

Our Ref: GL071
19 November 2021

Sent by email: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information (Scotland) Act 2002 (“The Act”)

Thank you for your correspondence of 26 October 2021 where you asked for the following information:

In 2019, what was the booking take up % for the 12 Indoor tennis courts across the Glasgow Life estate (Gorbals and Scotstoun)? IE, out of all available hour-long indoor tennis court bookings over the course of 2019 at these two venues, what % were actually booked, and what % were left empty / unbooked?

Culture & Sport Glasgow (trading as Glasgow Life) is treating your request as a request for information under the Freedom of Information (Scotland) Act 2002. On inspecting our records, however, it would appear that compliance with this request would cost Glasgow Life more than the upper limit allowed by section 12(1) of the Act and the fees regulations made under the Act (this limit is currently £600). Accordingly, we are unable to comply with your request.

By way of explanation, our reporting function which looks at historical data regarding bookings is overwritten each night, only retaining six months worth of data in total. This is sufficient for our purposes of periodic checks to monitor progress as and when required.

The various elements of the data do still exist in raw form within our system across multiple data tables, however Glasgow Life do not have the ability or anyone with the required skills and capacity to extract and collate this information in a format that we could use to produce a report. In order to obtain the requested information we would need to buy in professional services from our supplier which we estimate would take a days work priced at circa £1k + VAT.

Glasgow Life has the option of complying with requests where the costs exceed £600. However, on this occasion we have decided not to do so due to the resources (both financial and human) which voluntary compliance with this request would divert away from our core business.

By way of advice and assistance, we can advise you that we are currently upgrading the entire leisure management system software and underlying server infrastructure. Going forward with the new Marketing Resource Management system, which is in the process of going live, this is certainly an area that we can report on in the future.

Everyone deserves to live a great Glasgow life. We need your support to make sure they do.

Commonwealth House | 38 Albion Street | Glasgow | G1 1LH | General Enquiries Tel: 0141 287 4350 | Complaints Tel: 0141 287 8977
info@glasgowlife.org.uk | www.glasgowlife.org.uk

Directors: Sir Angus Grossart, Dr Bridget McConnell CBE (Chief Executive), Councillor David McDonald (Chair), Dilawer Singh MBE, Iain MacRitchie, John McCormick, Lee McConnell, Professor John Brown CBE, Professor Sir Anton Muscatelli, Bailie Annette Christie, Councillor Laura Doherty, Councillor Frank McAveety, Councillor Eva Bolander, Mrs Siobhan Nairn.

Glasgow Life, registered as Culture and Sport Glasgow, is a Scottish Charity (No SC037844) regulated by the Scottish Charity Regulator (OSCR).



Right of Review

If you are dissatisfied with the way Glasgow Life has dealt with your request you are entitled to require Glasgow Life to review its decision. Please note that for a review to take place you must:

- Lodge a written requirement for a review within 40 working days of the date of this letter
- Include your full names, a correspondence address, a description of the original request and the reason why you are dissatisfied.
- Include the reference number as provided at the top of this letter.
- Address your request to the following Director

Director of Finance and Corporate Services
Glasgow Life
38 Albion Street
Glasgow G1 1LH

Email: FOI@glasgowlife.org.uk

You will receive notice of the results of the review within 20 working days of receipt of your request. The notice will state the decision reached by the reviewing officer as well as details of how to appeal to the Scottish Information Commissioner if you are still dissatisfied with Glasgow Life's response. You must request an internal review by Glasgow Life before a complaint can be directed to the Scottish Information Commissioner.

For your information, an appeal can be made to the Scottish Information Commissioner by contacting his office as follows if you do remain dissatisfied with the outcome of the Glasgow Life's review decision:

Address: Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS.
Email: enquiries@itspublicknowledge.info
Telephone: 01334 464610

You can also use the Scottish Information Commissioner's online appeal service to make an application for a decision: www.itspublicknowledge.info/appeal

If you wish to submit a complaint in relation to the manner in which Glasgow Life has handled your request for information then you can do so by requesting that the Glasgow Life review its decision. Details of how to request a review are set out in the above paragraph "Right of Review".

Yours sincerely

Information Compliance Team
Glasgow Life

<https://www.glasgowlife.org.uk/the-small-print/privacy-statement-for-glasgow-life>