



# **GLASGOW CITY COUNCIL**

## **PUBLICATION SCHEME**

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

Approved by the Scottish Information Commissioner June 2004

Revised January 2005

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# GLASGOW CITY COUNCIL

## PUBLICATION SCHEME

Under Section 23 of the Freedom of Information (Scotland) Act 2002  
and approved by the Scottish Information Commissioner June 2004,  
with revisions January 2005

### 1. INTRODUCTION

This is the publication scheme for Glasgow City Council, a local authority constituted under Section 2 of the Local Government etc. (Scotland) Act 1994 and having its chief office at City Chambers, George Square, Glasgow G2 1DU, Scotland, UK, tel. (+44) (0) 141 287 2000.

The publication scheme is available electronically on the Council's website at [www.glasgow.gov.uk/foi](http://www.glasgow.gov.uk/foi). Paper copies can be consulted at the Chief Executive Department, City Chambers, or from any of the public libraries listed in Appendix 1. The Council has also produced a non-statutory Publications List which describes the actual information in more detail; this is available at the same locations as the Scheme itself.

Glasgow City Council has responsibility for a wide range of services and activities. These include education, social work, planning, development control, building control, street cleaning, and refuse collection, transport planning, roads maintenance, environmental health, sport and leisure, libraries and council tax collection. Further details on the Council's structure and responsibilities are provided at Section 2 below.

Glasgow City Council is committed to the principles of openness and transparency in the conduct of its business. It is intended that this publication scheme, which has been prepared under Section 23 of the Freedom of Information (Scotland) Act 2002, will be a valuable tool for increasing the public's awareness of the business of the Council and in further encouraging local interest and participation in the democratic process. Further details concerning the Freedom of Information (Scotland) Act 2002, and in the publication schemes made under it, can be obtained from the Office of the Scottish Information Commissioner. Contact details for the Commissioner can be found under section 11 below.

This Scheme has been prepared under the auspices of the Solicitor to the Council, Mr Ian Drummond (Tel. 0141 287 4521).

The person within Glasgow City Council who has overall responsibility for the publication scheme and its day to day running is Dr Kenneth Meechan, Legal and Administrative Services, City Chambers, George Square, Glasgow G2 1DU

(Tel. 0141 287 4517), email : [kenny.meechan@ced.glasgow.gov.uk](mailto:kenny.meechan@ced.glasgow.gov.uk). Comments and suggestions regarding the Scheme shall be addressed to Dr Meechan in the first instance. Requests for information contained within the scheme should not be addressed to Dr Meechan but should instead be addressed to the contact point given for their class of information within the body of the scheme.

## **2. ABOUT GLASGOW CITY COUNCIL**

### **Background**

Glasgow City Council is the largest of 32 local authorities in Scotland.

The Council came into existence on 1<sup>st</sup> April 1996 following an Act of Parliament reorganising local government in Scotland for the third time that century. Two separate councils were previously responsible for all the city – the City of Glasgow District Council and Strathclyde Regional Council.

Today Glasgow City Council is solely responsible for all council services for the metropolitan city and Glasgow's 600,000 people. Gross annual budget of the Council is over £2000 million.

Net spending is £1126 million (2001/2) of which over £900 million (86%) comes from government grants including business rates and £213 million (19%) from council tax.

The City Council is one of Scotland's largest single employers with 37,000 employees (full time equivalent 31,200).

### **The Council**

Glasgow City Council comprises 79 elected Members, each representing an area (an electoral ward) of the city. The Council operates a committee system of political management. Principal committees include the Policy and Resources Committee, Audit and Ethics Committee, and committees responsible for overseeing each of the Council's services. Full details of these and the Council's other committees etc, including their remits and reporting lines, are set out in the "Terms of Reference of Committees" which can be found under the "Your Council" category of the publication scheme (available on-line at [www.glasgow.gov.uk/en/yourcouncil/council\\_committees/council](http://www.glasgow.gov.uk/en/yourcouncil/council_committees/council)). This also contains the "Scheme of Delegated Functions" which describes the functions of the Council which have been delegated to officers (the staff of the Council, as opposed to its Elected Members) to carry out.

The current political make-up of the Council (May 2003) is 71 Scottish Labour Party, 3 Scottish National Party, 1 Scottish Conservative, 3 Scottish Liberal Democrat and 1 Scottish Socialist Party.

## Functions

The Council's services are delivered through nine service departments and the Chief Executive Department. The main service responsibilities are:-

**Chief Executive Department** - Corporate management within Glasgow City Council is overseen by the Chief Executive, who is also the Head of the Council's Paid Service. The functions of the Chief Executive Department include Corporate Communications, Corporate Policy, Information and Communications Technology, Personnel, Legal and Administrative Services, the District Court and Registrar's Office.

Contact details:  
Chief Executive Department  
City Chambers  
George Square, Glasgow G2 1DU  
Phone: 0141 287 2000  
Fax: 0141 287 5666  
E-mail: [chiefexec@glasgow.gov.uk](mailto:chiefexec@glasgow.gov.uk)

**Building Services** – repairs and maintenance, design, build and project management, manufacturing (windows/doors, bedding, office and school furniture) training, modern apprenticeship, transport.

