggest free multicultural festival, took place for the 26th year with live music, theatre performances, foods from around the globe and a range of stalls in the marketplace selling unique gifts and clothes.

The Main Auditorium of the Glasgow Royal Concert Hall continued to attract international touring acts with sell out shows by Gregory Porter, Anastacia, Brian Wilson, Adam Ant, Dr Hook, Deacon Blue and Rick Astley.

Summer Nights Festival took place for its third year at the Kelvingrove Bandstand. Acts such as Van Morrison, Primal Scream, Will Young and the legendary Sir Tom Jones performed sell-out shows.

Tramway successfully hosted the daytime programme for the BBC 6 Music Festival at the end of March gaining national publicity for the venue.

Additionally in our drive towards improved customer service we saw the service surpass their previous Customer Service Excellence result.



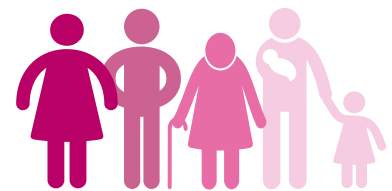
Glasgow Arts, Music and Cultural Venues boasts a portfolio of iconic venues and hosts internationally recognised festivals across Glasgow

880,000 visitors

538,000 festival attendances

460,000 visits to Music Venues

230,000 visits to Public Halls



TRAMWAY



Tramway hosted seven world premieres with attendances up by almost 26% in the last 5 years

Kelvingrove Bandstand hosted the third Summer Nights Festival and attracted almost 36,000 visitors to this iconic venue

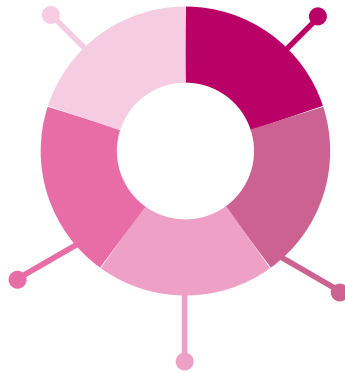


MERCHANT CITY FESTIVAL

Nine days of outstanding international arts, street performances and live events bringing the streets and venues of the Merchant City to life

150,000 attendances

£1.1 million economic impact for Glasgow



26th year of Scotland's biggest free multicultural festival

Mela and Mela on Your Doorstep attracted 40,000 attendances

Celtic CONNECTIONS

2,375 musicians from 50 countries performed 800 hours of music across 26 stages in venues throughout Glasgow over the course of the festival

119,000 attendances, 18 days, 300 events

Over 9,000 attendances at school workshops, up 50% in the last 3 years

GLASGOW INTERNATIONAL

This biennial festival of contemporary art attracted over 226,000 attendances

£1.79 million of economic impact assessed



GLASGOW COMMUNITIES

Glasgow Communities create opportunities for the people of Glasgow to participate in a range of cultural and sports activities on their doorstep, whilst supporting their learning aspirations.

Levels of attendance reached a record level for the second consecutive year in 2016/17 with more than 1.5 million visits across the 26 community venues.

In 2017/18 Glasgow Communities provision will be enhanced by the Connecting Community Assets programme, placing focus on delivering services that meet local need whilst engaging customers in wider city provision.

The learning aspirations of Glasgow's diverse communities are supported by the Community Learning Plan, which sees Glasgow Life working closely with Education Services to support the city's approach to the Learning Improvement Challenge.

Adult learning provision, including Literacy, Numeracy and English for Speakers of Other Languages classes, in local venues throughout Glasgow saw more than 38,700 attendances in 2016/17.

Work with young people across the city also continues to be a major focus for Glasgow Communities. More than 46,000 attendances were recorded at over 400 specially designed programmes for young people, including the Duke of Edinburgh

Award Scheme, Prince's Trust XL and the John Muir Award, alongside school-based initiatives that support intervention and personal development for young people identified as experiencing behavioural or emotional difficulties.

Furthermore, Glasgow Communities is committed to encouraging young children to play as part of the city's Play Strategy.

