

Culture and Sport Glasgow

PUBLICATION SCHEME

Under Section 23 of the Freedom of Information (Scotland) Act 2002

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Culture and Sport Glasgow

PUBLICATION SCHEME

Under Section 23 of the Freedom of Information (Scotland) Act 2002 and approved by the Scottish Information Commissioner May 2007

1. INTRODUCTION

1.1 The Freedom of Information (Scotland) Act 2002 (the Act) gives a general right of access to all types of recorded information held by public authorities, sets out exemptions from that right and places a number of obligations on public authorities. Any person who makes a request to a public authority for information is entitled to receive that information, subject to exemptions.

1.2 Under Section 23 of the Freedom of Information (Scotland) Act 2002, *Culture and Sport Glasgow* must adopt and maintain a publication scheme setting out the information we routinely make publicly available. Our scheme has to be approved by the Scottish Information Commissioner, who is responsible for the enforcement of the Act. In addition, we have to review the scheme from time to time. In adopting (or reviewing) our publication scheme, we are required to have regard to the public interest in:

- allowing public access to information we hold; and
- the publication of reasons for the decisions we make.

1.3 Our publication scheme must:

- set out the classes of information which we publish or intend to publish;
- say how we will publish the information in each class; and
- say if we will provide the information free or charge for it.

The purpose of our publication scheme is to let you know what information is readily available from us.

Culture and Sport Glasgow is committed to the principles of openness and transparency in the conduct of its business. It is intended that this publication scheme, which has been prepared under Section 23 of the Freedom of Information (Scotland) Act 2002, will be a valuable tool for increasing the public's awareness of the business of the Company. Further details concerning the Freedom of Information (Scotland) Act 2002, and in the publication schemes made under it, can be obtained

from the Office of the Scottish Information Commissioner. Contact details for the Commissioner can be found under Section 10 below.

The person within *Culture and Sport Glasgow* who has overall responsibility for the publication scheme and its day to day running is Pamela Tulloch, Information Services Manager, Culture and Sport Glasgow, Mitchell Library, North Street, GLASGOW G3 7DN Tel:- 0141 287 2862, email:- Pamela.tulloch@csglasgow.org

Comments and suggestions regarding this Scheme shall be addressed to Pamela Tulloch, Information Services Manager in the first instance. Requests for information contained within the Scheme should be addressed to the relevant part of *Culture and Sport Glasgow* or foi@csglasgow.org

2. ABOUT CULTURE AND SPORT GLASGOW

Culture and Sport Glasgow is a recently formed Charitable Company which has the express aim to deliver and manage cultural and sport services on behalf of Glasgow City Council. *Culture and Sport Glasgow* is a wholly-owned public company under Section 6 of the Freedom of Information (Scotland) Act 2002.

2.1 *Culture and Sport Glasgow* is a new company established to deliver cultural, leisure and outdoor recreation services for the city of Glasgow. *Culture and Sport Glasgow* is registered in Scotland No SC313851 with its registered office at 20 Trongate, Glasgow G1 5ES. *Culture and Sport Glasgow* is a company limited by guarantee and is registered as a charity (No SCO37844) with the Office of the Scottish Charity Regulator.

2.2 *Culture and Sport Glasgow* will take over the delivery of all services and facilities previously delivered by Glasgow City Council's Cultural and Leisure Services. The rationale for this move is to improve and extend the cultural and sport services on offer; develop new partnerships and to widen the funding. *Culture and Sport Glasgow* will manage these services through a services agreement. Glasgow City Council will retain ownership of the land/buildings, the collections and certain intellectual property rights.

2.3 *Culture and Sport Glasgow* reports to a Board of 11 Directors, which comprises six elected members, four independent directors and the Chief Executive of *Culture and Sport Glasgow*.

2.4 *Culture and Sport Glasgow* has over 2,000 FTE employees and a revenue budget in the financial year 2007/08 of around £67M

2.5 *Culture and Sport Glasgow's* main areas of service delivery are outlined below and include:-

- **Arts Development**

Arts Development supports the development of Arts and Cultural activity in the City through supporting individual artists, performers and arts organisations and through actively encouraging access and participation in the arts among the widest range of people.

- **Community facilities**

Manages and runs the Council owned network of Community Facilities and is responsible of the letting of over 300 schools for community use

- **Events**

Provides civic, cultural and sporting events

- **Learning**

Supports and delivers community based adult learning, youth work and educational programmes in libraries, museums and sport centres

- **Libraries**

Manages the Glasgow public libraries, including the Mitchell Library and city archives, reader development programmes and outreach work

- **Museums**

Manages Glasgow Museums, develops exhibition programmes and continuing to deliver an imaginative outreach programme

- **Sport and Outdoor Recreation**

Manages the Glasgow City Council Leisure Centres and Outdoor Recreation programmes, including sport development and the Glasgow Club

- **Young Glasgow**

Continues to develop programmes and information for young people, including the Kidz Card and facilitate the Glasgow Young Scot initiative.

