



the pickaquoy centre

THE PICKAQUOY CENTRE TRUST

GUIDE TO FREEDOM OF INFORMATION

 www.pickaquoy.co.uk 

**THE PICKAQUOY CENTRE TRUST
GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION
SCHEME NOVEMBER 2018 (Updated 26 March 2021)**

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Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and publish information in accordance with that scheme. The publication scheme must:

- publish the classes of information that the authority makes routinely available.
- tell the public how to access the information and whether information is available free of charge or on payment.

The Pickaquoy Centre Trust has been designated as a Scottish Public Authority by an order made under section 5 of the Act, known as the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2013.

The Pickaquoy Centre Trust has adopted the **Model Publication Scheme 1 November 2018** (updated 26 March 2021) which has been produced and approved by the Scottish Information Commissioner.

You can see this scheme on our website at [Guide to Freedom of Information](#). It is also available on the Scottish Information Commissioner's website at www.itspublicknowledge.info/MPS

You can also contact us at the address below if you prefer a copy of the Model Publication Scheme 2018, or this Guide to Information, to be provided in a different format. The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for The Pickaquoy Centre Trust in relation to each class in the Model Publication Scheme 2018.
- state what charges may be applied.
- explain how to find the information easily.
- provide contact details for enquiries and to get help with access to the information.
- explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

Section 2: About The Pickaquoy Centre Trust

The Pickaquoy Centre Trust (the Trust) is a registered charitable trust. The Trust's object (as set out in its declaration of trust) is "to provide facilities in the interests of social welfare for recreation and leisure time occupation with the object of improving the condition of life for the inhabitants, residents and visitors to the Orkney Islands". The Trust assumed responsibility for the management of The Pickaquoy Centre on 6 April 1999, under a contract issued by the Orkney Islands Council (OIC) to provide leisure facilities on behalf of the OIC. The Board of Trustees consists of fourteen Trustees, nine of whom are public representatives and five of whom are elected members of OIC. The day to day management of the Trust is delegated to the management team.

The Pickaquoy Centre Trust is responsible for the strategic and operational management of the Pickaquoy Centre which it leases from Orkney Islands Council.

This facility provides a strong infrastructure for swimming pool, sports halls, outdoor sports pitches, health and fitness centres and centres of excellence for sports development, arts and events.

In delivering its services The Pickaquoy Centre Trust works with many partners including Orkney Islands Council, NHS Orkney, **sportscotland**, many Governing Bodies of Sport and third sector organisations. In doing so we contribute to some of the outcomes in Orkney Islands Council's Single Outcome Agreement and to the outcomes and priorities set out in the Scottish Government's national strategy for sport 'Reaching Higher'.

The day to day operations of The Pickaquoy Centre Trust are managed by the Trust's Senior Management Team led by the Managing Director, who is given strategic direction by the Board of Directors (Trustees). There are 13 Trustees on the Board who have ultimate control of the Company subject to providing and operating the services in accordance with contracts, leases and funding agreements made with Orkney Islands Council and other external funders. Trustees and paid staff of the Company have a duty to act in the interests of the charity and operate in accordance with its objects and purposes.

Section 3: Accessing Information Under the Scheme

Availability and formats

The information published through this Guide to Information is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see “Section 5 – Our Charging Policy”).

Information in our Guide to Information will normally be available through the routes described below. “Section 10 – Classes of Information” provides more details on the information available under the Guide, along with additional guidance on how the information falling within each “class” may be accessed.

Online:

Most information listed in our Guide to Information is available to download from our website. In many cases a link within “Section 10: Classes of Information” will direct you to the relevant page or document. If you are having trouble finding any document listed in our guide, then for further assistance please contact:

Human Resources Manager

The Pickaquoy Centre

Muddisdale Road

Kirkwall

Orkney

KW15 1LR

Phone: 01856 879900

E-mail: hr@pickaquoy.com

By email:

If the information you seek is listed in our Guide to Information but is not published on our website, we can send it to you by email, wherever possible.

When requesting information from us, please provide a telephone number so that we can telephone you to clarify details, if necessary.

By phone:

All information in the guide will be available in hard copy form e.g. paper copies. Hard copies of information can be requested from us over the telephone. Please call us to request information available under this scheme.