Contact details:  
266 George Street  
Glasgow  
G1 1QR  
Phone: 0141 287 4437  
Fax: 0141 287 4477  
E-mail: [building@glasgow.gov.uk](mailto:building@glasgow.gov.uk)

**Cultural and Leisure Services** - sports centres, libraries, art galleries and museums, public halls and theatres, community education.

Contact details:  
20 Trongate  
Glasgow  
G1 1LX  
Phone: 0141 287 4350  
Fax: 0141 287 5151  
E-mail: [culture@glasgow.gov.uk](mailto:culture@glasgow.gov.uk)

**Development and Regeneration Services** – Planning Policies and Development Control, strategic provision and development of housing including the allocation and management of public funding for house building

and improvement, economic and Social Initiatives including economic development and social inclusion projects, business development and training programmes, management and development of land and property including lettings, disposals, markets operations and the strategic sites initiatives, community services including community safety, CCTV and health programmes and initiatives, Clyde Gateway development, and environmental projects including flood prevention and sustainable development.

Contact details:

Exchange House  
229 George Street  
Glasgow G1 1QU

Phone: 0141 287 8555

Fax: 0141 287 8444

E-mail: [regeneration@glasgow.gov.uk](mailto:regeneration@glasgow.gov.uk)

[www.glasgow.gov.uk/en/YourCouncil/ServiceDepartments/DevelopmentandRegenerationServices/](http://www.glasgow.gov.uk/en/YourCouncil/ServiceDepartments/DevelopmentandRegenerationServices/)

**Direct and Care Services** – home helps, landlord services, school meals, in house janitorial, catering and cleaning, venue hire and banqueting.

Contact details:

Blair Court  
Port Dundas Business Park  
100 Borron Street  
Glasgow G4 9XE

Phone: 0141 353 9000

Fax: 0141 353 9100

E-mail: [direct@glasgow.gov.uk](mailto:direct@glasgow.gov.uk)

**Education Services** – pre-five provisions, primary and secondary schools, special needs education, child care facilities, careers advice and guidance, education business partnerships.

Contact details:

Nye Bevan House  
20 India Street  
Glasgow G2 4PF

from July 2004

Wheatley House  
25 Cochrane Street  
Glasgow G1 1HL

Phone: 0141 287 6898

Fax: 0141 287 6786

E-mail: [education@glasgow.gov.uk](mailto:education@glasgow.gov.uk)

[www.glasgow.gov.uk/en/YourCouncil/ServiceDepartments/Education\\_Services](http://www.glasgow.gov.uk/en/YourCouncil/ServiceDepartments/Education_Services)

**Environmental Protection Services** – building control and public safety, consumer and trading standards, food safety/health and safety, public health and environmental protection, land remediation, refuse collection, cleansing and waste disposal, public conveniences, scientific services.

Contact details:  
231 George Street  
Glasgow  
G1 1RX  
Phone: 0141 287 7876  
Fax: 0141 287 5341  
E-mail: Jim.Donaldson@eps.glasgow.gov.uk

**Financial Services** – accounting and budgeting, council tax and business rates collection, assessor and electoral registration, housing and council tax benefits, Strathclyde Pension Fund.

Contact details:  
City Chambers  
285 George Street  
Glasgow G2 1DU  
Phone: 0141 287 4050  
Fax: 0141 287 3917  
E-mail: financial@glasgow.gov.uk

**Land Services** - traffic management and control, environmental engineering, parks and open spaces, outdoor recreations and events management, conservation/biodiversity, cemeteries and crematoria, roads and bridges, sustainable and integrated transport, street lighting, parking, road safety, city centre representatives.

Contact details:  
Richmond Exchange  
20 Cadogan Street  
Glasgow G2 7AD  
Phone: 0141 287 9000  
Fax: 0141 287 9059  
E-mail: land@glasgow.gov.uk

**Social Work Services** – A range of care and support services. Community Care – residential services, day services, home care and specialist services, nursing and residential homes, supported accommodation, day services, respite care, hospital teams and other health based staff, joint planning with the Health Board, the voluntary sector, council departments and other local authorities. Criminal Justice – supervising attendance orders, community service orders, intensive probation, sex offenders programme, specialist projects, bail services, managing social work services for the courts and in Barlinnie Prison. Children & Families – services for, vulnerable children, young people and families, residential, foster care, community and individual services, services to children in need (including child protection), direct support to carers, supporting young people into training and employment, special needs and children's health (including health based social work services), management of throughcare/aftercare and some community based

projects. Welfare rights, community development services and area service teams.

Contact details:  
Nye Bevan House  
20 India Street  
Glasgow G2 4PF  
Phone: 0141 287 8700  
Fax: 0141 287 9055  
E-mail: [social@glasgow.gov.uk](mailto:social@glasgow.gov.uk)

**Police, fire and passenger transport services** – are run by joint boards which include councillors from Glasgow and other councils in the West of Scotland. Each joint board has its own Publication Scheme, as does the Chief Constable of Strathclyde Police. Contact details for those other organisations and other public authorities can be found in Appendix 4.

