

Our ref: FOI/RQST00006385661

Your ref: ----

Date 28<sup>th</sup> November 2017

Chris Tervit

[request-441890-2fabf032@whatdotheyknow.com](mailto:request-441890-2fabf032@whatdotheyknow.com)

Dear Mr Tervit

**Request under the Freedom of Information (Scotland) Act 2002**

I refer to your correspondence received on 31<sup>st</sup> October 2017 in which you requested the following information be provided to you:-

***“1. Please can you provide the name, contact and address details for each social service team and department in Glasgow City Council broken down by Adult Services, Children and Families Services, and Criminal Justice.***

***2. Please can you provide the social work managers names and phone numbers for the individual teams from question 1 at Glasgow City Council.”***

The Council is treating your request as a request under the Freedom of Information (Scotland) Act 2002.

I can confirm that the Council holds the information you have requested, our response is as follows:-

**1.**

The information which you have requested is, in our opinion, exempt from a request under section 1 of the Freedom of Information (Scotland) Act 2002 because of the exemption contained in section 25(1) of the Act. In other words, the information you are looking for is “reasonably accessible” to you without having to make a formal section 1 request. Specifically, the information can be obtained from the Your Support Your Way Glasgow website at <https://www.yoursupportglasgow.org/directory/providerlist/451>.

As you will see, teams and departments are broken down by area, rather than service type, and so staff working in different roles and for different services may be based at the same location.

## 2.

We are unable to provide you with information regarding members of staff who are below Grade 9, as this information is, in our opinion, exempt from a request under section 1 of the Freedom of Information (Scotland) Act 2002 because of the exemption contained in section 38(1)(b) of the Act. In other words, in our opinion disclosure of the information would involve disclosing personal data as defined in the Data Protection Act 1998 (as amended), and that such disclosure would breach the Data Protection Principles contained in Schedule 1 Part I of that Act. This information includes personal data relating to staff on lower grades and who would not have any expectation that their details would be released in response to an FOI request. We accordingly consider that this would be unfair to the members of staff in question and that disclosure would therefore breach the first data protection principle. We are therefore unable to comply with this part of your request, as Team Leaders are below Grade 9.

Under the duty to advise and assist, I can provide the names of senior staff responsible for the services you have described. Most Glasgow services are split into three locality Areas: South, North West and North East. The relevant Heads of Service are as follows:-

Heads of Adult Services:-

**South:** Fiona McNeill, 0141 211 6607  
**North West:** Colin McCormack, 0141 276 6715  
**North East:** Katrina Phillips, 0141 277 7539  
**Criminal Justice:** Jim McBride, 0141 276 5854

Heads of Children's Services:-

**South:** Susan Orr, 0141 314 6274  
**North West:** Karen Dyball, 0141 276 8236  
**North East:** Pat Togher, 0141 277 7615

I hope the information provided is helpful.

### Right of Review

If you are dissatisfied with the way Glasgow City Council has dealt with your request under the Freedom of Information Act (Scotland) 2002 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 Director of Governance and Solicitor to the Council:

Director of Governance and Solicitor to the Council  
Glasgow City Council  
City Chambers  
George Square  
Glasgow G2 1DU

Email: [FOIreviews@glasgow.gov.uk](mailto:FOIreviews@glasgow.gov.uk)

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. For your information at this stage, an appeal can be made to the Scottish Information Commissioner by contacting her office as follows if you do remain dissatisfied with the outcome of the Council's review decision -

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)

Please note that you cannot make an appeal to the Scottish Information Commissioner until you have first requested an internal review by the Council.

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

Yours sincerely

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

Gordon McKay  
Senior Officer, Social Work Services Rights and Enquiries  
Glasgow City Health and Social Care Partnership