By post:

You can also request hard copies of any information in the Guide by post. Please address your request to:

Human Resources Manager

The Pickaquoy Centre

Muddisdale Road

Kirkwall

Orkney

KW15 1LR

Phone: 01856 879900

E-mail: hr@pickaquoy.com

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee applicable (see “Section 5: Our Charging Policy” for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

Personal visits:

If you prefer to visit us to inspect the information, you may be required to make an appointment to view the information. In such cases, this will be set out within “Section 10 – Classes of Information”, and contact details will be provided within the relevant class.

Advice and assistance:

If you have any difficulty identifying the information you want to access, then please contact us to help you.

Exempt information

We will publish all the information we hold that falls within the classes of information in Section 10. If a document contains information that is exempt under Scotland’s freedom of information laws (for example sensitive personal information or a trade secret), we will remove or redact (black out) the information before publication and explain why.

Section 4: Information that we may withhold

All information covered by our Guide to Information can either be accessed through our website, or will be provided promptly following our receipt of your request.

Our aim in adopting the Commissioner’s Model Publication Scheme 2018 and in maintaining this Guide to Information is to be as open as possible. You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in “Section 10 – Classes of Information”. Information will only be withheld, however, where the Act (or, in the case of environmental information, the EIRs) expressly permits it.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm an organisation’s commercial interests, or endanger the protection of the environment.

Information may also be withheld if it is another person’s personal information, and its release would breach the data protection legislation.

Whenever information is withheld we will inform you of this, and will set out why that information cannot be released. Even where information is withheld it will, in many cases, be possible to provide copies with the withheld information edited out. If you wish to complain about any information which has been withheld from you, please refer to “Section 8 – Contact details for enquiries, feedback and complaints”.

Section 5 Our Charging Policy

Unless otherwise stated in “Section 10 – Classes of Information”, all information contained within our scheme is available from us free of charge where it can be downloaded from our website or where it can be sent to you electronically by email.

We reserve the right to impose charges for providing information in paper copy or on USB memory stick. Charges will reflect the actual costs to The Pickaquooy Centre Trust of supplying the information to you, e.g. photocopying and postage, as set out below.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated.

Information will not be provided to you until payment has been received.

There is no charge to view information on our website or at our premises.

Reproduction Charges

We may charge for providing information to you e.g. photocopying and postage, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

- Photocopying is charged at 10p per A4 sheet and 20p per A3 sheet for black and white copying or £1.00 per A4 sheet and £1.50 for A3 sheet for colour copying.
- An alternative format is offered in form of USB Memory Stick which will be charged at cost.

Postage Costs

Postage costs will be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run.

We do not pass on any other costs to you in relation to our published information.

Section 6 – Our Copyright Policy

Where The Pickaquooy Centre Trust holds the copyright in its published information, Use of copyright and database right material expressly made available under this licence (the 'Information') indicates your acceptance of the terms and conditions below.

The Licensor grants you a worldwide, royalty-free, perpetual, non-exclusive licence to use the Information subject to the conditions below.

This licence does not affect your freedom under fair dealing or fair use or any other copyright or database right exceptions and limitations.

You are free to:

- copy, publish, distribute and transmit the Information.
- adapt the Information.
- exploit the Information commercially and non-commercially for example, by combining it with other Information, or by including it in your own product or application.

Where The Pickaquooy Centre Trust does not hold copyright in information we publish, we will make this clear.

Section 7: Records Management Policy

The Pickaquooy Centre Trust regards its records as a major asset of the Company. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. The Pickaquooy Centre Trust Records Management Policy can be found in “Section 10 Classes of Information” - Class 5.

Section 8: Contact details for enquiries, feedback and complaints

The Act requires that we review our publication scheme from time to time. As we have adopted the Model Publication Scheme 2018, this means we will review our Guide to Information from time to time.

As a result, we welcome feedback on how we can develop our Guide further. If you would like to comment on any aspect of this Guide to Information, then please contact us.

