



# **GLASGOW CITY COUNCIL**

## **PUBLICATIONS LIST**

A non-statutory list of information published by Glasgow City Council, to supplement the Publication Scheme made under Section 23 of the Freedom of Information (Scotland) Act 2002

Version 0.2, 12<sup>th</sup> January 2005.

## INTRODUCTION

This document describes classes of information and many of the actual publications published by Glasgow City Council, together with details of how and where to get these documents. It is intended to be read alongside the Publication Scheme which the Council has prepared under Section 23 of the Freedom of Information (Scotland) Act 2002, and in most cases provides a more detailed breakdown of the classes of information provided in the Publication Scheme. The Publication Scheme can be accessed on the Council website at [www.glasgow.gov.uk/foi](http://www.glasgow.gov.uk/foi) and will be available in Council libraries.

Please note that this document has not been approved by the Scottish Information Commissioner (whereas the Publication Scheme has been approved), and so in the event of any conflict between this List and the approved Scheme, the Scheme will take priority.

Provision of all material contained in this Publications List is subject to the charging provisions specified in the Publication Scheme and approved by the Commissioner.

## CHARGING POLICY

Almost all the information published in terms of the Publication Scheme is available free of charge for the first copy. The Council 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 Council's Publications List or can be provided on request.) These prices generally reflect the costs to the Council 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. Lastly, for some items the Council 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 Council 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 14 indicate whether this class contains free, set price or copy chargeable material. Please note that the Council 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 Council's 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 Council libraries (listed in Appendix 2) 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 Council website (or any other website) at Council libraries / Real Learning Centres.

Some classes of information contain information which is “Value Added”. This generally denotes that the Council 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

### Summary of Publication Scheme Charges (single copy requests)

Method of Requesting Information	Type of Information in Publication Scheme/List			
	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 Council 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 Council 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 Council places on its website falls into this category.

## CLASSES OF INFORMATION

The classes of information that Glasgow City Council makes available under its publication scheme and publications list are as follows. All entries are subject to the provisions of Section 6 of the approved Publication Scheme concerning exemptions.

### **A: About Glasgow**

This contains details of publications about the City of Glasgow – the history of the city, facts and figures, information about famous Glaswegians, and the Council published Glasgow Magazine.

### **B : Business**

This section is largely concerned with information of relevance to businesses operating in or considering moving to the City of Glasgow. Glasgow provides nearly 380,000 jobs in almost 11,000 companies. The section is sub-divided as follows:

#### **B1 : Business Support**

This covers publications describing advice and support which the Council provides to businesses, economic research and statistics, European and other funding advice, project details, and training grants and programmes.

#### **B2 : Company Directories**

This includes the Glasgow Business Database (a searchable database of Glasgow businesses) and Glasgow Design Directory (a comprehensive guide to design and design related business. It also includes details concerning Royal Strathclyde Blindcraft Industries.

#### **B3 : Land and Property**

This covers property information published by the Council, non domestic rates, and sales and lets from the Council's own property holdings.

#### **B4 : Housing**

This involves information relating to the Local Housing Strategy, housing policy, regeneration (including repairs and improvement grants) and Development Funding and Building Services. Please note that following the Housing Stock Transfer in March 2003, Glasgow City Council no longer owns any housing stock. Landlord related issues should be addressed to The Glasgow Housing Association Limited; contact details are provided in Appendix 4.

#### **B5 : Planning and Development**

As planning authority the Council is responsible for deciding on applications for planning permission, which is required for most types of development (new or different uses of land). This section describes the planning policies published by the Council, the development control process (i.e. applying for planning and listed building consent), the building control process (including application forms) and information about local archaeology and the townscape heritage of Glasgow.

#### **B6 : Protection**

This section covers information relating to the various public protection functions carried out by the Council, including environmental health, food safety and health and safety, and consumer and trading standards (dealing with issues such as misleading advertising, counterfeit goods and loan sharking). It also contains details

of the Council's calibration and test centre, one of Scotland's leading centres in this area.

### **B7 : Permits and Licenses**

This covers the wide range of permits and licences issued by the Council – everything from consent to place a skip on a public road to a licence to run a betting shop. Please note that while most types of licence are covered in this section, liquor (alcohol) licences are issued by the City of Glasgow Licensing Board which is a legally separate body. The publication scheme for the Licensing Board together with contact details can be found as Annex A to this document.

### **B8 : Environment**

Glasgow City Council carries out a number of environment related activities and information about these activities (plus information about the environment in Glasgow) is included in this section. Please note that the main environmental regulator in Scotland is the Scottish Environmental Protection Agency (SEPA) contact details for which are contained in Appendix 4. If the environmental information you are looking for is not contained in this section it may be available under SEPA's own publication scheme. Section B8 contains environmental information principally of relevance to businesses, and includes topics such as energy management, sustainable development and landscape and heritage. Additional environmental information mainly of interest to residents can be found under Section D2.

### **B9 : International Office**

The Council's international office is responsible for developing an international strategy for the Council, developing and co-ordinating relations with the Council's twin cities, other partner councils and networks and develops and maintains the Council's relationships with the European Commission. This section contains information about these activities.

### **B10 : Conferences and Conventions**

This section contains information on Council facilities (including land and facilities hire) of interest to anyone planning to hold a conference or convention in the city.

### **B11 : Opportunities**

This section outlines information on opportunities for businesses in Glasgow including inward investment advice, details of Glasgow markets, and the Council's own procurement procedure.

### **B12 : City Plan**

This section contains publications relating to the City Plan, showing the Council's aspirations for Glasgow. The City Plan replaces 44 local plans and sets out the development strategy for Glasgow over the next 20 years.

### **B13 : Glasgow Means Business**

This section relates to the Glasgow Means Business Magazine published on a regular basis on business news and development in Glasgow.

#### **B14 : Trading Overseas**

This section contains publications and information for businesses wishing to trade outside Scotland.

#### **B15 : Tourism**

This section covers the Glasgow Tourism Action Plan and committee reports detailing progress of the Action Plan.

#### **C : On-line Services and Privacy Policy**

The Council, principally through its Access Glasgow strategy, is well on the way to meeting the government's target of providing all services capable of being delivered electronically in place by 2005. This section describes the Access Glasgow strategy and (in the internet version) provides the on-line services themselves. It also includes the Council's privacy policy.

#### **D : Residents**

This section contains information aimed mainly at those who live in the City of Glasgow. It has been sub-divided into a number of major parts:

##### **D1 : Care and Support**

The City Council provides support mechanisms for a very wide range of groups of people, including some of the most vulnerable groups in society. This section describes the support which is available to these groups, including those with learning disabilities, physical disabilities, sensory impairment, mental health issues, including adults with incapacity, the homeless or those threatened with homelessness, families and children, older people, those needing support at home, carers (i.e. people who care for someone else), those affected by drugs or alcohol, people involved in the criminal justice system, asylum seekers and young people. The section also describes how to access these support mechanism. Contact details on Restorative Justice can be found in Section D9.

##### **D2 : Environment**

This section covers environmental information as it directly affects residents of the city, covering information on refuse and recycling, the "Clean Glasgow" initiative, regeneration, conservation and biodiversity. Other environmental information (relating more to businesses) is found under Category B8above, or may alternatively be available from the Scottish Environmental Protection Agency (contact details found in Appendix 4).

##### **D3 : Getting Advice**

This covers the Council's Welfare Rights service which can provide information and advice on a wide range of benefits issues. Housing benefit and council tax benefit (both administered by the Council) are covered in Section D10.

##### **D4 : Getting Around**

Information about public transport and the transport infrastructure in Glasgow.

### **D5 : Going to School**

This part contains information for both parents and young people about school education in Glasgow, covering the full spectrum of pre school, primary, secondary and special education. It provides information about all the educational establishments run by the Council including enrolment procedures, plus the policies and procedures applied by the Council across its schools or within particular schools or sectors. Non school education can be found in Section D7; additional information for young people is found in Section F, Young Glasgow, below.

### **D6 : Keeping Safe**

This provides information on personal safety and avoiding accidents, covering safety at home, at work, on the streets and on the road. It also includes information on the Council's emergency planning functions.

### **D7 : Learning**

This covers information about mainstay learning and courses provided by the Council and a range of partners. (Information about school education is found in Section D5, Going to School).

### **D8 : Leisure and Culture**

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 Council 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. This section provides information concerning all of these facilities together with the events taking place within them or outside.

### **D9 : Your Community**

This contains information relating to a variety of community based activities including community councils, the community forums, facilities available for community use, community safety, and details of public cctv systems.

### **D10 : Your Home**

This part contains information relating to housing benefits, the council tax (including council tax benefit), plus information on home safety, housing defects and maintenance.

### **D11 : Births, Deaths, Marriages and Citizenship**

Here you will find information relating to the formalities of all the above events (how and when to register, fees etc.) together with information about using the Council's facilities for your own event.

### **E : Visitors**

Glasgow is one of Europe's top destinations for short breaks and holidays. This section contains information aimed at visitors to the city – but residents may find it useful too. It covers getting around the city, details of what's on, information about shopping, tourism and architecture, and the functions of the City Centre

Representatives. Glasgow's extensive archives make it a favourite destination for people tracing their family history – information about this can also be found here.

### **F : 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 the careers service, vocational training and apprenticeships. Information relating to school education can be found in category D5, Going to School.

### **G : Your Council**

This contains information about the internal workings of the Council – the councillors who make up the Council and its various committees, the service departments which carry out the wide range of Council activities and policy and strategy documents which the Council applies. This section also includes performance information for the Council, its financial information and information about working for the Council. Information concerning freedom of information can also be found under this section. It is sub-divided as follows:-

#### **G1 : Finance**

Annual reports, budget proposals, financial statements and accounts for the Council and the Strathclyde Pension Fund.

#### **G2 : Policy and Strategies**

Information about the Council's strategic direction over the next four years, performance reporting, (including statutory performance indicators and Best Value documentation), and research reports.

#### **G3 : Departments**

Contact details for, and information about the activities of the Council's service departments.

#### **G4 : Freedom of Information**

This section contains information about the Freedom of Information (Scotland) Act 2002 together with information about requests for information and publication schemes.

#### **G5 : Council and Committees**

This section covers general information provided relating to the Council, Councillors, Committees, the City Chambers, Civic Functions and Wards.

#### **G6 : Elections and Voting**

This section contains publications and general information on Government elections as well as Glasgow City Council's responsibilities towards electoral registration and elections.

#### **G7 : Key Contacts**

This section contains contact details for Elected Members, Officials, JPs, MPs, MEPs and MSPs.

**G8 : e-Government**

This section contains publications and information on Glasgow City Council's approach to e-government as well as information about the Access Centre and Access Glasgow Programme.

**G9 : Performance**

This section contains publications and information provided on the great variety of performance indicators and measures the Council uses to measure how it is doing in terms of its aims and objectives at corporate and service department level.

**G10 : Customer Involvement**

This section contains information on how the Council involves and communicates with the citizens of Glasgow at both a corporate and service department level.

**G11 : Working for the Council**

This section contains information about working at the Council and current vacancies as well as employment policies and conditions of service. There are specific sections on apprenticeships, skillseekers, social care careers, supply teaching, children's panel and volunteering.

**G12 : Public Relations**

This section contains information on the role and responsibilities of the Public Relations and Marketing department of the Council as well as providing access to information on campaigns and events, news and press releases.

**G13 : District Courts**

This section contains information and contact details for Glasgow District Court and other district courts in the surrounding area as well as information on the roles and responsibilities of the District Court.

**THE PUBLICATIONS LIST:**

See following pages.

## The Publications List in Detail

### A: About Glasgow

This contains details of publications about the City of Glasgow – the history of the city, facts and figures, information about Glasgow itself, and the Council published Glasgow Magazine.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Lord Provost's message	Welcome message from the Lord Provost of Glasgow	FREE	Available at <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
History	Glasgow Leaflet - information on the City of Glasgow	FREE	Available from City Chambers or at <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
City Crest	Information leaflet on the Armorial Insignia of the City of Glasgow	FREE	Available from City Chambers or at <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
Facts	Twin cities <i>See B9 International Office/ Twin Cities</i>	FREE	Contact: Development and Regeneration Services, External Relations Officer - International Office, Marjukka Fryer, 00 44 (0) 141 287 8545, <a href="http://www.glasgow.gov.uk/en/Business/InternationalOffice/TwinCities/">www.glasgow.gov.uk/en/Business/InternationalOffice/TwinCities/</a>
	Tourist attractions- Museums Magazine of Glasgow Museums	FREE	Distributed free to Friends of Glasgow Museums. Issued quarterly in January, April, July and October.
	Key facts & figures - Constituency Factsheets <i>Facts and Figures about each of Glasgow's constituencies</i>	FREE	Contact: Development and Regeneration Services, Ian Russell, 00 44 (0) 141 287 8543, <a href="http://www.glasgow.gov.uk/en/AboutGlasgow/Factsheets/Constituencies/">www.glasgow.gov.uk/en/AboutGlasgow/Factsheets/Constituencies/</a>

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	Key facts & figures – Glasgow (Topic) Factsheets <i>A range of interesting facts and figures about Glasgow on a topic basis.</i>	FREE	Contact: Development and Regeneration Services, Eileen Dudziak, 00 44 (0) 141 287 8679, <a href="http://www.glasgow.gov.uk/en/AboutGlasgow/Factsheets/Glasgow/">www.glasgow.gov.uk/en/AboutGlasgow/Factsheets/Glasgow/</a>
	Key facts & figures - Population and Household Projections <i>Population and Household statistics by ward.</i>	FREE	Contact: Development and Regeneration Services, Jan Freeke, 00 44 (0) 141 287 8647, <a href="http://www.glasgow.gov.uk/en/AboutGlasgow/Factsheets/Population_HouseholdProjections/">www.glasgow.gov.uk/en/AboutGlasgow/Factsheets/Population_HouseholdProjections/</a>
	Key facts & figures - Ward Factsheets <i>Facts and Figures about each of Glasgow's Wards</i>	FREE	Contact: Development and Regeneration Services, Ian Russell, 00 44 (0) 141 287 8543, <a href="http://www.glasgow.gov.uk/en/AboutGlasgow/Factsheets/Wards/">www.glasgow.gov.uk/en/AboutGlasgow/Factsheets/Wards/</a>
Glasgow Magazine	Magazine for the people of Glasgow	FREE	Published 6 times per year in last week of February, April, June, August, October and December.  Distributed to all houses in Glasgow and most businesses.  Available in city libraries and City Chambers.  Also available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>

## B1. Business Support

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### B Business

This section is largely concerned with information of relevance to businesses operating in or considering moving to the City of Glasgow. Glasgow provides nearly 380,000 jobs in almost 11,000 companies. The section is sub-divided into 16 parts:

#### B1 Business Support

This covers publications describing advice and support which the Council provides to businesses, economic research and statistics, European and other funding advice, project details, and training grants and programmes.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Advice and Finance	General <i>Information and advice available from Business Advisors and Grant Support Programmes.</i>	INFORMATION FREE  FIXED FEE FOR TRAINING PACK	Contact: Development and Regeneration Services, Robert Andrew, 00 44 (0) 141 287 7250, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/">www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/</a>
	Minority Ethnic Support <i>Information on how the Ethnic Minority Business Support Programme can assist local businesses</i>	FREE	Contact: Development and Regeneration Services, Kaiser Khan, 00 44 (0) 141 287 7254, and Sujatha McMurtrie 00 44 (0) 141 287 7255 <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/MinorityEthnicsupport/">www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/MinorityEthnicsupport/</a>
	<i>Business growth through innovation Information regarding support available for small business to implement e-business strategies and the introduction of innovative projects</i>	FREE	Contact: Development and Regeneration Services, Angela McGraw, 00 44 (0) 141 287 7251, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/Businessgrowththroughinnovation/">www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/Businessgrowththroughinnovation/</a>

## B1. Business Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	Energy efficiency <i>Information regarding energy efficiency initiatives in Glasgow e.g. Energy Strategy for Glasgow housing, Energy Management Forum and the Capital Programme</i>	FREE	Contact: Development and Regeneration Services, Fiona Roche, 00 44 (0) 141 287 8653, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/Energyefficiency/">www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/Energyefficiency/</a>
	Small business loan fund <i>Advice regarding how to access gap funding of up to £30,000 for the purchase of plant and machinery, or for the provision of working capital</i>	FREE	Contact: Development and Regeneration Services, Evelyn Beck, 00 44 (0) 141 287 7253, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/Smallbusinessloanfund/">www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/Smallbusinessloanfund/</a>
	Women into enterprise <ul style="list-style-type: none"> <li>• Business Development Programme</li> <li>• Go For IT</li> <li>• Start IT Right Programme</li> <li>• Visionary Women Programme</li> </ul> <i>Information in connection with business support and advice to women who wish to start up in business or develop their existing business</i>	FREE	Contact: Development and Regeneration Services, Carole Coull, 00 44 (0) 141 287 7270, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/Womenintoenterprise/">www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/Womenintoenterprise/</a>
	Premises Improvements <i>Information and contact details for discretionary Historic Building Grants Aid towards the cost of the repair or restoration of buildings of special architectural or historic interest owned by a business.</i>	FREE	Contact: Development and Regeneration Services, John Gair, 00 44 (0) 141 287 8634, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/Premisesimprovement/">www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/Premisesimprovement/</a>
	Special area assistance <i>Contact details for special grants within particular areas of the City</i>	FREE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555 <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/Specialareaassistance/">www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/Specialareaassistance/</a>

## B1. Business Support

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	Enterprising Schools Programme <i>Details of this innovative project designed to promote and encourage enterprise, entrepreneurship and learning to senior school pupils.</i>	FREE	Contact: Development and Regeneration Services, Carole Coull, 00 44 (0) 141 287 7270, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/EnterprisingSchoolsProgramme/">www.glasgow.gov.uk/en/Business/Businesssupport/Advice_Finance/EnterprisingSchoolsProgramme/</a>

## B1. Business Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Research & statistics	General <i>Economic information and statistics on the City</i>	FREE	Contact: Development and Regeneration Services, Richard Cairns, 00 44 (0) 141 287 72794, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Research_statistics/">www.glasgow.gov.uk/en/Business/Businesssupport/Research_statistics/</a>
	Economic information <i>Economic statistics for the City and details of the Joint Economic Strategy</i>	FREE	Contact: Development and Regeneration Services, Fergus Cooper (Sectors), 00 44 (0) 141 287 7274, and James Arnott (Economic), 00 44 (0) 141 287 7219 , <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Research_statistics/Economicinformation/">www.glasgow.gov.uk/en/Business/Businesssupport/Research_statistics/Economicinformation/</a>
	Economic Monitor <i>A summary of developments in the Glasgow economy and the local business community</i>	FREE	Contact: Development and Regeneration Services, Fergus Cooper, 00 44 (0) 141 287 7274, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Research_statistics/EconomicMonitor/">www.glasgow.gov.uk/en/Business/Businesssupport/Research_statistics/EconomicMonitor/</a>
	City Development Activity <i>An annual assessment of the scale and value of private sector major development activity across the City</i>	FREE	Contact: Development and Regeneration Services, Phil Murray, 00 44 (0) 141 287 8608, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Research_statistics/CityDevelopmentActivity/">www.glasgow.gov.uk/en/Business/Businesssupport/Research_statistics/CityDevelopmentActivity/</a>
	Business Users Service – research and other services offered by the Business Users Service, including charges.	<b>FREE</b>  <b>PRINTED INFORMATION PACK ALSO AVAILABLE.</b>	<b>AVAILABLE AT</b> <b><a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></b>  <b>CONTACT THE MITCHELL LIBRARY ON 0141 287 2999</b>  <b>NORTH STREET GLASGOW G3 7DN</b>

## B1. Business Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Local Initiatives	How to obtain applications forms and business advice from Business Gateway Glasgow, and Local Economic Development Companies	FREE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/LocalInitiatives/">www.glasgow.gov.uk/en/Business/Businesssupport/LocalInitiatives/</a>
Training Grants	Training Grants <i>Details of Training Grant subsidies available to small businesses to install new skills in their business, includes Management Training Programme and Workforce Training Programme</i>	FREE	Contact: Development and Regeneration Services, Elizabeth Cook, 00 44 (0) 141 287 7260, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/TrainingGrants/">www.glasgow.gov.uk/en/Business/Businesssupport/TrainingGrants/</a>
European Funding	European funding <i>Information on how to access funds from the European Structural Fund for capital /revenue projects and employment and training projects</i>	FREE	Contact: Development and Regeneration Services, Jane Harrison (ERDF), 00 44 (0) 141 287 7275, Emma Cook (ESF) 00 44 (0) 141 287 9985 <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Europeanfunding/">www.glasgow.gov.uk/en/Business/Businesssupport/Europeanfunding/</a>
Publications	Details of a range of publications and information materials produced by Development & Regeneration Services Economic & Social Initiatives Section.	FREE	Contact: Development and Regeneration Services, Fergus Cooper, 00 44 (0) 141 287 7274, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Publications/">www.glasgow.gov.uk/en/Business/Businesssupport/Publications/</a>

## B2. Company Directories

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### B2 Company Directories

This includes the Glasgow Business Database (a searchable database of Glasgow businesses) and Glasgow Design Directory (a comprehensive guide to design and design related business. It also includes details concerning Royal Strathclyde Blindcraft Industries.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Glasgow Business Database	A comprehensive guide to manufacturing and service businesses in Glasgow	FREE	Development and Regeneration Services, Ray Alexander, 00 44 (0) 141 287 7278, <a href="http://www.glasgow.gov.uk/en/Business/CompanyDirectories/GlasgowBusinessdatabase/">www.glasgow.gov.uk/en/Business/CompanyDirectories/GlasgowBusinessdatabase/</a>
Glasgow Design Directory	A comprehensive guide to design and design related businesses in Glasgow	FREE	Contact: Development and Regeneration Services, Pauline Mayes, 00 44 (0) 141 287 7279, <a href="http://www.glasgow.gov.uk/en/Business/CompanyDirectories/GlasgowDesignDirectory/">www.glasgow.gov.uk/en/Business/CompanyDirectories/GlasgowDesignDirectory/</a>
RSBi	Brochure available displaying a range of office furniture, educational furniture and kitchens manufactured and available. Booklet available detailing general information regarding RSBi, the products they offer and the services they provide.	FREE	Copies available by calling: 0141-287-0800

## B3. Land & Property

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### B3 Land & Property

This covers property information published by the Council, non domestic rates, and sales and lets from the Council's own property holdings.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Non-domestic rates	<p>What are Non-Domestic Rates? – A brief introduction to non-domestic rates.</p> <p>How are Rates calculated? – How we determine how much you pay.</p> <p>What is my Rateable value? – Explains where to find rateable values.</p> <p>Empty Properties – How to claim rates exemptions on empty properties.</p> <p>Charities and non-profit making organisations – Reductions which are available for charities and non-profit making organisations.</p> <p>Rates Relief – Other rate reductions available.</p> <p>Payments – This section provides information on how to pay your rates.</p>	Free	<p>All web pages for non-domestic rates can be accessed at</p> <p><a href="http://www.glasgow.gov.uk/en/Business/Land_Property/Non-DomesticRates/">www.glasgow.gov.uk/en/Business/Land_Property/Non-DomesticRates/</a></p> <p>Leaflets or hard copies of the information under these headings are by contacting Financial Services</p> <p>Phone: 0141 287 7333 write to: the Director of Financial Services, 285 George Street, Glasgow, G2 1DU or email: <a href="mailto:financial@glasgow.co.uk">financial@glasgow.co.uk</a></p> <p><b>Information on the Valuation Roll is the property and responsibility of the Assessor. Details of the information held by the Assessor can be accessed at the new Assessors' postal website, to be launched shortly, or else write to: The Assessor, Charlotte House, 78 Queen Street, GLASGOW G1 3DR Phone: 0141 287 7526 Fax: 0141 287 7519 Or email <a href="mailto:assessor@fs.glasgow.gov.uk">assessor@fs.glasgow.gov.uk</a></b></p>

### B3. Land & Property

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Property Information	Property Information <i>A record of Council owned land and property throughout Glasgow. Also provides support to the Scottish Land Information Service (ScotLIS)</i>	MAY BE A FEE FOR SOME INFORMATION	Contact: Development and Regeneration Services, Information Management, 00 44 (0) 141 287 8506, <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
Sales and Lets	General <i>Details of land and property available for sale or lease. Committee Reports on properties sold and leased or acquired, e.g. for Capital Investment projects.</i>	FIXED FEE FOR SOME PROPERTY INFORMATION	Contact: Development and Regeneration Services, , 00 44 (0) 141 287 8470, <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
Property enquiry search	History of statutory notices recorded against properties.  Follow on enquiry for confirmation that there is no outstanding debt associated to particular notice/s. All written requests must include signed mandate from owner of property stating that this information can be released.	FEE PAYABLE FOR PROPERTY ENQUIRY.  SEE FEE SCALE  NO FEE FOR DEBT ENQUIRY	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT PH &amp; EP STAFF ON 0141 287 6698/6560</b>  <b>HEAD OFFICE, 231 GEORGE STREET</b>  <b>GLASGOW</b>
Public Health – statutory notices	Issue of statutory notices to owners for various issues, dampness, dirty houses, dog fouling, drains, fly tipping, light, noise, port health, smell, stair cleaning	CONTRACTUAL COSTS PLUS SUPERVISORY AND ADMIN FEES AND EXPENSES POSSIBLE IF ENFORCEMENT ACTION TAKEN	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT PH &amp; EP STAFF ON 0141 287 6698/6560</b>  <b>HEAD OFFICE, 231 GEORGE STREET</b>  <b>GLASGOW</b>

## B4 Housing

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### B4 Housing

*This involves information relating to the Local Housing Strategy, housing policy, regeneration (including repairs and improvement grants) and Development Funding. Please note that following the Housing Stock Transfer in March 2003, Glasgow City Council no longer owns any housing stock. Landlord related issues should be addressed to The Glasgow Housing Association Limited; contact details are provided in Appendix 4*

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Construction & Maintenance	Provides details of the work undertaken by the Council's Building Services in relation to Council housing, electrical work, painting, repairs and maintenance, safety and rendering, window installation and new build and refurbishment projects.	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Or Freephone: 0800-595595
Approved Building Services Contractors List	Lists all contractors currently approved by the Building Services department	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Development Funding	General <i>An outline of the housing related subsidy provided to Housing Associations, often called Registered Social Landlords (RSLs), by the Scottish Executive through the Executive Agency, Communities Scotland. Web site includes Client Housing Associations/Co-operatives with their contact and contact details.</i>	FREE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555, <a href="http://www.glasgow.gov.uk/en/Business/Housing/DevelopmentFunding/">www.glasgow.gov.uk/en/Business/Housing/DevelopmentFunding/</a>

## B4 Housing

Housing Strategy	<p>General  <i>The Council's priorities for housing investment as set out in the Local Housing Strategy including details of the consultation process. Includes links to the Local Housing Strategy, Energy Strategy for Glasgow and Area housing partnerships</i></p>	FREE	<p>Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555,  <a href="http://www.glasgow.gov.uk/en/Business/Housing/HousingStrategy/">www.glasgow.gov.uk/en/Business/Housing/HousingStrategy/</a></p>
Repairs & Improvement Grants	<p>General  <i>Background details regarding improvement and repair grants available.</i></p>	FREE	<p>Contact: Development and Regeneration Services, DRS 00 44 (0) 141 287 8590/8591/8592/8593,  <a href="http://www.glasgow.gov.uk/en/Business/Housing/Repairs_ImprovementGrants/">www.glasgow.gov.uk/en/Business/Housing/Repairs_ImprovementGrants/</a></p>
	<p>Projects section  <i>Information relating to Statutory Repairs and responsibilities of the Projects Section with details of 2004/2006 programme. Details how Housing AccountSection makes payment to Contractors, Architects and other professional bodiess.</i></p>	FREE	<p>Contact: Development and Regeneration Services, 00 44 (0) 141 287 8541/8562,  <a href="http://www.glasgow.gov.uk/en/Business/Housing/Repairs_ImprovementGrants/olderprivatehousingstockinneedofrepair.htm">www.glasgow.gov.uk/en/Business/Housing/Repairs_ImprovementGrants/olderprivatehousingstockinneedofrepair.htm</a></p>

## B5 Planning and Development

### B5 Planning and Development

As planning authority the Council is responsible for deciding on applications for planning permission, which is required for most types of development (new or different uses of land). This section describes the planning policies published by the Council, the development control process (i.e. applying for planning and listed building consent), the building control process (including application forms) and information about local archaeology and the townscape heritage of Glasgow.

