



Director of Governance and  
Solicitor to the Council  
Carole Forrest LLB DipLP

Glasgow City Council  
City Chambers  
George Square  
Glasgow G2 1DU  
DX GW572

Hand Deliveries to:  
40 John Street  
Glasgow G1 1JL

Our Ref: RQST7217839

26 February 2020

By email: [request-636714-74205d31@whatdotheyknow.com](mailto:request-636714-74205d31@whatdotheyknow.com)

Dear Ms King,

## **REQUEST FOR REVIEW UNDER THE FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 ("THE ACT")**

Thank you for your email of 3 February 2020 requesting a review of the response by Glasgow City Council ("the Council") to your request for information under the Act.

### **YOUR REQUEST**

You submitted a request on 20 January 2020 for the following information. For ease of reference, the full details of your request are set out in the Annex to this letter.

### **THE DECISION**

The Council emailed you on 31 January 2020 and provided you with a response to your request for information. The Council advised that for parts 1 and 2 of your request, the information is not held in terms of Section 17(1)(b) of the Act. By way of advice and assistance, the Council advised that all schools have iPads and would expect that all 69,830 pupils will have access to an iPad. The Council provided a response to parts 3 and 4 of your request.

### **YOUR REQUEST FOR REVIEW**

On 3 February 2020 you emailed the Council requesting a formal review of the decision. For ease of reference, the full details of your review request are set out in the Annex to this letter.

### **THE REVIEW DECISION**

I have carried out a full and impartial review of the initial response provided to you and can advise that I partially uphold the initial decision. I can confirm the following:

#### **Part 1 of your request**

You asked us how many children have access to iPads given to them by schools/city council and we advised you that we would expect that all 69,830 pupils will have access to an iPad. For further clarity, I can advise you that as of 24 February 2020, the Council has issued 14,154 iPads through its Connected Learning Programme.

### Part 2 of your request

Please find attached table containing the list of apps and year group access, as requested. By way of advice and assistance, please note that primary school years P1 to P5 have access to shared iPads. For Early Years, the nominated Childcare Development Officers, will use the guided access mode to lock the particular app the child is using at the time, so that they cannot access other apps on the iPad.

This information is accurate as of 24 February 2020, however please note that these apps may change due to changes in demand.

### Part 3 of your request

I note that you were satisfied with the Council's initial response.

### Part 4 of your request

Your initial request was information regarding the body which oversees the management of the iPad devices. I advised you that our IT provider (CGI) is responsible for technical management and that operational management is the responsibility of the individual schools. At review, you referred to our website which states Glasgow City Council's Mobile Device Management System has some responsibility of management and asked us to clarify this point.

By way of advice and assistance, I would explain that the iPads are ordered centrally and managed and tracked via the Council's Mobile Device Management System. The tracking functionality allows CGI to locate a device, if reported by the school as lost or stolen, and link it to a location when last switched on and connected to Wi-Fi. The management of the devices refers to CGI's responsibility to configure the iPads, keep security up-to-date and maintain apps, user access and updates. Lastly, I can advise that all Connected Learning iPads can be locked or rendered inoperable remotely via the Council's Mobile Device Management system.

## **RIGHT OF APPEAL**

I hope you are satisfied with this response. However, if you are not, you have the right to make an application within six months of receipt of this letter for a decision by the Scottish Information Commissioner. The Scottish Information Commissioner can be contacted as follows:

Address: Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS.

Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

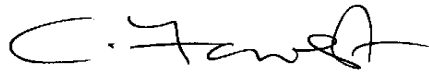
Telephone: 01334 464610

You can also use the Scottish Information Commissioner's online appeal service to make an application for a decision:

[www.itspublicknowledge.info/appeal](http://www.itspublicknowledge.info/appeal)

Thereafter a decision by Scottish Information Commissioner may be appealed on a point of law to the Court of Session.

Yours sincerely

A handwritten signature in black ink, appearing to read 'C. Forrest', with a stylized flourish at the end.

CAROLE FORREST  
DIRECTOR OF GOVERNANCE AND SOLICITOR TO THE COUNCIL

## **Annex**

### **Request received 20 January 2020**

*"Under the Freedom of Information (Scotland) Act 2002 please provide the following information:*

- 1) Please advise how many children have access to iPads given to them by schools/city council.*
- 2) Please list the apps available on the iPads by school type, Nursery, Primary, Secondary, and any other type of school, using iPads.*
- 3) How do schools ensure that the work set, done outside the school on electronic devices/iPads, is done by the specific student and not by other people?*
- 4) Which body oversees the management of the iPad devices?*

*Some parts of this request may be easier to answer than others and in such case please could you release available data as soon as possible rather than delay the entire request. If you are not fully certain of what it is I am asking then I look forward to contact from you as soon as possible to clarify what it is I am requesting in order to meet your obligations under the law. If the costs of processing this request exceed the limit in the Act, please advise on what information you are able to supply within the cost limit."*

### **Review Request received 3 February 2020**

*"Please could you conduct an internal review to Q1, Q2 and Q4.*

*Further to your response to Q2 please could you advise where I may get this data from? If it is each individual school, under Freedom of Information, I am unable to ask schools directly. If each school has this data (which it must have), i.e. a list of apps on the iPads their students are using, then I would respectfully ask for that information from yourselves via the schools, as your response to Q4 indicates "operational management is the responsibility of the individual schools". Does this include iPad apps? If this exceeds the costs of the Act please advise and I will narrow my request accordingly.*

*Also it states on the Glasgow City Council website that "All iPads will be tracked and managed via Glasgow City Council's Mobile Device Management system". See <https://www.glasgow.gov.uk/article/24934/Thousands-of-Glasgow-pupils-to-benefit-from-digital-learning-strategy---pupil-iPad-roll-out-begins> hence my Freedom of Information request to you. Please could you clarify what 'tracked and managed' means. From your response to Q1 and Q2, it indicates that the Council is unclear on the extent of the iPad rollout and also has no idea of how the iPads are being used, yet your website suggests differently.*

*In your response to Q4 you state "technical management is done by our IT provider CGI" yet Glasgow City Council's Mobile Device Management System has some responsibility of management according to your website. Please clarify."*