3. WHAT IS A PUBLICATION SCHEME?

Under Section 23 of the Freedom of Information (Scotland) Act 2002 public bodies such as *Culture and Sport Glasgow* have a duty to adopt and maintain a scheme relating to the publication of information. The scheme, known as a publication scheme, is subject to the Scottish Information Commissioner's approval.

Once approved, the authority must publish information in accordance with the scheme and review the scheme from time to time. The Scottish Information Commissioner when approving a scheme can also indicate how long it should run before being reviewed.

Publication schemes must specify:-

- the services provided by the authority
- the classes of information that the authority intends to publish
- the manner in which information in each class is, or is intended to be published
- the costs of those services;
- the standard attained by those services;
- the facts which form the basis of decisions taken by the authority which are of importance to the public; and
- the publication of reasons for decisions made by it.

The term "publish" simply means "to make publicly available" in whatever format the information exists (for example as an electronic document, printed book, video or leaflet). *Culture and Sport Glasgow* aims to ensure that the content and structure of its scheme reflects the type of information in which there is a clear public interest and intends to review and update its publication scheme on a regular basis.

3.1 HOW THE PUBLICATION SCHEME WAS FORMULATED?

In formulating this publication scheme, *Culture and Sport Glasgow* has had regard to the guidance issued by the Scottish Information Commissioner under Section 43(2) of the Freedom of Information (Scotland) Act 2002, and in particular took the following steps:-

Liaised with the local authority archivists, solicitors and administrators in the preparation of this document.

Gathered information about the types of information the public may be looking for by undertaking the following measures:-

- Reviewing the types of enquiries received by the former Glasgow City Council Cultural and Leisure Services
- Reviewing the types of electronic enquiries received by the former Glasgow City Council Cultural and Leisure Services
- Analysing searches made on Cultural and Leisure Services webpages on Glasgow City Council's website (including unsuccessful searches)
- Took cognisance of feedback from the Glasgow Citizens' Panel
- Reviewed categories of information which will be held, including documents such as plans, policies, leaflets, information on the Culture and Sport Glasgow website (www.csghlasgow.org)

In drawing up this Publication Scheme, *Culture and Sport Glasgow* has drawn heavily on the work done to develop a website for the Company. The categories and classes of information reflect, so far as possible, the structure of the website in order to make it easier for the user to follow the online version of the Scheme to the actual documents concerned.

The Scheme itself is split into a number of categories, designed to assist the user find the information sought. The categories are:-

The Board
 Strategy and Policies
 Meetings and Minutes
 Performance
 Customer Care and Consultation
 Press Information

It is further divided into service specific sections

Arts
 Community Facilities
 Events
 Learning
 Libraries
 Museums
 Sport and Outdoor Recreation
 Young Glasgow

Most of these general categories are then further divided into the actual classes of information that the Company is committing itself to publish routinely. As noted above, the online version of the Publication Scheme allows users to drill down to the actual documents concerned, where these are published on the website.

Each class describes the type of information, explains the format in which this is available, provides contact details and a website address (if applicable), indicating wherever charges for the supply of information. The classes of information are given in Section 13 below; details of charges can be found on Section 9.

An information audit, concentrating of the types of information which *Culture and Sport Glasgow* is likely to hold is in prospect, taking into consideration the information above about what has previously been in demand from the former Glasgow City Council, Cultural and Leisure Services.

4. RESPONSIBILITY FOR THE PUBLICATION SCHEME

4.1 The member of staff who holds responsibility for the scheme on behalf of the Company is Susan Deighan, Director of Strategic Planning and Corporate Services, Culture and Sport Glasgow, 20 Trongate Glasgow G1 1LX, Tel:- 0141 287 8925, email:- susan.deighan@csglasgow.org.

4.2 The member of staff who has responsibility for maintaining the scheme on a day to day basis is Pamela Tulloch, Information Services Manager, The Mitchell Library, North Street, Glasgow, G3 7DN, tel:- 0141 287 2862, email:- pamela.tulloch@csglasgow.org

4. EXEMPTIONS

5.1 The Freedom of Information (Scotland) Act 2002 creates a limited number of exemptions from the duty to disclose information for information that should properly remain confidential.

While *Culture and Sport Glasgow's* aim is to be as open as possible, there may therefore be circumstances when it will be necessary for information to be withheld under any of the classes referred to in the publication scheme, for example where we consider that disclosure may seriously prejudice law enforcement activity or where the disclosure is otherwise prohibited by law.

Information may also be withheld which is confidential or which may seriously prejudice the commercial interests of any person or organisation (including the Company itself). For the avoidance of any doubt, **personal information of which the applicant is the subject is not available under the scheme but covered by the Data Protection Act 1998 and is expressly excluded from the scheme.** Please note that the Freedom of Information (Scotland) Act 2002 does not create any

right to see information which the Company holds about you. However, you do have the right to see this information under other legislation – please see Section 11, “Data Protection”, below.

In any event where information requested is exempt, if the Company decides (or is obliged) to withhold the information, it will indicate why the information is being withheld. For some exemptions, the Company must also explain why it believes that the public interest in disclosing the information is, in the circumstances of the case, outweighed by the public interest in maintaining the exemption. In other words, you have the right to see some exempt information if it is in the public interest to disclose this to you. If you wish to complain when information is being withheld from you, please read the “complaints” section below.