The main planning policy document for Glasgow is the City Plan, details of which can be found in Section B12.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Building Control - building warrants,	Register of building warrants applications available to view at address given. Building Regulations, building warrants, relaxations & dispensations, electrical compliance certificate & completion certificate, street naming and numbering	<b>NO CHARGE FOR VIEWING REGISTER</b>  <b>BUILDING WARRANT LODGING FEE PAYABLE</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT RECEPTION STAFF ON 0141 287 5937/5703</b>  <b>231 GEORGE STREET</b>  <b>GLASGOW</b>
Building Control - building warrant search	Search of records to provide copy of building warrant, and/or completion certificate documentation previously granted  Written permission from Architect, Agent, or applicant required for copies of approved drawings	<b>SEARCH FEE PAYABLE</b>       <b>PHOTOCOPY CHARGES OR PRINTING CHARGES APPLY</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT RECEPTION STAFF ON 0141 287 5937/5703</b>  <b>231 GEORGE STREET</b>  <b>GLASGOW</b>

## B5 Planning and Development

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Building Control & Public Safety	EPS - This service enforces the law on Building Regulations and Technical Standards, and relevant HMO regulations, which include building warrants, relaxations, completion certificates letters of comfort, licensing and issues related to public safety and associated issues. Various application forms available.	<b>CURRENT FEE SCALE APPLIES.</b>  <b>APPLICATION FORMS FREE</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT RECEPTION STAFF ON 0141 287 5937/5703</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Building Control - letter of comfort works	Inspection of works carried out to the property works carried out without building warrant approval Application form and appropriate fee required on application. Application forms and guidance notes available.	<b>INSPECTION FEE PAYABLE</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT ADMIN. STAFF ON 0141 287 3756</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Building Control – statutory notices	Dangerous building notices and actions, building repair notices, unauthorised works notices and HMO notices. Works carried out in default of the owners at their expense.	<b>CONTRACTUAL COSTS PLUS SUPERVISORY AND ADMIN FEES AND EXPENSES POSSIBLE IF ENFORCEMENT ACTION TAKEN</b>  <b>DETAILS PROVIDED AS PART OF THE PROPERTY ENQUIRY SEARCH (SEE NEXT ITEM)</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT SUPPORT SERVICES STAFF ON 0141 287 7876/4818</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>

## B5 Planning and Development

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Building Control – property enquiry search	<p>History of statutory notices recorded against properties plus adopted/private status of adjacent roadway.</p> <p>Follow on enquiry for confirmation that there is no outstanding debt associated to particular notice/s. All written requests must include signed mandate from owner of property stating that this information can be released.</p>	<p><b>FEE PAYABLE FOR PROPERTY ENQUIRY.</b></p> <p><b>SEE FEE SCALE</b></p> <p><b>NO FEE FOR DEBT ENQUIRY</b></p>	<p><b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></p> <p><b>CONTACT GIS STAFF ON 0141 287 4140/4058</b></p> <p><b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b></p>
Building Control – Houses in Multiple Occupation	<p>HMO - with 3 or more unrelated persons occupying property must be licensed by the council.</p> <p>Chief Executive's Licensing Section register all applications and collect fees</p>	<p><b>LICENSING FEE COLLECTED BY CHIEF EXECUTIVE'S LICENSING SECTION 235 GEORGE STREET</b></p> <p><b>REGISTER OF LICENCES FOR PROPERTY AVAILABLE FOR INSPECTION AT THIS ADDRESS (NO FEE FOR INSPECTION).</b></p>	<p><b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></p> <p><b>CONTACT RECEPTION STAFF ON 0141 287 5937/5703</b></p> <p><b>231 GEORGE STREET</b></p> <p><b>GLASGOW</b></p>
Building Control – safety at sports grounds	<p>EPS - Applications made to Chief Executive's Licensing Section. Building Control asked to carry out inspections as required by Licensing Section..</p>	<p><b>LICENSING FEE COLLECTED BY CHIEF EXECUTIVE'S LICENSING SECTION 235 GEORGE STREET</b></p> <p><b>REGISTER OF LICENCES ISSUED AVAILABLE FOR INSPECTION AT THIS ADDRESS (NO FEE FOR INSPECTION).</b></p>	<p><b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></p> <p><b>CONTACT ADMIN. STAFF ON 0141 287 6532/3761</b></p> <p><b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b></p>

## B5 Planning and Development

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Building Control – licensing	Certificates of suitability, inspection of raised structures during normal working hours and out with normal working hours, safety at sports grounds	<p>FEE PAYABLE FOR CERTIFICATES SEE FEE SCALE</p> <p>REGISTER OF LICENCES ISSUED AVAILABLE FOR INSPECTION AT THIS ADDRESS (NO FEE FOR INSPECTION).</p>	<p>CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></p> <p>CONTACT RECEPTION STAFF ON 0141 287 5937/5703</p> <p>231 GEORGE STREET</p> <p>GLASGOW</p>
Building Control – licensing	Liquor Licensing – fee payable for Certificate of Suitability, Civic Government Act – Section 89 – permission to erect and permission to use raised structures. Fee payable for inspection during normal working hours and out with normal working hours. Please refer to fee scale for appropriate fee.	<p>FEE PAYABLE FOR CERTIFICATE OF SUITABILITY. FEE PAYABLE FOR INSPECTION OF RAISED STRUCTURES SEE FEE SCALE</p> <p>REGISTER OF LICENCES ISSUED AVAILABLE FOR INSPECTION AT THIS ADDRESS (NO FEE FOR INSPECTION).</p>	<p>CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></p> <p>CONTACT ADMIN. STAFF ON 0141 287 6532/3761</p> <p>HEAD OFFICE 231 GEORGE STREET</p> <p>GLASGOW</p>

## B5 Planning and Development

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Planning Policy	<i>General</i> <i>The City Plan is the primary planning policy document in conjunction with supplementary guidance.</i>	SEE CITY PLAN B11	Contact: Development and Regeneration Services, Steve Turnbull, 00 44 (0) 141 287 8678, <a href="http://www.glasgow.gov.uk/en/Business/City+Plan/">www.glasgow.gov.uk/en/Business/City+Plan/</a>
	<i>Policies</i> <i>Information on planning policies is contained in the City Plan; See Section B11.</i>	SEE CITY PLAN B11	Contact: Development and Regeneration Services, Steve Turnbull, 00 44 (0) 141 287 8678, <a href="http://www.glasgow.gov.uk/en/Business/City+Plan/">www.glasgow.gov.uk/en/Business/City+Plan/</a>
	<i>Structure Plan</i> <i>The strategic element of Glasgow's development plan, prepared jointly with seven adjacent authorities.</i>	FREE	Contact: Development and Regeneration Services, Phil Murray, 00 44 (0) 141 287 8608, Eric Anderson, 00 44 (0) 141 287 8645 <a href="http://www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/StructurePlan/">www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/StructurePlan/</a>
	<i>Residential Land Supply</i> <i>Details of residential land availability in the City.</i>	FIXED FEE	Contact: Development and Regeneration Services, David Johnston, 00 44 (0) 141 287 8643, <a href="http://www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/ResidentialLandSupply/">www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/ResidentialLandSupply/</a>

## B5 Planning and Development

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Planning Policy	Business and Industrial Land Supply <i>Details of business and industrial land availability in the City.</i>	FIXED FEE	Contact: Development and Regeneration Services, Eric Anderson, 00 44 (0) 141 287 8645, <a href="http://www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/ResidentialLandSupply/">www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/ResidentialLandSupply/</a>
	Conservation <i>Planning policies relative to Listed Buildings, Conservation Areas and Ancient Monuments, details are contained in the City Plan; see Section B11. Details of Conservation Area Appraisal</i>	SEE CITY PLAN B11	Contact: Development and Regeneration Services, Steve Turnbull, 00 44 (0) 141 287 8678, <a href="http://www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/Conservation/">www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/Conservation/</a>
	Heritage & design <i>Information on the Heritage &amp; Design team. In addition, background details and progress on Glasgow's Lighting Strategy.</i> ▪ <i>Information on heritage and design policies is contained in the City Plan.</i>	SEE CITY PLAN B11	Contact: Development and Regeneration Services, For City Plan Steve Turnbull, 00 44 (0) 141 287 8678, <a href="http://www.glasgow.gov.uk/en/Business/City+Plan/">www.glasgow.gov.uk/en/Business/City+Plan/</a>  For Heritage and Design matters including Lighting Strategy Jim MacDonald, 00 44 (0) 141 287 8616 <a href="http://www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/Heritage_design/">www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/Heritage_design/</a>
	Commercial and Retail <i>Catalogue of major retail and commercial developments – updated 6 monthly</i>	FIXED FEE	Contact: Development and Regeneration Services, Jamie McArdle, 00 44 (0) 141 287 864460 <a href="http://www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/Commercial_Retail/">www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/Commercial_Retail/</a>
	Hotels <i>Catalogue of major hotel developments – updated annually.</i>	FIXED FEE	Contact: Development and Regeneration Services, Jamie McArdle, 00 44 (0) 141 287 8660 <a href="http://www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/Hotels/">www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/Hotels/</a>

## B5 Planning and Development

	Population and Housing <i>Annual Population and Housing estimates down to Ward level.</i>	FREE	Contact: Development and Regeneration Services, Jan Freeke, 00 44 (0) 141 287 8647 <a href="http://www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/Population_Housing/">www.glasgow.gov.uk/en/Business/Planning_Development/PlanningPolicy/Population_Housing/</a>
Development Control	General <i>Guidance, forms, weekly planning applications list, statutory registers. A searchable database of planning applications submitted to the council is available at Reception. Information is also held regarding removal of Permitted Development Rights.</i>	SOME ITEMS HAVE A SIGNIFICANT CHARGE.	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555, <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
	Planning applications <i>Various guides, leaflets and forms available. Weekly list of applications, Decisions and Committee Reports published. Ordinance Survey site location plans available.</i>	SOME ITEMS HAVE A SIGNIFICANT CHARGE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555, <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
	Planning appeals <i>Guides to planning applications that explain the appeals process.</i>	SOME ITEMS HAVE A SIGNIFICANT CHARGE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555, <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
	Site history searches <i>A searchable database of planning applications submitted to the council is available at Reception.</i>	SOME ITEMS HAVE A SIGNIFICANT CHARGE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555, <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
	Listed buildings <i>Details of policies, details and map locations of Listed Buildings in Glasgow. Information on policies is contained in the City Plan; see Section B11</i>	SOME ITEMS HAVE A SIGNIFICANT CHARGE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555, <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
	Signage <i>Signage policy information is contained in the City Plan, see Section B11</i>	SOME ITEMS HAVE A SIGNIFICANT CHARGE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555, <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
	Hazardous Substances Consent <i>Application form for obtaining consent and an associated guide is available.</i>	SOME ITEMS HAVE A SIGNIFICANT CHARGE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555, <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>

## B5 Planning and Development

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	Unauthorised developments <i>A searchable database of planning applications submitted to the council is available at Reception. The Enforcement Register is available for viewing at Reception</i>	SOME ITEMS HAVE A SIGNIFICANT CHARGE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555, <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
West of Scotland Archaeological Society	<i>Details of West of Scotland Archaeological Society [WOSAS] including the fee charge policy for services</i>	SOME SERVICES ARE SUBJECT TO A FEE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8334, <a href="http://www.glasgow.gov.uk/en/Business/Planning_Development/WestofScotlandArchaeologicalService/">www.glasgow.gov.uk/en/Business/Planning_Development/WestofScotlandArchaeologicalService/</a> and <a href="http://www.wosas.org.uk/">www.wosas.org.uk/</a>
Townscape Heritage Initiative	Details of the initiative project, progress achieved and grants available. Also available is information about vacant council owned properties for let, hotel and bar/restaurant/retail outlets in the area, a virtual tour of the streets and links to other partners.	FREE	Contact: Development and Regeneration Services, 00 44 (0) 141 552 6060, <a href="http://www.glasgow.gov.uk/en/Business/Planning_Development/TownscapeHeritage/">www.glasgow.gov.uk/en/Business/Planning_Development/TownscapeHeritage/</a> and <a href="http://www.glasgowmerchantcity.net/home.htm">www.glasgowmerchantcity.net/home.htm</a>

## B6 Protection

### B6 Protection

This section covers information relating to the various public protection functions carried out by the Council, including environmental health, food safety and health and safety, and consumer and trading standards (dealing with issues such as misleading advertising, counterfeit goods and loan sharking). It also contains details of the Council's calibration and test centre, one of Scotland's leading centres in this area.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Consumer and Trading Standards (CATS)	The Council provides comprehensive consumer and debt counselling advice including an independent arbitration service for disputed quality of goods. Also advise and investigate in relation to illegal money lending.	<b>INFORMATION LEAFLETS FREE;</b> <b>CONSUMER ADVICE AND DEBT COUNSELLING SERVICE FREE;</b> <b>FEE MAY BE PAYABLE FOR INDEPENDENT ADVISER'S FEES.</b>	<a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a> <b>CONTACT RECEPTION STAFF ON 0141 287 5937/5703</b> <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Consumer and Trading Standards (CATS) – advice to businesses on Trading Standards compliance	Information on how to comply with the law and on the Council's enforcement activity and compliance with the Enforcement concordat, and Statutory Performance Indicators.		<a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a> <b>CONTACT RECEPTION STAFF ON 0141 287 5937/5703</b> <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Consumer and Trading Standards (CATS) – petrol stations	Annual petroleum licence required for all petrol stations to operate. Fee based on storage capacity of the petrol station. Inspection of all new or replacement measuring equipment or meters required. Fee required.	<b>SEE FEE SCALE</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a> <b>CONTACT RECEPTION STAFF ON 0141 287 5937/5703</b> <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>

## B6 Protection

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Environmental Protection Services	Annual performance report available from numbers and address given.	<b>FREE</b>	<a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT RECEPTION STAFF ON 0141 287 5937/5703</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Environmental – cleansing	<b>SEE REFUSE AND RECYCLING (CLASS B8) FOR FURTHER DETAILS</b>		
Environmental – control unit	<p>Various related functions such as air quality, noise, pollution, environmental information, radiation sampling, and electromagnetic field sampling.</p> <p>Unit acts as government local site operator for city air quality stations.</p> <p>Glasgow city centre designated Air Quality Management Area.</p> <p><b>ALSO SEE POLLUTION</b></p>		<a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT RECEPTION STAFF ON 0141 287 5937/5703</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Environmental – environmental health notices	<b>SEE PUBLIC HEALTH – STATUTORY NOTICES (CLASS B8) FOR FURTHER DETAILS</b>		
Fireworks	<p>The misuse of fireworks causes many serious accidents every year most of which can be avoided. Informally organised firework displays can present particular dangers and all those involved should contact EPS for advice.</p> <p>Leaflet is being prepared but not available at this time.</p>	<b>WILL BE FREE</b>	<a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT FS &amp; HS STAFF ON 0141 287 6539/6540</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>

## B6 Protection

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Food Safety	Information concerning licensing of butchers' shops, food safety, food sampling and hygiene inspections, and complaints about food or food businesses.	<b>FREE; VARIOUS LEAFLETS AVAILABLE OR IN COURSE OF PRODUCTION.</b>	<a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a> <b>CONTACT FS &amp; HS STAFF ON 0141 287 6539/6540</b> <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Food Safety and Health & Safety –	This service deals with the enforcement issues relating to food safety (food sampling, complaints about food, advice to the food industry) and occupational health and safety (inspections, accident investigations) Free advice is available on all health and safety matters.	<b>FREE</b>	<a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a> <b>CONTACT FS &amp; HS STAFF ON 0141 287 6539/6540</b> <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Food Safety and Health & Safety – Certification	Application for certificates as to the suitability of the premises for which a licence is sought, for expected goods, and for food kiosks etc. Application forms available	<b>FEE PAYABLE FOR CERTIFICATE, SEE FEE SCALE</b> <b>INFORMATION AND FORMS FREE.</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a> <b>CONTACT FS &amp; HS STAFF ON 0141 287 6539/6540</b> <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Health & Safety – inspections	Premises are subject to routine programmed inspections according to the risk presented by their activities to workers and others. Officers deal with premises in the service industry including shops, offices, residential accommodation, warehouses, consumer services, and swimming pools.	<b>FREE</b>	<a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a> <b>CONTACT FS &amp; HS STAFF ON 0141 287 6539/6540</b> <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>

## B6 Protection

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Health & Safety – public health notices	<b>SEE PUBLIC HEALTH – STATUTORY NOTICES (CLASS B8) FOR FURTHER DETAILS</b>		
Health & Safety – sports grounds	<b>SEE BUILDING CONTROL – SAFETY AT SPORTS GROUNDS, LICENSING (CLASS B5)</b>		
Home Safety – Information	Advice in all aspects of home safety is readily available from the Home Safety Officer. A variety of leaflets and posters are also available free of charge, relating to: asbestos, barbecues, central heating, DIY, fire safety, the Home Safety Certificate, and on home safety in general.	<b>FREE</b>	<a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT FS &amp; HS STAFF ON 0141 287 6539/6540</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Safety – workplace health & safety	Complaints and enquiries can be made on a confidential basis about workplace conditions. Appropriate investigations will be made and action taken as required. Leaflet, “How to make a Complaint about Health and Safety Conditions at Work” available free of charge..		<a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT FS &amp; HS STAFF ON 0141 287 6539/6540</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Safety at work - make a complaint	If for any reason you are dissatisfied with our service we welcome written details of the circumstances involved. Leaflet will be available in due course.	<b>WILL BE FREE</b>	<a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT FS &amp; HS STAFF ON 0141 287 6539/6540</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>

## B7 Permits and Licences

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### B7 Permits and Licences

This covers the wide range of permits and licences issued by the Council – everything from consent to place a skip on a public road to a licence to run a betting shop. Please note that while most types of licence are covered in this section, liquor (alcohol) licences are issued by the City of Glasgow Licensing Board which is a legally separate body. The publication scheme for the Licensing Board together with contact details can be found as Annex A to this document.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Taxi MOT and Inspection	Provides information on the services offered by this section and contact details.	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Civic Government Licensing <ul style="list-style-type: none"><li>▪ Houses in multiple occupation</li><li>▪ Indoor Sports Centre/Entertainment</li><li>▪ Late Hours Catering</li><li>▪ Private Hire and Taxi Driver</li></ul>	Guidance notes on how to apply for a licence including fees and application forms (and for private hire and taxi drivers, information on licence conditions and dress code).	Information free – fee for submitting application	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> (including downloadable application forms) Or contact:  Licensing Section Chief Executive Office 235 George Street Glasgow G1 1QZ  0141 287 4535 Fax : 0141 287 5569

## B7 Permits and Licences

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Road permits	<p>Application form and instruction on how to apply for (a) permission to place a skip on the roadway            (b) to occupy portion of a road temporarily in connection with building operations – hoarding/scaffolding/site hut/portakabin            (C to occupy portion of a road temporarily in connection with crane operations/cherry pickers/simon towers/access lifts            (d) to open the road i.e. to dig up the carriageway</p>		<p><a href="mailto:www.land@glasgow.gov.uk">www.land@glasgow.gov.uk</a></p>
Events	<p>Application form, information and instructions on how to (a) apply to film within or around Land Services property.            (b) permission to erect temporary advertising banner etc            (c) Permission to stage event within George Square area.            (d) Permission to stage event within pedestrian precincts            (e) permission to take photographs within Land Services property            (f) Permission to hold processions in or around Land Services property.</p>	<p><b>FREE OF CHARGE</b></p> <p><b>APPLICATION FORM AND INSTRUCTIONS FREE</b></p> <p><b>CHARGES MAY APPLY FOR PERMISSION DEPENDING ON THE REQUEST</b></p>	<p><b>OR IN PERSON</b></p> <p><b>LAND SERVICES</b></p> <p><b>RICHMOND EXCHANGE</b></p> <p><b>20 CADOGAN STREET</b></p> <p><b>GLASGOW G2 7AD</b></p> <p><b>AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></b></p> <p><b>OR APPLY IN WRITING TO</b></p> <p><b>LAND SERVICES</b></p> <p><b>RICHMOND EXCHANGE</b></p> <p><b>20 CADOGAN STREET</b></p> <p><b>GLASGOW G2 7AD</b></p>

## B7 Permits and Licences

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Civic Government Licensing decisions	Minutes of Licensing Committee meetings – from 1977 to the last quarter	No charge for inspection; nominal charge if photocopies made	<ul style="list-style-type: none"> <li>Available for inspection at 235 George Street.</li> </ul>
	Appeal Decisions within the past two years	No charge for inspection; nominal charge if photocopies made	<ul style="list-style-type: none"> <li>Available for inspection at 235 George Street.</li> </ul>
	Statements of Reasons for Committee decisions <u>EXCEPT any statements issued during the current quarter or which are the subject of an appeal</u>	No charge for inspection; nominal charge if photocopies made	<ul style="list-style-type: none"> <li>Available for inspection at 235 George Street.</li> </ul>
	Reports to the Committee <u>EXCEPT any reports to the current quarterly meeting or reports on complaints or objections</u>	No charge for inspection; nominal charge if photocopies made	<ul style="list-style-type: none"> <li>Available for inspection at 235 George Street</li> <li>Excepted items are confidential and/or contain personal information protected by the Data Protection Act.</li> </ul>
	Complaints and Objections	N/A	<ul style="list-style-type: none"> <li><u>Excepted</u> by reason of containing confidential information and/or personal information protected by the Data Protection Act.</li> </ul>
Civic government (Scotland) Act 1982 Licences	Statutory Registers	No charge for inspection; nominal charge if photocopies made	<ul style="list-style-type: none"> <li>Available from 235 George Street</li> </ul>
	Lists of current licence-holders	£10 for paper copy.	<ul style="list-style-type: none"> <li>Available from 235 George Street</li> <li>Downloadable from:- <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a></li> </ul>

## B8 Environment

### B8 Environment

Glasgow City Council carries out a number of environment related activities and information about these activities (plus information about the environment in Glasgow) is included in this section. Please note that the main environmental regulator in Scotland is the Scottish Environmental Protection Agency (SEPA) contact details for which are contained in Appendix 4. If the environmental information you are looking for is not contained in this section it may be available under SEPA's own publication scheme. Section B8 contains environmental information principally of relevance to businesses, and includes topics such as energy management, sustainable development and landscape and heritage. Additional environmental information mainly of interest to residents can be found under Section D2.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
<i>Energy management</i>	<i>Information regarding energy efficiency initiatives lead by the Council, e.g. Energy Strategy for Glasgow Housing, Energy Management Forum and the Capital Programme projects.</i>	FREE	Contact: Development and Regeneration Services, Fiona Roche, 00 44 (0) 141 287 8653 <a href="http://www.glasgow.gov.uk/en/Business/Environment/Energymanagement/">www.glasgow.gov.uk/en/Business/Environment/Energymanagement/</a>
Engineering	General <i>Leaflets, brochures and reports prepared by the engineering functions in the Council.</i>	MAY BE A CHARGE	Contact: Development and Regeneration Services, Bjorn Aaen, 00 44 (0) 141 287 8602, <a href="http://www.glasgow.gov.uk/en/Business/Environment/Engineering/">www.glasgow.gov.uk/en/Business/Environment/Engineering/</a>
	Geotechnical information <i>Factual data relating to general conditions (drilling records, soil information, levels of contaminants if analysed, etc.)</i>	£80.00 administration, search and copying fee.	Contact: Development and Regeneration Services, Bjorn Aaen, 00 44 (0) 141 287 8602, <a href="http://www.glasgow.gov.uk/en/Business/Environment/Engineering/">www.glasgow.gov.uk/en/Business/Environment/Engineering/</a>
Sustainable development	<i>Details of Glasgow's local agenda 21 framework document, relevant information is also featured in the City Plan and fact sheets (See Class B11)</i>	FREE	Contact: Development and Regeneration Services, Kenneth Harris, 00 44 (0) 141 287 8682, <a href="http://www.glasgow.gov.uk/en/Business/Environment/Sustainabledevelopment/">www.glasgow.gov.uk/en/Business/Environment/Sustainabledevelopment/</a>