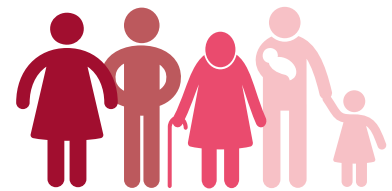
Many of Glasgow Communities programmes and activities are supported by Glasgow Life's volunteering programme. Volunteering remains a key focus for Glasgow Life, with more than 1,500 volunteers donating over 48,000 hours of their time to cultural, sporting and learning programmes.

Glasgow Communities continues to focus on building relationships with key partners to make the best use of community assets with all programmes designed to meet the ever-changing needs of Glasgow's diverse communities.

Glasgow Communities creates opportunities for the people of Glasgow to participate in cultural and sporting activities throughout the city

1.5 million visitors

at our 26 Community Facilities, the highest ever level of visitors for the second consecutive year



Adult Learning

Supported nearly 9,000 participants in over 680 adult programmes including Adult Literacy and Numeracy and English for Speakers of Other Languages

38,700 attendances across the city



Community Facilities

Over 49,000 lets across the year

29,000 sessions of use of our free Wi-Fi by more than 5,100 users, a record level

Highest ever level of available time booked at our facilities across the city

Glasgow's Community Learning Plan

Glasgow Communities and Libraries is the lead partner in the implementation of the Community Learning Plan

The services continue to work closely with Education Services to support the city's approach to the Learning Improvement Challenge



Volunteering

1,500 volunteers in 2016/17

Donating 48,000 hours of their time

This represents an economic contribution of over £400,000



Young Glasgow

Wide range of activities and programmes helping develop skills, abilities, creativity and confidence

Over 46,000 attendances at over 400 programmes

37,000 Glasgow Kidz Card holders aged 5-11

33,600 Glasgow Young Scot Card holders aged 12-18

GLASGOW CONVENTION BUREAU



Glasgow was named the UK's Best Convention Bureau for a record-breaking 11th consecutive year at the 30th anniversary of the Meeting & Incentive Travel (M&IT) Awards.

Glasgow was voted number one ahead of strong competition from London & Partners, Liverpool Convention Bureau, Marketing Manchester, Newcastle-Gateshead Convention Bureau and Convention Edinburgh, in a UK-wide poll of conference clients conducted by the influential industry magazine, M&IT.

In the last financial year, Glasgow won 526 new conferences through to 2023 worth £142 million.

Glasgow Convention Bureau is responsible for positioning Glasgow as a major conference destination within the UK and internationally. The team manages a range of activity, including researching, attracting and supporting a variety of conferences to the city. The team also manages conference accommodation bookings.

Association of British Professional Conference Organisers

Glasgow Convention Bureau collected the prestigious Chairmen's Award at the Association of British Professional Conference Organisers' (ABPCO) annual Excellence Awards.

Launched in 2014, the awards celebrate best practice across the UK's meetings industry and ABPCO's membership with a focus on excellence and leadership in association conference and event planning.

Glasgow's conventions team was recognised for its 'Tomorrow's Bureau, Today' initiative, which demonstrated a lasting legacy and inspires audiences across the association conference sector.

An independent judging panel, made up of meetings industry experts drawn from ABPCO's members, felt Glasgow's innovative campaign best reflected the spirit of the award, citing it as an 'outstanding example of best practice'.

Partnership Working

Fundamental to the success of the Convention Bureau is partnership working; last year's performance highlights the success of the 'team Glasgow' approach to winning conference business. The Glasgow Convention Bureau works with partners at all the city's universities, conference venues, hotels, restaurants, transport providers, Glasgow Airport, VisitScotland, Scottish Enterprise and smaller companies that support business tourism in our city, such as taxi drivers, event and AV companies.

GLASGOW CONVENTION BUREAU

Best UK Convention Bureau

Glasgow's Convention Bureau has worked with a number of industry-wide partners to deliver over £1 billion worth of business to the city since it first won the title in 2007.