5. ARCHIVING POLICY

Culture and Sport Glasgow is obliged in terms of the Code of Practice issued under Section 61 of the Freedom of Information (Scotland) Act 2002, to make proper arrangements for the preservation and management of its records. *Culture and Sport Glasgow* accordingly operates a policy whereby any decisions or policies concerning the destruction of records require to be approved by the *Head of Libraries and Community Facilities* or their nominated officer.

Documents (such as the official Minutes of the Board and its advisory committees) may be of historical or archival significance and are retained by the *Culture and Sport Glasgow* indefinitely.

Culture and Sport Glasgow is currently developing a Records Management Strategy which will comply with Section 61 Code of Practice on Records Management the broad principles will include guidelines on the creation, retention and disposal of the Company’s records.

7. COPYRIGHT

Information obtained from this publication scheme or publications list, or supplied in response to and FOI Request, can be copied or reproduced without formal permission provided it is copied or reproduced accurately, is not in a misleading context and provided that the source of the material is identified and the copyright status acknowledged.

However, please note that any material published in terms of this Publication Scheme remains copyright *Culture and Sport Glasgow* 2007 unless otherwise stated. Any further use of this material must comply with the terms of the Copyright, Design and

Patents Act 1988 as amended and/or the Copyright and Rights in Databases Regulations 1997.

Commercial exploitation or reproduction of this material is prohibited. However, any person or organisation wishing to use this material commercially should contact *Culture and Sport Glasgow* to request permission to do so.

Any requests concerning the commercial use of publications or exploitation of information published by *Culture and Sport Glasgow* (whether under this Scheme, in response to a request under Section 1 of the Act, or otherwise) should be addressed to:

Director of Development and Commercial Operations
Culture and Sport Glasgow,
20 Trongate,
GLASGOW,
G1 1LX
Phone: 0141 287 4350

Some information provided by the Company under this publication scheme may be subject to third party copyright. Again, any commercial exhibition or reproduction of such material may require the consent of the copyright owner. No claim is made by *Culture and Sport Glasgow* in respect of third party copyright.

Copyright works made by central government qualify for Crown copyright protection. However, various categories of Crown copyright material can be reproduced without formal licence. More details of these categories can be found at:-

http://www.hms.gov.uk/copyright/guidance/guidance_notes.htm

Any Ordnance Survey mapping included within publications included in this Publication Scheme is provided by *Culture and Sport Glasgow* under licence from the Ordnance Survey in order to fulfil its public function to make available Company held public domain information. Persons viewing this mapping should contact Ordnance Survey Copyright for advice where they wish to licence Ordnance Survey mapping/map data for their own use. The OS website can be found at :-

<http://www.ordnancesurvey.co.uk>

If accessing documents containing OS or other mapping via the internet, please note that any such mapping is for illustrative purposes only and is not true to any marked scale. In line with Ordnance Survey guidelines, *Culture and Sport Glasgow* will not generally provide copies of maps which do not have additional information added to them, nor will it provide OS maps in digital format.

8. REQUESTS FOR INFORMATION UNDER THE PUBLICATION SCHEME AND THE ACT

8.1 It should be noted that requests for information under this **P**ublication Scheme are different from requests made under Section 1 of the Act.

Section 1 of the Act allows any person to request a copy of information held by the Company, whether or not that information is included in the Publication Scheme (although some information may be exempt and consequently may not be released – see Section 5 above).

Such a request must be in writing or some other permanent form, such as an email; it must describe the information requested; and it must state a name and address for correspondence (the Company will accept requests giving an email address provided the information requested is available electronically).

The Company has a duty to advise and assist applicants and we may therefore contact you for example to clarify the nature of the request or to confirm the format in which you would like to receive the information. We may also contact you to advise that the request might be better addressed to a different public authority. We will not generally pass on your request to any other authority without your permission.

It may therefore speed up matters if you indicate when making a request for information whether we can pass your request on to another public authority if the Company does not hold the information requested but it appears likely to us that another public body may hold it. Please note that due to technical limitations the Company's voice mail system is not an appropriate method for making a formal request for information under Section 1 of the Act.

You can make an FOI request in the following ways:

- E-mail Freedom of Information enquiries/requests to: foi@csglasgow.org
- Complete an on-line request form, at <http://www.csglasgow.org/foi>
- Phone: - 0141 287 4350
- Post your request to:

Culture and Sport Glasgow
Freedom of Information
20 Trongate
GLASGOW
G1 1LX

Finding Information in Other Ways

Before making an FOI request, it's important to note that *Culture and Sport Glasgow* already places a large amount of information in public buildings such as libraries. In addition, a considerable amount of information about the Company's services and activities, including our Publications Scheme and Publications List, is published on the *Culture and Sport Glasgow* website.

Internet facilities are provided at all *Culture and Sport Glasgow* Libraries and Real Learning Centres. So, before using this form to request information, please first visit our website, or your local library, to find out whether the information you're looking for is already available.