The Licensing Board and the City Assessor have their own publication schemes – see Section 3 below and Annexes A and B.

The City Council is active in promoting the economic development of the city and works closely with the Scottish Enterprise Glasgow, the Greater Glasgow and Clyde Valley Tourist Board, NHS Greater Glasgow, voluntary and community organisations and local business. The City Council is a key partner in the Glasgow Alliance which brings together the public, private and voluntary sectors to co-ordinate the city's regeneration. Contact details are also contained in Appendix 4.

### 3. WHAT IS A PUBLICATION SCHEME?

Under Section 23 of the Freedom of Information (Scotland) Act 2002 public authorities such as Glasgow City Council have a duty to adopt and maintain a scheme relating to the publication of information. The scheme, known as a publication scheme, is subject to Scottish Information Commissioner (SIC) approval. Once approved, the authority must publish information in accordance with the scheme and review the scheme from time to time. The SIC when approving a scheme can also say how long it should run before being reviewed.

Publication schemes must specify:-

- the classes of information that the authority intends to publish;
- the manner in which information in each class is, or is intended to be, published; and
- whether the published information is free or whether a charge will be made for it.

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

In terms of the legislation, publication schemes are also required from other Scottish public authorities. In legal terms, the City of Glasgow Licensing Board (which deals with liquor licensing applications) is a separate entity from the Council, even though the membership of the board is made up of City Councillors. The Licensing Board has its own publication scheme, available at [www.glasgow.gov.uk/freedomofinformation](http://www.glasgow.gov.uk/freedomofinformation) or by contacting the Licensing Manager at City Chambers, Glasgow tel. 0141 287 5509. For convenience, a copy of the Licensing Board's publication scheme is attached as Annex A. The Assessor appointed for the City of Glasgow is also an independent statutory office, and the Assessor likewise requires to have a separate publication scheme; this is available at [www.saa.gov.uk](http://www.saa.gov.uk) or by contacting the City Assessor and Electoral Registration Officer, 78 Queen Street, Glasgow G1 1DR tel. 0141 287 7526. Again, for convenience a copy of the Assessor's publication scheme is attached, as Annex B.

#### **4. HOW THE PUBLICATION SCHEME WAS FORMULATED**

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

- Liaised with COSLA, other local authorities and the professional associations of local authority archivists, solicitors and administrators in the preparation of this document;
- Gathered information about the types of information the public may be looking for by undertaking the following measures:-
  - reviewing the types of electronic enquiries received by the Council;
  - reviewing enquiries received by Council Services;
  - analysing searches made on the Council's website (including unsuccessful searches);
  - ascertained the views of the Glasgow Citizen's Panel on information they felt the Council should make available.
- Reviewed information held, including documents such as plans, policies, leaflets, information on the website etc (Note – a full information audit will be undertaken in due course by the Council for the purpose of complying with the Code of Practice on Records Management under Section 61 of the Act); and

- Considered the most frequently asked questions and most routinely published information, considered website hits and looked at press requests.
- Held consultation meetings with the editors of local newspapers and representatives of local radio.

In drawing up this Publication Scheme, the Council has drawn heavily on the work conducted by its Electronic Resource Team to redesign the Council's website. The categories and classes of information reflect, so far as possible, the structure of the website in order to make it easier for the user to follow the on-line version of the Scheme to the actual documents concerned. Please note that if you are accessing this Scheme on-line, it may be more useful simply to navigate the Council's website as this will often allow you direct access to the documents described, whereas the non-electronic version simply describes the classes of information published but does not include the actual documents. Additional information concerning the publications can also be found in the Council's Publications List (the Publications List is not part of the statutory Publication Scheme and has not been officially approved by the Scottish Information Commissioner).

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

- A. About Glasgow
- B. Business
- C. On-line Services and Privacy Policy
- D. Residents
- E. Visitors
- F. Young Glasgow
- G. Your Council

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

Each class describes the type of information, explains the format in which this is available, provides contact details and a web site address (if applicable), indicating wherever charges apply for the supply of the information. The classes of information are given in Section 14 below.; details of charges can be found in Section 10.

## 5. EXEMPTIONS

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

While Glasgow City Council's aim is to be as open as possible, there may therefore be circumstances when it will be necessary to us to withhold information under any of the classes referred to in the publication scheme, for example where we consider that disclosure may seriously prejudice law enforcement, legal proceedings or our regulatory or enforcement activity or where the disclosure is otherwise prohibited by law. We may also withhold information which is confidential or which may seriously prejudice the commercial interests of any person or organisation (including the Council itself). For the avoidance of any doubt, **personal information about individuals covered by the Data Protection Act 1998 is expressly excluded from the scheme.** Please note also that the Freedom of Information (Scotland) Act 2002 does not create any right to see information which the Council holds about you. However, you do have the right to see this information under other legislation – please see Section 12, "Data Protection", below.