You may, for example wish to tell us about:

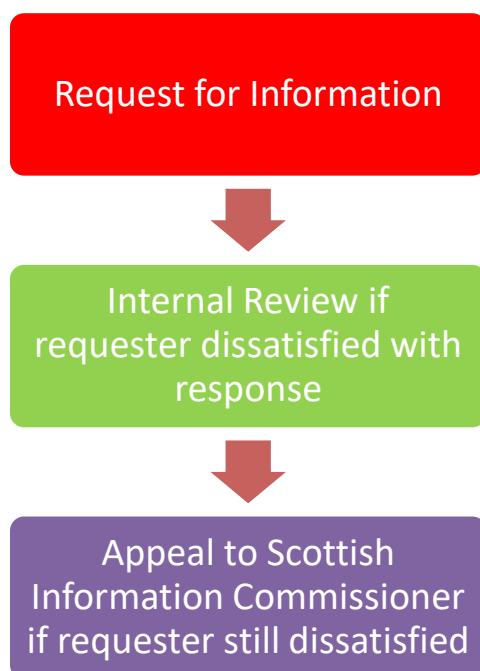
- other information that you would like to see included in the Guide.
- whether you found the Guide easy to use.
- whether you found the Guide to Information useful.
- whether our staff were helpful.
- other ways in which our Guide to information can be improved.

Our aim is to make our Guide to Information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the Guide then please contact us and we will try and resolve your complaint as quickly as possible.

Any written complaint will be responded to within 7 days of receipt.

You have legal rights to access information under the Model Publication Scheme 2018 (as described in this Guide to Information) and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response.

These rights apply only to information requests made in writing¹ or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.



¹ Verbal requests for environmental information carry similar rights

The Commissioner's website has a guide to this three step process, and operates an enquiry service Monday to Friday from 9:00am to 5:00pm.

Her office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Tel: 01334 464610
Email: enquiries@itspublicknowledge.info
Website: www.itspublicknowledge.info/YourRights

All enquiries, feedback and complaints relating to this Guide to Information, or any other aspect of Freedom of Information, Data Protection and the EIRs should be directed to:

Human Resources Manager

The Pickaquoy Centre

Muddisdale Road

Kirkwall

Orkney

KW15 1LR

Phone: 01856 879900

E-mail: hr@pickaquoy.com

Section 9: How to Access Information which is not available in the Guide to Information

If the information you are seeking is not available via the Model Publication Scheme 2018 (as described in this Guide) then you may wish to request it from us.

The Act provides you with a right of access to the information we hold, subject to certain exemptions. The EIRs separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold.

Again, these rights are subject to certain exceptions or exemptions. Should you wish to request a copy of any information that we hold that is not available under the Model Publication Scheme 2018 (and described in this Guide), please write to:

Human Resources Manager

The Pickaquoy Centre

Muddisdale Road

Kirkwall

Orkney

KW15 1LR

Phone: 01856 879900

E-mail: hr@pickaquoy.com

Charges for information which is not available under the scheme:

The charges for information which is available under The Pickaquoy Centre Trust's Guide to Information are set out under "Section 5 – Our Charging Policy".

If you submit a request to us for information which is not available in this Guide the charges will be based on the following calculations:

General information requests:

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- When we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for environmental information:

Environmental information is provided under the EIRs rather than the Act. The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested, or deciding whether the information can be released. Charges will be made for locating, retrieving and providing information to you e.g. photocopying and postage. When we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to The Pickaquooy Centre Trust of providing the information.

- Photocopying is charged 10p per A4 sheet and 20p per A3 sheet for black and white copying or £1.00 per A4 sheet and £1.50 for A3 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Charge for request for your own personal data

The charge is a standard fee of £10.00 plus any reproduction and postage costs (both on the same basis as for FOI requests).

Section 10: Classes of Information

The classes of information that we publish

We publish all the information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be published. If you would like to see previous versions, you may make a request to us for that information.

The classes are:

Class 1: About The Pickaquooy Centre Trust.

Class 2: How we deliver our functions and services.

Class 3: How we take decisions and what we have decided.

Class 4: What we spend and how we spend it.

Class 5: How we manage our human, physical and information resources.

Class 6: How we procure goods and services from external providers.

Class 7: How we are performing.

Class 8: Our commercial publications.

Class 9: Our open data.

CLASS 1: ABOUT THE PICKAQUOY CENTRE TRUST		
Class description:		
Information about The Pickaquoy Centre Trust, who we are, where to find us, how to contact us, how we are managed and our external relations.		
The information we publish under this class includes:	Description	How to access it/details of any charges
<i>About Us</i>		
Our Vision	Our vision & values, how we do business and our key aims and outcomes	http://www.pickaquoy.co.uk/about-us/the-trust/
Delivery Plan	Including budget for the year, key actions and performance targets	Write to the FOI Officer (see section 3 above)
Contact Details	Contact details of all our venues and of our head/principal offices.	Contact Us Page
Organisational Chart	Details the organisational structure of The Pickaquoy Centre Trust	Write to the FOI Officer (see section 3 above) (can we consider putting on our basic structure detailing posts but not names?)