## B8 Environment

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Kelvin Clyde Greenspace	<i>The Action Plan, Strategy and Annual Report for the Kelvin Clyde Greenspace project.</i>	FREE	Contact: Development and Regeneration Services, Chris Wood-Gee, 00 44 (0) 141 554 8672, <a href="http://www.glasgow.gov.uk/en/Business/Environment/Clyde_KelvinGreenspace/">www.glasgow.gov.uk/en/Business/Environment/Clyde_KelvinGreenspace/</a> and <a href="http://www.gretereasterhouse-pathfinder.com/kelvin/basic.html">www.gretereasterhouse-pathfinder.com/kelvin/basic.html</a>
Communal Gardens	<i>Information on communal gardens improvement grants</i>	FREE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8670, <a href="http://www.glasgow.gov.uk/en/Business/Environment/Communalgardens/">www.glasgow.gov.uk/en/Business/Environment/Communalgardens/</a>
Calibration & Testing	Provision of calibration services to industry and technical support to local authority Trading Standards sections. Accredited to the United Kingdom Accreditation Services (UKAS). Calibration fee payable, please refer to fee scale.	SEE FEE SCALE  NO FEE FOR INFORMATION ON WHICH SERVICES ARE AVAILABLE	<a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT TEST CENTRE ON 0141 420-1090</b>  <b>TEST CENTRE 67 PORTMAN STREET</b> <b>GLASGOW</b>

## B8 Environment

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Pollution – environmental information	<ul style="list-style-type: none"> <li>▪ Land use history relating to possible contamination.</li> <li>▪ Air quality monitoring results</li> <li>▪ Noise issues (complaints history)</li> <li>▪ Public health nuisance history</li> <li>▪ Completed reports on contamination results</li> </ul> <p>The above are made available in terms of the Environmental Information Regulations 1992; disclosure of information in this class is subject to the exemptions contained in those Regulations.</p>	FEE PAYABLE SEE FEE SCALE	<p><b>CURRENT FEE SCALE AVAILABLE AT</b>  <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></p> <p><b>CONTACT RECEPTION STAFF ON 0141 287 5937/5703</b></p> <p><b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b></p>
Pollution – noise	<p>Responding to and investigating noise complaints made. Statutory enforcement action. Proactively working with planning applications and licensing to effect a reduction in noise in the city.</p> <p>Leaflet “Our Commitment to Dealing With Your Noise Problems” about to be published, and will be available free of charge.</p>	<p><b>CONTRACTUAL COSTS PLUS SUPERVISORY AND ADMIN FEES AND EXPENSES POSSIBLE IF ENFORCEMENT ACTION TAKEN</b></p> <p><b>LEAFLET WILL BE FREE.</b></p>	<p><a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></p> <p><b>CONTACT RECEPTION STAFF ON 0141 287 5937/5703</b></p> <p><b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b></p>
Public Health – dampness	<p>Statutory enforcement action, works instructed in default of the owners, at their expense</p>	<p><b>CONTRACTUAL COSTS PLUS SUPERVISORY AND ADMIN FEES AND EXPENSES POSSIBLE IF ENFORCEMENT ACTION TAKEN</b></p>	<p><b>CURRENT FEE SCALE AVAILABLE AT</b>  <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></p> <p><b>CONTACT PH &amp; EP STAFF ON 0141 287 6698/6560</b></p> <p><b>HEAD OFFICE, 231 GEORGE STREET GLASGOW</b></p>

## B8 Environment

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Public Health – dirty houses	Statutory enforcement action, works instructed in default of the owners, at their expense.	CONTRACTUAL COSTS PLUS SUPERVISORY AND ADMIN FEES AND EXPENSES POSSIBLE IF ENFORCEMENT ACTION TAKEN	CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  CONTACT PH & EP STAFF ON 0141 287 6698/6560  HEAD OFFICE, 231 GEORGE STREET  GLASGOW
Public Health – dog fouling	Statutory enforcement action. Explanatory leaflet about new rules is available	FIXED PENALTY FOR DOG FOULING.  LEAFLET AVAILABLE  FREE	CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  CONTACT PH & EP STAFF ON 0141 287 6698/6560  HEAD OFFICE, 231 GEORGE STREET GLASGOW
Public Health – drains	Statutory enforcement action, if drains within property boundary, works instructed in default of the owners, at their expense. If drains out with property boundary contact Scottish Water	CONTRACTUAL COSTS PLUS SUPERVISORY AND ADMIN FEES AND EXPENSES POSSIBLE IF ENFORCEMENT ACTION TAKEN	CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  CONTACT PH & EP STAFF ON 0141 287 6698/6560  HEAD OFFICE, 231 GEORGE STREET, GLASGOW

## B8 Environment

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Public Health – disposal of the dead	Certificate required to allow transport of casket to another country.	SEE FEE SCALE  APPLICATION FORMS AND INFORMATION AVAILABLE FREE OF CHARGE.	CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  HEAD OFFICE, 231 GEORGE STREET, GLASGOW
Public Health – dust and debris	Statutory enforcement action, works instructed in default of the owners, at their expense	CONTRACTUAL COSTS PLUS SUPERVISORY AND ADMIN FEES AND EXPENSES POSSIBLE IF ENFORCEMENT ACTION TAKEN	CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  CONTACT PH & EP STAFF ON 0141 287 6698/6560  HEAD OFFICE, 231 GEORGE STREET  GLASGOW
Public Health – light	Statutory enforcement action, works instructed in default of the owners, at their expense.	CONTRACTUAL COSTS PLUS SUPERVISORY AND ADMIN FEES AND EXPENSES POSSIBLE IF ENFORCEMENT ACTION TAKEN	CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  CONTACT PH & EP STAFF ON 0141 287 6698/6560  HEAD OFFICE, 231 GEORGE STREET  GLASGOW
Public Health – port health, ship food safety	Statutory enforcement action, works instructed in default of the owners, at their expense. De-ratting certificate may be required, fee payable.	CONTRACTUAL COSTS PLUS SUPERVISORY AND ADMIN FEES AND EXPENSES POSSIBLE IF ENFORCEMENT ACTION TAKEN	CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  CONTACT PH & EP STAFF ON 0141 287 6698/6560  HEAD OFFICE, 231 GEORGE STREET  GLASGOW

## B8 Environment

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Public Health –smell	Statutory enforcement action, works instructed in default of the owners, at their expense.	<b>CONTRACTUAL COSTS PLUS SUPERVISORY AND ADMIN FEES AND EXPENSES POSSIBLE IF ENFORCEMENT ACTION TAKEN</b>	<b>CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></b>  <b>CONTACT PH &amp; EP STAFF ON 0141 287 6698/6560</b>  <b>HEAD OFFICE, 231 GEORGE STREET</b>  <b>GLASGOW</b>
Public Health – stair cleaning	Statutory enforcement action, works instructed in default of the owners, at their expense.	<b>CONTRACTUAL COSTS PLUS SUPERVISORY AND ADMIN FEES AND EXPENSES POSSIBLE IF ENFORCEMENT ACTION TAKEN</b>	<b>CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></b>  <b>CONTACT PH &amp; EP STAFF ON 0141 287 6698/6560</b>  <b>HEAD OFFICE, 231 GEORGE STREET</b>  <b>GLASGOW</b>
Refuse and recycling – bulk item uplifts	To arrange bulk uplift of normal domestic refuse contact Access Centre 0141-287-9700. Items must be presented at ground floor level for collection. There is no charge for this service. A fee is payable for the uplift of heavy landscape and contractor's waste/materials, please refer to fee scale. There are items that we are not able to uplift, details of these items can be obtained from the web site.	<b>FEE PAYABLE SEE FEE SCALE</b>  <b>INFORMATION CONCERNING SERVICES AVAILABLE FREE.</b>	<b>CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></b>  <b>CONTACT ACCESS CENTRE 0141 287 9700</b>  <b>HEAD OFFICE 231 GEORGE STREET</b> <b>GLASGOW</b>

## B8 Environment

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Refuse and recycling – civic amenity	Glasgow City Council provides civic amenity facilities free of charge to householders. Householders can dispose of items of household waste between the hours of 08.00 and 20.00 hours 7 days a week. There is a height restriction of 1.8 metres for vehicles at these sites. Recycling facilities are also available at these sites. Details of the locations of these sites can be found from the web site.	<b>INFORMATION AVAILABLE FREE</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT ACCESS CENTRE 0141 287 9700</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Refuse and recycling – commercial bulk	To arrange uplift of commercial waste/materials contact Access Centre 0141-287-9700. A fee is payable for this service, please refer to fee scale.	<b>FEE PAYABLE SEE FEE SCALE</b>  <b>NO FEE FOR PROVISION OF INFORMATION</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT ACCESS CENTRE 0141 287 9700</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Refuse and recycling – education	Glasgow City Council has established recycling facilities in many of Glasgow's schools. The materials are collected and taken to the materials reclamation facility. The Council also runs the annual environmental campaign and competition Rosebowl for Glasgow schools. A teacher pack "What a Load of Rubbish" for 5-14 year olds has been developed in conjunction with Education Services to raise awareness and introduce recycling initiatives.	<b>INFORMATION FREE;</b>  <b>TEACHERS' PACK MAY BE PUBLISHED COMMERCIALY IN FUTURE.</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT ACCESS CENTRE 0141 287 9700</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>  <b>INFORMATION CONCERNING THE ROSEBOWL COMPETITION AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> <b>OR TELEPHONE</b> <b>0141 287 9319</b>

## B8 Environment

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Refuse and recycling <ul style="list-style-type: none"> <li>▪ hazardous materials</li> <li>▪ household waste</li> <li>▪ garden waste</li> </ul>	Disposal of confidential, pathological and radioactive waste, call the Access Centre 0141-287-9700.  Information in domestic waste collection arrangements and for the collection of composting of organic garden waste.	<b>FREE;</b>  <b>FEE MAY BE PAYABLE FOR CERTAIN TYUPES OF UPLIFT.</b>	<b>INFORMATION AND CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></b>  <b>CONTACT ACCESS CENTRE 0141 287 9700</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Refuse and recycling – leased bins (commercial)	Call Access Centre 0141-287-9700. Contract to be arranged with Senior Commercial Liaison Officer, detailing number of uplifts per week, size of bin, etc.	<b>FEE PAYABLE SEE FEE SCALE</b>	<b>CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></b>  <b>CONTACT ACCESS CENTRE 0141 287 9700</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Refuse and recycling – materials reclamation facility	Information regarding the largest local authority materials reclamation facility opened at Polmadie in 1999. The plant is built over three floors and is designed to process up to 25,000 tonnes of material per annum, including newspaper, plastic bottles, food and drink cans, cardboard and office paper.	<b>FREE</b>	<b>INFORMATION AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></b>  <b>CONTACT ACCESS CENTRE 0141 287 9700</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>
Refuse and recycling – multi purpose recycling sites	There are over 80 multi purpose recycling sites in the city. These sites range from paper and bottle recycling only, to sites that have multi purpose recycling facilities. The location of these sites can be found on our web page.	<b>FREE</b>	<b>AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></b>  <b>CONTACT ACCESS CENTRE 0141 287 9700</b>  <b>HEAD OFFICE 231 GEORGE STREET GLASGOW</b>

## B8 Environment

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Refuse and recycling – public toilets	A number of public toilets operate in the city. A list of the locations of these toilets, opening times and those with disable access can be found on our web page, or by contacting the Access Centre.	<b>FREE</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT ACCESS CENTRE 0141 287 9700</b>  <b>HEAD OFFICE 231 GEORGE STREET</b> <b>GLASGOW</b>
Refuse and recycling – public weighbridge	Free to householders with normal domestic refuse and all cars are allowed free access. All vans would have to prove that they are carrying normal domestic refuse. Details given to attendant and van weighed on entry and departure, invoice issued based on the weight, see fee scale.	<b>FEE PAYABLE SEE FEE SCALE</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT ACCESS CENTRE 0141 287 9700</b>  <b>HEAD OFFICE 231 GEORGE STREET</b> <b>GLASGOW</b>
Refuse and recycling – recycling	Information concerning new recycling initiatives or the extension of initiatives into new areas, about recycling times and facilities etc.	<b>FREE;</b>  <b>LEAFLETS GENERALLY DISTRIBUTED TO AREAS COVERED BY NEW INITIATIVES.</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT ACCESS CENTRE 0141 287 9700</b>  <b>HEAD OFFICE 231 GEORGE STREET</b> <b>GLASGOW, OR RECYCLING RECEPTION,</b> <b>POLMADIE M.R.F., POLMADIE ROAD</b>  <b>TELEPHONE. 0141 287 2082</b>
Refuse and recycling – sale of bins, etc	This service is available for commercial customers only. Contact Access Centre 0141-287-9700. See fee scale for details of bin options available.	<b>FEE PAYABLE SEE FEE SCALE</b>	<b>CURRENT FEE SCALE AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT ACCESS CENTRE 0141 287 9700</b>  <b>HEAD OFFICE 231 GEORGE STREET</b> <b>GLASGOW</b>

## B8 Environment

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Refuse and recycling – skips	This service is available for commercial customers only. Contact Skip Control 0141-287-2015.	FEE PAYABLE SEE FEE SCALE	CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  CONTACT ACCESS CENTRE 0141 287 9700  HEAD OFFICE 231 GEORGE STREET GLASGOW
Refuse and recycling – street cleansing	Maintaining and improving the environment at local level by providing clean streets. The fleet of street cleansing vehicles clean the equivalent of 360,000 kilometres of streets annually.	NO CHARGE UNLESS PRIVATE ROAD OR THIRD PARTY INVOLVED.	CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  CONTACT ACCESS CENTRE 0141 287 9700  HEAD OFFICE 231 GEORGE STREET GLASGOW
Refuse and recycling – trade refuse sacks	Where space is limited for the use of wheeled bins, trade refuse sacks fulfil business requirements. The cost of the purchase of the sacks includes a regular uplift, disposal and landfill tax charges. Contact Access Centre 0141-287-9700	FEE PAYABLE SEE FEE SCALE	CURRENT FEE SCALE AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  CONTACT ACCESS CENTRE 0141 287 9700  HEAD OFFICE 231 GEORGE STREET GLASGOW

## B9 International Office

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### B9 International Office

The Council's international office is responsible for developing an international strategy for the Council, developing and co-ordinating relations with the Council's twin cities, other partner councils and networks and develops and maintains the Council's relationships with the European Commission. This section contains information about these activities.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Bulletin	<i>Up to date Information on European funded projects, and European or International events relevant to Glasgow</i>	FREE	Contact: Development and Regeneration Services, International Office, Laura McGread, 00 44 (0) 141 287 7273, <a href="http://www.glasgow.gov.uk/en/Business/InternationalOffice/Bulletin/">www.glasgow.gov.uk/en/Business/InternationalOffice/Bulletin/</a>
Delegations	<i>Information for Delegations interested in visiting Glasgow</i>	FREE	Contact: Development and Regeneration Services, European Officer, International Office, Charles Palmer, 00 44 (0) 141 287 8622, <a href="http://www.glasgow.gov.uk/en/Business/InternationalOffice/Delegations/">www.glasgow.gov.uk/en/Business/InternationalOffice/Delegations/</a>
EU Organisations	Listing of EU institutions with summary of their roles, and links to specific websites	FREE	Contact: Development and Regeneration Services, <a href="http://www.glasgow.gov.uk/en/Business/InternationalOffice/EUOrganisations/">www.glasgow.gov.uk/en/Business/InternationalOffice/EUOrganisations/</a>
Funding	<i>Information on around 250 Transnational funding programmes covering a wide range of activities, and how to access additional funding or transnational partners</i>	FREE	Contact: Development and Regeneration Services, International Office 00 44 (0) 141 287 7273, <a href="http://www.glasgow.gov.uk/en/Business/InternationalOffice/Funding/">www.glasgow.gov.uk/en/Business/InternationalOffice/Funding/</a>
Networks	Details of Glasgow's participation in various European/international Networks.	FREE	Contact: Development and Regeneration Services, European Officer – International Office, Gillian Walsh, 00 44 (0) 141 287 8460, <a href="http://www.glasgow.gov.uk/en/Business/InternationalOffice/Networks/">www.glasgow.gov.uk/en/Business/InternationalOffice/Networks/</a>

## B9 International Office

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Projects	<i>Information on European/international projects in Glasgow</i>	FREE	Contact: Development and Regeneration Services, European Officer – International Office, Laura McGread 00 44 (0) 141 287 7273, <a href="http://www.glasgow.gov.uk/en/Business/InternationalOffice/Projects/">www.glasgow.gov.uk/en/Business/InternationalOffice/Projects/</a>
Twin Cities	<i>Details of Glasgow's Twinning Programme with cities in Italy, Germany, Russia, China and Cuba</i>	FREE	Contact: Development and Regeneration Services, External Relations Officer - International Office, Marjukka Fryer 00 44 (0) 141 287 8545, <a href="http://www.glasgow.gov.uk/en/Business/InternationalOffice/TwinCities/">www.glasgow.gov.uk/en/Business/InternationalOffice/TwinCities/</a>

## B10 Conferences and Conventions

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### B10 Conferences and Conventions

This section contains information on Council facilities (including land and facilities hire) of interest to anyone planning to hold a conference or convention in the city.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Glasgow Museum Venues Hire, Events and Banqueting; Conference Facilities	Public information, Brochures available	FREE OF CHARGE AT ADDRESS GIVEN	Encore Web Site <a href="http://www.encorecatering.co.uk">www.encorecatering.co.uk</a>  Contact Banqueting and Venue Hire Co-ordinator on 0141353 9026/9108  100 BORRON ST GLASGOW  FOR DETAILS OF CONFERENCE FACILITIES OR THE PARISH HALL, CALL 0141 287 5664

## B11 Opportunities

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### B11 Opportunities

This section outlines information on opportunities for businesses in Glasgow including inward investment advice, details of Glasgow markets, and the Council's own procurement procedures.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Inward investment	Brochures promoting Glasgow as a general inward investment location and specific brochures for target sectors. Leaflets providing case studies of companies which have located in the city. Annual report on the scale of inward investment attracted and the proposed priority actions for the forthcoming year.	FREE	Contact: Development and Regeneration Services, Steve Inch, 00 44 (0) 141 287 7200, <a href="http://www.glasgow.gov.uk/en/Business/Inwardinvestment/">www.glasgow.gov.uk/en/Business/Inwardinvestment/</a>
Glasgow Film Office	Details of assistance and funding aimed at expanding the City's production capacity, boosting the creative content capacity and enhancing our location liaison service, plus film industry news and features.	FREE	Contact: Development and Regeneration Services, Jenny Williams, 00 44 (0) 141 287 0424, <a href="http://www.glasgow.gov.uk/en/Business/GlasgowFilmOffice/">www.glasgow.gov.uk/en/Business/GlasgowFilmOffice/</a> and <a href="http://www.glasgowfilm.com">www.glasgowfilm.com</a>
Markets	General information on the City's Markets <ul style="list-style-type: none"><li>■ Wholesale</li><li>■ Retail</li><li>■ Farmer's</li><li>■ Car Boot Sales</li></ul>	FREE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 2500

## B11 Opportunities

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
OJEU Notices	<p>The Official Journal of the European Union (OJ) is published each working day in all 11 official languages of the EU.</p> <p>All public tenders exceeding specific contract values must be published in the Supplement to the Official Journal of the European Union. The EU Procurement Rules set out detailed procedures for the award of contracts whose value equals or exceeds specific thresholds. These thresholds vary for Works contracts and Supplies and Services, and are reviewed by the EU every two years.</p> <p>Documents from the various editions of the Official Journal are valid until the deadlines for receipts of tenders or request to participate indicated in the documents has expired. These deadlines are set by the awarding authority involved, not by EUR-OP.</p>	Free	<p>TED - Tenders Electronic Daily Can be accessed via the Internet on <a href="http://www.ted.publications.eu.int">www.ted.publications.eu.int</a> On CD ROM on subscription.</p> <p>Publications for sale published by the Publications Office can be obtained through a world wide network of sales agents.</p> <p><a href="http://publications.eu.int/general/en/sale/sagents-en.htm">http://publications.eu.int/general/en/sale/sagents-en.htm</a>.</p> <p>Also available on request by fax from the Publications Office (0352) 29 29-42758.</p>
Local Government Tenders (LGT)	Public Sector Contracts advertised on a weekly basis	Free	<a href="http://www.lgenet.com/tenders">www.lgenet.com/tenders</a>

## B12 City Plan

### B12 – City Plan

*This section contains publications relating to the City Plan, showing the Council's aspirations for Glasgow. The City Plan replaces 44 local plans and sets out the development strategy for Glasgow over the next 20 years.*

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Part 1 Development Strategy	<i>The Council's adopted Development Strategy and Proposals.</i>	The Plan will be available to buy and there may be a charge for downloading elements from the web. The hard copy is not divisible. Hard copy - £100 plus VAT and postage, CD Rom - £20, No charge for downloading from the net and £5 for each Technical Note	Contact: Development and Regeneration Services, Steve Turnbull, 00 44 (0) 141 287 8678, <a href="http://www.glasgow.gov.uk/en/Business/City+Plan/Part+1/">www.glasgow.gov.uk/en/Business/City+Plan/Part+1/</a>
Part 2 Development Policies and Design Guidance	<i>The Council's adopted Development Policies and Design Guidance.</i>	See Part 1	Contact: Development and Regeneration Services, Steve Turnbull, 00 44 (0) 141 287 8678, <a href="http://www.glasgow.gov.uk/en/Business/City+Plan/Part+2/">www.glasgow.gov.uk/en/Business/City+Plan/Part+2/</a>
Maps	1.Development Policy Principles 2.Environmental Designations 3.Proposals 4.Urban Form  <i>Maps associated with the adopted City Plan.</i>	See Part 1	Contact: Development and Regeneration Services, Steve Turnbull, 00 44 (0) 141 287 8678, <a href="http://www.glasgow.gov.uk/en/Business/City+Plan/Maps/">www.glasgow.gov.uk/en/Business/City+Plan/Maps/</a>

## B13 Glasgow Means Business

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### B13 Glasgow Means Business

This section relates to the Glasgow Means Magazine published on a regular basis on business news and developments in Glasgow.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Glasgow Means Business	A magazine published on a regular basis on business news and developments in Glasgow	Available free online and as distributed	Contact: Development and Regeneration Services, Pauline Mayes 00 44 (0) 141 287 7279, <a href="http://www.glasgow.gov.uk/en/Business/Businesssupport/Publications/glasgowmeansbusiness">www.glasgow.gov.uk/en/Business/Businesssupport/Publications/glasgowmeansbusiness</a>

## B14 Trading Overseas

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### B14 Trading Overseas

This section contains publications and information for businesses wishing to trade outside Scotland.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Network Assistance	<i>information on Glasgow's own programme of support and links to full network of support available from the various agencies involved in trade development support</i>	FREE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555, <a href="http://www.glasgow.gov.uk/en/Business/TradingOverseas/NetworkAssistance/">www.glasgow.gov.uk/en/Business/TradingOverseas/NetworkAssistance/</a>
Development Programme	<i>Information for local companies wishing to trade outside Scotland, including details of current development programmes and eligibility.</i>	FREE	Contact: Development and Regeneration Services, Harry Baxter, 00 44 (0) 141 287 7230, <a href="http://www.glasgow.gov.uk/en/Business/TradingOverseas/DevelopmentProgramme/">www.glasgow.gov.uk/en/Business/TradingOverseas/DevelopmentProgramme/</a>
Missions & Exhibitions	<i>Details of forthcoming trade events organised by Glasgow as partners in and on behalf of Glasgow Exports</i>	FREE	Contact: Development and Regeneration Services, Margaret Swinburne, 00 44 (0) 141 287 7235, <a href="http://www.glasgow.gov.uk/en/Business/TradingOverseas/Missions_Exhibitions/">www.glasgow.gov.uk/en/Business/TradingOverseas/Missions_Exhibitions/</a>

## B15 Tourism

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### B15 Tourism

This section covers the Glasgow Tourism Action Plan and committee reports detailing progress of the Action Plan.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Tourism	<i>Published version of the Glasgow Tourism Action Plan 2002-07 and Committee reports detailing progress being made in implementing the plan.</i>	FREE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 7294, <a href="http://www.glasgow.gov.uk/en/Business/Tourism/">www.glasgow.gov.uk/en/Business/Tourism/</a>

## C On-line Services and Privacy Policy

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### C On-line Services and Privacy Policy

The Council, principally through its Access Glasgow strategy, is well on the way to meeting the government's target of providing all services capable of being delivered electronically in place by 2005. This section describes the Access Glasgow strategy and (in the internet version) provides the on-line services themselves. It also includes the Council's privacy policy.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
On-line Services	Information concerning Council services available on-line, plus the services themselves.	FREE	ONLY AVAILABLE AT <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Policies	Privacy policy, data protection information, copying the information and disclaimers relating to cost of content on the Council's website.	FREE	ONLY AVAILABLE AT <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>

## D Residents

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### D Residents

This section contains information aimed mainly at those who live in the City of Glasgow. It has been sub-divided into a number of major parts, namely:

- care and support
- environment
- getting advice
- getting around
- going to school
- keeping safe
- learning
- leisure and culture
- your community
- your home
- birth, death, marriage and citizenship

## D1 Care and Support

### D1 Care and Support

The City Council provides support mechanisms for a very wide range of groups of people, including some of the most vulnerable groups in society. This section describes the support which is available to these groups, including those with learning disabilities, physical disabilities, sensory impairment, mental health issues, including adults with incapacity, the homeless or those threatened with homelessness, families and children, older people, those needing support at home, carers (i.e. people who care for someone else), those affected by drugs or alcohol, people involved in the criminal justice system, asylum seekers and young people. The section also describes how to access these support mechanism

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Care and Support	Care and Support homepage describing key social work areas and contact details	None	<a href="http://webcontent.glasgow.gov.uk/NR/exeres/3EF50724-EF33-4707-8B89-72E3A5E8346D,frameless.htm?NRMOD">http://webcontent.glasgow.gov.uk/NR/exeres/3EF50724-EF33-4707-8B89-72E3A5E8346D,frameless.htm?NRMOD</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
Getting A Service	Information on how to access Social Work Services including support information on assessment arrangements, advocacy, interpreting and a range of public information available.	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/GettingaService/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/GettingaService/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Accessing Services:</b> List of addresses for main Social Work Services offices, hospitals and out of hours services.	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/GettingaService/AccessingServices">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/GettingaService/AccessingServices</a> : <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700 and for out of hours Contact: Standby Services 0800 811505</b>
	<b>Advocacy:</b> List of advocacy projects and information about safeguarders agency	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/GettingaService/Advocacy/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/GettingaService/Advocacy/</a> <b>Contact: Senior Officer Advocacy 0141 287 8714</b>
	<b>Assessment:</b> Description of assessment procedures for the provision of social work services	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/GettingaService/Assessment/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/GettingaService/Assessment/</a> <b>Contact: Public Information Team 0141 287 8729</b>