That equates to securing more than 3,500 domestic and international conferences, with some 1.3 million conference delegates having spent more than four million nights in the city's hotels.

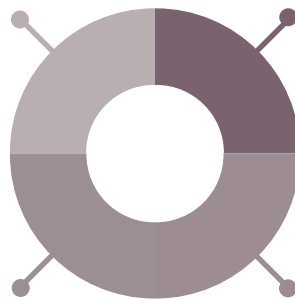


Glasgow Convention Bureau exceeded 2016/17 target, £126m, by 13%. They achieved £16m over target closing the year with £142m in conference sales for future years.

The target of £120m, from the economic benefit from conferences taking place in the city, for 2016/17 was exceeded by £13m to £133m.

UK Sales +14%
545 Conferences
Value of Conferences
£83m

International Sales +11%
72 Conferences
Value of Conferences
£59.3m



Hotels:
£1.34m Hotel
Revenue Generated
£134k Commission
Revenue

134 (27%)
Conferences held
were associated
with Life Science
& Medical which
contributed 44,530 (30%)
delegates to the city

“

Our conference went really well and we had really good feedback. I would like to thank you so much for all the resources you provided and for promoting our event! These really contributed to the success of our event. It's been a pleasure collaborating with you and I really appreciate all your help!

Erasmus National Platform in Glasgow

“

I have organised many conferences in Europe and I would rate Glasgow as the number one host city! The city is the best conference destination in Europe!

22nd Meeting of the EAU Section
of Urological Research



GLASGOW EVENTS

Glasgow's Events calendar is packed with festivals, showcases and occasions which support the city's international reputation for innovation and creativity.

Last year we added the Homeless World Cup, BBC 6 Music Festival, Ignition Festival of Motoring, Andy Murray Live and Resonate Total Gaming to the year round programme in Glasgow. Joining the World Pipe Band Championships, the Glasgow Mela, Glasgow Film Festival, Grand Prix Badminton and Merchant City Festival, they added to Glasgow's compelling offer to visitors and to the people who live and work here.

In total, over one million people attended events last year delivered or supported by Glasgow Life.

The Homeless World Cup transformed George Square into the most inspiring place on the planet last June when 500 players competed in front of 80,000 spectators.

The World Pipe Band Championships were staged in Glasgow for the 30th year in a row bringing more than 230 bands to the city from around the world and attracting 30,000 pipe band aficionados.

Glasgow's mass participation running events, The Bank of Scotland Great Scottish Run and the Morrison's Women's 10K remained hugely popular attracting nearly 35,000 total entries from runners of all ages and abilities.

The Merchant City Festival brought the streets and venues of this historic city centre area bursting to life with arts performances, dance, comedy, music and more which was enjoyed by 150,000 people over nine days.

The Tour of Britain returned in September 2016 and many of the world's elite cyclists were in Glasgow watched by 20,000 people. 12,000 took part in Skyride on the same day.

The Glasgow Mela, the vibrant celebration of the many communities of the city was held in Kelvingrove Park with 40,000 people enjoying music and dancing from performers from around the world.

Glasgow is one of the world's leading destinations for events. With a calendar celebrating world class cultural and sport events in state of the art venues, both citizens and visitors to the city can enjoy events all year round.

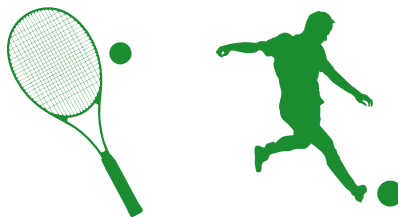
Over one million attendances

recorded at Glasgow Life events



Andy Murray Live

This brand new event was the first ever tennis event at the SSE Hydro and sold out in hours giving 10,000 people the chance to see Andy Murray play live. Those not able to attend the event could watch on Sky and over a million people globally tuned in to watch the matches which were streamed live in Andy Murray's Facebook page - the first time live tennis matches have been shown on Facebook.