Our Board of Trustees	Details who our Board are and what they do, plus names of Board members	Our Trustees
Charitable Trust & Objectives	Information on The Pickaquoy Centre Trust's charitable status	About Us
Senior Management Team	List of The Pickaquoy Centre Trust senior management team including their roles and responsibilities.	The Team
Rules, Code of Conduct and Standing Orders	Details of The Pickaquoy Centre Trust' corporate governance e.g. governance policy, codes of conduct, standing orders, rules, remit of our Board and sub committees and other governance information.	Write to the FOI Officer (see section 3 above)
News	News about The Pickaquoy Centre Trust e.g. news releases, newsletters.	News
Accountability and Audit Relationships	Details of bodies we are audited and/or regulated by, and the nature of our relationship with them e.g. establishing Council, OSCR, Financial Conduct Authority. Reports to these bodies.	Latest Published Accounts
Trustees Report and Accounts	Performance of the previous year including audited accounts	Latest Published Accounts
<i>External relations and working with others</i>		
Sponsorship & Partnership Opportunities	Details on current sponsor partners	Write to the FOI Officer (see section 3 above)
Partnership Agreements and Strategic Agreements with other organisations.	Details of our Partnership Agreements and any other strategic agreements we have with other bodies e.g. Memoranda of Understanding. Contract information can be found in Class 6.	Write to the FOI Officer (see section 3 above)
<i>Information on rights, how to make a request</i>		

How to complain or make a comment	How to complain or make a comment e.g. complaints policy, and contact details.	Contact Us
How to make a freedom of information request	How to request information, contacts details for FOI section/unit.	http://www.pickaquoy.co.uk/contact-us/
How to make a request for personal information	How to apply your rights under the Data Protection Act 2008 & request personal information held by The Pickaquoy Centre Trust about you.	Write to the FOI Officer (see section 3 above)
Model Publication Scheme 2018	The Pickaquoy Centre Trust has adopted the Scottish Information Commissioner's Model Publication Scheme 2018.	
Guide to Information	The Pickaquoy Centre Trust's Guide to Information it makes available under the Model Publication Scheme 2018.	

CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

Class description:

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

The information we publish under this class includes:	Description	How to access it/details of any charges
Vision and Delivery Plan	Provides a high level overview on where we are as an organisation, what we are aiming to achieve and the actions we need to take to get there. Detailed business plans may contain commercially sensitive information so are not published- but you can still make a request for them.	Write to the FOI Officer (see section 3 above)
Strategic planning process	Information on how we undertake our strategic planning e.g. planning policies, decision making structures, timetables.	Write to the FOI Officer (see section 3 above)
Our Centre Opening Hours	Opening hours of our Centre	Opening Hours

Centre Timetables and Programmes	Information about the timetables and programmes in each venue showing what's on e.g. fitness class timetables, shows/performances, events/exhibitions etc.	Webpage
Activities	Details of all activities offered within The Pickaquoy Centre's venues, including venue hire.	Webpage
Coaching & Courses	Information on courses available to the public e.g. coaching, workshops and classes.	Webpage
Memberships	Details of all the membership products available and how to join.	Memberships
Bookings	Details of how to make bookings, including links to online booking system, booking forms.	Book Online
Corporate policies and procedures for performing statutory functions.	Corporate-wide policies e.g. Child Protection Policy, Safe Swim Guidelines, Health and Safety, Equality, Sustainability etc.	Write to the FOI Officer (see section 3 above)
Pricing/Charges	Details of current charges for The Pickaquoy Centre, including concession schemes and eligibility criteria.	Prices
How to access our services	Information on how to access services e.g. for people with disabilities.	
Jobs at The Pickaquoy Centre	Our current vacancies	Careers

CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED

Class description:

Information about the decisions we take how we make decisions and how we involve others.