You can search our website through the on-screen navigation headings, or by using the 'Search' facilities. Doing this could save you time because, if the information you require has already been made available to the public in these ways, the Company would normally refer you back to that source.

Please note that requests for information contained in this Publication Scheme will generally be processed in terms of the Scheme rather than as requests under Section 1 of the Act.

8.2 ACCESSING INFORMATION UNDER THE PUBLICATION SCHEME/LIST

The Company's Publications List (which is not part of the statutory Publication Scheme) contains a detailed breakdown of the information which the Company currently publishes, and has specific details on how to acquire the publications listed. Publication scheme information can be obtained by the following methods:-

Online - most information listed in our publication scheme can be accessed directly via the Company's website at www.csghlasgow.org. A further link will take you to the relevant page or document. In addition Glasgow public libraries have public access computers with internet facilities and some hold paper versions of certain Company publications.

For a list of library addresses and other information about Glasgow libraries see Appendix 1. All libraries have staff who will help you obtain the web-based information you are looking for, even if you have never used the Internet before. Alternatively, you can request the Company to provide the information by using the contact details supplied in the scheme.

By email - if the information you request is not available on the website, but is listed in our publication scheme, we will send it to you by email, where practicable. If you wish to submit a request by email, please click on the link shown on the electronic version of the publication scheme against the information you require. Alternatively, please contact the individual whose telephone number is shown.

By telephone - information can be requested over the telephone. Please provide full contact details, including a telephone number, so that we can telephone to clarify any details, if necessary. Please contact the general Company number Tel:- 0141 287 4350 if this is the case.

By post - Most information is also available in a paper copy form. Please address your request to the person whose name is given in the publication scheme. When requesting information, please include the following details: your name and address, the information or documents you want to see and any fee applicable. Most information published under this Scheme is provided free of charge, but please see Section 9 below for further details.

Personal visits - For some classes of information, you will need to make an appointment to view the information. Please contact the person whose name is given in the publication scheme.

If you require the information in a particular format, for example in Braille, on tape, or in a different language, the Company will take all reasonable steps to meet your request. Except where the different format is required because of a disability (e.g. a version in Braille), there may be costs associated with the conversion into your desired format.

The Company can contact the Glasgow Translation and Interpreting Service, which can translate any material published into 43 different languages. However, this is a service for which a fee is payable. Information on this is given in the Scheme under Class D1 or call the GTIS on 0141 341 0019.

If you have difficulty determining the information you want to see, please telephone 0141 287 4350 where staff will be happy to help.

Culture and Sport Glasgow aims to publish information in accordance with this Publication Scheme and will attempt to provide information requested under the Scheme within 20 working days of receipt of the request (or receipt of any charges, if these are payable).

9. CHARGING POLICY

9.1 Almost all the information published in terms of this Publication Scheme is available free of charge for the first copy. The Company will provide multiple copies on request if there are sufficient spare copies available. A charge may be payable for the provision of multiple copies, prices are available on request.

- Certain documents are provided only on payment of a set price (most prices are listed in the Company's Publications List or can be provided on request.) These prices generally reflect the costs to the Company of producing the material.

- A very small number of items (such as training packs) are charged at normal commercial rates and reflect the effort which has gone in to producing them. The cost will include certain rights to utilise this information, as provided for in the appropriate licensing agreement.
- For some items the Company will charge copying costs. The standard copying cost only applies where more than 20 sheets of A4 need to be copied; smaller requests will be copied free of charge unless it appears to the Company that a request has deliberately been broken down so as to avoid the charge or where a request for additional material is made which (if it had been made at the same time as the initial request) would have exceeded 20 sheets of A4. The standard charge is £10 for up to 50 sheets of A4 and an additional 10 pence per sheet thereafter.
- The classes of information provided in Section 13 indicate whether this class contains free, set price or copy chargeable material. Please note that the Company will not generally provide extracts of or small parts of fixed price material unless the fixed price document is unusually large. If material is subject to fees laid down by law, those fees will be levied.

Please note that all information placed on the *Culture and Sport Glasgow* website may be accessed free of charge. This includes items specified as having a fixed charge. Internet users may print off material from the website free of charge on their own computers (subject to the terms of the Copyright notice which applies to the website).

Anyone without internet access may wish to use the facilities available at public libraries (listed in Appendix 1) or other Real Learning Centres to view material on the website. This is free to view, but a printing charge (currently 10 pence per sheet) applies to anything printed off the Company website (or any other website) at public libraries / Real Learning Centres.

Some classes of information contain information which is “Value Added”. This generally denotes that the Company has had to devote professional time and effort in assembling, creating and/or analysing the data involved such that it has a specific commercial value. As such, the information is not routinely “published” as the expression is used in this Publication Scheme but instead is made available to anyone who pays the applicable fees.