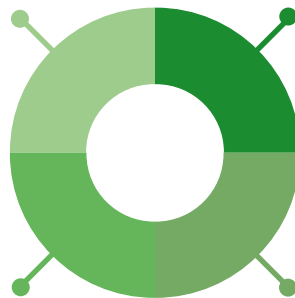


Homeless World Cup

500 players took part in matches across three pitches in George Square watched by 80,000 people. Almost 100 volunteers who have directly experienced homelessness were recruited to help deliver the event and then be part of an extensive 15 month legacy project.

World Pipe Band Championships

The World Pipe Band Championships is the pinnacle competition in the global piping calendar attracting around 30,000 attendances. The 2016 event saw 234 bands bringing around 8,000 bandsmen and bandswomen to compete at Glasgow Green over the course of the competition. This spectacular event has been secured until 2021 and will ensure Glasgow maintains its title as the true home for the Worlds.

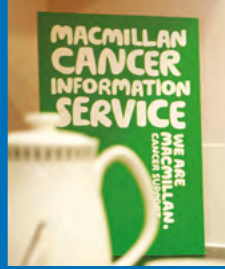


BBC 6 Music Festival

The Festival has grown from 22 acts over three days in 2014 to over 50 acts over three days in 2016 with tickets selling out in minutes. It is staged in a different location each year and Glasgow was the first city in Scotland to host the event in 2016. The Festival was broadcast extensively through the BBC network - online and via the red button and The Festival reinforces Glasgow's world class credentials as a UNESCO City of Music.



GLASGOW LIBRARIES



Glasgow Libraries are committed to developing and delivering world class library, learning and information services for the people of Glasgow.

Home to Scotland's largest public library network, with 32 community libraries, the Mitchell Library, 29 school libraries and 24/7 online resources, the service works collaboratively with strategic partners to support citizens' social, cultural and economic needs.

The service is underpinned by the Vision for Glasgow Libraries. The Vision, developed in consultation with 3,000 residents and industry professionals, articulates how Glasgow Libraries contribute to the city's aspirations; placing venues at the heart of vibrant communities and inspiring a love of reading, learning and discovery city-wide.

During 2016/17, 5.5 million visits to Glasgow Libraries were recorded, up 3.8% on 2015/16. Book issues rose to over 2.3 million, including 660,000 issues of children and teenagers literature, up 55,000 on 2015/16.

Aye Write! Glasgow's Book Festival, saw over 200 authors appearing at the three main festival venues with almost 14,000 attendances in 2016/17, up 8.5% on 2015/16.

The digital offer attracted 1.6 million virtual visits, enhanced by the expansion to the e-offer to include comics, music and languages alongside e-Books and e-Magazines. 126,000 issues of e-Stock were recorded throughout 2016/17, an increase of 111%.

Partnership with Google saw Scotland's only Digital Garage come to The Mitchell, with more than 3,000 individuals receiving digital skills training throughout the six-month residency.

Developing key partnerships remains a priority for Glasgow Libraries, with focus on building relationships to increase opportunities for co-location and collaboration. Co-located financial services in libraries have generated more than £1 million in financial improvements for the people of Glasgow, whilst partnership with Macmillan Cancer Support provides a network of cancer information and drop-in services at the city's libraries.

Glasgow has the largest Macmillan funded programme in the UK, with over 10,000 attendances recorded since launch. Today Macmillan @ Glasgow Libraries, and its volunteers, continues to grow and reinforce Glasgow Libraries position as a valuable source of health information within local communities.

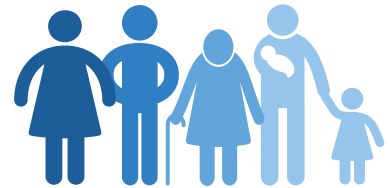
Glasgow Libraries will continue to work closely with citizens and partners to create life-changing opportunities and ensure that the service remains integral to the lives of the people of Glasgow for years to come.

