

Our ref: GL031_Q2_19-20

Date: 23 July 2019

Jonathan Deans
request-587627-e0a0cc97@whatdotheyknow.com

Dear Jonathan Deans

Request under the Freedom of Information (Scotland) Act 2002

I refer to your request dated 8 July 2019 requesting that the following information be provided to you:

Please provide any regulations, rules, procedures and guidelines, including external standards and internal documents, which apply to consultations carried out by Culture and Sport Glasgow/Glasgow Life.

I can confirm that Glasgow Life holds some of the information that you are requesting. Glasgow Life is treating your request as a request under the Freedom of Information (Scotland) Act 2002.

Response

Glasgow Life carries out a range of consultations. The scope, format and purpose of these varies depending on the requirements of Glasgow Life services, the needs of stakeholders, or funders; customers, service users and non-service users; and compliance requirements.

Consultations are primarily carried out by Glasgow Life as part of full Equality Impact Assessments following service changes or re-design. These involve a variety of context specific methodology including focus groups and on-line questionnaires.

Glasgow Life also consults with service users, stakeholders, or funders; customers, service users and non-service users around the design and delivery of capital projects.

Glasgow Life accordingly feels that it has complied in full with your request. However, if you feel that this is not the case please contact me at the number below.

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Directors: Sir Angus Grossart, Dr Bridget McConnell CBE (Chief Executive), Councillor David McDonald (Chair), Dilawer Singh MBE, Iain MacRitchie, John McCormick, Lee McConnell, Professor Lesley Sawers OBE, Professor Sir Anton Muscatelli, Councillor Franny Scally, Councillor Michael Cullen, Councillor Maureen Burke, Bailie Norman MacLeod, Benny Higgins.

Glasgow Life is the operating name of Culture and Sport Glasgow. Culture and Sport Glasgow is a limited company which is registered in Scotland with registration number SC313851 and has its Registered Office at 220 High Street, Glasgow G4 0QW. Culture and Sport Glasgow is a company limited by guarantee and is registered as a charity (No SC037844) with the Office of the Scottish Charity Regulator.

Requests for such consent should be addressed to:

Director of Finance and Corporate Services,
Glasgow Life,
220 High Street,
GLASGOW,
G4 0QW
Tel:- 0141 287 4350
Email: foi@glasgowlife.org.uk

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Right of Review

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

- Lodge a written request 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 Director of Finance and Corporate Services

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

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

If you have any further queries regarding this process, please do not hesitate to contact me.

Yours sincerely



Calum Guthrie
Policy and Research Manager