The effects of these provisions are summarised in the table below:

9.2 Summary of Publication Scheme Charges (single copy requests)

Method of Requesting Information	Type of Information in Publication Scheme			
	Free	Fixed Price	Copy Chargeable	Value Added
Personal Visit	No charge	Fixed price payable	Standard charge payable (see Note 1)	Fee payable
Telephone/ Fax/ Letter/ Email/ Via the company Website	No charge for documents. Exceptional P&P may be payable (See Note 2)	Fixed price payable. Exceptional P&P may be payable (Note 2)	Standard charge payable (Note 1). Exceptional P&P may be payable (Note 2).	Fee payable. Exceptional P&P may be payable (Note 2).
Electronic Copy Requests (See Note 3)	FREE	FREE	FREE	Fee Payable

NOTES

Note 1 Standard copying charge applies; this will only result in a charge having to be paid if 20 A4 pages or more need to be copied, as described above.

Note 2 Exceptional P&P (postage and packing) only arises if the material is particularly bulky or heavy, or where items are to be sent outwith the United Kingdom.

Note 3 An electronic copy request is where information is requested under the Publication Scheme which the Company holds in electronic format of a type which can readily be emailed to the person making the request which can be opened/read by commonly-available software, and where an electronic copy is requested. All material which the Company places on its website falls into this category.

10. COMPLAINTS ABOUT THIS PUBLICATION SCHEME/PROVISION OF INFORMATION

Any complaints about the contents of this publication scheme should be addressed in writing to Pamela Tulloch, Information Services Manager (address is given in Section 1 above), who will forward the complaint to the Director responsible for that area. The Officer in question will investigate the complaint and, where possible, respond to the points raised within ten working days.

If you are dissatisfied with the way *Culture and Sport Glasgow* has dealt with an actual request for information, you are entitled to require the Company 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 the original response letter.
- Include a correspondence address and a description of the original request and the reason why you are dissatisfied.
- Address your request to:

Susan Deighan
Director of Strategic Planning and Corporate Services
Culture and Sport Glasgow
20 Trongate
GLASGOW
G1 1LX
Email:- susan.deighan@csglasgow.org
Phone: 0141 287 8925

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 the Company's response.

You must request an internal review by the Company before a complaint can be directed to the Scottish Information Commissioner.

If the complainant is not satisfied with the Company's response, the matter can then be raised with the Scottish Information Commissioner.

The Commissioner can be contacted at the following address:-

Scottish Information Commissioner,
Kinburn Castle,
Doubledykes Road,
St Andrews, Fife
KY16 9DS
Telephone: 01334 464610
e-mail: enquiries@itspublicknowledge.info
Web: <http://www.itspublicknowledge.info/>

Please note that *Culture and Sport Glasgow* is also subject to supervision by a number of other regulatory bodies. On receiving a complaint, the Company may therefore feel that the subject matter of the complaint is more properly under the jurisdiction of another body; if this is the case, the response will indicate this and provide contact details for the body the Company thinks is the most appropriate channel for someone who wishes to take matters further.

The main two bodies are the (UK) Information Commissioner, and the Scottish Public Services Ombudsman.

The UK Information Commissioner is a completely separate post from that of Scottish Information Commissioner. The UK Commissioner is responsible for promoting and enforcing compliance with data protection legislation (on which see Section 12 below). The UK Commissioner is therefore the appropriate person to deal with complaints about what the Company does with people's personal information. Contact details are:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Phone: 01625 545 745
email: mail@ico.gsi.gov.uk
Web: www.informationcommissioner.gov.uk

The UK Commissioner is also responsible for supervising and enforcing the provisions of the Freedom of Information Act 2000, an Act of the Westminster Parliament. The 2000 Act does not apply to *Culture and Sport Glasgow* and for all freedom of information issues relating to the Company, the correct channel is to refer the matter to the Scottish Information Commissioner.

The Scottish Public Services Ombudsman is a post created by the Scottish Public Services Ombudsman Act 2002, and replaced a number of previous

ombudsman and commissioners' posts, including that of the Commissioner for Local Administration in Scotland. The Ombudsman has jurisdiction to investigate complaints of maladministration by public bodies including the Company, but cannot question the merits of decisions taken where there is no maladministration. Contact details for the Ombudsman are:-

Scottish Public Services Ombudsman
4 Melville Street
Edinburgh EH3 7NS
Phone:0870 011 5378
Fax:0870 011 5379
Email: enquiries@scottishombudsman.org.uk
Web: www.scottishombudsman.org.uk

11. DATA PROTECTION

The Freedom of Information (Scotland) Act 2002 does not confer any rights on a person to obtain copies of the information which the Company holds about them personally. However, such personal information (known as "personal data") is covered by the provisions of the Data Protection Act 1998.

The Data Protection Act does confer the right on living individuals to ask any person or organisation (not just public authorities) whether the person or organisation holds any personal data relating to that individual, and if so to be given a copy of that data (subject to exemptions such as where disclosure could prejudice a criminal investigation).

The Act allows a fee to be charged, normally up to a maximum of £10 (potentially up to £50 in the case of education records). *Culture and Sport Glasgow* currently only charges in relation to requests involving CCTV footage.

Requests under the Data Protection Act in relation to a specific issue should be addressed to the Company; it is helpful if this request explicitly states that information is only sought in relation to the specific issue in question.