Glasgow is home to Scotland's largest public network of library and information services

32 community libraries and the Mitchell Library
 29 school libraries
 24 hour online library service

5.5 million visitors

Including 1.6 million virtual visits
 Highest level of visitors in 3 years



2.3 million book issues



Issues increased by 3%

Issues of books aimed at younger readers at their highest recorded level

Record participation in the Summer Reading Challenge

181,000 issues across our 29 school libraries

111% more issues from our e-offer



1.5 million usages of PCs and Wi-Fi

Wi-Fi now available across all 33 of the city's libraries

8,300 at Digital Learning Classes

Co-located services

Money Advice Services have generated over £1 million in financial improvements

Revenue and Benefits in 5 library locations provide assistance to those struggling to pay rent or council tax

Jobs and Business Glasgow now available in 11 libraries helping unemployed residents with employability and development advice



Macmillan @ Glasgow Libraries

A support and information service in each of our 33 libraries

10,000 attendances since the start of the project

More than 130 volunteers donating 5,000 hours last year



Learning & Events

49,000 attendances at Bounce & Rhyme

Google Digital Garage 6 month residency in the Mitchell Library, delivered digital skills training for 3,000+ individuals

Aye Write! sold nearly 14,000 tickets, while Wee Write! had 2 family days for the first time, selling 1,400 tickets



GLASGOW MUSEUMS

Glasgow Museums recorded over 3.8 million visits across its nine civic museums in 2016/17. This tremendous success was achieved whilst attaining a 96% satisfaction rating in the Glasgow Household Survey and 97% in the Scottish Household Survey.

Kelvingrove and Riverside made the Association of Leading Visitor Attractions (ALVA) top 25 visited attractions in the UK and took 4th and 5th position respectively on the Association of Scottish Visitor Attractions (ASVA) top ten most visited attractions.

Riverside celebrated its 5th anniversary recording its highest number of visits since it opened in 2011. Visitors enjoyed new displays including *A Fair Life* and family events such as *Blue Light* and the Christmas Festival.

Kelvingrove Art Gallery and Museum has welcomed almost 14 million visitors since it re-opened 10 years ago. Temporary exhibitions included, *Gifts for the Gods: Animal Mummies Revealed* and *Alphonse Mucha: In Quest of Beauty*.

The Burrell Collection closed in October ahead of a four year refurbishment and redisplay project.

Gallery of Modern Art had a record year with the venue entering ASVA's top ten most visited attractions in Scotland for the first time.

People's Palace remained a firm favourite for Glaswegians and tourists alike who enjoyed the exhibition, *Fizzers: 10 years of Caricature*.

A diverse programme and renewed engagement with the local community at Glasgow Museums Resource Centre increased visitor numbers. A new partnership, Macmillan @ Glasgow Museums, provides museum inspired art and craft activities for people living with cancer.

Glasgow City Archives worked in partnership with the Scottish Catholic Heritage Collections Trust to present *Early Glasgow: The Story of the Church and the City* – a unique exhibition of some of the city's most historically important documents.

Special Collections shared a facsimile of their unique Leningrad Album with North Lanarkshire Council in a ceremony to mark the importance of the album to the communities of Airdrie and Coatbridge.

The Open Museum extended museum collections to over 21,000 people across our diverse and ever changing city – most of whom would not normally have the opportunity to engage with Glasgow Museums.

Kelvin Hall, a partnership between Glasgow Life, University of Glasgow and National Library of Scotland re-opened as an exciting new venue for sports, culture, learning and events.