In any case where information requested is exempt, if we decide (or are obliged) to withhold the information, we will indicate why the information is being withheld. For some exemptions, we also have to explain why we believe that the public interest in disclosing the information is, in the circumstances of the case, outweighed by the public interest in maintaining the exemption. In other words, you have the right to see some exempt information if it is in the public interest for us to disclose it to you. If you wish to complain when information is withheld from you, please read the "complaints" section below.

## 6. ARCHIVING POLICY

Glasgow City Council is obliged, under Section 53 of the Local Government etc. (Scotland) Act 1994 and in terms of the Code of Practice issued under Section 61 of the Freedom of Information (Scotland) Act 2002, to make proper arrangements for the preservation and management of its records.

The Council accordingly operates a policy whereby any decisions or policies concerning the destruction of records require to be approved by the City Archivist.

Specific archiving policies and document retention periods are set by individual services. In general, however, records and documents will be retained for a period broadly equating to the length of time for which the document could be used in legal proceedings. Certain documents (such as

the official Minutes of the Council and its committees) may be of historical or archival significance and are retained by the Council indefinitely.

## **7. COPYRIGHT**

Information obtained from this publication scheme or publications list, or supplied in response to an FOI request, can be copied or reproduced without formal permission provided it is copied or reproduced accurately, is not used in a misleading context and provided that the source of the material is identified and the copyright status acknowledged. However, please note that use of any material published in terms of this Publication Scheme remains copyright © Glasgow City Council 2005 unless otherwise stated. Any further use of the material must comply with the terms of the Copyright, Design and Patents Act 1988 as amended and/or the Copyright and Rights in Databases Regulations 1997. Commercial exploitation or reproduction of this material is prohibited. However, any person or organisation wishing to use this material commercially should contact the Council to request permission to do so. Any requests concerning the commercial use of publications or exploitation of information published by Glasgow City Council (whether under this Scheme, in response to a request under Section 1 of the Act, or otherwise) should be addressed to the Head of Corporate Communications, City Chambers, George Square, Glasgow G2 1DU. Tel 0141 287 0901.

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

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

[http://www.hmso.gov.uk/copyright/guidance/guidance\\_notes.htm](http://www.hmso.gov.uk/copyright/guidance/guidance_notes.htm)

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

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

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

Such a request must be in writing or some other permanent form, such as an email; it must describe the information requested; and it must state a name and address for correspondence (the Council will accept requests giving an email address provided the information requested is available electronically). The Council has a duty to advise and assist applicants and we may therefore contact you for example to clarify the nature of the request or to confirm the format in which you would like to receive the information. We may also contact you to advise that the request might be better addressed to a different public authority. We will not generally pass on your request to any other authority without your permission. It may therefore speed up matters if you indicate when making a request for information whether we can pass your request on to another public authority if the Council does not hold the information requested but it appears likely to us that another authority may hold it. Please note that due to technical limitations the Council's voice mail system is not an appropriate method for making a formal request for information under Section 1 of the Act.

### **You can make an FOI request in the following ways:**

- E-mail Freedom of Information enquiries/requests to: [foi@glasgow.gov.uk](mailto:foi@glasgow.gov.uk)
- Phone: 0845 270 1555 (+44(0)1414181792 if calling outside the UK)
- Complete an on-line request form, at [www.glasgow.gov.uk/foi](http://www.glasgow.gov.uk/foi)
- Post your request to:

Glasgow City Council  
Freedom of Information  
City Chambers  
George Square  
Glasgow G2 1DU

### **Finding Information in Other Ways**

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

Internet facilities are provided at all Glasgow City Council Public Libraries and Real Learning Centres. So, before using this form to request information, please first visit our website, or your local library, to find out whether the information you're looking for is already available. You can search our website through the on-screen navigation headings, or by using the 'Search' or 'A to Z' facilities. Doing this could save you time because, if the information you require has already been made available to the public in these ways, the Council would normally refer you back to that source.

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

## **9. ACCESSING INFORMATION UNDER THE PUBLICATION SCHEME/LIST**

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

Online - most information listed in our publication scheme can be accessed directly via the Council's website at [www.glasgow.gov.uk](http://www.glasgow.gov.uk). A further link will take you to the relevant page or document. In addition Glasgow public libraries have public access computers with internet facilities and some hold paper versions of certain Council publications. For a list of library addresses and other information about Glasgow libraries see Appendix 1. All libraries have staff who will help you obtain the web-based information you are looking for, even if you have never used the Internet before. Alternatively, you can request the Council to provide the information by using the contact details supplied in the scheme.

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

By telephone - information can be requested over the telephone. Please provide full contact details, including a telephone number, so that we can telephone to clarify any details, if necessary. Certain telephone numbers (particularly those beginning with 0800 or 0845) are free to call or subject to reduced call charges from within the UK (not all mobile networks reflect this)

but may not be accessible to callers from abroad. Please contact the general Council number (+44 141 287 2000) if this is the case.