General data protection queries should be addressed to the Company's Data Protection Officer, Gordon Anderson, Service Development Manager, Culture and Sport Glasgow, The Mitchell Library, North Street, GLASGOW, G3 7DN, email: - gordon.anderson@csglasgow.org tel:- 0141 287 2949

The Company will require proof of identity before responding to such a request; please note that telephone and email requests are therefore not acceptable. Further

information on data protection issues can be obtained from the (UK) Information Commissioner at the address given in Section 10.

12. FEEDBACK

The Company welcomes any suggestions about how to improve the content, structure and types of information included in this publication scheme. Any feedback and comments will be taken into account in future reviews of the scheme. If you have any comments, please send them to Pamela Tulloch, Information Services Manager address given in Section 1.

13. CLASSES OF INFORMATION

The classes of information that *Culture and Sport Glasgow* will be making available under its publication scheme are as follows. All entries are subject to the provisions of Section 5 above concerning exemptions.

A: Arts

Information on the development of Arts and Cultural activity in the City for individual artists, performers and arts organisations. Information relating to arts activity in the city.

FORMAT: Printed documents, electronic copy.
CHARGE: Free
HOW TO GET IT: Available at <http://www.csghlasgow.org>
For copies contact 0141 287 9835

B: The Board

Information on the board members, biographical information etc

FORMAT: Printed documents, electronic copy.
CHARGE: Free
HOW TO GET IT: Available at <http://www.csghlasgow.org>
For copies contact 0141 287 2999

C: Community

Information relating to a variety of community based activities including community councils, the community forums, locations and opening hours of Council owned Community Facilities

FORMAT: Leaflets, brochures, documents, electronic copy, CD Roms.
CHARGE: Free
HOW TO GET IT: Available at <http://www.csghlasgow.org>
Community Co-ordinator 0141 287 0936
Community Services 0141 287 8688
Community Councils 0141 287 4723
Social Inclusion 0141 287 7294

D: Customer Care and Consultation

Information on how the Company involves and communicates with the citizens of Glasgow at both a corporate and service level

FORMAT: Leaflets, brochures.
CHARGE: Free
HOW TO GET IT: Available at <http://www.csghlasgow.org>
For copies contact 0141 287 4350

E: Culture and Sport Glasgow

Awarded the accolade “European Capital of Culture” in 1990, Glasgow features a wealth of leisure and cultural activities to keep both mind and body active. The Company runs an extensive range of libraries and leisure centres and has the largest municipal art collection in the UK housed in its many galleries and museums. Information concerning all of these facilities together with the events taking place within them or outside is available. Information is available about library services, policies, management, collections, digitised collections online enquiries and locations. Information is available about arts development, Tramway, community action teams, children's play, holiday programmes, sports and fitness, museums and galleries and outdoor recreation.

FORMAT: Leaflets, brochures, catalogues, guidebooks.
CHARGE: Mostly free; guidebooks are fixed price items.
HOW TO GET IT: Available at <http://www.csghlasgow.org>
For copies contact 0141 287 2999

E1 Publications and information about *Culture and Sport Glasgow*– the background of the Company, facts and figures, work in progress ETC

FORMAT: Leaflets, printed documents, electronic copy.
CHARGE: Mostly free; contains some fixed price items
HOW TO GET IT: Available at <http://www.csghlasgow.org>
For copies contact 0141 287 2999

F: Events

Information on civic, cultural and sporting events

FORMAT: Leaflets, brochures.
CHARGE: Free
HOW TO GET IT: Available at <http://www.csqglasgow.org>
For copies contact 0141 287 4350

G: Learning

Information about mainstream learning and courses provided by the Company and a range of partners, learning opportunities for adults, adult literacy and Real Learning Centres, museums education and access and sports development.

FORMAT Leaflets, brochures, enrolment forms, catalogues.
CHARGE: Free
HOW TO GET IT: Available at <http://www.csqglasgow.org>
For copies contact 0141 287 2906

H: Libraries

H1 Library Locations and Hours of Business

A list of library locations and opening hours

FORMAT: Leaflets, brochures, etc
CHARGE: Free
HOW TO GET IT: Available at <http://www.csqglasgow.org>
For copies contact 0141 287 2999

H2 Library Services

Information on Library Services, including lending services, promotions, outreach work, reader development and access services

FORMAT: Leaflets, brochures, etc
CHARGE: Free
HOW TO GET IT: Available at <http://www.csqglasgow.org>
For copies contact 0141 287 2999

H3 Archives

Information on the records of the city and the collections of private depositors.

FORMAT: Leaflets, brochures, etc
CHARGE: Free
HOW TO GET IT: Available at <http://www.csqglasgow.org>
For copies contact 0141 287 2999

H4 On-line Library Resources

The Company is well on the way to meeting the government's target of providing all services capable of being delivered electronically. Information is available on the Company's website <http://www.csqglasgow.org>. Information on the Company's services and the services themselves are available on-line e.g. library catalogue and library online information services.

FORMAT: Leaflets, brochures, web pages.
CHARGE: Free
HOW TO GET IT: Available at <http://www.csqglasgow.org>

I: Meetings and Minutes

Board Meeting and Minutes

Information on the board meetings' agendas and minutes will be readily available.