## D1 Care and Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Information:</b> range of public information leaflets available about social work provision	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/GettingaService/Information/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/GettingaService/Information/</a> <b>Contact: Public Information Team 0141 287 8729</b>
	<b>Interpreting:</b> Background information and contact details for the Glasgow Translating and Interpreting Service	No charge for information but charging policy for interpreting and translating services	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/GettingaService/Interpreting/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/GettingaService/Interpreting/</a> <b>Contact: Glasgow Translation and Interpreting Service 0141 341 0019</b>
Learning Disabilities	Information about delivery and services for individuals and families with learning disabilities. This includes information on the Glasgow Learning Disabilities Partnership and IXSEED website	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/LearningDisabilities/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/LearningDisabilities/</a> <b>Contact: Public Information Team 0141 287 8729</b>
	<b>Your Community:</b> Information about learning disability services including employment and day services	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/LearningDisabilities/YourCommunity/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/LearningDisabilities/YourCommunity/</a> <b>Contact: Public Information Team 0141 287 8729</b>
	<b>Keeping Healthy:</b> Information about Health Services input to learning disability services including details on range of services available	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/LearningDisabilities/KeepingHealthy/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/LearningDisabilities/KeepingHealthy/</a> <b>Contact: Public Information Team 0141 287 8729</b>
	<b>Useful Links:</b> Information providing useful links to a range of voluntary and charitable organisations who support families and individuals with learning disabilities	None. Each organisation may have its own charging policies	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/LearningDisabilities/UsefulLinks/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/LearningDisabilities/UsefulLinks/</a> <b>Contact: Public Information Team 0141 287 8729</b>
Physical Disabilities	Outline of the provision of physical disability services including sensory impairment. Information on direct payments scheme, accessing physical disability services and emergency contacts	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/PhysicalDisabilities/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/PhysicalDisabilities/</a> <b>Contact: Social Work Enquiries Phone: 0141 287 8700</b>
	<b>Support:</b> Information covering the provision of physical disability services. At Home, Benefits and Payments, Day Services, Independent Living, Job Coaching, Occupational Therapy, Residential, Respite, Supported Accommodation and Supported Employment.	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/PhysicalDisabilities/Support/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/PhysicalDisabilities/Support/</a> <b>Contact: Social Work Enquiries Phone: 0141 287 8700</b>

## D1 Care and Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Disabled Parking:</b> Information about the provision of the European Blue Badge scheme	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/PhysicalDisabilities/Disabledparking/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/PhysicalDisabilities/Disabledparking/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Partnership in Practice:</b> Policy document outlining arrangements for joint working.	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/PhysicalDisabilities/PartnershipinPractice/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/PhysicalDisabilities/PartnershipinPractice/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Useful Links:</b> Information providing useful links to a range of voluntary and charitable organisations who may provide services to people and families with physical disabilities	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/PhysicalDisabilities/UsefulLinks/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/PhysicalDisabilities/UsefulLinks/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
Sensory Services	An outline of Social Work Services responsibilities; information on the sign language service, direct payments scheme and contact details for sensory services	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/</a> <b>Contact: Centre for Sensory Impairment</b> <b>0141 334 5530</b>
	<b>Visually Impaired and Blind People:</b> Service description on a range of services provided	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/Visuallyimpaired_blindpeople/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/Visuallyimpaired_blindpeople/</a> <b>Contact: Centre for Sensory Impairment</b> <b>0141 334 5530</b>
	<b>Deafblind and Hearing Impaired People:</b> Service description on a range of services provided	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/Deafblind_hearingimpairedpeople/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/Deafblind_hearingimpairedpeople/</a> <b>Contact: Centre for Sensory Impairment</b> <b>0141 334 5530</b>
	<b>Getting Support:</b> Contact details for the Centre for Sensory Impairment	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/GettingSupport/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/GettingSupport/</a> <b>Contact: Centre for Sensory Impairment</b> <b>0141 334 5530</b>

## D1 Care and Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Internet Radio Station:</b> Information about multi-agency initiative VIP radio station including web link.	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/InternetRadioStation/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/InternetRadioStation/</a> <b>Contact: Centre for Sensory Impairment 0141 334 5530</b>
	<b>Sign Language:</b> Description of sign language interpreting service including services provided and contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/SignLanguage/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/SignLanguage/</a> <b>Contact: Centre for Sensory Impairment 0141 334 5530</b>
	<b>Assistive Technology:</b> Information about the range of services and equipment provided by Glasgow City Council services	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/Assistivetechology/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/Assistivetechology/</a> <b>Contact: Centre for Sensory Impairment 0141 334 5530</b>
	<b>Useful Links:</b> Information providing useful links to a range of voluntary and charitable organisations providing services to people and families with sensory impairment	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/UsefulLinks/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SensoryServices/UsefulLinks/</a> <b>Contact: Centre for Sensory Impairment 0141 334 5530</b>
Mental Health	Information about the provision of mental health services in Glasgow including access to services, what is assessment, out of hours and emergency contacts	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/</a> <b>Contact: Social Work Enquiries Phone: 0141 287 8700</b>
	<b>Acquired Brain Damage: Support services provided</b>	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/AcquiredBrainDamage/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/AcquiredBrainDamage/</a> <b>Contact: Social Work Enquiries Phone: 0141 287 8700</b>
	<b>Learning Disabilities:</b> Support services provided	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/LearningDisabilities/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/LearningDisabilities/</a> <b>Contact: Social Work Enquiries Phone: 0141 287 8700</b>
	<b>What We Do:</b> Roles and responsibilities of Social Work Services mental health support teams	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/WhatWeDo/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/WhatWeDo/</a> <b>Contact: Social Work Enquiries Phone: 0141 287 8700</b>

## D1 Care and Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Support:</b> Range of support provision available	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/Support/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/Support/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Dementia:</b> Information and support available to people affected by dementia	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/Dementia/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/Dementia/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Mental Health Officers:</b> Information about Social Work Services responsibilities under the Mental Health Act and Adults with Incapacity Act with regard to the role of Mental Health Officers	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/MentalHealthOfficers/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/MentalHealthOfficers/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Modernising Services:</b> Brief policy statement outlining proposals to integrate mental health services provided by Social Work Services and Glasgow NHS	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/ModernisingServices/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/ModernisingServices/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Useful Links:</b> Information providing useful links to a range of voluntary and charitable organisations providing services to people and families with mental health issues	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/UsefulLinks/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/MentalHealth/UsefulLinks/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
Adults with Incapacity	Information about the range of services available	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Incapacity Act:</b> Brief outline of Social Work Services responsibilities under the Act and links to a copy of the act	None but Social Work Services do not supply copies of the Act - these would be provided by the Scottish Executive/HMSO who may have their own charging policy	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/IncapacityAct/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/IncapacityAct/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

## D1 Care and Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Duties of Local Authorities:</b> Brief outline of Social Work Services responsibilities under specific areas of the Act, role of the Mental Welfare Commission, electronic link to copy of the act	None but Social Work Services do not supply copies of the Act - these would be provided by the Scottish Executive/HMSO who may have their own charging policy	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/DutiesofLocalAuthorities/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/DutiesofLocalAuthorities/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Types of protection:</b> Further information about the Adults with Incapacity Act covering power of attorney, office of public guardian and access to funds (intromission)	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/Typesofprotection/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/Typesofprotection/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Medical treatment &amp; research:</b> Outline of the Adults with Incapacity Act covering intervention and guardianship orders	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/Medicaltreatment_research/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/Medicaltreatment_research/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Management of residents' funds:</b> Outline of the Adults with Incapacity Act covering management of resident's funds	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/ManagementofResidentsFunds/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/ManagementofResidentsFunds/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Useful Links:</b> Information providing useful links to a range of voluntary and charitable organisations providing services to people and families with mental health issues	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/UsefulLinks/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AdultswithIncapacity/UsefulLinks/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
Homelessness	Information about the Homelessness Partnership	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/</a> <b>Contact: Homelessness Partnership 0141 302 2759</b>
	<b>Homeless or about to be:</b> Contact information and services available	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/Homelessorabouttobe/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/Homelessorabouttobe/</a> <b>Contact: Homelessness Partnership 0141 302 2759</b>

## D1 Care and Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Getting help:</b> Information and services available to individuals and families	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/GettingHelp/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/GettingHelp/</a> <b>Contact: Homelessness Partnership 0141 302 2759</b>
	<b>Services:</b> Range of services provided by the Homelessness Partnership	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/Services/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/Services/</a> <b>Contact: Homelessness Partnership 0141 302 2759</b>
	<b>Changing Glasgow's Services:</b> Details of policy proposals to reshape Glasgow's homeless provision	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/ChangingGlasgowsServices/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/ChangingGlasgowsServices/</a> <b>Contact: Homelessness Partnership 0141 302 2759</b>
	<b>Money Matters:</b> Benefits and financial advice for individuals and families who are homeless	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/MoneyMatters/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/MoneyMatters/</a> <b>Contact: Homelessness Partnership 0141 302 2759</b>
	<b>Asylum Seekers:</b> Provision of services to asylum seekers	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/AsylumSeekers/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/AsylumSeekers/</a> <b>Contact: Homelessness Partnership 0141 302 2759</b>
	<b>Domestic Abuse:</b> Support services available to women subject to domestic violence	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/DomesticAbuse/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/DomesticAbuse/</a> <b>Contact: Homelessness Partnership 0141 302 2759</b>
	<b>Useful links:</b> Details of voluntary and charitable groups providing support to homeless individuals and families	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/Usefullinks/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/Usefullinks/</a> <b>Contact: Homelessness Partnership 0141 302 2759</b>
Families & Children	Outline of Families and Children services and responsibilities within Glasgow including main contact numbers	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/</a> <b>Contact: Social Work Enquiries Phone: 0141 287 8700</b>

## D1 Care and Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Adoption &amp; Fostering:</b> Contact details and outline of responsibilities for provision of adoption and fostering services in Glasgow. Information covers initial enquiries, criteria for fostering and adoption, support to prospective adopters/foster parents, payments, profiles of children, legislation and support groups. Information also includes frequently asked questions and web links to voluntary and charitable groups and organisations	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Adoption_Fostering/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Adoption_Fostering/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Child Protection:</b> Outline of Social Work Services responsibilities for child protection in Glasgow. Information, which is also available in leaflets, includes, Information for parents with a child on the child protection register, Child Protection Conferences Information for Children, Child protection register information for children, Child Assessment Orders, Parents Responsibilities and Rights, Child Protection Order, Child Protection Conferences, Information for parents when the police have removed a child to a place of safety, and Emergency Protection Measures.	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/ChildProtection/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/ChildProtection/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Children Centres:</b> Contact information for Children's Centres and Family Centres in Glasgow including service commitments, how to access services, assessment arrangements and making comment on services	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/ChildrenCentres/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/ChildrenCentres/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Children looked after away from home:</b> Outline of Social Work Services responsibilities, contact details including out of hours, information leaflets for parents/children and details about types of accommodation including Kerelaw School and Secure Unit including contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Childrenlookedafterawayfromhome/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Childrenlookedafterawayfromhome/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Support when leaving care:</b> Social Work Services responsibilities and outline of policy on services available, information for supported carers and contact details including out of hours services	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Supportwhenleavingcare/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Supportwhenleavingcare/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Children's Panel:</b> Details of Children's Panel Hearing system with links to Children's Hearing website	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/ChildrensPanel/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/ChildrensPanel/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Health:</b> Information on how to access health based services, assessment arrangements and contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Health/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Health/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Health: Mental Health:</b> Description of interface between Social Work Services and NHS in providing services to families and children including access arrangements through GPs	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Health/Mentalhealth/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Health/Mentalhealth/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Health: Disability</b> - Outline of responsibilities and information on the range of services available including, occupational therapy, shared care, shared care plus, home and community based care, respite care, contact details for child development centres and the Children's Health and Disability Resource Team.	None	<a href="http://webcontent.glasgow.gov.uk/NR/exeres/BE51A3D8-03B8-4ACB-A3FB-8677865F0987,frameless.htm?NRMODE=Published">http://webcontent.glasgow.gov.uk/NR/exeres/BE51A3D8-03B8-4ACB-A3FB-8677865F0987,frameless.htm?NRMODE=Published</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Health: Maternity</b> - Social Work services provided to pregnant women including advice, counselling, information about adoption and other related services, contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Health/Maternity/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Health/Maternity/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Nurseries:</b> Contact link to Glasgow City Council nursery service provision	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Nurseries/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Nurseries/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Support:</b> Social Work Services responsibilities, types of support and interventions, provision of a range of leaflets	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Support/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Support/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Youth Justice:</b> Objectives of Youth Justice Service, information on Youth Justice Forum, service commitments and how to comment on the service	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/YouthJustice/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/YouthJustice/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Useful links:</b> Useful links to other key policy documents and external organisations	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Usefullinks/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Families_Children/Usefullinks/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
Older People	Outline of Social Work Services responsibilities for older people's services. Services provided by Glasgow City Council and other service providers, assessment arrangements and emergency contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Day Care for People with Dementia:</b> Background information on dementia including access and assessment arrangements, day care provision including links to local centres, information for carers including carers assessment, other information provided about dementia	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/DayCareforPeoplewithDementia/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/DayCareforPeoplewithDementia/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Support at Home:</b> links to information available to support people at home	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/SupportatHome/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/SupportatHome/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Care Homes:</b> Information on the provision of residential care homes in Glasgow including; list of residential homes, costs, locations, 24 hour supported living and occupancy agreements.	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/Carehomes/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/Carehomes/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Day Care:</b> Outline of range of information on day care centre provision; support available to carers, access and assessment arrangements and centre locations	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/Daycare/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/Daycare/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Lunch Clubs:</b> Information on lunch club provision including costs, locations, contact details and volunteering	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/LunchClubs/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/LunchClubs/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Short Breaks:</b> Information on short breaks/ respite care including day support, family placement services, links to day opportunities	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/Shortbreaks/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/Shortbreaks/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Day Opportunities:</b> Information on day opportunities (community based support) including accessing services and assessment arrangements and support arrangements for carers	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/DayOpportunities/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/DayOpportunities/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Carers:</b> Links to information for carers	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/Carers/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/Carers/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Advocacy:</b> Information about advocacy service for older people in Glasgow including advocacy models, contact details for advocacy organisations	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/Advocacy/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/Advocacy/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Resource Lists:</b> Lists of resources for local authority care provision including: Day Care Centres, Dementia Day Care Centres, Care Homes and Lunch Clubs	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/ResourceLists/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople/ResourceLists/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

## D1 Care and Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Support at home	Information on range of support at home services provided by Social Work Services, Direct and Care Services, Supporting People Services. Includes information on home care, provision of health services, access and assessment arrangements, services costs, information on free personal care, out of hours and emergency contact details.	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Home care:</b> Information on home care services including range of support available; enhanced home care, assessment and access arrangements, service costs, link to handy person's scheme, meals at home and information on free personal care and direct payments scheme	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/Homecare/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/Homecare/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Home from hospital:</b> Brief information on support at home following hospital discharge	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/Homefromhospital/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/Homefromhospital/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Meals at home:</b> Information on provision of meals at home services including access and assessment arrangements	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/Mealsathome/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/Mealsathome/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Overnight Care Services:</b> Information on provision of overnight care services including access and assessment arrangements and charges	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/Overnightcareservices/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/Overnightcareservices/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Aids:</b> Information on range of equipment provided by Glasgow City Council and NHS to support people in the community with physical disability or infirmity	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/Aids/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/Aids/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Adaptations:</b> Information on range of adaptations provided by Glasgow City Council and NHS/Glasgow Housing Association and other housing providers to support people in the community with physical disability or infirmity. Includes access and assessment arrangements and contact details. Grant applications and funding information	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/Adaptations/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/Adaptations/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Housing Support:</b> Information on housing support provision including contact details, areas of service provision, access and assessment arrangements	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/HousingSupport/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/HousingSupport/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Handyperson's Scheme:</b> Information on the handyperson's scheme, services provided, eligibility criteria and contact details.	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/HandypersonsScheme/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Supportathome/HandypersonsScheme/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
Carers	Outline of description of carers including young carers, links to policy and strategy documents, range of support services available to carers. Contact details for carers support services including online contact service request form	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Assessment:</b> Assessment arrangements for carers requiring support	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Assessment/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Assessment/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Benefits:</b> Information on benefits which may be available to carers including young carers	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Benefits/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Benefits/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Finance:</b> range of financial support available to carers including young carers	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Finance/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Finance/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Legislation:</b> Information on Carers and Disabled Children Act 2000	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Legislation/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Legislation/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Policy:</b> Outline of policy framework of provision of services to carers including young carers	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Policy/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Policy/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Support Services:</b> Information on support services available to carers including advice/counselling, money matters, short breaks, information and location of carers projects	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/SupportServices/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/SupportServices/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Organisations:</b> List of organisations offering support to carers	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Organisations/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Organisations/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Young People as Carers:</b> Information for young carers including links to other services for young people	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/YoungPeopleasCarers/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/YoungPeopleasCarers/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Your rights:</b> Outline of the legislation covering carers rights	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Yourrights/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Yourrights/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Talkback:</b> Feedback form enabling carers to comment on a range of issues including services received	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Talkback/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Talkback/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Useful links:</b> Information providing useful links to a range of voluntary and charitable organisations providing support services to carers, including young carers	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Usefullinks/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Carers/Usefullinks/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Drugs & Alcohol	Outline of services available to people and families affected by drugs and alcohol; social work services responsibilities including partnership working; access and assessment arrangements, out of hours and emergency contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Drugs_Alcohol/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Drugs_Alcohol/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Where to get help:</b> List of contact details for Social Work Service teams and specialist addiction teams	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Drugs_Alcohol/Wheretohelp">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Drugs_Alcohol/Wheretohelp</a> / <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Community Addiction teams:</b> Outline of the role, responsibility and contact details for community addiction teams	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Drugs_Alcohol/CommunityAddictionteams">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Drugs_Alcohol/CommunityAddictionteams</a> / <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Information:</b> Information about; Addiction Services for offenders, Family Support Groups (addiction), Community Addiction Services, Dangers of injecting, Dangers of specific drugs, Family Support Services, Harm reduction advice, HIV, AIDS & HepC Advice & Information, Information on needle exchange, Methadone Programme, Residential Services, Young Peoples Services	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Drugs_Alcohol/Information">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Drugs_Alcohol/Information</a> / <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Emergency situations:</b> Emergency contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Drugs_Alcohol/Emergencysituations">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Drugs_Alcohol/Emergencysituations</a> / <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Useful links:</b> Links to voluntary and charitable organisations providing support to individuals and families affected by drugs and alcohol	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Drugs_Alcohol/Usefullinks">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Drugs_Alcohol/Usefullinks</a> / <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

## D1 Care and Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Criminal Justice	Information on Criminal Justice Services in Glasgow including role of Scottish Executive, National Standards and Objectives framework, range of service provision, key contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Assessment and reports:</b> Information on assessment arrangements covering attendance at court, referral for specialist assessment, risk management and contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Assessmentandreports/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Assessmentandreports/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Probation:</b> Information on probation orders imposed by courts; specialist projects offering support/addressing issues of mental health and sex offending	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Probation/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Probation/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Community service:</b> Description of community service orders including team/individual placements/women's placements, enforcement procedures including breach and review, contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Communityservice/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Communityservice/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Drug treatment and testing orders:</b> Information on Glasgow Drug Court, drug court orders and contact details for the drug court team	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Drugtreatmentandtestingorders/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Drugtreatmentandtestingorders/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Throughcare:</b> Information on throughcare service including prison, statutory supervision, support services available to offenders and families, community safety and contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Throughcare/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Throughcare/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Court:</b> Information about Glasgow Court Social Work Services, Bail Information and Supervision Service and Supervised Attendance Orders	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Court/Contact">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Court/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

## D1 Care and Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Prison:</b> Information on range of prison based services including support provided and information on specific projects	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Prison/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Prison/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Accommodation:</b> Information on accommodation and support services available to offenders including voluntary provision and specialist projects	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Accommodation/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Accommodation/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Useful links:</b> Information, contact details and links to Criminal Justice related sites, Specialist Residential Facilities (Addiction), Local Voluntary Organisations, Criminal Justice City Wide Services and Criminal Justice Area Service Teams	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Usefullinks/D759">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/CriminalJustice/Usefullinks/D759</a>
Asylum Seekers	Outline of Immigration and Asylum Act, management of Glasgow National Asylum Support Service contract	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/</a> <b>Contact:Glasgow Asylum Seekers Support Project</b> <b>Phone: 0141 222 7300</b>
	<b>Interpreting:</b> Information about accessing interpreting services through Glasgow Translation and Interpreting Service	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/Interpreting/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/Interpreting/</a> <b>Contact:Glasgow Asylum Seekers Support Project</b> <b>Phone: 0141 222 7300</b>
	<b>Refugees:</b> Information about refugees in Glasgow including legislative framework, refugee support team and accommodation arrangements	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/Refugees/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/Refugees/</a> <b>Contact:Glasgow Asylum Seekers Support Project</b> <b>Phone: 0141 222 7300</b>
	<b>Asylum Pre 2000:</b> Background of asylum support arrangements pre 2000	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/AsylumPre2000/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/AsylumPre2000/</a> <b>Contact:Glasgow Asylum Seekers Support Project</b> <b>Phone: 0141 222 7300</b>

## D1 Care and Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Asylum Post 2000:</b> Background of asylum support arrangements post 2000	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/AsylumPost2000/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/AsylumPost2000/</a> <b>Contact:Glasgow Asylum Seekers Support Project Phone: 0141 222 7300</b>
	<b>Victims of torture:</b> Support arrangements for victims of torture	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/Victimsoftorture/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/Victimsoftorture/</a> <b>Contact:Glasgow Asylum Seekers Support Project Phone: 0141 222 7300</b>
	<b>Useful links:</b> Links to voluntary and charitable organisation providing support and advice to asylum seekers and refugees	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/Usefullinks/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/AsylumSeekers/Usefullinks/</a> <b>Contact:Glasgow Asylum Seekers Support Project Phone: 0141 222 7300</b>
Young people	Information for young people looked after or accommodated by Glasgow City Council	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Youngpeople/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Youngpeople/</a> <b>Contact Children's Rights service 0141 287 8850</b>
	<b>Young People Looked After:</b> Information about the rights of young people being looked after away from home	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Youngpeople/Young+People+looked+after.htm">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Youngpeople/Young+People+looked+after.htm</a> <b>Contact Children's Rights service 0141 287 8850</b>
	<b>UN Convention on Rights of Child:</b> Brief outline of the UN convention outlining rights to participation, protection and provision	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Youngpeople/UN+Convention+on+Rights+for+Children.htm">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Youngpeople/UN+Convention+on+Rights+for+Children.htm</a> <b>Contact Children's Rights service 0141 287 8850</b>
	<b>Useful Contacts:</b> Links to voluntary and charitable organisations providing support to young people	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Youngpeople/Useful+contacts.htm">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/Youngpeople/Useful+contacts.htm</a> <b>Contact Children's Rights service 0141 287 8850</b>

## D1 Care and Support

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Direct Payment for care	Description of Direct Payments Scheme covering assessment, rights, support information, contact information for local authority and other voluntary organisations. Information on leaflets and factsheets available	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/DirectPaymentforcare/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/DirectPaymentforcare/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Useful links:</b> Useful links to voluntary and charitable organisations providing support and advice on direct payments for care	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/DirectPaymentforcare/Usefullinks/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/DirectPaymentforcare/Usefullinks/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
Supporting People	Brief outline of Glasgow's Supporting People programme and Supporting People's team with contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/</a> <b>Contact: the Supporting People Team</b> <b>0141 420 5752</b>
	<b>Service Users:</b> Information available to service users and carers on involvement, different language provision, contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/ServiceUsers/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/ServiceUsers/</a> <b>Contact: the Supporting People Team</b> <b>0141 420 5752</b>
	<b>Providers:</b> information for providers of supporting people services including contract arrangements	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/Providers/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/Providers/</a> <b>Contact: the Supporting People Team</b> <b>0141 420 5752</b>
	<b>Publications:</b> List of publications relevant to supporting people's services	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/Publications/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/Publications/</a> <b>Contact: the Supporting People Team</b> <b>0141 420 5752</b>
	<b>Events:</b> Updated information on events covering supporting people services	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/Events/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/Events/</a> <b>Contact: the Supporting People Team</b> <b>0141 420 5752</b>

## D1 Care and Support

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>Contacts:</b> Contact details for the Supporting People Team	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/Contacts/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/Contacts/</a> <b>Contact: the Supporting People Team 0141 420 5752</b>
	<b>Useful links:</b> Links to voluntary and charitable organisations providing advice on supporting people	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/Usefullinks/">http://webcontent.glasgow.gov.uk/en/Residents/Care_Support/SupportingPeople/Usefullinks/</a> <b>Contact: the Supporting People Team 0141 420 5752</b>

## D2 Environment

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### D2 Environment

*This section covers environmental information as it directly affects residents of the city, covering information on refuse and recycling, the “clean Glasgow” initiative, regeneration, conservation and biodiversity. Other environmental information (relating more to businesses) is found under Category B8 above, or may alternatively be available from the Scottish Environmental Protection Agency (contact details found in Appendix 4).*

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Rivers	River Clyde <i>Brochures and websites relating to regeneration of the River Clyde Waterfront.</i>	FREE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555, <a href="http://www.glasgow.gov.uk/en/Residents/Environment/Rivers/">www.glasgow.gov.uk/en/Residents/Environment/Rivers/</a>
	Kelvin Clyde Greenspace <i>The Action Plan, Strategy and Annual Report for the Kelvin Clyde Greenspace project.</i>	FREE	Contact: Development and Regeneration Services, Chris Wood-Gee, 00 44 (0) 141 554 8672, <a href="http://www.glasgow.gov.uk/en/Residents/Environment/Rivers/KelvinClydeGreenspace/">www.glasgow.gov.uk/en/Residents/Environment/Rivers/KelvinClydeGreenspace/</a> and <a href="http://www.greatereasterhouse-pathfinder.com/kelvin/basic.html">www.greatereasterhouse-pathfinder.com/kelvin/basic.html</a>
	Watercourses <i>Details of some facilities on major watercourses in the City</i>	FREE	Contact: Development and Regeneration Services, Jolyon Gritten, 00 44 (0) 141 287 8585 <a href="http://www.glasgow.gov.uk/en/Residents/Environment/Rivers/Watercourses/">www.glasgow.gov.uk/en/Residents/Environment/Rivers/Watercourses/</a>