By post - Most information is also available in a paper copy form. Please address your request to the person whose name is given in the publication scheme. When requesting information, please include the following details: your name and address, the information or documents you want to see and any fee applicable. Most information published under this Scheme is provided free of charge, but please see Section 10 below for further details.

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

If you require the information in a particular format, for example in Braille, on tape, or in a different language, the Council will take all reasonable steps to meet your request. Except where the different format is required because of a disability (e.g. a version in Braille), there may be costs associated with the conversion into your desired format. The Council operates the Glasgow Translation and Interpreting Service, which can translate any material published into 43 different languages. However, this is a service for which a fee is payable. Information on this is given in the Scheme under Class D1 or call the GTIS on 0141 341 0019.

If you have difficulty determining the information you want to see, please contact the Access Centre on 0845 270 1555 (+44(0)141 418 1792 if calling from outside the UK) who will be happy to help.

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

## **10. CHARGING POLICY**

Almost all the information published in terms of this 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			
	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.

## **11. COMPLAINTS ABOUT THIS PUBLICATION SCHEME/PROVISION OF INFORMATION**

Any complaints about the contents of this publication scheme should be addressed in writing to Dr Kenneth Meechan (address is given in Section 1 above), who will forward the complaint to the Director of the Council Service responsible for that area (all classes of information contained in the Publication Scheme are the responsibility of a particular Director; where the class is the responsibility of the Chief Executive Department, complaints will be forwarded to the Solicitor to the Council). The Director in question will investigate the complaint and, where possible, respond to the points raised within ten working days.

if you are dissatisfied with the way Glasgow City Council has dealt with an actual request for information, you are entitled to require the Council to review its decision. Please note that for a review to take place you must:

- Lodge a written requirement for a review within 40 working days of the date of this letter.
- Include a correspondence address and a description of the original request and the reason why you are dissatisfied.
- Address your request to the Solicitor to the Council:

The Solicitor to the Council  
Glasgow City Council  
City Chambers  
George Square  
Glasgow G2 1DU

Email : [ian.drummond@ced.glasgow.gov.uk](mailto:ian.drummond@ced.glasgow.gov.uk)  
Tel. 0141 287 4521

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

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

The Commissioner can be contacted at the following address:-

Scottish Information Commissioner,  
Kinburn Castle,  
Doubledykes Road,  
St Andrews, Fife  
KY16 9DS  
Telephone: 01334 464610  
Or by e-mail to: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)  
Web address: <http://www.itspublicknowledge.info/>

Please note that Glasgow City Council is also subject to supervision by a number of other regulatory bodies. On receiving a complaint, the Council may therefore feel that the subject matter of the complaint is more properly under the jurisdiction of another body; if this is the case, the response will indicate this and provide contact details for the body the Council thinks is the most appropriate channel for someone who wishes to take matters further. The main two bodies are the (UK) Information Commissioner, and the Scottish Public Services Ombudsman.

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

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Tel: 01625 545 745  
email: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

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

The Scottish Public Services Ombudsman is a post created by the Scottish Public Services Ombudsman Act 2002, and replaced a number of previous ombudsman and commissioners' posts, including that of the Commissioner for Local Administration in Scotland. The Ombudsman has jurisdiction to investigate complaints of maladministration by public authorities including the

Council, but cannot question the merits of decisions taken where there is no maladministration. Contact details for the Ombudsman are:-

Scottish Public Services Ombudsman  
4 Melville Street  
Edinburgh EH3 7NS  
Tel: 0870 011 5378  
Fax: 0870 011 5379  
Email: [enquiries@scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk)  
Website: [www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)

## **12. DATA PROTECTION**

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

The Data Protection Act does confer the right on living individuals to ask any person or organisation (not just public authorities) whether the person or organisation holds any personal data relating to that individual, and if so to be given a copy of that data (subject to exemptions such as where disclosure could prejudice a criminal investigation). The Act allows a fee to be charged, normally up to a maximum of £10 (potentially up to £50 in the case of education records). Glasgow City Council currently only charges in relation to requests involving CCTV footage.

Requests under the Data Protection Act in relation to a specific issue should be addressed to the Service in question; it is helpful if this request explicitly states that information is only sought in relation to the specific issue in question. If you are a current or former Social Work client and wish to see your Social Work file, the relevant Social Work office should be contacted instead (a list of Social Work Offices is included in Appendix 2.) General data protection queries should be addressed to the Council's Data Protection Officer, Chief Executive's Department, City Chambers, George Square, Glasgow G2 1DU.

The Council will require proof of identity before responding to such a request; please note that telephone and email requests are therefore not acceptable. Further information on data protection issues can be obtained from the (UK) Information Commissioner at the address given in Section 11.

## **13. FEEDBACK**

The Council welcomes any suggestions about how to improve the content, structure and types of information included in this publication scheme. Any

feedback and comments will be taken into account in future reviews of the scheme. If you have any comments, please send them to Dr Kenneth Meechan at the address given in Section 1.

## 14. CLASSES OF INFORMATION

The classes of information that Glasgow City Council will be making available under its publication scheme are as follows. All entries are subject to the provisions of Section 6 above concerning exemptions.

