

Glasgow Life

Guide to Information

www.glasgowlife.org.uk

15 November 2018

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 adopted the **Model Publication Scheme in May 2015**. The Scottish Information Commissioner had approved this scheme until 31st May 2019. Glasgow Life has updated this Guide to Information on 15 November 2018 and supersedes the May 2015 version. 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	30p

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	https://www.glasgowlife.org.uk/about-us
Our Mission	Company Mission	https://www.glasgowlife.org.uk/about-us
Services to the public	Description of range of services which Glasgow Life delivers	https://www.glasgowlife.org.uk/about-us
Opening hours	Opening hours of venues	https://www.glasgowlife.org.uk/venue-finder
How we are managed	Overview of senior management process	https://www.glasgowlife.org.uk/about-us/csg-board-and-csg-cic-board https://www.glasgowlife.org.uk/about-us/leadership-team
Governance and Accountability		
Governance	Governance Model	https://www.glasgowlife.org.uk/about-us/governance-structure
Managing the organisation	Decision making process	https://www.glasgowlife.org.uk/about-us/csg-board-and-csg-cic-board https://www.glasgowlife.org.uk/about-us/governance-structure https://www.glasgowlife.org.uk/about-us/board-agendas-and-minutes
Mission statement	Glasgow Life Mission	https://www.glasgowlife.org.uk/about-us

Corporate and Service policies	Range of public facing policies	<p>Staff Equal Opportunities Policy: https://www.glasgowlife.org.uk/the-small-print/equality-diversity-and-inclusion</p> <p>Privacy: https://www.glasgowlife.org.uk/privacy</p> <p>Freedom of Information: https://www.glasgowlife.org.uk/foi</p> <p>Environmental Information: https://www.glasgowlife.org.uk/about-us/freedom-of-information-environmental-information</p> <p>Comments, Compliments and Complaints: https://www.glasgowlife.org.uk/media/1199/glasgow-life-comments-policy.pdf</p> <p>Glasgow Sport: https://www.glasgowlife.org.uk/sport/glasgow-sport-policies</p> <p>Glasgow Museums:- <i>Collections development policy:</i> https://www.glasgowlife.org.uk/museums/collections/collections-development-policy <i>Lending policy:</i> https://www.glasgowlife.org.uk/museums/collections/lending-policy</p>
Strategic plan	Glasgow Life's strategic plan	https://www.glasgowlife.org.uk/about-us/strategic-objectives
Audit arrangements	Audit arrangements, audit committee meetings, agendas and minutes	https://www.glasgowlife.org.uk/about-us/audit-committee
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	https://www.glasgowlife.org.uk/about-us/charity-status

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	https://www.glasgowlife.org.uk/news
Our annual review	Most recent Annual Review	https://www.glasgowlife.org.uk/about-us/annual-review
Forthcoming events	Events which are directly delivered by Glasgow Life	https://www.glasgowlife.org.uk/whats-on
What's On	What's On directory promoting events in Glasgow Life venues	https://www.glasgowlife.org.uk/whats-on

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		
What we do	Description of Glasgow Life	https://www.glasgowlife.org.uk/about-us
Our strategic objectives	List of Glasgow Life Strategic Objectives	https://www.glasgowlife.org.uk/about-us/strategic-objectives
Our customer promise	Glasgow Life Customer Promise	https://www.glasgowlife.org.uk/about-us/customer-promise
Customer involvement	Glasgow Life Customer Comments and Complaints Policy	https://www.glasgowlife.org.uk/contact-us/leave-a-comment
Enquiry procedures	How to make an enquiry, comment or complaint	Enquiries: http://www.glasgowlife.org.uk/contact-us Comments/Complaints: https://www.glasgowlife.org.uk/contact-us/leave-a-comment Media Enquiries: https://www.glasgowlife.org.uk/media-enquiries
Information on rights, how to make a request		
Overview of your rights and how to make a request	Glasgow Life Freedom of Information, Environmental Information and Data Protection Act subject access rights process	Freedom of Information: https://www.glasgowlife.org.uk/foi Environmental Information: https://www.glasgowlife.org.uk/about-us/freedom-of-information-environmental-information Data Protection Act subject access rights: https://www.glasgowlife.org.uk/contact-us/data-subject-access-requests

How to make a request under FOISA	Online form to make Freedom of Information request	https://www.glasgowlife.org.uk/foi
How to find our public FOI statistics information	FOI statistics for Glasgow Life (Culture and Sport Glasgow)	https://stats.itspublicknowledge.info
Information about our services to the public		
List of Services	List of public facing services	https://www.glasgowlife.org.uk/about-us
How to access	List of where venues are situated	https://www.glasgowlife.org.uk/venue-finder

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 / agendas	List of Glasgow Life Board meeting minutes and agendas	https://www.glasgowlife.org.uk/about-us/board-agendas-and-minutes
Research reports which inform policy decisions	Published research	https://www.glasgowlife.org.uk/the-small-print/research

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	https://www.glasgowlife.org.uk/about-us/charity-accounts
Annual audited accounts	Published audited Glasgow Life accounts available via Companies House	https://www.gov.uk/government/organisations/companies-house
Expenses – travel policy	Glasgow Life's Travel Policy	https://www.glasgowlife.org.uk/work-with-us/salary-and-benefits
Pay and grading structure	Pay and Grading Structure applied within Glasgow Life	https://www.glasgowlife.org.uk/work-with-us/pay-grading-structure
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		
Equal opportunities policy	Glasgow Life staff Equality Opportunities Policy	https://www.glasgowlife.org.uk/the-small-print/an-inclusive-employer
Recruitment information	Glasgow Life recruitment information	https://www.glasgowlife.org.uk/work-with-us
Records retention schedules	Internal Records Retention Schedules	https://www.glasgowlife.org.uk/rrs
Information Resources		
Our publication scheme	Glasgow Life Publication Scheme	https://www.glasgowlife.org.uk/about-us/freedom-of-information-publication-scheme
Records retention schedules	Internal Records Retention Schedules	https://www.glasgowlife.org.uk/rrs
Records management policy	Glasgow City Council and ALEOs Records Management Policy	https://www.glasgowlife.org.uk/libraries/venues/the-mitchell-library/city-archives-collection-policies

Records disposal policy	Glasgow City Council and ALEOs Records Disposal Policy	https://www.glasgowlife.org.uk/libraries/venues/the-mitchell-library/city-archives-collection-policies
Appraisal policy	Glasgow City Council and ALEOs Archives Appraisal Policy	https://www.glasgowlife.org.uk/libraries/venues/the-mitchell-library/city-archives-collection-policies
Public Task	Public Task Statement for Reuse of Public Sector Information	https://www.glasgowlife.org.uk/libraries/venues/the-mitchell-library/city-archives-collection-policies

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	
Strategy, process and contracts	Links relating to Glasgow Life's procurement	https://www.glasgowlife.org.uk/about-us/procurement-strategy

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	https://www.glasgowlife.org.uk/about-us/annual-review

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 e.g. 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/
Specialist Glasgow Life Museums publications	Information on Glasgow Museums publications available for sale	https://mybooksource.com/glasgow-museums.html
Glasgow Life commercial images and licences	Information on licence material and images for sale	http://www.csgimages.org.uk