FORMAT: Printed documents, electronic copy
CHARGE: Free
HOW TO GET IT: Available at <http://www.csqglasgow.org>
For copies contact 0141 287 4350

J: Museums

Museum and Gallery Locations and Hours of Business

A list of Council owned Museum and Gallery locations and opening hours

FORMAT: Leaflets, brochures, etc
CHARGE: Free
HOW TO GET IT: Available at <http://www.csqglasgow.org>
For copies contact 0141 287 4350

J1 Exhibition Programmes

Information on future and past exhibitions with outreach programmes and events related to them

FORMAT: Leaflets, brochures, electronic copy
CHARGE: Free
HOW TO GET IT: Available at <http://www.csqglasgow.org>
For copies contact 0141 287 4350

K: Performance

K1 Finance

Annual reports, budget proposals, key facts and figures, financial statements and accounts for the Company

FORMAT: Reports, guides, bulletins, pre audit inspection of accounts.

CHARGE: Mostly free; some fixed price items.

HOW TO GET IT: Available at <http://www.csghlasgow.org>

For copies contact 0141 287 4350

Pre audit inspection of accounts is restricted to a statutory period in accordance with the annual published Notice.

K2 Performance

Publications and information on the range of performance indicators and measures the Company uses to assess its performance in terms of its aims and objectives at corporate and service level

FORMAT: Leaflets, brochures, reports.

CHARGE: Free

HOW TO GET IT: Available at <http://www.csghlasgow.org>

For copies contact 0141 287 4350

K3 Freedom of Information

Information about the Freedom of Information (Scotland) Act 2002 and Environmental Information (Scotland) Regulations 2004, together with information about requests for information and publication schemes.

FORMAT: Leaflets, brochures, Publication Schemes

CHARGE: Mostly free; some fixed price items.

HOW TO GET IT: Available at <http://www.csghlasgow.org/foi>

For copies contact :- 0141 2874350

L: Press Information

Information on the role and responsibilities of the Communications section of the Company as well as providing access to information on campaigns and events, news and press releases.

FORMAT: Leaflets, brochures.

CHARGE: Free

HOW TO GET IT: Available at <http://www.csghlasgow.org>

For copies contact 0141 287 4350

M: Sport and Outdoor Recreation

Information on Leisure Centres operated on behalf of Glasgow City Council *by Culture and Sport Glasgow* and Outdoor Recreation programmes, including sport development and the Glasgow Club, opening hours, venue locations

FORMAT: Leaflets, brochures, reports, electronic copy.
CHARGE: Free
HOW TO GET IT: Available at <http://www.csghlasgow.org>
For copies contact 0141 287 4350

N: Strategy and Policies

Information about the Company's strategic direction over the next three years, key objectives and principal targets, service plans and research reports.

FORMAT: Leaflets, brochures, reports.
CHARGE: Free
HOW TO GET IT: Available at <http://www.csghlasgow.org>
For copies contact 0141 287 4350

O: Young Glasgow

This contains information for young people about Glasgow – games, competitions, activities, swimming and leisure, keeping safe, and details of the very popular Kidz Card. There are also details about library resources for young people, homework assistance, careers service, vocational training and apprenticeships. Information relating to school education can be found in category D5, Going to School.

FORMAT: Leaflets, brochures.
CHARGE: Free
HOW TO GET IT: Available at <http://www.csghlasgow.org>
For copies contact 0141 287 2999

Appendix 1

Culture and Sport Glasgow – Library Locations

The Mitchell Library
201 North Street
Glasgow G3 7DN
TEL: 0141 287 2999
FAX 0141 287 2815

Community Libraries and Real Learning Centres (see table below)

ANNIESLAND LIBRARY & LEARNING CENTRE

833 Crow Road
Glasgow
G13 1LE
Tel: 0141 954 5687 Fax 0141 954 5548

BAILLIESTON LIBRARY & LEARNING CENTRE

141 Main Street
Glasgow
G69 6AA
Tel/Fax 0141 771 2433

BARMULLOCH LIBRARY & LEARNING CENTRE

46 Wallacewell Quadrant
Glasgow
G21
Tel/Fax 0141 558 8294

BRIDGETON LIBRARY & LEARNING CENTRE

23 Landressy Street
Glasgow
G40 1BP
Tel/Fax 0141 554 0217

DRUMCHAPEL LIBRARY & LEARNING CENTRE

65 Hecla Avenue
Glasgow
G15 8LX
Tel/Fax 0141 944 5698

EASTERHOUSE LIBRARY & LEARNING CENTRE

5 Shandwick Street
Glasgow
G34 9DP
Tel 0141 771 5986 Fax 0141 771 5643

ELDER PARK LIBRARY & LEARNING CENTRE

228a Langlands Road
Glasgow
G51 3TZ
Tel/Fax 0141 445 1047

Library at GoMA: the learning gallery

Gallery of Modern Art
Queen Street
Glasgow
G1 3HA
Tel 0141 248 0143 Fax 0141 249 9943