### A: About Glasgow

Publications and information about the City of Glasgow – the history of the city, facts and figures, information about famous Glaswegians, and the Council published Glasgow Magazine.

FORMAT: Leaflets, magazine.  
CHARGE: Mostly free; contains some fixed price items  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 0901

### B : Business

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

Publications describing advice and support that the Council provides to businesses, economic research and statistics, European and other funding advice, business centres, local initiatives, project details, and training grants and programmes.

FORMAT: Leaflets, brochures, research papers, application forms.  
CHARGE: Mostly free; contains some fixed price items.  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 8555

#### 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 Scottish Blindcraft Industries.

FORMAT: Leaflets, brochures, online searchable database, application forms.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

For copies contact 0141 287 7278/0141 287 8555  
(For RSBi information, contact 0141 287 0800)

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

Property information published by the Council including information on domestic rates, sales and lets from the Council's own property holdings, Property Enquiry Certificates and statutory notices.

FORMAT: Leaflets, brochures, application forms.  
CHARGE: Mostly free; contains some fixed price items and Value Added items  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact :  
Non-domestic rates 0141 287 7333  
Sales and lets: 0141 287 8555  
Property Enquiries Certificates 0141 287 6698

Information on the Valuation Roll is held by the City Assessor and Electoral Registration Officer 0141 287 7526 or [assessor@fs.glasgow.gov.uk](mailto:assessor@fs.glasgow.gov.uk)

### **B4 : Housing**

Information relating to the Local Housing Strategy, housing policy, regeneration (including repairs and improvement grants) and investment 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.

FORMAT: Leaflets, brochures, application forms.  
CHARGE: Mostly free; contains some fixed price items.  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 8555

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

In its capacity as "planning authority" for the City of Glasgow 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). Information is available on 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 (building control generally relates to the safety and structural integrity of buildings, rather than the uses they are put to) and information about local archaeology and the townscape heritage of Glasgow.

FORMAT: Leaflets, brochures, research papers, application forms, statutory registers.  
CHARGE: Free; some copy chargeable and fixed price items.

HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact :  
Planning and Development Control 0141 287 8555  
Building Control 0141 287 5703

Some database information and statutory registers can only be obtained by visiting Development and Regeneration Services at 229 George Street, Glasgow.

### **B6 : Protection**

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. Among other things, there is information available on consumer and debt counselling, applying for licences and certificates, how to comply with the law, home and workplace safety, relevant standards and complaints. Information is available on the Council's enforcement activity, compliance with Enforcement Concordat, Statutory Performance Indicators and Annual Performance Reports. It also contains details of the Council's calibration and test centre, one of Scotland's leading centres in this area.

FORMAT: Leaflets, brochures, application forms.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 5937/5703

### **B7 : Permits and Licences**

Information on 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. There is information available on the services offered by the Taxi MOT and Inspection section, information on how to apply for licences and permissions and information on Civic Government Licensing decisions. Statutory Registers of licences can be inspected and lists of current licence holders are available.

FORMAT: Leaflets, brochures, application forms, official documents.  
CHARGE: Mostly free; some fixed price items and copy chargeable items.  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 4535

Information on Civic Government licensing decisions and Statutory Registers can only be inspected at 235 George

Street, Glasgow. There is no charge for inspection, but a charge may be made if photocopies are required.

### **B8 : Environment**

Glasgow City Council carries out a number of environment related activities. Information about these activities (plus information about the environment in Glasgow) is available . Information is available on energy management, geotechnical data, land drainage, sustainable development, landscape and natural heritage, , pollution, public health and refuse and recycling,

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. Class B8 contains environmental information principally of relevance to businesses, additional environmental information mainly of interest to residents can be found under Class D2.

FORMAT: Leaflets, brochures, application forms.  
CHARGE: Free; some Value Added items and items subject to statutory fees.  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 8555

Some information may only be available by visiting Development and Regeneration Services at 229 George Street, Glasgow

### **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. Information is available about these activities.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 7273

### **B10 Conferences and Conventions**

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

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk) and [www.encorecatering.co.uk](http://www.encorecatering.co.uk)

For copies contact 0141 353 9026

**B11 : City Plan**

Information and publications relating to the City Plan (plus the City Plan itself), 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.

FORMAT: Leaflets, brochures, application forms, books, CD-Roms.  
CHARGE: City Plan fixed cost; otherwise free.  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 8678

**B12 : Trading Overseas**

Publications and information for businesses wishing to trade outside Scotland and information about forthcoming trade events.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 8555

**B13 : Tourism**

Information on the Glasgow Tourism Action Plan and committee reports detailing progress of the Action Plan.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 8555

**B14: Inward Investment**

Information on opportunities for businesses in Glasgow including inward investment advice.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 7200

**B15: Glasgow Film Office**

Information on available assistance and funding aimed at boosting the City's production, creative content capacity and location liaison service.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

and [www.glasgowfilm.com](http://www.glasgowfilm.com)  
For copies contact 0141 287 0424

**B16: Markets**

Contact information for Glasgow's markets.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 2500

**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. Information is available on the Access Glasgow strategy. Information on the Council's services and the services themselves are available on-line. Information is available on Council policies including the Council's internet privacy policy.