## D4 Getting Around

### D3 Getting Advice

This covers the Council's Welfare Rights service which can provide information and advice on a wide range of benefits issues. Housing benefit and council tax benefit (both administered by the Council) are covered in Section D10.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Welfare Rights	Information about Glasgow City Council's Welfare Rights Service including contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/Contact">http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/Contact</a> : <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Useful Links:</b> links to voluntary, charitable and government organisations providing benefits advice	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/UsefulLinks">http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/UsefulLinks</a> : <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Quick Guide:</b> Quick guide to benefits information	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/Quickguide">http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/Quickguide</a> : <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Factsheets:</b> Range of factsheets including; Replacing Missing Payments, No money for immediate necessities, Incapacity Benefit, Council Tax, Housing Problems, Homelessness, Social Fund, Jobseekers Allowance, How to appeal, Disability Benefit Rates, Disability Living Allowance for children, Disability Living Allowance (DLA), Attendance Allowance	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/Factsheets">http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/Factsheets</a> : <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Appeals:</b> Information on benefit appeal arrangements including online appeal letter	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/Appeals">http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/Appeals</a> : <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Benefits:</b> Details of the current benefit rates and some frequently asked questions	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/Benefits">http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/Benefits</a> : <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

## D4 Getting Around

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<b>E-mail Advice:</b> Arrangements for quick benefit requests through online form	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/EmailAdvice/">http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/EmailAdvice/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>
	<b>Regeneration Report:</b> Report by Fraser of Allander Institute on the impact of welfare spending on the Glasgow economy	None	<a href="http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/Regenerationreport/">http://webcontent.glasgow.gov.uk/en/Residents/GettingAdvice/WelfareRights/Regenerationreport/</a> <b>Contact: Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

## D4 Getting Around

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### D4 Getting Around

Information about public transport and the transport infrastructure in Glasgow.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Customer Charter	Provides information on the transport arrangements provided for special needs passengers	FREE	Copies available by calling: 0141-287-3384  Copies also available in Braille and Audio
Roads & lighting faults	A service to allow anyone to report faults etc with roads, lighting pot holes, pavement defects, faulty traffic lights	<b>NONE FREEPHONE SERVICE 0800 37 36 35</b>	<b>FREEPHONE 0800 37 36 35</b>
Parking Enforcement	Details of cost of Penalty Charge Notice. <b>REMOVALS</b> Cost if vehicle is removed, removal procedure, location of pound and appeals procedure. <b>RESTRICTIONS</b> Explanation of who is responsible for introducing/ changing restrictions and reasons for restrictions.	<b>NONE</b>	<a href="http://www.land.glasgow.gov.uk">www.land.glasgow.gov.uk</a> <b>APPLY IN WRITING GLASGOW PARKING PO Box 25068 GLASGOW G1 1ZE IN PERSON AT GLASGOW PARKING SHOP 46 ALBION STREET GLASGOW G11UH</b>

## D4 Getting Around

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Parking (Car Parks)  Parking Processing	<p><b>TRAFFIC ORDERS</b> Explanation to what traffic orders governs a particular area</p> <p><b>DISABLED PARKING</b> Refer to Social Work</p> <p><b>PARKING ATTENDANTS</b> Details on the hours of work and how to apply for the post of Parking Attendant Details of location of Car Parks, charges. Operating hours, numbers of spaces disabled access and application for season tickets. How to pay</p>		<p>PHONE 0141 287 4040</p> <p>PHONE 0141 287 4040</p> <p>APPLY IN WRITING GLASGOW PARKING PO Box 25068 GLASGOW G1 1ZE</p> <p>IN PERSON GLASGOW PARKING SHOP 46 ALBION STREET GLASGOW G11UH</p>
Parking (Processing) cont.	<p><b>APPEALS/ REPRESENTATIONS</b> How to make an appeal/ representation and details of the procedures.</p>	FREE	<p>PHONE 0141 287 4040 OR WRITE TO:</p> <p>GLASGOW PARKING SHOP 46 ALBION STREET GLASGOW G11UH</p>
	<p><b>ADJUDICATION</b> How to appeal to parking adjudicator and adjudication procedures</p>		<p>PHONE 0141 287 4040 OR WRITE TO:</p> <p>GLASGOW PARKING SHOP 46 ALBION STREET GLASGOW G11UH</p> <p>FREE</p>

## D4 Getting Around

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
<p>Parking (on road pay &amp; display bays)</p> <p>Parking (Residents permits)</p>	<p><b>DEBT RECOVERY</b>            Details on debt recovery procedures            Details of location, charges, numbers of pay &amp; display bays, times of operation and locations of P&amp;D machines</p> <p><b>RESIDENTS AREAS</b>            Hillhead            Garnethill            City Centre            Details of application procedures and cost of permits</p>	<p>FREE</p>	<p><b>PHONE 0141 287 4040</b></p> <p><i>Phone 0141 287 4040</i></p>
<p>Public Transport</p>	<p>General information to members of the public on Quality Bus Corridors</p>	<p>Free</p>	<p>Available at  <a href="http://www.glasgow.gov.uk/landservices/qbc.htm">www.glasgow.gov.uk/landservices/qbc.htm</a></p>
	<p>General information on city centre public realm projects.</p> <p>Brochures available</p> <ul style="list-style-type: none"> <li>• Argyle Street</li> <li>• Buchanan Street</li> <li>• Concert Square</li> <li>• Gordon Street</li> <li>• Hielanman's Umbrella</li> <li>• Sauchiehall Street</li> </ul>	<p>Leaflets Available Free of charge at address given</p> <p>Leaflets Available Free of charge at address given</p>	<p>Director of Land Services            Glasgow City Council            Richmond Exchange            20 Cadogan Street            Glasgow            G2 7AD</p> <p>Director of Land Services            Glasgow City Council            Richmond Exchange            20 Cadogan Street            Glasgow            G2 7AD</p>

## D4 Getting Around

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Traffic	<p><b>FAULT MANAGEMENT</b>            Details of record of faults on Traffic Signals under the control of the CITRAC/BIAS Urban Traffic Management and Control Centre in Elmbank Street Glasgow</p>	STANDARD CHARGE MAY APPLY	AVAILABLE AT LAND SERVICES RICHMOND EXCHANGE CITRAC SECTION CONTACT SENIOR PRINCIPAL ENGINEER CITRAC/ NADICS LAND SERVICES RICHMOND EXCHANGE 20 CADOGAN STREET GLASGOW TEL 0141 287 9302
Traffic	Records of the position of Traffic Control Equipment services with the City Council	STANDARD CHARGE	AVAILABLE AT LAND SERVICES RICHMOND EXCHANGE CITRAC SECTION CONTACT SENIOR PRINCIPAL ENGINEER CITRAC/ NADICS LAND SERVICES RICHMOND EXCHANGE 20 CADOGAN STREET GLASGOW TEL 0141 287 9302
Roads	<p><b>Publication</b>            Roads Development Guide (1997) The aim of the guidelines is to identify a set of standards which will ensure that new and existing roads are safe and convenient to all users.</p>	PHOTOCOPY ONLY £30	LAND SERVICES RICHMOND EXCHANGE 20 CADOGAN STREET
Traffic	<p><b>Infrastructure Management</b>            Records of the position of Traffic Control Equipment services with the City Council</p>		

## D4 Getting Around

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
MOTORWAY M 74 COMPLETION	<b>Reports</b>		
	Committee Reports (Including Annual Report)	Standard Charge	<b>Web Site :-</b> <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
	Final Traffic Forecasting and Transport Economics Report and Disc	Disc £15.00	<b>Write to :-</b> M74 Completion Glasgow City Council Richmond Exchange 20 Cadogan Street Glasgow G2 7AD  <b>Fax :-</b> 0141 287 9059  <b>E-mail :-</b> <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
	M74 Completion Scottish Transport Appraisal Guidance (STAG) Report	Standard Charge	
	<b>Agreements</b>		
	Minute of Understanding (Scottish Executive/Glasgow City Council/South Lanarkshire Council/ Renfrewshire Council)	Standard Charge	

## D4 Getting Around

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	Agency Agreement (Scottish Executive/Glasgow City Council)	Standard Charge	
	<b>Documents/Information</b>		
	Making Complete Sense	None	
	Developing Proposals	None	
	Final Proposal (Including programme)	None	
	Environmental Statement	£300.00	
	Environmental Statement (CD)	£15.00	
	Environmental Statement (Non Technical Summary)	None	
	The Statutory Process – Taking the M74 Completion Forward	None	
	Guide to Compulsory Purchase and Compensation	None	

## D4 Getting Around

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	Virtual Reality Model (CD)	£15.00	
	<b>Statutory Process</b>		
	<b>Scottish Ministers :-</b>		
	Draft Mainline, Connecting and Slip Roads Order	Charge?	
	Draft Side Roads Orders	Charge?	
	Draft Compulsory Purchase Orders (Including Plans and Schedules)	Charge?	
	<b>Public Local Inquiry :-</b>		
	Trunk Road Authority Precognitions/Productions	Charge per Document?	
	Trunk Road Authority Closing Statements	Charge per Document?	

## D5 Going to School

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### D5 Going to School

This part contains information for both parents and young people about school education in Glasgow, covering the full spectrum of pre school, primary, secondary and special education. It provides information about all the educational establishments run by the Council including enrolment procedures, plus the policies and procedures applied by the Council across its schools or within particular schools or sectors. Non school education can be found in Section D7; additional information for young people is found in Section F, Young Glasgow, below

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Introduction of New Learning Communities in Glasgow	<ul style="list-style-type: none"> <li>• Policy Document</li> <li>• List of establishments and contact details</li> </ul>	FREE	<b>Available on the Council's Website</b> and from 0141 287
School Boards - Services	Outline of role and purpose of school boards	FREE	<b>Available on the Council's Website</b> and from 0141 287 6822
Find a School <ul style="list-style-type: none"> <li>▪ Day Nurseries, Children's Centres, Family Centres</li> <li>▪ Primary Schools</li> <li>▪ Secondary Schools</li> <li>▪ Primary schools for pupils with moderate learning difficulties</li> <li>▪ Secondary schools for pupils with moderate learning difficulties</li> </ul> Schools for pupils with <ul style="list-style-type: none"> <li>▪ complex learning difficulties</li> <li>▪ Schools for pupils with physical impairments</li> <li>▪ Schools for pupils with hearing and visual impairments</li> <li>▪ Schools for pupils with social, emotional, behavioural difficulties</li> </ul>	List of establishments with contact details	FREE	<b>Available on the Council's Website</b> and from 0141 287 6832

## D5 Going to School

<ul style="list-style-type: none"> <li>▪ Schools for pupils with communication difficulties</li> </ul>			
<p>Nursery and Pre 5 Education</p> <ul style="list-style-type: none"> <li>▪ Mobile Crèches</li> <li>▪ Nursery Classes</li> <li>▪ Nursery Schools</li> <li>▪ Pre 5 Services</li> <li>▪ Extended Day Nurseries</li> <li>▪ Enrolment</li> <li>▪ Childcare Strategy Information Unit</li> <li>▪ Grants</li> </ul>	<p>Full range of services offered for Pre 5 education; list of establishments with contact details; information on the curriculum for 3-5 year olds and availability of places within pre-5 establishments; procedures for enrolling your child and admissions policy; role of the Council's Childcare Strategy Information Unit, and details of grants available in respect of pre-5s.</p>	<p>FREE</p>	<p><b>Available on the Council's Website</b> and from 0141 287 6832</p>
<p>Primary Education</p> <ul style="list-style-type: none"> <li>▪ Primary Schools</li> <li>▪ Curriculum</li> <li>▪ Schools</li> <li>▪ Enrolment</li> <li>▪ Placing Requests</li> <li>▪ Homework</li> <li>▪ Handbooks</li> <li>▪ Transport</li> </ul>	<p>Information on e responsibilities in respect of Primary education, information on the Primary curriculum, list of establishments with contact details, procedures for enrolling your child plus the Council's admissions and placing request policies, guidelines on homework, handbooks produced by individual schools, policy on free school transport and how to apply.</p>	<p>FREE</p>	<p><b>Available on the Council's Website</b> and from 0141 287 6833</p>

## D5 Going to School

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Secondary Education <ul style="list-style-type: none"> <li>▪ Secondary Schools</li> <li>▪ Curriculum</li> <li>▪ Schools</li> <li>▪ Enrolment</li> <li>▪ Placing Requests</li> <li>▪ Homework</li> <li>▪ . Handbooks</li> <li>▪ Transport</li> </ul>	Information on council responsibilities in respect of Secondary education, information on the Secondary curriculum, list of establishments with contact details, procedures for enrolling your child plus the Council's admissions and placing request policies, guidelines on homework, handbooks produced by individual schools, policy on free school transport and how to apply.	FREE	<b>Available on the Council's Website</b> and from 0141 287 6833
Special Educational Needs (SEN) <ul style="list-style-type: none"> <li>▪ Services</li> <li>▪ Placing Requests</li> <li>▪ Schools</li> <li>▪ Enrolment</li> <li>▪ Handbooks</li> <li>▪ Transport</li> </ul>	General information about SEN, the Council's policy and how to apply, a list of SEN establishments with contact details, enrolment policies and procedures, school handbooks, policy on free school transport for SEN	FREE	<b>Available on the Council's Website</b> and from 0141 287 6833
Specialist Schools <ul style="list-style-type: none"> <li>▪ Services</li> <li>▪ Schools</li> </ul>	Outline of specialist schools catering for specific interests and a list of specialist schools.		<b>Available on the Council's Website</b> and from 0141 287 6833
Education at Home	Information on Council policy and the rights of parents re educating children outwith school		<b>Available on the Council's Website</b> and from 0141 287 6833

## D5 Going to School

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Hospital Education Service <ul style="list-style-type: none"> <li>▪ Council policy</li> <li>▪ . Hospital Schools</li> <li>▪ Hospital Education Centres</li> </ul>	Information for parents on hospital education information and contact details for each school.	FREE	<b>Available on the Council's Website</b> and from 0141 287 6833
Out of School Care/After School Care <ul style="list-style-type: none"> <li>▪ Establishments</li> <li>▪ Breakfast Clubs</li> <li>▪ Playschemes</li> </ul>	List of schools/centres within the service and contact details	FREE	<b>Available on the Council's Website</b> and from 0141 287 6833
School Holidays	Dates of School Terms and Holidays	FREE	<b>Available on the Council's Website</b> and from 0141 287 6833
Health and Welfare <ul style="list-style-type: none"> <li>▪ Existing initiatives within Council to promote health &amp; welfare</li> <li>▪ Exclusions</li> <li>▪ Food</li> <li>▪ Sports Education</li> <li>▪ Drug Awareness</li> </ul>	Information and contact details. Council policy on excluding children, details of sporting and healthy eating initiatives and drug education plus supporting policy documents, including those on eliminating bullying, combating racism and providing personal care.	FREE	<b>Available on the Council's Website</b> and from 0141 287 6833
<ul style="list-style-type: none"> <li>▪ Bullying</li> <li>▪ Racism</li> <li>▪ Pastoral Care</li> <li>▪ Psychological Services</li> </ul>			

## D5 Going to School

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Financial Help <ul style="list-style-type: none"> <li>▪ Clothing Grants</li> <li>▪ Transport</li> <li>▪ School meals</li> <li>▪ Education Maintenance Allowance (EMA)</li> </ul>	Information on eligibility of receiving clothing grant for child attending school  Contact details	FREE	<b>Available on the Council's Website</b> and from 0141 287
<b>Availability of Fuel Zone</b>	Advice on the availability of Fuel Zone, Pick – n – Mix Health Bar, Junior Diner Service, Big Breakfast, Fruit Plus, Glasgow's Refresh	PUBLIC INFORMATION LEAFLETS AVAILABLE FREE OF CHARGE AT ADDRESS GIVEN	AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>Schools</b> <b>Contact Marketing Officer on 0141 353 9000</b>  100 BORRON ST GLASGOW

## D6 Keeping Safe

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### D6 Keeping Safe

*This provides information on personal safety and avoiding accidents, covering safety at home, at work, on the streets and on the road. It also includes information on the Council's emergency planning functions*

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Gas Safety	Provides information on the procedure for reporting a gas leak. Also advises of how to report a gas repair.	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Or Freephone: 0800-595595
Lighting	Provides details on maintaining common lighting within domestic properties registered with Glasgow Housing Association.	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Or Freephone: 0800-595595
Property Security	Provides information on the security services carried out and other relevant details	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> Or Freephone: 0800-595595
Emergencies Planning	Information on the role of the Council's Emergencies Planning Unit, including its involvement in Event Planning, Flood Response, Rest Centres and Voluntary Agencies.	Information free	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Outdoors	Information on the action plan prepared by the Water Safety Working Group to assess areas of risk and work to improve the riverside environment and safety, in and around the River Clyde	FREE	Contact: Development and Regeneration Services, Bill Love, 00 44 (0) 141 287 6740, <a href="http://www.glasgow.gov.uk/en/Residents/KeepingSafe/ReducingCrime/">www.glasgow.gov.uk/en/Residents/KeepingSafe/ReducingCrime/</a>
Reducing Crime	Information on the 'Glasgow Against Vandalism' partnership.	FREE	Contact: Development and Regeneration Services, John Hynes, 00 44 (0) 141 287 6855, <a href="http://www.glasgow.gov.uk/en/Residents/KeepingSafe/ReducingCrime/">www.glasgow.gov.uk/en/Residents/KeepingSafe/ReducingCrime/</a>
Safe Streets	Information on a range of initiatives aimed at increasing safety on the City's streets	FREE	Contact: Development and Regeneration Services, Stevie Miller, 00 44 (0) 141 287 6741, <a href="http://www.glasgow.gov.uk/en/Residents/KeepingSafe/SafeStreets/">www.glasgow.gov.uk/en/Residents/KeepingSafe/SafeStreets/</a>

## D7 Learning

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### D7 Learning

*This covers information about mainstay learning and courses provided by the Council and a range of partners. (Information about school education is found in Section D5, Going to School).*

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Learning Opportunities for adults	<b>COURSE ENROLMENT AND EVALUATION FORMS AND PUBLIC INFORMATION ON COURSES AVAILABLE AT ADDRESS GIVEN</b>	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT COMMUNITY LEARNING ON 0141 287 2906</b>  <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Supporting adult literacy	<b>PUBLIC INFORMATION LEAFLETS AND OTHER INFORMATION AVAILABLE AT ADDRESS GIVEN</b>	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT COMMUNITY LEARNING ON 0141 287 2906</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Information on using Real Learning Centres within Glasgow's libraries and the Real on the Road mobile learning centre.	<b>PUBLIC INFORMATION LEAFLETS AVAILABLE FREE FROM YOUR LOCAL COMMUNITY LIBRARY OR AT ADDRESS GIVEN</b>	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT SERVICE DEVELOPMENT ON 0141 287 2870 OR THE LIFELONG LEARNING MANAGER ON 0141 287 2808</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>

## D8 Leisure and Culture

### D8 Leisure and Culture

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 Council 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. This section provides information concerning all of these facilities together with the events taking place within them or outside.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Libraries	General libraries stock of Glasgow City Council libraries	<b>FREE; fines on overdue items, and charges may apply to certain audio-visual etc. material.</b>	<b>Personal visit to the library in question; membership required to borrow items.</b>
Libraries	General information on services, facilities and resources available in libraries	<b>FREE</b>  <b>PUBLIC INFORMATION LEAFLET ‘WELCOME TO LIBRARIES, INFORMATION AND LEARNING’ AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT YOUR LOCAL COMMUNITY LIBRARY OR SERVICE DEVELOPMENT ON 0141 287 2870</b>  <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries: Services	Information on joining the library, borrowing and reserving items and how to renew a loan	<b>FREE</b>  <b>USER GUIDE AND MEMBERSHIP APPLICATION FORM AVAILABLE FREE AT ADDRESS GIVEN</b>  <b>POLICY ON LENDING FEATURE FILM VIDEO AND DVD ALSO AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT YOUR LOCAL COMMUNITY LIBRARY OR SERVICE DEVELOPMENT ON 0141 287 2870</b>  <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>

## D8 Leisure and Culture

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Libraries: Services	List of public libraries in the city including the Mitchell Library and all community libraries with hours of opening.	<b>FREE</b>  <b>PUBLIC INFORMATION LEAFLET AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT SERVICE DEVELOPMENT ON 0141 287 2870</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
	Services for people who are blind or partially sighted	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT THE RESEARCH OFFICER AT THE RESOURCE UNIT FOR THE VISUALLY IMPAIRED ON 0141 287 2920</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
	Services for black, minority ethnic and other diverse communities in Glasgow. Includes details of language and music collections and multilingual software	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT ACCESS SERVICES ON 0141 287 2885</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
	Information on accessing the home library service	<b>FREE</b>  <b>PUBLIC INFORMATION LEAFLET AND VOLUNTEER INFORMATION PACK AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT THE HOUSEBOUND/MOBILE COORDINATOR ON 0141 287 2869</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>

## D8 Leisure and Culture

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Libraries: Services	Disability Services – list of libraries with assistive technology for customers with disabilities or other difficulties	<b>FREE</b>  <b>PUBLIC INFORMATION LEAFLET AND TAPE AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT ACCESS SERVICES ON 0141 287 2885</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
	Mobile Library timetable and stopping points	<b>FREE</b>  <b>TIMETABLE LEAFLET AVAILABLE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT THE HOUSEBOUND/MOBILE COORDINATOR ON 0141 287 2869</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries: Services	Services to residential and nursing homes in Glasgow, including sheltered housing.	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT THE HOUSEBOUND/MOBILE COORDINATOR ON 0141 287 2869</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries: Services; Real Centres	Information on using Real Learning Centres within Glasgow's libraries and the Real on the Road mobile learning centre, "Sharpen Up" guide booklets, and various guidance leaflets.	<b>FREE</b>  <b>PUBLIC INFORMATION LEAFLETS AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT SERVICE DEVELOPMENT ON 0141 287 2870 OR THE LIFELONG LEARNING MANAGER ON 0141 287 2808</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>

## D8 Leisure and Culture

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Libraries: Internet Filtering Policy	Policy applied by the Council to public internet access from Council libraries	<b>FREE</b>  <b>PUBLIC INFORMATION LEAFLETS AVAILABLE FREE FROM YOUR LOCAL COMMUNITY LIBRARY OR AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT SERVICE DEVELOPMENT ON 0141 287 2870 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries: Services	Information on learning opportunities and resources, including available courses and classes.	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT SERVICE DEVELOPMENT ON 0141 287 2870 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries: Services	Information on author events in Glasgow libraries	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT READER DEVELOPMENT ON 0141 287 2863 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries: Services	Information on joining a Book reading Group in Glasgow libraries or advice and support on starting your own.	<b>FREE</b>  <b>PUBLIC INFORMATION LEAFLET AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT READER DEVELOPMENT ON 0141 287 2863 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries: Services	Literature Development – details of support for all forms of literature in the city and the promotion of reading and creative writing. Includes a list of useful websites	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT THE LITERATURE DEVELOPMENT OFFICER ON 0141 287 2838 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>

## D8 Leisure and Culture

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Libraries: Services	Young People - Information on Chatterbooks reading groups and Library Clubs activities and games.	FREE	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE YOUNG PEOPLE'S TEAM ON 0141 287 2864 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN
Libraries: Services	Photographic Service – Information on photographic services and charges. Includes order form and terms and conditions.	FREE  COPIES OF ORDER FORMS AND TERMS AND CONDITIONS AVAILABLE AT ADDRESS GIVEN	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE PHOTOGRAPHIC UNIT ON 0141 287 2848 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN
Libraries: Services	Education Service – designed to help schools, groups and individuals make the most of library resources. Includes information on 'Learning Post' homework clubs.	FREE	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT SERVICE DEVELOPMENT ON 0141 287 2870 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN
Libraries: Services	List of fines and charges for additional library services including photographic services, venue hire, etc.	FREE  PRINTED COPY AVAILABLE FREE AT ADDRESS GIVEN.	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT SERVICE DEVELOPMENT ON 0141 287 2870 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN
Libraries: Services	Library Shop – list of items for sale including books, prints maps and gifts and how to order.	FREE	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT SERVICE DEVELOPMENT ON 0141 287 2870 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN

## D8 Leisure and Culture

<b>CLASS</b>	<b>DESCRIPTION</b>	<b>CHARGE</b>	<b>HOW TO GET IT</b>
Libraries: Management and Care – Stock Policy	Details of how items are chosen to be added to/removed from the Council's library stock	<b>FREE</b>  <b>PRINTED COPY AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT STOCK DEVELOPMENT COORDINATOR ON 0141 287 2850 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries: Management and Care	Disaster Reaction Plan outlining action to be taken in the event of fire or flood etc occurring within Glasgow's Libraries	<b>FREE</b>  <b>PRINTED COPY AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT STOCK DEVELOPMENT COORDINATOR ON 0141 287 2850 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries: Management and Care	Information on the work of the Conservation Unit looking after library and archive collections	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT THE CONSERVATION AND PRESERVATION OFFICER ON 0141 287 2819 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries: Management and Care	Bequests and Donations – Information on bequests and how to donate items to the city's libraries.	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT STOCK DEVELOPMENT COORDINATOR ON 0141 287 2850 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries: Management and Care	Copyright – Guide as to how the current legislation affects copying of material within libraries	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>

## D8 Leisure and Culture

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Libraries: Catalogue	Information on and access to the electronic library catalogue and how to find older books and resources in the Mitchell Library.	<b>FREE</b>  <b>FURTHER INFORMATION ON THE PRINTED CATALOGUES OF THE MITCHELL LIBRARY AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE MITCHELL LIBRARY ON 0141 287 2999 NORTH STREET GLASGOW G3 7DN
Libraries: Digitised Collections	Information on and access to the digital collections of the Mitchell Library, including the Virtual Mitchell	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>
Libraries: Digitised Collections	Information on Internet resources, e-journals and on-line databases available in libraries	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>
Libraries: Digitised Collections	Scottish Parliament Information Centres – List of partner libraries in Glasgow and details of the range of Scottish Parliament information held.	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>
Libraries: Digitised Collections	Business Information – research and other services offered by the Business Users Service, including charges.	<b>FREE</b>  <b>PRINTED INFORMATION PACK AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE MITCHELL LIBRARY ON 0141 287 2999 NORTH STREET GLASGOW G3 7DN
Libraries: Digitised Collections	Information on the range of government publications held by the Mitchell library, Scottish, UK and European documentation	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT GENERAL SERVICES ON 0141 287 2901 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN
Libraries: Collections	Find out more about collections for the family historian.	<b>FREE</b>  <b>'TRACING YOUR ANCESTORS' LEAFLET AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a> CONTACT THE MITCHELL LIBRARY ON 0141 287 2999 NORTH STREET GLASGOW G37DN