CARDONALD LIBRARY & LEARNING CENTRE

1113 Mossspark Drive
Glasgow
G52 3BU
Tel 0141 882 1381 Fax 0141 810 5490

CASTLEMILK LIBRARY & LEARNING CENTRE

100 Castlemilk Drive
Glasgow
G45 9TN
Tel/Fax 0141 634 2066

COUPER INSTITUTE LIBRARY & LEARNING CENTRE

84 Clarkston Road
Glasgow
G44 3DA
Tel/Fax 0141 637 1544

DENNISTOUN LIBRARY & LEARNING CENTRE

2a Craigpark
Glasgow
G31 2NA
Tel 0141 554 0055 Fax 0141 551 9971

KNIGHTSWOOD LIBRARY & LEARNING CENTRE

27 Dunterlie Avenue
Glasgow
G13 3BB
Tel/Fax 0141 959 2041

LANGSIDE LIBRARY & LEARNING CENTRE

2 Sinclair Drive
Glasgow
G42 9QE
Tel 0141 632 0810 Fax 0141 632 8982

MARYHILL LIBRARY & LEARNING CENTRE

1508 Maryhill Road
Glasgow
G20 9AD
Tel/Fax 0141 946 2348

GORBALS LIBRARY & LEARNING CENTRE

Crown Street
Glasgow
G5
Tel 0141 429 0949 Fax 0141 429 0167

GOVANHILL LIBRARY & LEARNING CENTRE

170 Langside Road
Glasgow
G42 7JU
Tel/Fax 0141 423 0335

HILLHEAD LIBRARY & LEARNING CENTRE

348 Byres Road
Glasgow
G12 8AP
Tel 0141 339 7223 Fax 0141 337 2783

IBROX LIBRARY & LEARNING CENTRE

1 Midlock Street
Glasgow
G51 1SL
Tel 0141 427 5831 Fax 0141 427 1139

SHETTLESTON LIBRARY & LEARNING CENTRE

154 Wellshot Road
Glasgow
G32 7AX
Tel 0141 778 1221 Fax 0141 778 9004

SIGHTHILL DROP IN CENTRE

Sighthill Library and Learning Centre
Fountainwell Square
Glasgow
G21 1RF
Tel: 0141 557 0710 : Fax 0141 558 9087

SPRINGBURN LIBRARY & LEARNING CENTRE

Kay Street
Glasgow
G21
Tel/Fax 0141 557 5878

MILTON LIBRARY & LEARNING CENTRE

163 Ronaldsay Street
 Glasgow
 G22 7AP
 Tel/Fax 0141 772 1410

PARKHEAD LIBRARY & LEARNING CENTRE

64 Tollcross Road
 Glasgow
 G31 4XA
 Tel/Fax 0141 554 0198

PARTICK LIBRARY & LEARNING CENTRE

305 Dumbarton Road
 Glasgow
 G11 6AB
 Tel/Fax 0141 339 1303

POLLOK LIBRARY & LEARNING CENTRE

Cowglen Road
 Glasgow
 G53 6EW
 Tel/Fax 0141 881 3540

POLLOKSHAWS LIBRARY & LEARNING CENTRE

50-60 Shawbridge Street
 Glasgow
 G43 1RW
 Tel/Fax 0141 632 3544

POLLOKSHIELDS LIBRARY & LEARNING CENTRE

30 Leslie Street
 Glasgow G41 2LF
 Tel/Fax 0141 423 1460

POSSILPARK LIBRARY & LEARNING CENTRE

127 Allander Street
 Glasgow
 G22 5JJ
 Tel/Fax 0141 336 8110

RIDDRIE LIBRARY & LEARNING CENTRE

1020 Cumbernauld Road
 Glasgow
 G33 2QS
 Tel/Fax 0141 770 4043

WHITEINCH LIBRARY & LEARNING CENTRE

14 Victoria Park Drive South
 Glasgow
 G14 9RL
 Tel/Fax 0141 959 1376

WOODSIDE LIBRARY & LEARNING CENTRE

343 St. George's Road
 Glasgow
 G3 6JQ
 Tel/Fax 0141 332 1808

Community Library Opening Hours:

Community Libraries Opening Hours:

Monday, Tuesday	10:00 – 8:00
Wednesday	10:00 – 5:00
Thursday	12:00 – 8:00
Friday, Saturday	9:00 – 5:00

* Please note Barmulloch Library, Bridgeton Library, Milton Library and Royston Library close for lunch on Wednesday, Friday and Saturday between 12:30pm and 1:30pm.

Library at GoMA Opening Hours:

Monday, Tuesday, Thursday	10:00 – 8:00
Wednesday, Saturday	10:00 – 5:00
Friday, Sunday	11:00 – 5:00

Mitchell Library Opening Hours:

Monday, Tuesday, Wednesday,	
Thursday	9:00 – 8:00
Friday, Saturday	9:00 – 5:00

**ROYSTON LIBRARY & LEARNING
CENTRE**

67 Royston Road
Glasgow G21 2QW
Tel/Fax 0141 552 1657