The information we publish under this class includes:	Description	How to access it/details of any charges
Board Agendas	The agendas for our Board Meetings.	Write to the FOI Officer (see section 3 above)
Approved Board/Committee Reports	The approved reports from our Board/ Committee Meetings.	Write to the FOI Officer (see section 3 above)
Approved Board minutes	The approved minutes from our Board Meetings. The approved minutes will be published as soon as they have received approval. You can request	Write to the FOI Officer (see section 3 above)

	copies of minutes, prior to their approval, from us under the Act.	
Public Consultations	Details of any wider consultations we have undertaken with the general public. Note that some market research studies may not be published as we consider them to contain commercially sensitive information which is exempt. However you still have the right to ask for these under the Act.	Write to the FOI Officer (see section 3 above)
Engagement Strategies	Details of our public engagement strategy.	Write to the FOI Officer (see section 3 above)
Reports of Regulatory Inspections	Reports of regulatory inspections, audits and investigations carried out by the authority.	Write to the FOI Officer (see section 3 above)

CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT

Class description:

Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).

The information we publish under this class includes:	Description	How to access it/details of any charges
Annual Report & Accounts	Annual report and audited financial statements.	Published Accounts
Auditors Report	Audited annual statements.	Published Accounts
Activity Prices	List of current prices/charges for activities in each venue.	Prices
Expenses Policy & Procedures	Our policy on expenses.	Write to the FOI Officer (see section 3 above)
Pay & Grading Structure	Pay & grading structure for The Pickaquoy Centre Trust staff.	Write to the FOI Officer (see section 3 above)
Pension Fund and other investments	Details of The Pickaquoy Centre Trust's pension fund options, and other investments.	Latest Published Accounts
Senior Staff/Board Member expenses	Details of senior staff/board member expenses	Write to the FOI Officer (see section 3 above)
Board member remuneration	Board members receive no remuneration, other than expenses.	Write to the FOI Officer (see section 3 above)

Financial management and administration policies and procedures	E.g. reserves policy, bad debt management policy.	Write to the FOI Officer (see section 3 above)
Top level budget allocation & capital spending plans	Detailed revenue budgets may not be published, as we consider them to contain commercially sensitive information which is exempt. However you still have the right to ask for these under the Act.	Write to the FOI Officer (see section 3 above)

CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES

Class description:

Information about how we manage the human, physical and information resources of the authority.

The information we publish under this class includes:	Description	How to access it/details of any charges
Adoption Leave and Adoption Pay	Outlines the policy for staff in relation to adoption leave and pay.	Write to the FOI Officer (see section 3 above)
Anti-harassment bullying and victimisation	Outlines the policy for staff in relation to anti-harassment bullying and victimisation.	Write to the FOI Officer (see section 3 above)
Attendance Management Policy	Explains the procedures and guidelines to assist managers and employees during absence from work due to illness.	Write to the FOI Officer (see section 3 above)
CCTV Code of Practice and Procedures	Details The Pickaquoy Centre Trust's policy and procedures for the monitoring, recording, holding and processing of images of identifiable individuals constitutes personal data as defined by the Data Protection Act 1998 (DPA). Helps The Pickaquoy Centre Trust comply with our legal obligations under the DPA.	Write to the FOI Officer (see section 3 above)
Conflict of Interest Policy	Outlines the policy to ensure that no unfair advantage or disadvantage occurs as a result of personal, family, social or financial relationships. Ensures we are guided in our activities by the 'Seven Principles of Public Life' set out by the Nolan Committee.	Write to the FOI Officer (see section 3 above)
Data Protection Policy	This policy details how personal information about employees and customers will be kept and processed by The Pickaquoy Centre Trust. It follows the principles of the Data Protection Act and subsequent Codes as published by the UK Information Commissioner.	Privacy Policy Cookie Policy