## D8 Leisure and Culture

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Libraries: Collections	Local history collections including the Glasgow Collection and the City Council Archives	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE MITCHELL LIBRARY ON 0141 287 2999 <b>NORTH STREET GLASGOW G3 7DN</b>
Libraries: Collections	Information on the treasures of the Mitchell Library including 'Treasure of the Month'	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE MITCHELL LIBRARY ON 0141 287 2999 <b>NORTH STREET GLASGOW G3 7DN</b>
Libraries: Collections	Information on the music collections of the Mitchell Library	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE MITCHELL LIBRARY ON 0141 287 2999 <b>NORTH STREET GLASGOW G3 7DN</b>
Libraries: Collections	Information on the map collections of the Mitchell Library	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE MITCHELL LIBRARY ON 0141 287 2999 <b>NORTH STREET GLASGOW G3 7DN</b>
Libraries: Collections	Information on the Mitchell Library's Literature Centre	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE MITCHELL LIBRARY ON 0141 287 2999 <b>NORTH STREET GLASGOW G3 7DN</b>

## D8 Leisure and Culture

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Libraries: Collections	Information on collections in languages other than English	FREE	<p><b>AVAILABLE AT</b>  <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a></p> <p>CONTACT THE MITCHELL LIBRARY            ON 0141 287 2999  <b>NORTH STREET GLASGOW G3 7DN</b></p>
Libraries: Collections	Information on the newspaper collections of the Mitchell Library and copying services	FREE	<p><b>AVAILABLE AT</b>  <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></p> <p>CONTACT THE MITCHELL LIBRARY            ON 0141 287 2999  <b>NORTH STREET GLASGOW G3 7DN</b></p>
Libraries: Collections	Information on the periodicals collections of the Mitchell Library and available indexes	FREE	<p><b>AVAILABLE AT</b>  <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></p> <p>CONTACT THE MITCHELL LIBRARY            ON 0141 287 2999  <b>NORTH STREET GLASGOW G3 7DN</b></p>
Libraries: Collections	Information on Scottish Regimental History, Scottish Church History and Scottish Gaelic studies subject collections.	FREE	<p><b>AVAILABLE AT</b>  <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></p> <p>CONTACT THE MITCHELL LIBRARY            ON 0141 287 2999  <b>NORTH STREET GLASGOW G3 7DN</b></p>

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Libraries: Locations	List of public libraries and learning centres in the city with opening hours, services and how to get there. Includes information on mobile libraries and Real on the Road mobile learning centre.	<b>FREE</b>  <b>PUBLIC INFORMATION LEAFLETS ON THE MITCHELL LIBRARY'S EVENTS PROGRAMME AND OTHER INFORMATION, INCLUDING REAL ON THE ROAD LEAFLET AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT SERVICE DEVELOPMENT ON 0141 287 2870 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries: Online Enquiries	Information on Glasgow's libraries enquiry service and how to make an enquiry	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>
Arts Development	Directory of Arts Organisations in Glasgow	<b>FREE</b>	<b>CONTACT THE ARTS ASSISTANT ON</b> <b>0141 287 9835</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Arts Development	Arts Development team contact details	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a> <b>OR CONTACT THE ARTS ASSISTANT ON 0141 287 9835</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Arts Development	Grants – Cultural Grants Schemes 2004/5	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>OR CONTACT THE ARTS ASSISTANT ON 0141 287 9835</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Arts Development	Newsletter – Quarterly information on arts and cultural projects for all age groups	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a> <b>OR CONTACT THE ARTS ASSISTANT ON 0141 287 9835</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>

## D8 Leisure and Culture

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Arts Development	Information on specific promotions throughout the year	FREE	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  OR CONTACT THE ARTS ASSISTANT ON 0141 287 9835 20 TRONGATE, GLASGOW G1 5ES
Tramway	Programme information	FREE	AVAILABLE FROM WEBSITE: <a href="http://WWW.TRAMWAY.ORG">WWW.TRAMWAY.ORG</a> OR CONTACT TRAMWAY BOX OFFICE ON 0845 330 3501 20 TRONGATE, GLASGOW G1 5ES
Tramway	Staff contact lists	FREE	AVAILABLE FROM WEBSITE: <a href="http://WWW.TRAMWAY.ORG">WWW.TRAMWAY.ORG</a> OR CONTACT THE ADMIN ASSISTANT ON 0141 287 9822 20 TRONGATE, GLASGOW G1 5ES
Tramway	Venue floor plans	FREE	AVAILABLE FROM WEBSITE: <a href="http://WWW.TRAMWAY.ORG">WWW.TRAMWAY.ORG</a> OR CONTACT THE ADMIN ASSISTANT ON 0141 287 5131 20 TRONGATE, GLASGOW G1 5ES
Tramway	Technical and equipment information	FREE	AVAILABLE FROM WEBSITE: <a href="http://WWW.TRAMWAY.ORG">WWW.TRAMWAY.ORG</a> OR CONTACT THE ADMIN ASSISTANT ON 0141 287 5131  <b>20 TRONGATE, GLASGOW G1 5ES</b>
Community Action Teams	Information on <ul style="list-style-type: none"> <li>▪ Who we are</li> <li>▪ What we do</li> <li>▪ Funding details</li> <li>▪ Additional Information</li> </ul>	FREE	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  OR CONTACT THE ADMIN ASSISTANT ON 0141 287 8918 20 TRONGATE, GLASGOW G1 5ES

## D8 Leisure and Culture

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Children's Play	<ul style="list-style-type: none"> <li>▪ Best Value Review report</li> <li>▪ Play development plan</li> <li>▪ Centre usage figures</li> <li>▪ Centre activity programmes</li> <li>▪ Policy documents (Health and Safety, Behaviour etc.</li> <li>▪ 'Playday' programme</li> </ul>	FREE	<p>AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></p> <p>OR CONTACT THE ADMIN ASSISTANT ON 0141 287 8918 20 TRONGATE, GLASGOW G1 5ES</p>
Holiday programme	<p>Activity and programme details Registration forms Attendance figures</p>	FREE	<p>AVAILABLE FROM WEBSITE: <a href="http://WWW.HOLIDAYPROGRAMME.GLASGOW.GOV.UK">WWW.HOLIDAYPROGRAMME.GLASGOW.GOV.UK</a></p> <p>OR CONTACT THE ADMIN ASSISTANT ON 0141 287 8918 20 TRONGATE, GLASGOW G1 5ES</p>
Sports and Fitness	<ul style="list-style-type: none"> <li>▪ Active Glasgow: details of the Sport and Active Recreation programme for all ages</li> <li>▪ Area Development Team staff contacts based in sites across Glasgow promoting sport and physical activity</li> <li>▪ Football Centres: Outdoor pitches for public use Synthetic and Grass</li> <li>▪ Run Glasgow: Information on Women's 10k, Great Scottish Run and Junior Great Scottish Run</li> <li>▪ Sports: Information on all sports provided by Glasgow City Council</li> <li>▪ Sports Facilities: Information on all GCC sports facilities available in Glasgow</li> <li>▪ information on the membership scheme for Glasgow's 17 Leisure Centres</li> </ul>	<p>FREE</p> <p><b>BROCHURES AND LEAFLETS AVAILABLE FREE AT ADDRESS GIVEN (PLUS EVENTS LOTTERY FUND)</b></p>	<p>AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></p> <p>OR CONTACT 0141 287 4350 <b>20 TRONGATE, GLASGOW G1 5ES</b></p>

## D8 Leisure and Culture

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<ul style="list-style-type: none"> <li>▪ Events Diary: details of Grand Prix Gymnastics, International Volleyball Tournament etc.</li> <li>▪ Sportsperson Of The Year event</li> <li>▪ City of Glasgow SwimTeam: information on the Training Squad for swimming</li> </ul>		
Sport and Fitness Development Plans	3year Sports Development Plans for the city	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>OR CONTACT 0141 287 4350</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Sport and Fitness	Grants Information: sports grants information on criteria, conditions and previous awards	<b>FREE</b>  <b>LEAFLETS AVAILABLE</b> <b>FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>OR CONTACT 0141 287 5508</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Museums and Galleries	Information on the social impact of the Open Museum Annual Benchmarking Visit Glasgow Museums' Leaflet	<b>FREE</b>  PUBLIC INFORMATION LEAFLET AVAILABLE FROM ADDRESS GIVEN.	<b>AVAILABLE AT</b> <a href="http://www.glasgowmuseums.com">www.glasgowmuseums.com</a>  <b>OR CONTACT THE ADMIN</b> <b>ASSISTANT ON 0141 271 8301</b>
Museums and Galleries - Guidebooks	A range of published guidebooks to various Glasgow Museums and Exhibitions held in them	<b>COMMERCIAL PUBLICATIONS,</b> <b>CURRENT SALE PRICES</b> <b>AVAILABLE ON REQUEST.</b>	<b>AVAILABLE FROM THE MUSEUMS</b> <b>IN QUESTION THE BURRELL</b> <b>COLLECTION (0141 287 2550)</b> <b>2060 POLLOKSHAWS ROAD</b> <b>GLASGOW G43 1AT;</b>
Museums and Galleries	Preview magazine	<b>FREE</b>	<b>AVAILABLE AT VENUES</b> <b>THROUGHOUT THE CITY, OR</b> <b>CONTACT PRESS AND PR ON</b> <b>0141 287 5387</b>

## D8 Leisure and Culture

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Museums and Galleries - General	<ul style="list-style-type: none"> <li>▪ Floor plans of museums</li> <li>▪ Access to museums for people with disabilities</li> <li>▪ Scottish Tourist Board ratings for museums</li> <li>▪ Visitor figures for all museums and galleries available as part of an annual benchmarking report</li> <li>▪ Visitor comments forms</li> <li>▪ Exhibition information leaflets</li> </ul>	FREE	AVAILABLE FROM INDIVIDUAL MUSEUMS
Museums and Galleries – Education Resources	<p>Activity sheets for the People’s Palace on World War II, The Steamie, The Buttercup Dairy, The Single End, Gettin’ Washed, Up Our Close and A Guid Night In.</p> <p>Teacher’s Notes for the People’s Palace on The Steamie, The Buttercup Dairy, Doon the Watter, and The Single End.</p> <p>Teacher’s Notes for the People’s Palace on When Gran Was A Girl.</p> <p>Teacher’s Resource Pack on St Mungo</p>	FREE	<p>AVAILABLE AT <a href="http://www.glasgowmuseums.com">www.glasgowmuseums.com</a></p> <p>OR CONTACT EDUCATION AND ACCESS CURATOR ON 0141 554 0223 THE PEOPLE’S PALACE GLASGOW GREEN G40 1AT</p>
Museums and Galleries	Children’s Holiday Programmes leaflets - Easter, Summer, and October	FREE	<p>AVAILABLE AT <a href="http://www.glasgowmuseums.com">www.glasgowmuseums.com</a></p> <p>OR CONTACT THE ADMIN ASSISTANT ON 0141 287 8918 20 TRONGATE, GLASGOW G1 5ES</p>
Museums and Galleries	<i>What Do You Want to Say?</i> Guidelines for community groups putting on exhibitions at the Open Museum	FREE	CONTACT THE OPEN MUSEUM ON 0141 881 9650

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Museums and Galleries	Photo Library licensing fees and reproduction fees	FREE	<p>AVAILABLE AT  <a href="http://www.glasgowmuseums.com">www.glasgowmuseums.com</a></p> <p>OR TELEPHONE THE PHOTO LIBRARY ON 0141 287 2595</p>
Museums and Galleries	Museums Education Service yearly programme of events	FREE	<p>AVAILABLE AT  <a href="http://www.glasgowmuseums.com">www.glasgowmuseums.com</a></p> <p>OR CONTACT THE EDUCATION SERVICE ON 0141 565 4112</p>
Museums & Galleries: Kelvingrove Art Gallery & Museum Refurbishment	<ul style="list-style-type: none"> <li>▪ Kelvingrove Refurbishment Appeal leaflet - gives detail on the refurbishment and how to donate</li> <li>▪ Refurbishment of Kelvingrove – costs &amp; target</li> <li>▪ How much money has been raised</li> <li>▪ Press releases regarding progress of the appeal</li> <li>▪ Information on refurbishment (already on Glasgow Museums website)</li> <li>▪ Annual Review for Kelvingrove Refurbishment Appeal Trust</li> <li>▪ Annual Accounts for Kelvingrove Refurbishment Appeal Trust</li> <li>▪ Annual Report to Charity Regulator</li> <li>▪ Bi-annual newsletter</li> <li>▪ Advertisements</li> <li>▪ Project plan details</li> </ul>	FREE	<p>AVAILABLE AT  <a href="http://www.glasgowmuseums.com">www.glasgowmuseums.com</a></p> <p>OR FROM THE DEVELOPMENT ADMINISTRATOR ON 0141 565-4134</p>

## D8 Leisure and Culture

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Parks & Open Spaces	Names of Parks within Glasgow City boundary detailing the location, general information, history, facilities and travel details.	<b>CHARGES ARE APPLICABLE FOR USE OF SOME OF THE FACILITIES.</b>  <b>INFORMATION FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk/">http://www.glasgow.gov.uk/</a>  <b>CONTACT: ENQUIRIES AT 0141 287 5064</b>  <b>37 HIGH STREET</b>  <b>GLASGOW</b>
Trees & Woodland	Information relating to the preservation, planting and management of trees and woodland sites in Glasgow.	<b>NO CHARGE</b>	<b>AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk/">http://www.glasgow.gov.uk</a>  <b>CONTACT THE ARBORICULTURAL OFFICER ON</b>  <b>0141 287 5920</b>  <b>37 HIGH STREET</b>  <b>GLASGOW</b>

## D8 Leisure and Culture

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Countryside Rangers	Information on the activities run by the Countryside Rangers which are clubs, kids zone news, wildlife sightings and wild Glasgow	<b>PUBLIC INFORMATION LEAFLETS AVAILABLE FREE OF CHARGE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>POLLOK COUNTRY PARK</b>  <b>CONTACT: ENQUIRIES AT 0141 287 5064</b>
Wildlife	A list of sites within Glasgow which have a variety of wildlife to see	<i>No Charge</i>	<b>AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT: ENQUIRIES AT 0141 287 5064</b>  <b>37 HIGH STREET</b>  <b>GLASGOW</b>
Animals	Information on the animals looked after by the Parks staff which include Heavy Horses, Highland & Cattle, Information on horse riding and animal health & welfare	<b>CHARGES ARE APPLICABLE FOR HORSE RIDING LESSONS.</b>  INFORMATION FREE	<b>AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  <b>CONTACT: ENQUIRIES AT 0141 287 5064</b>  <b>37 HIGH STREET</b>  <b>GLASGOW</b>

## D9 Your Community

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### D9 Your Community

*This contains information relating to a variety of community based activities including community councils, the community forums, facilities available for community use, and details of public cctv systems.*

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Community Facilities	Information about all community facilities managed by the Council and the Community	FREE	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a> OR CONTACT THE ASSISTANT COMMUNITY COORDINATOR ON 0141 287 0936 20 TRONGATE, GLASGOW G1 5ES
Community Facilities	List of telephone numbers and addresses for community managed facilities	FREE	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a> OR CONTACT THE ASSISTANT COMMUNITY COORDINATOR ON 0141 287 0936 20 TRONGATE, GLASGOW G1 5ES
Community Facilities	Mitchell Theatre: how to book	FREE	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a> OR CONTACT 0141-287 8995/8987/8990 20 TRONGATE, GLASGOW G1 5ES
Community Facilities	Community Letting – how to book facilities in Glasgow schools and various public halls	FREE	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a> TO BOOK SCHOOLS CONTACT 0141-302 2814/5/6/7 OR 0141-302 2879  TO BOOK PUBLIC HALLS CONTACT 0141-287 8995/8987/8990 20 TRONGATE, GLASGOW G1 5ES

## D9 Your Community

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Community Facilities	List of telephone numbers and addresses for Council managed community	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a> <b>TO BOOK A COUNCIL MANAGED COMMUNITY FACILITY CONTACT THE VENUE DIRECT.</b>
Community Facilities	Best Value Review Report: CLS Managed Facilities	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a> <b>OR CONTACT THE ASSISTANT COMMUNITY COORDINATOR ON 0141 287 0936</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Community Facilities	Facility Activity Programmes	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a> <b>OR CONTACT THE ASSISTANT COMMUNITY COORDINATOR ON 0141 287 0936</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Community Facilities	Facility rental rates (also included in Cultural and Leisure Services pricing policy)	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a> <b>OR CONTACT THE ASSISTANT COMMUNITY COORDINATOR ON 0141 287 0936</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>

## D9 Your Community

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Community Information	Searchable database of local community, voluntary and self-help groups within the city.	FREE	<p><b>AVAILABLE AT</b>  <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></p> <p>FOR FURTHER INFORMATION            CONTACT THE MITCHELL LIBRARY            ON 0141 287 2999  <b>NORTH STREET GLASGOW G3 7DN</b></p>
Youth Services	<ul style="list-style-type: none"> <li>▪ Staff contact details</li> <li>▪ Staffing Structure</li> <li>▪ Service Provision Areas</li> <li>▪ Statistical information on sessional attendance</li> <li>▪ Youth Services Development Plan</li> <li>▪ Service Monitoring and Evaluation Reports</li> <li>▪ CLS Committee Reports on Youth Services Issues</li> </ul>	FREE	<p><b>AVAILABLE AT</b>  <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>OR CONTACT ADMIN ASSISTANT</b>  <b>ON 0141 287 8983</b>  <b>20 TRONGATE, GLASGOW G1 5ES</b></p>
Youth Services - Grants	Grants to Voluntary Organisations: Information on criteria, conditions and previous awards	FREE	<p><b>AVAILABLE AT</b>  <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>OR CONTACT ADMIN ASSISTANT</b>  <b>ON 0141 287 8983</b>  <b>20 TRONGATE, GLASGOW G1 5ES</b></p>

## D9 Your Community

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Economic and Social Initiatives	Economic and Social Initiatives <i>Information on the Council's approach to promoting inclusion.</i>	FREE	Contact: Development and Regeneration Services, Richard Cairns 00 44 (0) 141 287 7279, <a href="http://www.glasgow.gov.uk/en/Residents/YourCommunity/Economic_SocialInitiatives/">www.glasgow.gov.uk/en/Residents/YourCommunity/Economic_SocialInitiatives/</a>
	Social Economy - Information on initiatives and projects supported by the Social Economy Team.	FREE	Contact: Development and Regeneration Services, Alan Davidson, 00 44 (0) 141 287 7269 <a href="http://www.glasgow.gov.uk/en/Residents/YourCommunity/Economic_SocialInitiatives/SocialEconomy/">www.glasgow.gov.uk/en/Residents/YourCommunity/Economic_SocialInitiatives/SocialEconomy/</a>
Regeneration	Details of policy frameworks in place which set out its detailed aims and objectives for the physical economic and social renewal of the city.	FREE	Contact: Development and Regeneration Services, Steve Inch, 00 44 (0) 141 287 7200, <a href="http://www.glasgow.gov.uk/en/Residents/YourCommunity/Regeneration/">www.glasgow.gov.uk/en/Residents/YourCommunity/Regeneration/</a>
Community Services	Information and publications that detail initiatives, frameworks and projects supported by Community Services. This includes Community Safety, Community Security, Community Justice and Community Health. Includes details of Community Safety Partnership, Community Safety patrol Officers, Streetwatch Glasgow, Restorative Justice Service, Community Relations, Community Mediation and Glasgow Healthy City Partnership.	FREE	Contact: Development and Regeneration Services, Phil Walker, 00 44 (0) 141 287 9960, <a href="http://www.glasgow.gov.uk/en/Residents/YourCommunity/CommunityServices/">www.glasgow.gov.uk/en/Residents/YourCommunity/CommunityServices/</a>

## D10 Your Home

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### D10 Your Home

*This part contains information relating to housing benefits, the council tax (including council tax benefit), plus information on home safety, housing defects and maintenance.*

<b>CLASS</b>	<b>DESCRIPTION</b>	<b>CHARGE</b>	<b>HOW TO GET IT</b>
Housing Benefits	<p>Housing Benefit Includes information on –</p> <p>What is Housing Benefit Who can claim How to claim What we need How we work it out How it is paid Keeping your claim up-to-date Review of claims Backdated claims If you don't agree with us (appeals) Overpayments</p> <p>Discretionary Housing Payments may also be payable. Please see the following section on Council Tax for more details.</p>	Free	<p>All web pages for Housing Benefit can be accessed at</p> <p><a href="http://www.glasgow.gov.uk/en/Residents/YourHome/HousingBenefits/">www.glasgow.gov.uk/en/Residents/YourHome/HousingBenefits/</a></p> <p>Leaflets or hard copies of the information under these headings are available by contacting the department of Financial Services</p> <p>Phone: 0845 6008040 Write to: the Director of Financial Services, Housing benefit Office, 280 George Street, Glasgow, G2 1DU or email: <a href="mailto:financial@glasgow.co.uk">financial@glasgow.co.uk</a></p>

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Council Tax	<p>What is Council tax? – A brief guide to Council Tax.</p> <p>Banding How is your Council Tax assessed?</p> <p>Charges How much Council Tax do you pay?</p> <p>Paying How to pay your Council Tax.</p> <p>Benefit Are you due any reductions? Includes information on –</p> <p>Discretionary Housing Payments How it is paid What we need If you don't agree with us (appeals) How we work it out Backdated claims Keeping your claim up to date How to claim Who can claim? Overpayments</p>	Free	<p>All web pages for Council Tax can be accessed at</p> <p><a href="http://www.glasgow.gov.uk/en/Residents/YourHome/CouncilTax/">www.glasgow.gov.uk/en/Residents/YourHome/CouncilTax/</a></p> <p>Leaflets or hard copies of the information under these headings are available by contacting the department of Financial Services</p> <p>Phone: 0845 6008040 Write to: the Director of Financial Services, Collectors Office, 45 John Street, Glasgow, G1 1JE or email: <a href="mailto:counciltax@fs.glasgow.co.uk">counciltax@fs.glasgow.co.uk</a></p> <p>Enquiries on water and waste water charges included in your council tax bill should be made to Scottish water; telephone 0845 6028855</p> <p><b>Under Section 84(1) of the Local Government Finance Act 1992, the Assessor was made responsible for the compilation, and thereafter the maintenance of the Valuation List and information relating to the Valuation List remains the property and responsibility of the Assessor.</b></p>

## D10 Your Home

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Council Tax (continued)			<p>Details of the information held by the Assessor can be accessed at the proposed Assessors' web portal, or write to:  <b>The Assessor, Charlotte House, 78 Queen Street, GLASGOW G1 3DR</b>  <b>Phone: 0141 287 7526</b>  <b>Fax: 0141 287 7519</b>  <b>Or email</b>  <a href="mailto:assessor@fs.glasgow.gov.uk">assessor@fs.glasgow.gov.uk</a></p>
Home Safety – Gas Safety, Lighting, Property Security	<i>Provides information on the procedure for reporting a gas leak, how to report a gas repair, provides details on maintaining common lighting within domestic properties registered with GHA and information on the security services carried out by the Council's Building Services.</i>	FREE	<p>Available at:  <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a></p> <p>Or Freephone: 0800-595595</p>
Maintenance – Aids & Adaptation	<i>Provides detailed information on the specialist service provided for the needs of the disabled.</i>	FREE	<p>Available at:  <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a></p> <p>Or Freephone: 0800-595595</p>
Special Needs Adaptations Manual	<i>This provides a more detailed account of all the services we provide.</i>	FREE	<p>Available from the Manager on: 0141-287-1488 or contact the Communications &amp; Marketing Manager on 0141-287-5144</p>
Building Services – Maintenance	<i>Provides information on the range of services provided by this section, relating to central heating, controlled entry, gas services, lifts, painting, scaffolding, service centres, stair lighting and security.</i>	FREE	<p>Available at:  <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a></p> <p>Or Freephone 0800-595595</p>

## D10 Your Home

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<b>CLASS</b>	<b>DESCRIPTION</b>	<b>CHARGE</b>	<b>HOW TO GET IT</b>
Housing Defects – Frozen Pipes	Provides information on the process for reporting faults and emergencies.	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> Or Freephone: 0800-595595
Building Services Manufacturing	Lists all beds, doors, kitchen items, joinery items and metal products manufactured and details of how to purchase these.	Price list available through website	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>

## D11 Birth, Death, Marriage and Citizenship

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### D11 Birth, Death, Marriage and Citizenship

Here you will find information relating to the formalities of all the above events (how and when to register, fees etc.) together with information about using the Council's facilities for your own event.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Birth	<i>Information on how to register a birth and how to obtain a birth certificate, including office hours and fees.</i>	Information free – fee for obtaining certificates	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Or contact:  Registration Office 1 Martha Street Glasgow G1 1JJ  0141 287 7652
Death	Information on how to register a death and how to obtain a death certificate, including office hours and fees.	Information free – fee for obtaining certificates	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Or contact:  Registration Office 1 Martha Street Glasgow G1 1JJ  0141 287 7652

## D11 Birth, Death, Marriage and Citizenship

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Marriage	<p>Information on the preliminaries for being married in Scotland</p> <p>Information how to obtain Marriage Certificates registered in Glasgow, including fees</p> <p>Information on how to arrange a Civil Marriage at Park Circus, including fees and booking arrangements</p> <p><i>Information on arranging Civil Marriages outwith Council premises</i></p>	Information free – fees for obtaining certificates, giving notice and booking accommodation etc	<p>Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a></p> <p>Or contact:</p> <p>Registration Office 1 Martha Street Glasgow G1 1JJ</p> <p>0141 287 7652, or</p> <p>The Marriage Officer 22 Park Circus Glasgow G3 1BE</p> <p>0141 287 8350</p>
Citizenship Ceremonies	Information on Citizenship Ceremonies arranged in terms of the Nationality, Immigration and Asylum Act 2002	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Genealogy Centre	<i>Information on Strathclyde Genealogy Centre at 22 Park Circus, including location, opening hours, how to book, fees and records/sources available</i>	Information free – fees for records search	<p>Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a></p> <p>Or contact:</p> <p>Strathclyde Genealogy Centre 22 Park Circus Glasgow G3 1BE</p> <p>0141 287 8364</p>