Glasgow Museums is the UK's largest museum service outside London

3.8 million visits

9 world class venues

1.2 million objects

Insurance value of £1.4 billion



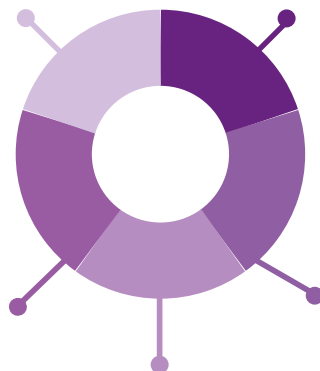
Glasgow Museums

A record year for Riverside on its 5th birthday, over 6.5 million visits since opening

Kelvingrove celebrates 10 years since refurbishment attracting in excess of 1 million visits for the 9th consecutive year

GoMA enters top 10 most visited attractions in Scotland for the first time

The Burrell Collection closes ahead of 4 year transformational refurbishment



Awards and Commendations

Kelvingrove and Riverside retain 5 Star Visit Scotland rating with all other venues rated 4 star

St Mungo Museum and Provand's Lordship receive a Bronze level Green Tourism Business Award

Kelvingrove and Riverside enter the Association of Leading Visitor Attractions (ALVA) top 25, representing the most visited attractions in the UK

City Archives and Special Collections

City Archives attracted almost 16,000 enquiries

Over 7,000 visitors accessed more than 21,000 documents
1,800 participants attended 133 learning events

Special Collections logged over 48,000 enquiries and issued 1,700 items
Over 1,000 participants attended 62 learning events



The Open Museum

1,082 loans reaching over 21,000 individuals

46% of users living in the most deprived areas in Scotland



Learning and Volunteering

Over 1,700 school visits by over 46,000 school children and a 98% satisfaction rating

Over 200 volunteers donating almost 17,000 hours of their time

Volunteers were trained to offer British Sign Language guided tours leading to Glasgow Museums achieving a 2016 Scottish Deaf Council (SCoD) Star Award



GLASGOW SPORT

Glasgow is one of the world's top five sporting cities. In 2016 the city hosted many high-profile sporting events and collected awards such as Best Small City and Best Legacy at the SportBusiness Ultimate Sports Cities Awards, and the Global Sport Tourism City Award.

Glasgow Club

Attendances at sporting facilities increased by 3.7% to 6.4 million. Glasgow Club direct debit membership levels ended the year at a record high of 41,962.

opportunities for 3,806 children and 3,056 adults

- **ParkLives**

More than 7,000 attendances between April – September in 11 local parks and green spaces

Infrastructure and Projects

Since opening in August 2016, the latest Glasgow Club in the newly-refurbished Kelvin Hall has had more than 225,000 visitors. The venue also boasts a dedicated Gymnastics Academy, an eight-court multi-use sports hall, four group fitness spaces and the largest gym in the city.

Performance

Glasgow School of Sport is Scotland's only school dedicated to sporting excellence. The Sports Performance Team continues to put Glasgow on the map with world-class performances which include success at the highest level of competition including the 2016 Olympic Games.

Development

Our Sports Development team work with hundreds of clubs and lead countless programmes across the city, all aimed at engaging with all Glasgow citizens to help them get more active, more often. This number includes, but is not limited to:

- **Community Sport Hubs**

Now supporting 15 hubs to develop sport and physical activity in their community

- **Holiday programmes**

31,879 attendances in 2016/17, an increase of 30% from 2015/16

- **Disability sport**

Provided sport and physical activity

- **Badminton**

Former pupil Kirsty Gilmour became the second School of Sport Olympian, competing at the 2016 Olympic Games. Kirsty and three other graduates have also qualified for the TOTAL BWF Badminton World Championships in August 2017

- **Hockey**

Record year with 14 current pupils being capped at International level for Scotland U16s and U18s

- **Gymnastics**

Now boasts six new Scottish champions, with four gymnasts selected for the 2018 Commonwealth Games

Glasgow Sport delivers the most extensive leisure operation in Scotland

22 gyms and 12 pools

Facilities include: Emirates Arena, Tollcross International Swimming Centre and the refurbished Kelvin Hall

6.4 million usages
66,700 Glasgow Club Members



41,962 Glasgow Club direct debit members



350,000 usages of free sport provision

Glasgow Club Fitness Unlimited members end year at a record high

24,802 Pay As You Go members
 3,568 junior members

The Glasgow Club membership comprises 42% from households in the 20% most deprived SIMD