Disciplinary Policy	Outlines the Disciplinary procedures to help and encourage all employees to improve, achieve and maintain required standards of conduct whilst ensuring that all employees are treated fairly, consistently, and without discrimination.	Write to the FOI Officer (see section 3 above)
Disclosure Handling Policy	Outlines the process for the correct handling, holding and destroying Disclosure information, provided by Disclosure Scotland under Part V of the Police Act 1997, for the purposes of assessing applicants' suitability for positions of trust. The Pickaquoy Centre Trust also complies fully with the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information.	Write to the FOI Officer (see section 3 above)
Driving Policy	Ensure that The Pickaquoy Centre Trust meets necessary vehicle and driving at work requirements as laid out by Health & Safety legislation, Inland Revenue regulations and requirements from our insurance companies.	Write to the FOI Officer (see section 3 above)
Equal Opportunities Policy	Policy aims to prevent all forms of discrimination in the provision of services and employment of people, particularly on the grounds of sex, marital status, disability, race, colour, religion, sexual orientation, nationality, ethnic origin, political belief, trade union activity, responsibility for dependants, employment status, age, culture or language.	Write to the FOI Officer (see section 3 above)
Extreme Weather Policy	This policy aims to ensure that fair treatment is applied as far as possible when extreme weather conditions affect people's ability to work their contracted hours.	Write to the FOI Officer (see section 3 above)
Flexible Working	This policy explains the different types of working arrangements that are in place in The Pickaquoy Centre Trust and sets out the framework to use for requests to work flexibly.	Write to the FOI Officer (see section 3 above)
Hospitality Policy	This policy details the standards required by The Pickaquoy Centre Trust where employees are offered hospitality, goods or other benefits through the performance of their duties.	Write to the FOI Officer (see section 3 above)
Information Communication & Technology Policy	The purpose of this policy is to ensure that employees of The Pickaquoy Centre Trust's understand the way in which Information Technology, including Electronic mail (email), the Internet and Computer equipment should be used in the organisation. It aims to ensure that	Write to the FOI Officer (see section 3 above)

	IT is used effectively for its intended purpose without infringing legal requirements or creating unnecessary business risk.	
Job Evaluation Policy	The purpose of our Job Evaluation policy is to explain the process of job evaluation.	Write to the FOI Officer (see section 3 above)
Smoking Policy	This policy ensures that The Pickaquooy Centre Trust complies with “The Smoking, Health and Social Care (Scotland) Act 2005” and “The Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006”	Write to the FOI Officer (see section 3 above)
Mobile Phone Policy	This policy clarifies the responsibilities of employees and The Pickaquooy Centre Trust in managing the use of mobile communication devices.	Write to the FOI Officer (see section 3 above)
Parental Leave Policy	This policy outlines the entitlements of employees in relation to maternity, adoption and paternity leave and pay. It also details the rights of employees with children to take parental leave and the ability for them to request flexible working patterns	Write to the FOI Officer (see section 3 above)
Pension Regulations Policy	Policy Statement Regarding Local Government Pension Scheme (Administration) (Scotland) Regulations 2008	Write to the FOI Officer (see section 3 above)
Recruitment & Selection Policy	The aims of the policy are to promote equality of employment opportunities and the elimination of discrimination in employment.	Write to the FOI Officer (see section 3 above)
Redundancy Policy	Outlines the process of dismissal of employees through redundancy.	Write to the FOI Officer (see section 3 above)
Relocation Policy	This policy covers employee entitlements to reimbursement toward expenses incurred in moving house to take up a new post with The Pickaquooy Centre Trust.	Write to the FOI Officer (see section 3 above)
Retirement Policy	Explains policy on retirement.	Write to the FOI Officer (see section 3 above)
Special Leave of Absence Policy	Outlines how The Pickaquooy Centre Trust supports reasonable requests for time off to deal with unexpected situations that arise and may necessitate short periods of leave that can be accommodated within the needs of the service.	Write to the FOI Officer (see section 3 above)
Threats or Violence Policy	This policy covers the threat of, or actual, violence towards employees by other employees and people visiting venues such as contractors and customers.	Write to the FOI Officer (see section 3 above)
Time Off for Union Duties & Activities Policy	Details guidelines on the granting of time off for trade union duties and activities, and on the provision of facilities to assist officials in the exercise of their functions.	Write to the FOI Officer (see section 3 above)