FORMAT: Leaflets, brochures, web pages.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

**D : Residents**

Information aimed mainly at those who live in the City of Glasgow. The information 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. Information is available on the services and support available to these groups. Groups include 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. Information is available on how to access these services and support mechanisms, the Council's responsibilities, advocacy, assessment, policies, legislation and procedures, benefits, and other financial support, organisations who offer support.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at  
[www.glasgow.gov.uk/en/Residents/Care\\_Support](http://www.glasgow.gov.uk/en/Residents/Care_Support)

For copies contact 0141 287 8700

## **D2 : Environment**

Environmental information directly affecting residents of the city, including information on refuse and recycling, the "Clean Glasgow" initiative, watercourses, landscape and natural heritage, regeneration, conservation and biodiversity. Other environmental information (relating more to businesses) is found under Class B2 above, or may alternatively be available from the Scottish Environmental Protection Agency (contact details found in Appendix 4). Information on parks, open spaces and woodlands can be found under Class D8, Leisure and Culture.

FORMAT: Leaflets, brochures, statutory reports.

CHARGE: Free

HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

For copies contact 0141 287 8503

## **D3 : Getting Advice**

Information about the Council's Welfare Rights service and a wide range of benefits issues. Housing benefit and council tax benefit (both administered by the Council) are covered in Section D10.

FORMAT: Factsheets, leaflets, brochures.

CHARGE: Free

HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

For copies contact 0141 287 8700

## **D4 : Getting Around**

Information about public transport and the transport infrastructure in Glasgow. Information also available on the roads and lighting faults service, parking enforcement, traffic control, roads and the M74 completion.

FORMAT: Leaflets, brochures, reports, disks/CD Roms, statutory orders.

CHARGE: Leaflets free; mostly copy chargeable and fixed price items.

HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

For copies contact 0141 287 9000.

Parking issues 0141 287 4040

Roads and lighting faults 0800 37 36 35

## **D5 : Going to School**

Information about school education in Glasgow, covering the full spectrum of pre school, primary, secondary and special education. Information is available 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. Information is also available on the introduction of new learning communities in Glasgow, school boards, education at home, hospital education service, out of school and after school care, school holidays and financial help. Non school education can be found in Section D7; additional information for young people is found in Section F, Young Glasgow, below.

FORMAT: Leaflets, brochures, school handbooks.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 6833

### **D6 : Keeping Safe**

Information on personal safety and avoiding accidents, covering safety at home, at work, on the streets and on the road. Information covers gas safety, lighting safety and property security. It also includes information on the Council's emergency planning functions.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0800 595595

### **D7 : Learning**

Information about mainstream learning and courses provided by the Council and a range of partners, learning opportunities for adults, adult literacy and Real Learning Centres. (Information about school education is found in Section D5, Going to School).

FORMAT: Leaflets, brochures, enrolment forms, catalogues.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 2906

### **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. Information concerning all of these facilities together with the events taking place within them or outside is available. Information is available about library services, policies, management, collections, digitised collections online enquiries and locations. Information is available about arts development, Tramway, community action teams, children's play, holiday programmes, sports and fitness, museums and galleries, parks and open spaces, trees and woodlands, countryside rangers, wildlife and animals.

FORMAT: Leaflets, brochures, catalogues, guidebooks.  
CHARGE: Mostly free; guidebooks are fixed price items.  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
[www.glasgowmuseums.com](http://www.glasgowmuseums.com)  
[www.tramway.org](http://www.tramway.org)  
For copies contact 0141 287 2999  
Arts Development 0141 287 9835;  
Sports Information 0141 287 4350;  
Parks and Open Spaces Information 0141 287 8064

### **D9 : Your Community**

Information relating to a variety of community based activities including community councils, the community forums, youth services, facilities available for community use, and details of public CCTV systems. Information is also available on social inclusion matters, community safety, community justice and health improvement.

FORMAT: Leaflets, brochures, documents, CD Roms.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
Community Co-ordinator 0141 287 0936  
Community Services 0141 287 8688  
Community Councils 0141 287 4723  
Social Inclusion 0141 287 7294

### **D10 : Your Home**

Information relating to housing benefits, housing benefit claims, the council tax (including council tax benefit), plus information on home safety, housing defects, maintenance and items manufactured by the Council available to purchase.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact - Housing Benefit – 0345 600 8040  
Council Tax 0845 600 8040  
Home Safety 0800 595595

Information on the Valuation List is held by the City Assessor and Electoral Registration Officer 0141 287 7526 or [assessor@fs.glasgow.gov.uk](mailto:assessor@fs.glasgow.gov.uk)

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

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. Information on the Strathclyde Genealogy Centre is available.

FORMAT: Leaflets, brochures.  
CHARGE: Free; certificates subject to a statutory fee  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 7652  
Strathclyde Genealogy Centre 0141 287 8364

### **E : Visitors**

Glasgow is one of Europe's top destinations for short breaks and holidays. Information is 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 is also available. (See Class D11 for details of the Strathclyde Genealogy Centre).