222,213 free swim attendances

66,379 attendances at free outdoor tennis

61,367 attendances at free bowls

4,180 attendances at free five-a-side football happy hour



Volunteering and Learning

Support in excess of 4,100 volunteers actively involved in sport clubs, schools, community and local, national and international events across the city

225 coach education courses with 3,896 attendances in 2016/17

GOOD MOVE
 Sit Less, Move More

Good Move

Innovative series of programmes specifically designed for people who are inactive

Nearly 100,000 attendances

170 volunteers donating over 6,000 hours last year



Sport Events: over 200,000 spectators

Davis Cup
 Tour of Britain Grand Depart
 Homeless World Cup
 Revolution Series Cycling
 UCI Track Cycling World Cup
 Bank of Scotland Great Scottish Run
 Morrison's Great Women's 10k

FUTURE PLANS

Burrell Renaissance

In October 2016, the Burrell Collection closed its doors to visitors to allow a major refurbishment project and redisplay to commence. This is an ambitious project and we are greatly encouraged by the support it has garnered to date. We are extremely grateful to Glasgow City Council which has committed up to 50% of the costs, and to the UK Government which has granted £5 million to the project and touring exhibition. A round 2 application to the Heritage Lottery Fund was submitted in June 2017 for a grant of £15 million. This major investment along with many generous contributions from over 100 other donors means we have secured over 80% of the funding required.

The Burrell's renaissance presents a once in a generation opportunity to reaffirm the profile of the collection and its international reputation. We intend to build on the great achievement of the Burrell Collection's original ambition with the confidence gained and the lessons learned since it first opened in 1983. The richness of the collection and the respect it commands internationally will, for the first time, be more closely aligned with the needs and interests of Glasgow's audiences. The project plays a central role in a wider strategy to transform Pollok Country Park and enhance the south side heritage and cultural offer.

While the Burrell is closed, highlights from the collection will tour to venues in North America, Europe and Japan. Local audiences will be able to enjoy temporary exhibitions of specific areas from the collection at Kelvingrove.

Kelvin Hall

The first phase of the reconfiguration of the Kelvin Hall and the refurbishment of this iconic exhibition hall opened in 2016 following a £35 million investment. The Kelvin Hall project is one of the key public realm anchor venues for the development of the West End Innovation District integrating sport, culture, heritage assets, collections and infrastructure within a single venue. Work has commenced as part of phase 2 with costs of £8 million for the repair and upgrade of the roof and during 2017/18 a key priority for Glasgow Life will be the development of a business case for phase 2 of the development.

2018 European Championships

Glasgow and Berlin will co-host this first edition of the European Championships in 2018, reinforcing our position as one of the world's leading sporting cities. More than 3,000 athletes from 52 nations will arrive in Scotland in the summer of 2018 as part of a delegation of around 8,500 including officials, media and others. They will compete in some of our most iconic venues including the Emirates Arena, Tollcross International Swimming Centre, Cathkin Braes Mountain Bike Trails and the SSE Hydro.

During 2017/18 a key priority will be the marketing and communications of these inaugural Championships, maximising all opportunities the event provides to support our sport and physical activity priorities and showcasing Glasgow on the global stage to sustain our position as a leading international sports city.

Sport & Physical Activity Plan

During 2017/18 a new Sport and Physical Activity Plan for Glasgow will be launched; this was developed in 2016 by Glasgow Sport who worked with colleagues from various sport governing bodies and Glasgow City Council services to look at the lessons learned from the 2014 Commonwealth Games, particularly in relation to sport and physical activity. Working with representatives from Glasgow Life, sportscotland, NHS, Wheatley Group, sports governing bodies, community sports organisations and the council family we will develop an ongoing strategy linked to the vision and objectives for sport and physical activity leading up to the European Championships in 2018 and beyond.