Training & Development Policy	Details how The Pickaquoy Centre Trust aims to develop and improve the competency and efficiency of all staff both as members of teams and as individuals to enable the maximum delivery of service to our customers.	Write to the FOI Officer (see section 3 above)
Travel & Expenses Policy	Details how The Pickaquoy Centre Trust will reimburse reasonable expenses incurred by employees while on authorised business.	Write to the FOI Officer (see section 3 above)
Whistleblowing Policy	Provides guidance to employees on the action to take in disclosing a serious wrongdoing such as fraud or dangerous practices at The Pickaquoy Centre Trust.	Write to the FOI Officer (see section 3 above)
Working Time Policy	Sets out the detail from the Working Time Directive that anyone arranging working patterns needs to be aware of.	Write to the FOI Officer (see section 3 above)
<i>Information Resources</i>		
Records Management Policy	Outlines our policy on record management.	Write to the FOI Officer (see section 3 above)
Retention Schedule	Details what documents we keep for how long and by whom.	Write to the FOI Officer (see section 3 above)
Freedom Of Information Procedures	Procedures & Guidance for Staff	Write to the FOI Officer (see section 3 above)
ICT strategy/policy	Details of our policy for managing ICT.	Write to the FOI Officer (see section 3 above)
<i>Health & Safety</i>		
Health & Safety Policy and procedures	Health and safety policies and procedures for The Pickaquoy Centre Trust.	Write to the FOI Officer (see section 3 above)
Risk Assessments	Details of risk assessment carried out for The Pickaquoy Centre Trust venues and activities.	Write to the FOI Officer (see section 3 above)
Accident Statistics	Statistical detail of accidents and incidents at venues in The Pickaquoy Centre Trust.	Write to the FOI Officer (see section 3 above)
Normal Operating Procedures	Normal Operating procedures for The Pickaquoy Centre Trust venues.	Write to the FOI Officer (see section 3 above)
Emergency Action Plans	Emergency Action Plans for The Pickaquoy Centre Trust.	Write to the FOI Officer (see section 3 above)
<i>Physical Resources</i>		
Pool Water Management	Details of our policies and procedures for pool water management.	Write to the FOI Officer (see section 3 above)

Environmental reports	Details of reports on environmental issues e.g. sustainability, energy usage, carbon footprint etc.	Our Commitment to the Environment
<i>Facility Maintenance & Asset Management</i>		
Asset Management Policy	Details The Pickaquoy Centre Trust's asset management plans and maintenance regime.	Write to the FOI Officer (see section 3 above)
Facility Maintenance Plan	Details The Pickaquoy Centre Trust's facility maintenance plans.	Write to the FOI Officer (see section 3 above)
Energy Awareness	Details staff responsibilities for good practice to reduce energy usage	Write to the FOI Officer (see section 3 above)
Energy Efficiency Review	Details The Pickaquoy Centre Trust's policy on managing energy usage and promoting energy efficiency.	Write to the FOI Officer (see section 3 above)
<i>Employee Relations</i>		
Agreement with Trade Unions	Details agreements with Trade Unions	Write to the FOI Officer (see section 3 above)

CLASS 6: HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS

Class description:

Information about how we procure goods and services, and our contracts with external providers.

The information we publish under this class includes:	Description	How to access it/details of any charges
Contracts	Details of The Pickaquoy Centre Trust's let contracts which have gone through formal tendering, including contractor and value.	Write to the FOI Officer (see section 3 above)
Invitations to tender	Details of invitations to tender	Write to the FOI Officer (see section 3 above)

CLASS 7: HOW WE ARE PERFORMING

Class description:

Information about how we perform as an organisation, and how well we deliver our functions and services.

The information we publish under this class includes:	Description	How to access it/details of any charges
Key Performance Indicators	Information on The Pickaquoy Centre Trust's key performance indicators and performance against them.	Write to the FOI Officer (see section 3 above)
Audits & Inspections	Reports from audits and inspections.	Write to the FOI Officer (see section 3 above)
Annual Performance Report	Annual report and audited financial statements.	Published Accounts
Customer satisfaction surveys and reports	Details of our customer satisfaction measures e.g. mystery shopping, surveys and reports.	Write to the FOI Officer (see section 3 above)
Staff Survey	Details the results of our staff survey	Write to the FOI Officer (see section 3 above)
Sickness Absence Statistics	Breakdown of sickness absence statistics	Write to the FOI Officer (see section 3 above)
Health & Safety Audits	Details the Health & Safety Audits of our venues	Write to the FOI Officer (see section 3 above)

CLASS 8: OUR COMMERCIAL PUBLICATIONS

Class description:

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal.

The information we publish under this class includes:	Description	How to access it/details of any charges
The Pickaquoy Centre Trust does not hold or publish any information under this class.		

CLASS 9: OUR OPEN DATA

Class description:

Open data made available by The Pickaquoy Centre Trust as described by the Scottish Government's [Open Data Resource Pack](#) and available under an open licence.

The information we publish under this class includes:	Description	How to access it/details of any charges
The Pickaquoy Centre Trust open data publication plan		
Open data sets and their metadata, or links to where they are accessible		