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 7652;  
Strathclyde Genealogy Centre 0141 287 8364

### **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 library resources for young people, homework assistance, careers service, vocational training and apprenticeships. Information relating to school education can be found in category D5, Going to School.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
[www.kidzcard.org.uk](http://www.kidzcard.org.uk)  
For copies contact 0141 287 2999

### **G : Your Council**

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. Also performance information about the Council, 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, key facts and figures, financial statements and accounts for the Council and information on the Strathclyde Pension Fund.

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

CHARGE: Mostly free; some fixed price items.

HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

For copies contact 0141 287 4772

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

Information on Strathclyde Pension Fund is available at [www.spfo.org.uk](http://www.spfo.org.uk)

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

Information about the Council's strategic direction over the next four years, key objectives and principal targets, performance reporting, (including statutory performance indicators and Best Value documentation), department service plans and research reports. Information also available on the introduction of new learning communities in Glasgow policy, anti-racism policy, equalities policy and disabilities policy, better neighbourhood services, and anti fraud strategy.

FORMAT: Leaflets, brochures, reports.

CHARGE: Free

HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

For copies contact 0141 287 3625

### **G3 : Departments**

Contact details for, and information about the services offered by and activities of the Council's service departments: Building Services, Chief Executive Department, Cultural and Leisure Services, Development and Regeneration Services, Direct and Care Services, Environmental Protection Services, Education Services, Financial Services, Land Services, Social Work Services.

FORMAT: Leaflets, brochures.

CHARGE: Free

HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

For copies contact departments directly at the address/telephone numbers given in Section 2 above.

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

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

FORMAT: Leaflets, brochures, Publication Schemes  
CHARGE: Mostly free; some fixed price items..  
HOW TO GET IT: Available at [www.glasgow.gov.uk/foi](http://www.glasgow.gov.uk/foi)  
For copies contact 0845 270 1555  
(+44 (0)141 418 1792 if calling from outside the UK)

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

Information provided relating to the Council and its political structure, the Council Leader, Office Bearers, Councillors, Committees, the Council diary, Joint Boards, CoSLA, the Lord Provost Secretariat, the City Chambers, Civic Functions, Wards, Area Committees and Byelaws and the Register of Members' Interests.

FORMAT: Leaflets, brochures.  
CHARGE: Mostly free; some copy chargeable and fixed price items.  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 5678

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

Publications and general information on Government elections as well as Glasgow City Council's responsibilities towards electoral registration and elections. (See also the separate Publication Scheme for the Assessor and Electoral Registration Officer, attached as Annex B).

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 4050  
or the Assessor's Office on 0141 287 7526

Information on the Electoral Register is held by the City Assessor and Electoral Registration Officer 0141 287 7526 or [assessor@fs.glasgow.gov.uk](mailto:assessor@fs.glasgow.gov.uk)

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

Contact details for Elected Members, Council Chief Officials, JPs, MPs, MEPs and MSPs.

FORMAT: Leaflets.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 4510

**G8 : e-Government**

Publications and information on Glasgow City Council's e-government strategy and electronic service delivery as well as information about the Access Centre and Access Glasgow Programme.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 4081

**G9 : Performance**

Publications and information 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

FORMAT: Leaflets, brochures, reports.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 3625

For reports relating to specific departments contact that department at the address/telephone number given in Section 2 above.

**G10 : Customer Involvement**

Information on how the Council involves and communicates with the citizens of Glasgow at both a corporate and service department level plus information about the Scottish Public Services Ombudsman.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 5678

**G11 : Working for the Council**

Information about working at the Council and current vacancies as well as employment policies and conditions of service. Information on apprenticeships, skillseekers, social care careers, supply teaching, children's panel and volunteering.

FORMAT: Leaflets, brochures, application forms.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 5657  
Children's Panel issues 0141 287 5352

**G12 : Public Relations**

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

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 0141 287 0901

**G13 : District Courts**

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. Please note that court records themselves are not covered by the Freedom of Information system.

FORMAT: Leaflets, brochures.  
CHARGE: Free  
HOW TO GET IT: Available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
For copies contact 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

**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

**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

**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 1RF  
Tel 0141 557 0710 Fax 0141 558 9087

**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

**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 Arden Craig 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 Mossbank

## **APPENDIX 3 : 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: 0141 287 7526

[www.SAA.gov.uk](http://www.SAA.gov.uk)

### **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)

### **Strathclyde Pension Fund**

Glasgow City Council is the administering authority for the Strathclyde Pension Fund. Details of the Fund, including reports, guides, bulletins etc. can be obtained by contacting:

The Senior Communications Officer  
Strathclyde Pension Fund  
Charlotte House  
78 Queen Street  
Glasgow  
G1 3DN

Tel: 0141 287 7416

[spfo@glasgow.gov.uk](mailto:spfo@glasgow.gov.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.nhsgg.org.uk](http://www.nhsgg.org.uk)

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