Glasgow's Community Learning Plan

Glasgow Life is the lead partner for the implementation of Glasgow's Community Learning Plan and offers support to partner organisations involved in implementation of the Plan which is focussed around six key themes:

- Community-based adult learning
- Learning for vulnerable and disadvantaged individuals and groups
- Volunteer development
- Early intervention with children, young people and families
- Learning support and guidance in the community
- Building the capacity of communities to meet their own needs, engaging with and influencing decision-making

In 2017/18 the emphasis will be placed on demonstrating the progress and impact of the current Community Learning Plan and planning a conference for autumn 2018 to begin to identify priorities for the next plan.

Macmillan @ Glasgow Libraries

Glasgow Life's partnership with Macmillan Cancer Support to provide a network of cancer information and drop-in services at Glasgow Libraries is the largest programme of its kind in the UK. The service, and its volunteers, continues to grow and reinforce Glasgow Libraries position as a valuable source of health information within local communities. During 2017 we will be working to consolidate, develop and strengthen the wider health and well-being information offer available across Glasgow Libraries. Working in partnership with NHS 24, and utilising the recently re-launched NHS Inform, it is our ambition to ensure that the population of Glasgow has easy access to safe and quality assured health and well-being information available in their local libraries.

Equality, Diversity and Poverty

Since 2015 Glasgow Life has been working to a three-year action plan to promote equality and tackle the ingrained health and social inequalities within the city. Our aim is to ensure equality is embedded in everyday practice and is recognised both internally and externally as one of our core values. During 2017/18 we will update our Equality Policy which will reflect the new areas of focus in our equality work clearly outlining our intention in achieving truly accessible and welcoming services for all of Glasgow's citizens and visitors.

TOTAL BWF Badminton World Championships 2017

The TOTAL BWF Badminton World Championships 2017 will be staged at the Emirates Arena from 21 – 27 August showcasing the finest badminton talent in the world. This is an individual tournament comprising five events – men's and women's singles, men's and women's doubles and mixed doubles. Nations from all over the world will enter with up to 6,000 spectators enjoying this world class event and millions more television viewers will be able to follow thanks to BBC coverage.

KEY FACTS

Over 19 million attendances, another record breaking year at venues, events and festivals delivered by Glasgow Life

6.4 million sports usages, including over 350,000 sessions of free sport

Over 200,000 spectators attended sports events

5.5 million visits to Glasgow's libraries, including 1.6 million virtual visits – the highest visitor levels for 3 years

2.3 million books issued – an increase of 3% on the previous year

3.8 million visits to our 9 award winning civic museums

1.5 million visitors to our 26 community facilities, the highest ever level for the second consecutive year

Riverside Museum celebrated its 5th birthday with a record number of visitors and has now attracted over 6.5 million visitors since opening

Over 1 million attendances at key events, festivals and musical performances including Mela, Merchant City Festival and Celtic Connections

Glasgow Conventions exceeded its economic benefit target by over 10% and returned £133 million benefit to the city

All Glasgow Life services are now accredited with the UK Government Standard "Customer Service Excellence" in recognition of the first class services that we deliver across the city

Kelvin Hall – one of Glasgow's landmark venues – reopened after a major refurbishment integrating museums and sports along with partnerships with other bodies

Over £6 million in grants and donations enabled us to deliver transformational services and deliver major capital projects such as the Burrell Renaissance

This document is also available on request in large print, audio and community languages. To request, please call 0141 287 3554.

Glasgow Life and the sub-brands mentioned below are operating name(s) of Culture and Sport Glasgow ("CSG"). CSG is a company limited by guarantee, registered in Scotland with company number SC313851 and having its registered office at 220 High Street, Glasgow G4 0QW. CSG is registered as a charity with the office of the Scottish Charity Regulator (No SC037844). It operates and carries out its activities under the name Glasgow Life and/or the sub-brands Glasgow Arts, Glasgow Communities, Glasgow Events, Glasgow Libraries, Glasgow Museums, Glasgow Music, Glasgow Sport, Young Glasgow and their related branding.



Glasgow Life is funded by and delivers services on behalf of Glasgow City Council.

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