## E Visitors

### E Visitors

*Glasgow is one of Europe's top destinations for short breaks and holidays. This section contains information aimed at visitors to the city – but residents may find it useful too. It covers getting around the city, details of what's on, information about shopping, tourism and architecture, and the functions of the City Centre Representatives. Glasgow's extensive archives make it a favourite destination for people tracing their family history – information about this can also be found here.*

Class	DESCRIPTION	CHARGE	HOW TO GET IT
What's On	Information on a range of events taking place in the city from sports events and art fairs to community events	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  FOR FURTHER INFORMATION CONTACT THE MITCHELL LIBRARY ON 0141 287 2999 <b>NORTH STREET GLASGOW G3 7DN</b>
Tourism	Dining,  Glasgow Museum Venues Hire, Events and Banqueting	PUBLIC INFORMATION, BROCHURES AVAILABLE FREE OF CHARGE AT ADDRESS GIVEN	Encore Web Site  <a href="http://www.encorecatering.co.uk">www.encorecatering.co.uk</a>  Contact Banqueting and Venue Hire Co-ordinator on 0141353 9026/9108  100 BORRON ST GLASGOW
Holiday programme	Activity and programme details, Blank registration forms and attendance figures.	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.holidayprogramme.glasgow.gov.uk">www.holidayprogramme.glasgow.gov.uk</a> <b>OR CONTACT THE ADMIN ASSISTANT ON 0141 287 8918 20 TRONGATE, GLASGOW G1 5ES</b>

## F Young Glasgow

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### F 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 the careers service, vocational training and apprenticeships. Information relating to school education can be found in category D5, Going to School.*

### F1 5-11 Years

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Kidz Card	<ul style="list-style-type: none"><li>Information for parents</li><li>Swimming &amp; leisure</li><li>Libraries</li><li>Special offers</li><li>Useful links</li></ul>	<b>FREE</b>	<b>AVAILABLE ON <a href="http://WWW.KIDZCARD.ORG.UK">WWW.KIDZCARD.ORG.UK</a></b>
Libraries	The Learning Post – tutor led homework help in selected libraries for P5-P7 and S1-S6.	<b>FREE</b> <b>PUBLIC INFORMATION LEAFLETS AND BOOKMARKS AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <b><a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></b> <b>CONTACT THE YOUNG PEOPLE'S TEAM ON 0141 287 2864</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>

F2 12+

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Libraries	Information on library resources for young people and how to use libraries	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT THE YOUNG PEOPLE'S TEAM ON 0141 287 2864</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries	The Learning Post – tutor led homework help in selected libraries for P5-P7 and S1-S6.	<b>FREE</b>  <b>PUBLIC INFORMATION LEAFLETS AND BOOKMARKS AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>CONTACT THE YOUNG PEOPLE'S TEAM ON 0141 287 2864</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
Libraries	Information on resource packs in libraries that support school projects.	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <a href="http://www.Glasgow.gov.uk">CONTACT THE MITCHELL LIBRARY ON 0141 287 2999</a> <b>NORTH STREET GLASGOW G3 7DN</b>
Homework Club	Homework club for S1-S6; Details of activities, venues, times and dates.	<b>PUBLIC INFORMATION LEAFLETS AND BOOKMARKS AVAILABLE FREE AT ADDRESS GIVEN</b>	<b>CONTACT THE YOUNG PEOPLE'S TEAM ON 0141 287 2864</b> <b>THE MITCHELL LIBRARY, NORTH STREET, GLASGOW G3 7DN</b>

## F Young Glasgow

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Libraries	Information on literature resources in libraries to support school study	FREE	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE MITCHELL LIBRARY ON 0141 287 2999 NORTH STREET GLASGOW G3 7DN
Libraries	Books and poetry for young people including top reads and reviews	FREE	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE YOUNG PEOPLE'S TEAM ON 0141 287 2864 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN
Libraries	Music – Information on CDs, and other resources and how they can be borrowed	FREE	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE YOUNG PEOPLE'S TEAM ON 0141 287 2864 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN
Libraries	PC's – information on safe Internet surfing for young people	FREE  PUBLIC INFORMATION LEAFLET 'SAFE SURFING: SEARCH ENGINES FOR KIDS' AVAILABLE FREE AT ADDRESS GIVEN	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  CONTACT THE YOUNG PEOPLE'S TEAM ON 0141 287 2864 THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN
Careers – Pre-Vocational Programme	Provides information on the courses available and contact details	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> Or tel: 0141-287-3250
Careers – Vocational Programme	Provides information on the courses available and contact details	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> Or tel: 0141-287-4386

## F Young Glasgow

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Careers - Apprenticeships	Provides detailed information on the courses available and contact details	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Or tel: 0141-287-3250
Careers – Schools Link Programme	Provides information on the courses available and contact details	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Or tel: 0141-287-3250
Careers – Careers Services	Provides information on the courses available and further careers advice and contact numbers	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Or tel: 0141-287-3250

## G Your Council

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### G Your Council

This contains information about the internal workings of the Council – the councillors who make up the Council and its various committees, the service departments which carry out the wide range of Council activities and policy and strategy documents which the Council applies. This section also includes performance information for the Council, its financial information and information about working for the Council. Information concerning freedom of information can also be found under this section. It is sub-divided as follows:-

#### G1 Finance

Annual reports, budget proposals, financial statements and accounts for the Council and the Strathclyde Pension Fund.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Budget proposals	Summary booklet on Glasgow City Council's Budget Proposals	FREE	Available from City Chambers Also available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Financial statement	Contains the most recent Annual Accounts of the Council	Free on Web £1.50 for paper copy	The Financial Statement can be accessed at  <a href="http://www.glasgow.gov.uk/en/YourCouncil/Finance/Financialstatement/">www.glasgow.gov.uk/en/YourCouncil/Finance/Financialstatement/</a>  A hard copy of the Financial Statement is available by contacting the Department of Financial Services  Phone: 0141 287 4772 Write to: Chief Accountant, Corporate Accounting, Department of Financial Services, 285 George Street, Glasgow, G2 1DU or email: <a href="mailto:financial@glasgow.co.uk">financial@glasgow.co.uk</a>

## G Your Council

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Key facts & figures	Contains statistical and financial information on the Council	Free	<p>Key facts and figures can be accessed at <a href="http://www.glasgow.gov.uk/en/YourCouncil/Finance/Keyfacts_figures/">www.glasgow.gov.uk/en/YourCouncil/Finance/Keyfacts_figures/</a></p> <p>A hard copy of Key Facts &amp; Figures is available by contacting the Department of Financial Services</p> <p>Phone: 0141 287 4772 Write to: Chief Accountant, Corporate Accounting, Department of Financial Services, 285 George Street, Glasgow, G2 1DU or email: <a href="mailto:financial@glasgow.co.uk">financial@glasgow.co.uk</a></p>

## G Your Council

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Pre audit inspection of accounts	Accounts are available for queries and objections for 15 working days as notified by advertisement in press, usually around the end of July to mid August.	Free	<p>The Pre audit inspection of the accounts is available during the inspection period on the Council's website at</p> <p><a href="http://www.glasgow.gov.uk/en/YourCouncil/Finance/Preauditinspectionofaccounts/">www.glasgow.gov.uk/en/YourCouncil/Finance/Preauditinspectionofaccounts/</a></p> <p>or by contacting the Director of Financial Services in accordance with the details provided in the Statutory Notice in The Herald.</p> <p>A hard copy of the Pre Audit Inspection of accounts document is available by contacting the Department of Financial Services</p> <p>Phone: 0141 287 4772 Write to: Chief Accountant, Corporate Accounting, Department of Financial Services, 285 George Street, Glasgow, G2 1DU or email: <a href="mailto:financial@glasgow.co.uk">financial@glasgow.co.uk</a></p>

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Strathclyde Pension Fund	<p>Annual Report and Accounts – Financial information relating to investments and payments into and out of the Fund. Key performance indicators and details of Fund Managers.</p> <p>Actuarial Report – Triennial report from Fund Actuary on performance, funding level and level of contribution required from participating employers for next three years.</p> <p>Statement of Investment Principles – Core investment policy document giving details of investment structure, strategy, risk, etc. Revised annually.</p> <p>Employee's Guide – Reference booklet covering the main benefits of the Local Government Pension Scheme for members of the Strathclyde Pension Scheme.</p> <p>Employer Guide – Guide to the main benefits and structure of the Local Government Pension Scheme for employers who participate in the Strathclyde Scheme.</p>	All fund reports, guides, bulletins etc are available free of charge.	<p>All fund reports, guides bulletins etc can be accessed through</p> <p><a href="http://www.glasgow.gov.uk/en/YourCouncil/Finance/StrathclydePensionFund/">www.glasgow.gov.uk/en/YourCouncil/Finance/StrathclydePensionFund/</a></p> <p>or direct to</p> <p><a href="http://www.spfo.org.uk">www.spfo.org.uk</a></p> <p>All fund reports guides and bulletins etc can be made available as hard copies by contacting Strathclyde Pension Fund</p> <p>Phone: 0141 287 7416 Write to: Senior Communications Officer, Strathclyde Pension Fund, Charlotte House, 78 Queen Street, Glasgow G1 3DN Or Email: <a href="mailto:spfo@glasgow.gov.uk">spfo@glasgow.gov.uk</a></p>

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Strathclyde Pension Fund continued	<p>Pension Scheme Flyer – Short leaflet highlighting the main Local Government Pension Scheme benefits and costs involved for employees considering joining the Scheme.</p> <p>Fundnews – A newsletter aimed at all ‘live’ members of the Strathclyde Scheme. Features include news on current items of interest and shortened annual accounts.</p> <p>Pensionnews – A newsletter aimed at all pensioner members of the Scheme. Features include news on current items of interest and shortened annual accounts.</p> <p>Guidance Notes for Pensioners – Booklet which gives pensioners important information on the payment of their pension and details of events of which we must be informed.</p> <p>Technical Bulletins – Information for employers, giving details of any changes in legislation of which they must be aware.</p> <p>In-House Additional Voluntary Contributions (AVC’s) – Leaflet prepared by Prudential gives brief information and contact details for those considering ‘topping-up’ their pension.</p>	All fund reports, guides, bulletins etc are available free of charge	<p>All fund reports, guides bulletins etc can be accessed through</p> <p><a href="http://www.glasgow.gov.uk/en/YourCouncil/Finance/StrathclydePensionFund/">www.glasgow.gov.uk/en/YourCouncil/Finance/StrathclydePensionFund/</a></p> <p>or direct to</p> <p><a href="http://www.spfo.org.uk">www.spfo.org.uk</a></p> <p>All fund reports guides and bulletins etc can be made available as hard copies by contacting Strathclyde Pension Fund</p> <p>Phone: 0141 287 7416 Write to: Senior Communications Officer, Strathclyde Pension Fund, Charlotte House, 78 Queen Street, Glasgow G1 3DN Or Email: <a href="mailto:spfo@glasgow.gov.uk">spfo@glasgow.gov.uk</a></p>

G2 Policy and Strategies

Information about the Council's strategic direction over the next four years, performance reporting, (including statutory performance indicators and Best Value documentation), and research reports.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Key Objectives	Public Relations & Marketing - Statement setting out objectives and targets of Glasgow City Council.	FREE	Available from City Chambers Also available from <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Main Policies & Strategies	<i>The Council's key objectives and principal targets for 2003-2007</i>	FREE	AVAILABLE AT <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  CONTACT: TRACEY CUNNINGHAM, SENIOR POLICY DEVELOPMENT OFFICER (0141) 287 3625  CHIEF EXECUTIVE DEPARTMENT, CITY CHAMBERS, GEORGE SQUARE, G2 1DU
Introduction of New Learning Communities in Glasgow	<ul style="list-style-type: none"> <li>• Policy Document</li> <li>• List of establishments and contact details</li> </ul>	FREE	<b>Available on the Council's Website</b> and from 0141 287 6833
Equalities Corporate Policy	Anti-Racism, Equalities and Disability Policies	FREE	<b>AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  <b>OR CONTACT SERVICE SUPPORT ON</b> <b>0141 287 0966</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	Councils corporate policy on equality	FREE	available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> Contact: Ann Hamilton Principal Policy Officer (0141) 287 5861  Chief Executive Department, City Chambers, George Square, G2 1DU
	Bulletins for Equalities Networks Forum for the voluntary sector	FREE	available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> Contact: Ann Hamilton Principal Policy Officer (0141) 287 5861  Chief Executive Department, City Chambers, George Square, G2 1DU
	Race Equality documents	FREE	available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> Contact: Dr Edelweisse Thornley Senior Policy Development Officer (0141) 287 5677  Chief Executive Department, City Chambers, George Square, G2 1DU

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	Disability Equality Documents	FREE	available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> Contact: Jane MacKenzie Senior Policy Development Officer (0141) 287 3840  Chief Executive Department, City Chambers, George Square, G2 1DU
	Lesbian and Gay Equality Documents	FREE	available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> Contact: Ann Hamilton Principal Policy Development Officer (0141) 287 5861  Chief Executive Department, City Chambers, George Square, G2 1DU
	Women's Equality Documents	FREE	available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> Contact: Jean Murphy Senior Policy Development Officer (0141) 287 5914  Chief Executive Department, City Chambers, George Square, G2 1DU

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	Prostitution (policies and guidance on )	<i>FREE</i>	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> Contact: Ann Hamilton Principal Policy Development Officer (0141) 287 5861  Chief Executive Department, City Chambers, George Square, G2 1DU
Best Value	Best Value Review for Libraries & Archives	<b>FREE</b>	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  OR CONTACT SERVICE SUPPORT ON 0141 287 9857 20 TRONGATE, GLASGOW <b>G1 5ES</b>
	Best Value Review for Glasgow Museums	<b>FREE</b>	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  OR CONTACT SERVICE SUPPORT ON 0141 287 9857 20 TRONGATE, GLASGOW G1 5ES
	Best Value Review for Arts & Events	<b>FREE</b>	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  OR CONTACT SERVICE SUPPORT ON 0141 287 9857 20 TRONGATE, GLASGOW G1 5ES
	Best Value Review for Community Facilities	<b>FREE</b>	AVAILABLE AT <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  OR CONTACT SERVICE SUPPORT ON 0141 287 9857 20 TRONGATE, GLASGOW G1 5ES

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	Best Value Review for Children's Play	FREE	<p>AVAILABLE AT  <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></p> <p>OR CONTACT SERVICE SUPPORT ON            0141 287 9857            20 TRONGATE, GLASGOW G1 5ES</p>
	Best Value Review for Sport and Recreation	FREE	<p>AVAILABLE AT  <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></p> <p>OR CONTACT SERVICE SUPPORT ON            0141 287 9857            20 TRONGATE, GLASGOW G1 5ES</p>
	Best Value Review for Visual Arts	FREE	<p>AVAILABLE AT  <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></p> <p>OR CONTACT SERVICE SUPPORT ON            0141 287 9857            20 TRONGATE, GLASGOW G1 5ES</p>
Research & Development	Corporate Policy – Glasgow Youth Survey	FREE	<p>AVAILABLE AT <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a></p> <p>CONTACT:            STEPHEN FREW,            BNSF MONITORING &amp; PLANNING            OFFICER            (0141) 287 0242</p> <p>CHIEF EXECUTIVE DEPARTMENT,            CITY CHAMBERS,            GEORGE SQUARE,            G2 1DU</p>

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<i>Sectarianism in Glasgow Survey</i>	free	AVAILABLE AT <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> CONTACT: DOREEN MONTGOMERY PRINCIPAL POLICY DEVELOPMENT OFFICER (0141) 287 5932  CHIEF EXECUTIVE DEPARTMENT, CITY CHAMBERS, GEORGE SQUARE, G2 1DU
	SURVEY OF ELECTED MEMEBERS ACTIVITY	FREE	CONTACT: DAVID HAZLE, POLICY DEVELOPMENT OFFICER (0141) 287 4393  CHIEF EXECUTIVE DEPARTMENT, CITY CHAMBERS, GEORGE SQUARE, G2 1DU
	Various Research Documents including - Youth & Racism - Poverty – black & Ethnic Women - Local racial Equality work	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact: Dr Edelweisse Thornley Senior Policy Development Officer (0141) 287 5677  Chief Executive Department, City Chambers, George Square

## G Your Council

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Service Departments Direct and Care	Best Value Reviews		AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a> <b>Committee Reports</b> <b>Contact The Best Value officer on 0141 353 9043</b> 100 BORRON ST GLASGOW
Service Departments – Chief Executives Department	Chief Executives Departmental Budget and Service Plan 2004-2007. <i>Describes the function of the department, its key aims and objectives and relevant budget proposals. Annually updated</i>	FREE	AVAILABLE AT <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> CONTACT: TRACEY CUNNINGHAM, SENIOR POLICY DEVELOPMENT OFFICER (0141) 287 3625  CHIEF EXECUTIVE DEPARTMENT, CITY CHAMBERS, GEORGE SQUARE, G2 1DU
Better Neighbourhood Service Fund	Information on 'Class Connections' providing schools with transport to activities available in museums, libraries, sports and arts venues and the city's parks.	<b>FREE</b> <b>BOOKLET</b> <b>AVAILABLE AT</b> <b>ADDRESS GIVEN</b>	<b>CONTACT THE PROJECT CO-ORDINATOR ON 0141 204 7140 OR FAX 0141 204 7150</b> <b>THE MITCHELL LIBRARY NORTH STREET GLASGOW G3 7DN</b>
	Corporate Policy – Monitoring and Evaluation documents of the Council's better neighbourhood services fund 2001-2004	<i>FREE</i>	PRINTED COPIES OF LOCAL OUTCOME AGREEMENT AND ANNUAL REPORTS AVAILABLE AVAILABLE AT <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> CONTACT: STEPHEN FREW, BNSF MONITORING & PLANNING OFFICER (0141) 287 0242  CHIEF EXECUTIVE DEPARTMENT, CITY CHAMBERS, GEORGE SQUARE, G2 `1DU

## G Your Council

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Anti Fraud Strategy	<p>Strategy for prevention of fraud and corruption.</p> <p>The strategy includes</p> <ul style="list-style-type: none"> <li>- Our written rules</li> <li>- How we expect our members and employees to behave</li> <li>- Preventing fraud and corruption</li> <li>- Detecting and investigating fraud and corruption</li> <li>- Training</li> </ul> <p>It also provides details of the Council's Whistleblowing line that provides a confidential mechanism for members of the council and the public to report apparent frauds and irregularities in Council activities.</p>	Free	<p>The Anti Fraud Strategy document can be viewed on the Council's website at</p> <p><a href="http://www.glasgow.gov.uk/en/YourCouncil/PolicyPlanning_Strategy/Corporate/AntiFraudstrategy/">www.glasgow.gov.uk/en/YourCouncil/PolicyPlanning_Strategy/Corporate/AntiFraudstrategy/</a></p> <p>A hard copy of the Anti Fraud Strategy is available by contacting the director of Financial Services</p> <p>Phone: 0141 287 3762 Write to: The Director of Financial Services, Internal Audit, 108/112 Ingram Street, Glasgow, G1 1ET or email: <a href="mailto:financial@glasgow.co.uk">financial@glasgow.co.uk</a></p>
Council Plan	Cultural and Leisure Services Budget & Service Plan	<b>FREE</b>	<p><b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></p> <p><b>OR CONTACT 0141 287 0966</b> <b>20 TRONGATE, GLASGOW G1 5ES</b></p>
Social Work Services	Key Policy, Planning and Strategy documents defining key objectives for Social Work Services in Glasgow in partnership with other organisations	None	
Social Work Services	Outline of service approach to customer involvement and participation including information on draft customer charter, service commitments, care standards, advocacy and interpreting services, consultation, access to files and complaints	None	<p><b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></p> <p><b>CONTACT 0141 287 4350</b> <b>20 TRONGATE GLASGOW G1 5ES</b></p>

## G Your Council

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Careers in Social Care	Information for individuals interested in a career in Social Care including; Key Service Objectives, Service Arrangements, Information for Social Workers, Information on Conditions of Service, Information about Children and Families, Community Care and Criminal Justice Teams.	None	
Service Departments – Direct and Care	Direct and Care Services Service Plan / Service Plan Summary		AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a> <b>Committee Reports</b> <b>Contact The Best Value officer on 0141 353 9043</b> 100 BORRON ST GLASGOW
<b>Service Departments – Direct and Care</b>	Business Plan / Business Plan Summary		AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a> Committee Reports
<b>Service Departments – Direct and Care</b>	Consultation Strategy Reports	FREE	AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a> <b>Committee Reports</b> <b>Contact The Best Value officer on 0141 353 9043</b> 100 BORRON ST GLASGOW

G3 Service Departments

Contact details for, and information about the activities of the Council's service departments.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Building Services	The website provides an overview of the functions of each division within the department and provides contact details. A more detailed brochure and a CD-rom are also available.	FREE	Available at: <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Brochure and CD-rom available from Communications & Marketing Manager Tel: 0141-287-5144
Chief Executive	The website describes the activities and responsibilities of the Chief Executive's Department together with its management structure and contact details.	FREE	AVAILABLE AT WWW.GLSGOW.GOV.UK
Cultural and Leisure Services	Describes the main facilities operated by Cultural and Leisure Services and the activities which this service organises.	FREE	AVAILABLE AT WWW.GLSGOW.GOV.UK
Development and Regeneration Services	<i>General background information on the services provided, key strategic documents that guide operational arrangements and performance information</i>	FREE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555 <a href="http://www.glasgow.gov.uk/en/YourCouncil/ServiceDepartments/DevelopmentandRegenerationServices/">www.glasgow.gov.uk/en/YourCouncil/ServiceDepartments/DevelopmentandRegenerationServices/</a>
Direct and Care Services	The website contains a description of areas of activity, including contact details and emergency contact numbers.	FREE	AVAILABLE AT WWW.GLSGOW.GOV.UK
Environmental Protection Services	<ul style="list-style-type: none"> <li>▪ Description of services offered</li> <li>▪ Main office contact details.</li> </ul>	FREE	AVAILABLE ON THE COUNCIL'S WEBSITE AND FROM EPS, 231 GEORGE STREET, GLASGOW
Education Service	<ul style="list-style-type: none"> <li>• Description of services offered</li> <li>• Main office contact details</li> </ul>	FREE	Available on the Council's Website and from 0141 287 6710

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Financial Services	<ul style="list-style-type: none"> <li>▪ Description of services offered</li> <li>▪ Main contact points.</li> </ul>	FREE	AVAILABLE AT <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> OR BY CALLING 0141 287 4042
Land Services	<ul style="list-style-type: none"> <li>▪ Description of services offered</li> <li>▪ Main contact points.</li> </ul>	FREE	AVAILABLE AT <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> OR BY CALLING 0141 287 9000
Social Work Services	Directorate and senior management structure, service arrangements and main contact details	None	<a href="http://webcontent.glasgow.gov.uk/en/YourCouncil/ServiceDepartments/SocialWorkServices/Contact: Social Work Enquiries">http://webcontent.glasgow.gov.uk/en/YourCouncil/ServiceDepartments/SocialWorkServices/Contact: Social Work Enquiries</a> <b>Phone: 0141 287 8700</b>
Glasgow City Council Services	Guide to Glasgow City council and A to Z OF its Services	FREE	Available from City Chambers or at <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>

## G Your Council

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### G4 Freedom of Information

This section contains information about the Freedom of Information (Scotland) Act 2002 together with information about requests for information and publication schemes.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Freedom of Information Act	Requesting Information. Details of how to make a formal request to the Council under the Freedom of Information (Scotland) Act 2002 and the Council's internal review mechanism for such requests; request form and explanatory leaflet	FREE	Online at <a href="http://www.glasgow.gov.uk/en/YourCouncil/FreedomofInformation/">www.glasgow.gov.uk/en/YourCouncil/FreedomofInformation/</a> Call 0845 270 1555 (+44 (0) 141 418 1792 if calling from outside the UK) Email <a href="mailto:foi@glasgow.gov.uk">foi@glasgow.gov.uk</a>
Publication Scheme	Scheme describing classes of information published or to be published by the Council, as required by Section 23 of the Freedom of Information (Scotland) Act 2002. (i.e. this document)	Standard charge	Available at <a href="http://www.glasgow.gov.uk/en/YourCouncil/FreedomofInformation/">www.glasgow.gov.uk/en/YourCouncil/FreedomofInformation/</a> Consultation copies available at all Council libraries and the City Chambers (see Appendix 1)

## G Your Council

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### G5 Council & Committees

This section covers general information provided relating to the Council, Councillors, Committees, the City Chambers, Civic Functions and Wards.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Council	Information on the Council and its political structure, together with the following procedural documents A Council and Committee Standing Orders; B Committee Terms of Reference; C Scheme of Delegated Functions; D Financial Regulations; and E Standing Orders Relating to Contracts.	Standard charge	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact:  Committee Services Chief Executive Department City Chambers Glasgow G2 1DU  0141 287 5678
	Public Relations and Marketing - Information about city councillors, wards, ward map and convenors	FREE	Available from City Chambers or at <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
Council Leader	Information on the Council Leader	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact:  Committee Services Chief Executive Department City Chambers Glasgow G2 1DU  0141 287 5678

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Office Bearers	Details of the Council's Office Bearers, including Lord Provost, Deputy Lord Provost, Leader and Deputy Leader of the Council, Leader of the Opposition, Honorary City Treasurer, Bailies and Spokespersons	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact:  Committee Services Chief Executive Department City Chambers Glasgow G2 1DU  0141 287 5678
Councillors	Information on each of the 79 Councillors, including contact details, surgery information, membership of committees, sub-committees, working groups and outside bodies and register of interests (Also biographical details and newsletter when available)	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact:  Committee Services Chief Executive Department City Chambers Glasgow G2 1DU  0141 287 5678
Committees	Information on the Council's committees, sub-committees and working groups, including membership and Conveners.  Minutes of meetings of the Council its committees and sub-committees (from 1996) together with Agendas and Reports (from April 2001) for those meetings.  Council Print of minutes	FREE  Standard charge  £100 per annum	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact:  Committee Services Chief Executive Department City Chambers Glasgow G2 1DU  0141 287 5678

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Council Diary	Details of the diary of Council meetings	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact:  Committee Services Chief Executive Department City Chambers Glasgow G2 1DU  0141 287 5678
Joint Boards	Information on Strathclyde Joint Police Board, Strathclyde Fire Board and Strathclyde Passenger Transport	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact:  Committee Services Chief Executive Department City Chambers Glasgow G2 1DU  0141 287 5678
CoSLA	Information on COSLA and the Council's representatives on that organisation.	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
LP Secretariat	Information on the duties of the Lord Provost and the Lord Provost's Secretariat	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>

## G Your Council

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
City Chambers	Information on the history, design and construction of the City Chambers, together with information on public tours of the building	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
	Public Relations and Marketing - Information about Glasgow City Chambers	FREE	Available from City Chambers or at <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>
Civic Functions	Information on civic hospitality provided by the Council and how to apply.	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Community Development	Information on Area Committees, including guidelines on applications for grants from the Community Grants Scheme to provide and promote social, cultural and recreational activities that benefit the local community and grants for playschemes and for bus hire for day trips	Information free	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact:  Area Development Section Chief Executive Department City Chambers Glasgow G2 1DU  0141 287 3532
Byelaws	Information on the 2 bye-laws in force in Glasgow	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>

G6 Elections & Voting

This section contains publications and general information on Government elections as well as Glasgow City Council’s responsibilities towards electoral registration and elections.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Electoral Registration	<p>General – Provides contact details for the Electoral Registration Officer.</p> <p>What is the Register of Electors? – A brief explanation of the Register of Electors and where to view a copy of it.</p> <p>Who is eligible to register to vote? – Provides brief details of those eligible to vote and where to find out more.</p> <p>How do I register to vote? – Includes details of how names are included on the register and what to do if the register omits an eligible voter.</p> <p>When can I use my Vote? – Details the elections when your vote can be used</p> <p>Votes by post – How to vote by post and voting by proxy</p> <p>Forms – A list of all relevant forms</p>	Free	<p>All web pages can be accessed at <a href="http://www.glasgow.gov.uk/en/YourCouncil/Elections_Voting/Electoralregistration/">www.glasgow.gov.uk/en/YourCouncil/Elections_Voting/Electoralregistration/</a></p> <p>Leaflets or hard copies of the information under these headings are available from the department of financial services by contacting the department of Financial Services</p> <p>Phone: 0141 287 3837 Write to: the Director of Financial Services, 285 George Street, Glasgow, G2 1DU or email: <a href="mailto:financial@glasgow.co.uk">financial@glasgow.co.uk</a></p> <p><b>Information on the Electoral Register is the property and responsibility of the Electoral registration Officer (ERO). Details of the information held by the ERO can be accessed from the Assessors’ Web Portal or else WRITE TO:</b></p>

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Electoral Registration (cont'd)			<b>The Electoral registration Officer, Charlotte House, 78 Queen Street, GLASGOW G1 3DR Phone: 0141 287 7526 Fax: 0141 287 7519 Or email <a href="mailto:voters.roll@fs.glasgow.gov.uk">voters.roll@fs.glasgow.gov.uk</a></b>
	Housing grants <i>Details of improvement and repair grants available, eligibility criteria, how to apply</i>	See Service Publications List	Contact: Development and Regeneration Services, Douglas Rodgers, 00 44 (0) 141 287 8467, <a href="http://www.glasgow.gov.uk/en/Business/Housing/Repairs_ImprovementGrants/Housing+grants.htm">www.glasgow.gov.uk/en/Business/Housing/Repairs_ImprovementGrants/Housing+grants.htm</a>
	Housing grants accounts section <i>Statutory Debt information</i>	See Service Publications List	Contact: Development and Regeneration Services, Douglas Munro, 00 44 (0) 141 287 8473, <a href="http://www.glasgow.gov.uk/en/Business/Housing/Repairs_ImprovementGrants/Housing+grants+accounts+section.htm">www.glasgow.gov.uk/en/Business/Housing/Repairs_ImprovementGrants/Housing+grants+accounts+section.htm</a>
	Private sector grants <i>Information on assistance available on Grant Eligible Works</i>	See Service Publications List	Contact: Development and Regeneration Services, Douglas Munro, 00 44 (0) 141 287 8473, <a href="http://www.glasgow.gov.uk/en/Business/Housing/Repairs_ImprovementGrants/Private+sector+grants.htm">www.glasgow.gov.uk/en/Business/Housing/Repairs_ImprovementGrants/Private+sector+grants.htm</a>

## G Your Council

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### G7 Key Contacts

This section contains contact details for Elected Members, Officials, JPs, MPs, MEPs and MSPs.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Key Contacts	<i>Contact details for elected members, Council Chief Officials, Justices of the Peace, MPs, MSPs and MEPs.</i>	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact:  Committee Services Chief Executive Department City Chambers Glasgow G2 1DU  0141 287 5678

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### G8 e-Government

This section contains publications and information on Glasgow City Council's approach to e-government as well as information about the Access Centre and Access Glasgow Programme.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
e-Government Strategy	<p>Outlines the Council's Access Glasgow strategic approach to employing ICTs to enhance the delivery of services and open up the Information Age to citizens.</p> <p><b>Supporting strategy documents outline the Council's approach to telecommunications and other technologies</b></p>	may be downloaded from the web or a printed copy may be obtained Free of Charge on application	<p><a href="http://www.Glasgow.gov.uk">www.Glasgow.gov.uk</a> or write to: Elma Murray Head of e-Government &amp; Development Chief Executive Dept Glasgow City Council City Chambers George Square Glasgow G2 1DU Phone 0141 287 4081 Email: <a href="mailto:e-gov@Council.glasgow.gov.uk">e-gov@Council.glasgow.gov.uk</a></p>
Electronic Service Delivery	Glasgow City Council's progress towards the Scottish Executive's targets	FREE	Available on the web site or <b>Free of Charge</b> on application to the address given above.
Access Glasgow Programme	Information about the Council's programme of e-Government projects	FREE	Available on the web site or <b>Free of Charge</b> on application to the address given above.
	Information about the Council's bids to the Scottish Executive's Modernising Government Fund (MGF) and outcomes from the resulting projects	FREE	Available on the web site or <b>Free of Charge</b> on application to the address given above.
Access Centre	Information about Council's strategic approach to handling citizen or client contacts	FREE	Available on web site or on application <b>Free of Charge</b> to the address given above.

**G9 Performance**

This section contains publications and information provided on the great variety of performance indicators and measures the Council uses to measure how it is doing in terms of its aims and objectives at corporate and service department level.

<b>CLASS</b>	<b>DESCRIPTION</b>	<b>CHARGE</b>	<b>HOW TO GET IT</b>
Corporate – Performance Reporting Framework			
Council Performance Report	Annual report of Council's achievements and performance in relation to the targets set by services over the year	FREE	AVAILABLE AT <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  CONTACT: JIM MEARNS, SENIOR POLICY DEVELOPMENT OFFICER (0141) 287 3625  CHIEF EXECUTIVE DEPARTMENT, CITY CHAMBERS, GEORGE SQUARE, G2 1DU
Statutory Performance Indicators	Cultural and Leisure Services Statutory Performance Indicators Publication	<b>FREE</b>	<b>AVAILABLE AT</b> <b><a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a></b>  <b>OR CONTACT SERVICE SUPPORT</b> <b>ON 0141 287 9857</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
	Public Relations and Marketing - Performance Indicators Of Glasgow City Council	FREE	Available from City Chambers or at <a href="http://www.glasgow.gov.uk/">www.glasgow.gov.uk/</a>

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
	<i>Corporate Policy - Pamphlet setting out the Council's performance in relation to the statutory indicators set by the Accounts Commission each year.</i>	FREE	AVAILABLE AT <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> CONTACT: JIM MEARNES, SENIOR POLICY DEVELOPMENT OFFICER (0141) 287 3625  CHIEF EXECUTIVE DEPARTMENT, CITY CHAMBERS, GEORGE SQUARE, G2 1DU
Service Departments Direct and Care	Annual Performance Report School Meal Uptake Free School Meal Uptake Free Milk Uptake Training Home Care Education – Customer Satisfaction, Fruit Initiative, Better Neighbourhood Services Fund	FREE	AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  Committee Reports Contact The Best Value officer on 0141 353 9043  100 BORRON ST GLASGOW
Direct and Care	Statutory Performance Indicators	FREE	AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  Committee Reports and Annual Performance Report Contact The Best Value officer on 0141 353 9043  100 BORRON ST GLASGOW  PUBLISHED IN NATIONAL PRESS ANNUALLY

## G Your Council

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Direct and Care	Key Performance Indicators	FREE	AVAILABLE AT <a href="http://www.glasgow.gov.uk">http://www.glasgow.gov.uk</a>  Committee Reports Contact The Best Value officer on 0141 353 9043  100 BORRON ST GLASGOW
Cultural & Leisure	Customer Comments Quarterly Report (Performance Reporting)	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>OR CONTACT 0141 287 0966</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Cultural & Leisure	Customer Comments – reports by officer/area e.g. maintenance, ethnic minorities	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>OR CONTACT 0141 287 0966</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Cultural & Leisure	Customer Comments Forms (Performance Reporting)	FREE  <b>AVAILABLE FREE FROM ALL CULTURAL AND LEISURE SERVICES FACILITIES OR AT ADDRESS GIVEN</b>	<b>CONTACT 0141 287 9857</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Cultural & Leisure	Cultural and Leisure Services Annual Performance Report	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>OR CONTACT 0141 287 0966</b>  <b>20 TRONGATE, GLASGOW G1 5ES</b>

## G Your Council

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Cultural & Leisure	Measures of Improved Performance	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>OR CONTACT SERVICE SUPPORT</b> <b>ON 0141 287 9857</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Development and Regeneration Services	Information includes: Annual Performance Report, Measures of Improved Performance reported to the Corporate Management Team, Statutory Performance Indicators and 'Focus' containing details of some achievements	FREE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555 <a href="http://www.glasgow.gov.uk/en/YourCouncil/Performance/ServiceDepartments/Development_Regeneration/">www.glasgow.gov.uk/en/YourCouncil/Performance/ServiceDepartments/Development_Regeneration/</a>
Social Work	Annual Performance Report - Outline of arrangements for reviewing and reporting the performance of Social Work Services in Glasgow including Best Value, Service Standards, Research and the planning/performance of local services	None	<b>AVAILABLE AT</b> <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a> <b>PR CPMTACT SOCIAL WORK ENQUIRIES</b> <b>ON 0141 287 8700</b>
Public Relations and Marketing	Annual Performance Report - Corporate Annual Performance Report - outlines Council achievements against stated targets and objectives.	FREE	Available from City Chambers Also available from <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>

**G10 Customer Involvement**

This section contains information on how the Council involves and communicates with the citizens of Glasgow at both a corporate and service department level.

<b>CLASS</b>	<b>DESCRIPTION</b>	<b>CHARGE</b>	<b>HOW TO GET IT</b>
Corporate – Ombudsman	<i>Information on and how to contact the Scottish Public Services Ombudsman</i>	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact:  Committee Services Chief Executive Department City Chambers Glasgow G2 1DU  0141 287 5678
Development and Regeneration Services	Consultation through the Citizen's Panel, Best Value Service Reviews and consultation on specific areas, and, feedback through its comments, compliments and complaints procedures	FREE	Contact: Development and Regeneration Services, 00 44 (0) 141 287 8555 <a href="http://www.glasgow.gov.uk/en/YourCouncil/CustomerInvolvement/ServiceDepartments/Development_Regeneration/">www.glasgow.gov.uk/en/YourCouncil/CustomerInvolvement/ServiceDepartments/Development_Regeneration/</a>

**G11 Working for the council**

This section contains information about working at the Council and current vacancies as well as employment policies and conditions of service. There are specific sections on apprenticeships, skillseekers, social care careers, supply teaching, children’s panel and volunteering.

<b>CLASS</b>	<b>DESCRIPTION</b>	<b>CHARGE</b>	<b>HOW TO GET IT</b>
Employment Policies	Personnel – Council Policies	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>OR CONTACT 0141 287 5112</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Carers in Social Care	Information for individuals interested in a career in Social Care.	FREEE	<a href="http://webcontent.glasgow.gov.uk/en/YourCouncil/WorkingfortheCouncil/CareersinSocialCare/Contact:SocialWorkEnquiries">http://webcontent.glasgow.gov.uk/en/YourCouncil/WorkingfortheCouncil/CareersinSocialCare/Contact: Social Work Enquiries</a> <b>Phone: 0141 287 8700</b>
Vacancies	Personnel – Job advertisements	<b>FREE</b>	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>OR CONTACT 0141 287 5112</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Application Forms	All applicants for jobs within the City Council require to submit an application form CVs are not acceptable.	FREE	from the address specified in the job advertisement or on-line at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Children’s Panel	<i>Information for persons wishing to apply to become a member of the Children’s Panel, including explanatory information and an application form.</i>	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact:  Committee Services Chief Executive Department City Chambers Glasgow G2 1DU  0141 287 5352

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CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
Conditions of Service	Personnel – conditions of service	FREE	<b>AVAILABLE AT</b> <a href="http://www.Glasgow.gov.uk">http://www.Glasgow.gov.uk</a>  <b>OR CONTACT 0141 287 5112</b> <b>20 TRONGATE, GLASGOW G1 5ES</b>
Customer Involvement – Social Work Services	Outline of service approach to customer involvement and participation including information on draft customer charter, service commitments, core standards, advocacy and interpreting services, consultations, access to files and complaints.	FREE	<a href="http://webcontent.glasgow.gov.uk/en/YourCouncil/CustomerInvolvement/ServiceDepartments/SocialWork/">http://webcontent.glasgow.gov.uk/en/YourCouncil/CustomerInvolvement/ServiceDepartments/SocialWork/</a> <b>Contact:</b> <b>Social Work Enquiries</b> <b>Phone: 0141 287 8700</b>

## G Your Council

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### G12 Public Relations

This section contains information on the role and responsibilities of the Public Relations and Marketing department of the Council as well as providing access to information on campaigns and events, news and press releases.

<b>CLASS</b>	<b>DESCRIPTION</b>	<b>CHARGE</b>	<b>HOW TO GET IT</b>
Press Releases	Information On Council Decisions, Events, Activities	<i>FREE</i>	Available from City Chambers  ALSO AVAILABLE AT  <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>

## G Your Council

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### G13 District Courts

This section contains information and contact details for Glasgow District Court and other district courts in the surrounding area as well as information on the roles and responsibilities of the District Court.

CLASS	DESCRIPTION	CHARGE	HOW TO GET IT
District Courts	<i>Information on the role and function of District Courts, including contact information and details of how to pay fines and how to become a Justice of the Peace.</i>	FREE	Available at <a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>  Contact:  Clerk of the Court 21 St Andrew's Street Glasgow G1 5PW  0141 287 2000

# **APPENDIX 1: LIST OF COUNCIL LIBRARIES**

## **GLASGOW CITY COUNCIL: CULTURAL & LEISURE SERVICES LIBRARIES, INFORMATION & LEARNING**

The Mitchell Library  
201 North Street  
GLASGOW G3 7DN  
TEL: 0141 287 2999 : FAX 0141 287 2815  
Email: [lil@cls.glasgow.gov.uk](mailto:lil@cls.glasgow.gov.uk)

### **COMMUNITY LIBRARIES AND LEARNING CENTRES**

**ANDERSTON LIBRARY**

Berkeley Street  
Glasgow G3 7DN  
Tel/Fax 0141 287 2872

**ANNIESLAND LIBRARY AND LEARNING CENTRE**

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

**BAILLIESTON LIBRARY AND LEARNING CENTRE**

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

**BARMULLOCH COMMUNITY CENTRE AND LIBRARY**

46 Wallacewell Quadrant  
Glasgow G21 3PX  
Tel 0141 558 7364 Fax 0141 558 8294

**BRIDGETON LIBRARY AND LEARNING CENTRE**

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

**CARDONALD LIBRARY AND 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 AND LEARNING CENTRE**

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

**DENNISTOUN LIBRARY AND LEARNING CENTRE**

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

**MARYHILL LIBRARY & LEARNING CENTRE**

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

**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 AND LEARNING CENTRE**

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

**GOVANHILL LIBRARY AND 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**

**KNIGHTSWOOD LIBRARY & LEARNING CENTRE**

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

**LANGSIDE LIBRARY AND LEARNING CENTRE**

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

**Library at GoMA: the learning gallery**

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

**ROYSTON LIBRARY & LEARNING CENTRE**

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

### **MILTON LIBRARY AND LEARNING CENTRE**

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

### **MOBILE LIBRARY, North**

c/o Shettleston Library  
154 Wellshot Road,  
Glasgow G32 7AX

Tel 0141 778 1221 Fax 0141 778 9004

Mobile 07990551100

### **MOBILE LIBRARY, South**

c/o Pollokshaws Library  
50-60 Shawbridge Street Glasgow G53 6DH  
Tel/Fax 0141 632 3544  
Mobile 07769933015

### **PARKHEAD LIBRARY AND LEARNING CENTRE**

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

### **PARTICK LIBRARY AND LEARNING CENTRE**

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

### **POLLOK LIBRARY & LEARNING CENTRE**

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

### **POLLOKSHAWS LIBRARY AND LEARNING CENTRE**

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

### **POLLOKSHIELDS LIBRARY AND LEARNING CENTRE**

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

### **POSSILPARK LIBRARY AND 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

### **SHETTLESTON LIBRARY & LEARNING CENTRE**

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

### **SIGHTHILL DROP IN CENTRE**

Fountainwell Square  
Glasgow G21 IRF  
Tel 0141 557 0710 Fax 0141 558 9087

### **SPRINGBURN LIBRARY AND LEARNING CENTRE**

Springburn Leisure Centre  
Kay Street  
Glasgow G21  
Tel/Fax 0141 557 5878

### **WHITEINCH LIBRARY AND LEARNING CENTRE**

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

### **WOODSIDE LIBRARY AND 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 Anderston Library, 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

## APPENDIX 2: LIST OF SOCIAL WORK OFFICES

Copies of any leaflets relating to Social Work Services can be obtained from

### **Public Information**

Social Work Service, Nye Bevan House, 20 India Street, Glasgow, G2 4PF  
Phone: 0141 287 8897 Fax: 0141 287 8232

or from any of Social Work Services' area service teams:

### **Area Service Teams**

#### **West**

Anniesland  
1660/70 Great Western Road, Glasgow, G13 1HH  
Phone: 08453 303848 Fax: 0141 276 2530

#### **Drumchapel**

Mercat House, 31 Hecla Square, Glasgow, G15 8NH  
Phone: 0141 274 4300 Fax: 0141 274 4303

**Area covered:** Drumchapel, Knightswood, Anniesland, Temple, Jordanhill, Scotstoun, Whiteinch and Yoker

#### **North West**

Maryhill  
The Quadrangle, 59 Ruchill Street, Unit 8b. Glasgow, G20 9PY  
Phone: 0141 287 6300 Fax: 0141 287 6267

Partick  
35 Church Street, Glasgow, G11 5JT  
Phone: 0141 276 3100 Fax: 0141 276 3194

**Area covered:** Partick, Maryhill, Dowanhill, Kelvinside, Broomhill, Summerston, Yorkhill, Anderston, Garnethill, Cowcaddens and Hyndland

#### **North**

#### **Springburn**

94 Red Road, Glasgow, G21 4PH  
Phone: 08453 303595 Fax: 0141 557 0310

#### **Possil**

7 Closeburn Street, Glasgow, G22 5JZ  
Phone: 0141 276 4570 Fax: 0141 276 4555

#### **Royston**

15 Glenbarr Street, Glasgow, G21 2NW  
Phone: 0141 276 7010 Fax: 0141 276 7113

**Area covered:** Springburn, Ruchill, Milton, Firhill, Sighthill, Royston, Germiston, Petershill, Balornock, Barmulloch, Provanmill, Port Dundas and Possil

## **East**

### **Parkhead**

The Newlands Centre, 871 Springfield Road, Glasgow, G31 4HZ  
Phone: 08453 454600 Fax: 0141 565 0279

### **Bridgeton**

Anson House, 582/588 London Road, Glasgow, G40 1DZ  
Phone: 0141 276 4200 Fax: 0141 276 4187

**Area covered:** Parkhead, Dennistoun, Tollcross, Bridgeton, Calton, Townhead, Braidfauld, Fullarton, Shettleston, Greenfield, Dalmarnock, Haghill, Carntyne and Springboig

## **North East**

### **Easterhouse**

Westwood House, 1250 Westerhouse Road, Glasgow, G34 9EA  
Phone: 0141 276 3410 Fax: 0141 276 3432

Ruchazie  
1 Ruchazie Place, Glasgow, G33 3HA  
Phone: 0141 276 3500 Fax: 0141 276 3517

Baillieston  
6 Buchanan Street, Glasgow, G69 6DY  
Phone: 0141 276 4100 Fax: 0141 276 4135

**Area covered:** Easterhouse, Ruchazie, Baillieston, Garrowhill, Mount Vernon, Queenslie, Barlanark, Gartloch, Riddrie, Garthamlock, Cranhill, Craigend, Carmyle, Swinton and Crosshill

## **South East**

Castlemilk  
10 Ardenraig Place, Glasgow, G45 9US  
Phone: 0141 287 6100 Fax: 0141 287 6127

**Area covered:** Castlemilk, Carmunnock, Croftfoot, Muirend, Newlands and Simshill

## South

### Gorbals/Govanhill

187 Old Rutherglen Road, Glasgow, G5 0RE  
Phone: 0141 420 8000 Fax: 0141 420 8004

### Pollokshields

East Pollokshields Office, 100 McCulloch Street, Glasgow, G41 1NX  
Phone: 0141 429 6301 Fax: 0141 429 0121

**Area covered:** Gorbals, Govanhill, Hutchesontown, Oatlands, Polmadie, Kings Park, Mount Florida, Cathcart, Battlefield, Langside, Shawlands, Crossmyloof, Toryglen, Crosshill, Strathbungo and Pollokshields East

### Greater Pollok

#### Pollok

130 Langton Road, Glasgow, G53 5DP  
Phone: 08453 302930 Fax: 0141 276 2914

#### Pollokshaws

24/34 Shawbridge Arcade, Glasgow, G43 1RT  
Phone: 0141 287 1601 Fax: 0141 287 1602

**Area Covered:** **Pollok, Priesthill, Nitshill, Carnwadric, Arden, Pollokshaws, Mansewood, Shawbridge and Corkerhill**

## South West

### Govan

1 Merryland Street, Glasgow, G51 2QG  
Phone: 0141 445 3178 Fax: 0141 425 1062

**Area covered:** Govan, Drumoyne, Ibrox, Linthouse, Hillington, Craigton, Cardonald, Penilee, Shieldhall, Tradeston, Crookston, Bellahouston and Mossspark

## APPENDIX 4

### CONTACT DETAILS FOR OTHER RELEVANT ORGANISATIONS

#### **City of Glasgow Licensing Board**

The Licensing Board is responsible for liquor licensing and associated issues within the City of Glasgow.

City of Glasgow Licensing Board  
235 George Street  
Glasgow G2 1DU

Tel: 0141 287 5509

[www.glasgow.gov.uk/en/yourcouncil/freedomofinformation](http://www.glasgow.gov.uk/en/yourcouncil/freedomofinformation)

#### **Strathclyde Joint Police Board**

The Police Board is the police authority for the Strathclyde area and is responsible for ensuring that the Chief Constable is provided with sufficient resources to enable him to deliver an efficient and effective police service, to appoint and hear complaints against senior police officers, and other statutory functions. It is not responsible for operational policing – this is a matter for the Chief Constable of Strathclyde Police.

Strathclyde Joint Police Board  
Room 64  
40 Cochrane Street  
East Building  
City Chambers  
Glasgow G2 1DU

[website to be decided]

For freedom of information queries contact the Joint Board Manager on 0141 287 0475, or email : [elaine.connor@ced.glasgow.gov.uk](mailto:elaine.connor@ced.glasgow.gov.uk).

#### **Strathclyde Fire Board**

This is the fire authority for Strathclyde in a similar way as to how the Strathclyde Joint Police Board is the police authority.

Clerk to the Strathclyde Fire Board  
Council Offices  
Almada Street  
Hamilton  
ML3 0AA

Tel: 01698 454872

### **Strathclyde Passenger Transport Authority**

SPTA's main function is to ensure that there is adequate public transport throughout the region. SPTA policies are implemented by the Strathclyde Passenger Transport Executive (which amongst other things runs the Glasgow subway).

SPTA  
Consort House  
12 West George Street  
Glasgow G2 1HN

Tel: 0141 333 3299

[www.spt.co.uk](http://www.spt.co.uk)

### **City Assessor and Electoral Registration Officer**

The City Assessor and Electoral Registration Officer is the independent official responsible for preparing and maintaining the Valuation Roll (for non domestic rates purposes) the Council Tax Valuation List, and for Electoral Registration.

Mr James McEwan  
City Assessor and ERO  
Charlotte House  
78 Queen Street  
Glasgow G1 3DR

Tel: [to be decided]

[website to follow].

### **The Glasgow Housing Association Limited**

In March 2003 the GHA took over the Council's functions as landlord for over 80,000 properties.

The GHA Limited  
2<sup>nd</sup> Floor  
Granite House  
177 Trongate  
Glasgow G1 5HF

Tel : 08459 001001

[www.gha.org.uk](http://www.gha.org.uk)

email: [thekey@gha.org.uk](mailto:thekey@gha.org.uk)

### **Scottish Environment Protection Agency**

SEPA is the main environmental regulator in Scotland, although a number of its functions overlap with those of local authorities.

SEPA  
Corporate Office  
Erskine Court  
Castle Business Park  
Stirling  
FK9 4TR

Tel: 01786 457 700  
Fax: 01786 446 885

[www.sepa.org.uk](http://www.sepa.org.uk)

### **Scottish Enterprise Glasgow**

Scottish Enterprise is Scotland's main economic development agency. It works through a number of local enterprise companies, and in Glasgow's case this is Scottish Enterprise Glasgow. SE Glasgow aims to help the people in businesses of Glasgow to succeed.

Scottish Enterprise Glasgow  
50 Waterloo Street  
Glasgow G2 6HQ

Tel: 0141 204 1111  
Fax: 0141 248 1600

email: [glasgow@scotent.co.uk](mailto:glasgow@scotent.co.uk)

[www.scottish-enterprise.com](http://www.scottish-enterprise.com)

### **NHS Greater Glasgow**

From April 2004 NHS Greater Glasgow will carry out the functions in running and operating the national health service which were previously carried out by the Greater Glasgow NHS Board and a number of NHS Trusts.

NHS Greater Glasgow  
Dalian House  
PO Box 15329  
350 St Vincent Street  
Glasgow  
G3 8YZ

Tel: 0141 201 4444  
Text Phone : 0141 201 4400

Fax: 0141 201 4401

[www.nhsqg.org.uk](http://www.nhsqg.org.uk)