

CLASS 1: ABOUT		
Class description:		
Information about Kilmarnock Leisure Centre Trust, T/A The Galleon Centre, 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
About Us		
Organisation's Purpose, Mission Statement Vision & Values	Our Purpose, vision & values/mission statement describes why we are here? Where we are going & how do we deliver.	<u>MISSION STATEMENT 1.2</u>
Contact Details	Contact details of all our venues and of our head/principle offices.	<u>CONTACT DETAILS</u>
Organisational Chart	Details the organisational structure of The Galleon Centre.	<u>STAFF STRUCTURE</u>
Our Board	Details who our Board are and what they do, plus names of Board members	<u>OUR BOARD</u>
Charitable Trust & Objectives	Information on "Kilmarnock Leisure Centre Trust T/A The Galleon Centre" charitable status.	<u>CHARITABLE TRUST OBJECTIVES</u>
Directors	List of The Galleon Centre's Company Directors including their roles and responsibilities.	The Kilmarnock Leisure Centre Trust has no Company Directors
Articles of Association	Describes the make-up and purpose of the organisation, what we are here for, governance issues.	<u>ARTICLES OF ASSOCIATION</u>
Company Governance	Details of The Galleon Centre's corporate governance e.g. governance policy, risk register, codes of conduct, standing orders and other governance information.	<u>COMPANY GOVERNANCE</u>
Committee Roles & Remits	Roles and remits of our committees and subcommittees.	The Kilmarnock Leisure Centre Trust at present has no other committees or sub-committees operating.
News	News about The Galleon Centre e.g. news releases, newsletters.	The Kilmarnock Leisure Centre Trust has in the past had news releases relative to upgrading work (capital) here in the Galleon Centre. <ul style="list-style-type: none"> • Lockers • STA Mark
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.	<u>ACCOUNTABILITY & AUDITED ACCOUNTS</u>
Subsidiary companies	Details of any subsidiary companies wholly owned by The Galleon Centre.	There are no subsidiary companies wholly owned by the Kilmarnock Leisure Centre Trust

External relations and working with others		
Sponsorship & Partnership Opportunities	Details on current sponsor partners.	SPONSORSHIP & PARTNERSHIP OPPORTUNITIES
Partnerships Opportunities	Information on working in partnership with The Galleon Centre.	PARTNERSHIP OPPORTUNITIES
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 or Understanding. Contract Information can be found in Class 6.	PARTNERSHIP AGREEMENTS
Information on rights, how to make a request		
How to complain or make a comment	How to complain or make a comment e.g. complaints policy, and contact details.	HOW TO COMPLAIN-COMMENT
How to make a freedom of information request	How to request information, contacts details for FOI section/unit.	FOI REQUEST HOW TO
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 Galleon Centre about you.	PERSONAL INFO REQUEST HOW TO
Model Publication Scheme 2014	The Galleon Centre has adopted the Scottish Information Commissioner's Model Publication Scheme 2014.	The Kilmarnock Leisure Centre Trust has adopted the Scottish Commissioners Model Publication Scheme 2014
Guide to Information	The Galleon Centres Guide to Information it makes available under the Model Publication Scheme 2014.	GUIDE TO INFO

ISSUES FOR FREEDOM OF INFORMATION

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
Corporate Strategy	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. Detailed business plans may contain commercially sensitive information so are not published but you can still make a request for them.	DEED OF TRUST CHARITABLE TRUST OBJECTIVES
Strategic planning process	Information on how we undertake our strategic planning e.g. planning policies, decision making structures, timetables.	BUSINESS PLAN (refer 2.1) BUSINESS PLAN OBJECTIVES13 STAFF STRUCTURE
Venue/Section Plans	High level details of The Kilmarnock Leisure Centre Trust T/A The Galleon Centre operation plans for venues & sections. Detailed service plans are not routinely published but can be requested from us under the Act.	RULES & CONDITIONS OF USE CONDITION OF HIRE SPECIAL EVENTS BOOKING FORM BUSINESS PLAN (refer section 7) BUSINESS PLAN OBJECTIVES13
Our Venues	Our venues, contact details & facilities.	The Galleon Centre 99 Titchfield Street Kilmarnock Ayrshire KA1 1QT Tel: 01563524014 Fax:01563 572395 Email:adminoffice@galleoncentre.com Scottish Charity Number: SC00 8314 Trust Established 1985 Website: www.galleoncentre.com

Our Venus Opening Hours	Opening hours of our venues.	<p><u>OPENING HOURS</u></p> <p>Monday - Friday - 6.30am - 11.00pm Saturday - 7.45am - 8.00pm Sunday - 8.45am - 11.00pm</p> <p>ICERINKSCHEDULE WINTER2013.2014</p>
Venue 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.	www.galleoncentre.com
Activities	Details of all activities offered within the Kilmarnock Leisure Centre Trust T/A The Galleon Centre venues, including venue hire.	<p><u>CONDITION OF HIRE</u></p> <p>Excels Fitness Suite, Aerobics, Skating, Curling, Ice Hockey, Skating Lessons, Swimming, Aquatrim, Aquanatal, Swimming Lessons, Bowling, Squash, Badminton, Football, Basketball, Netball, Table Tennis, Trampolining Lessons, Soft Play and Creche Facilities</p>
Coaching & Courses	Information on courses available to the public e.g. coaching, workshops and classes.	www.galleoncentre.com
Memberships	Details of all the membership products available and how to join.	<p>MEMBFAQ14 GOLD CARD14 TEEN14 OVER 60S14 JUNIOR GOLD CARD14 SILVER CARD14 MEMBERSHIP FORM CENTRE MEMBERSHIP FORM (ADULT /FAMILY /JUNIOR /SENIOR)</p>
Bookings	Details of how to make bookings, including links to online booking system, booking forms, box office details.	<p>www.galleoncentre.com CONDITION OF HIRE RULES & CONDITIONS OF USE FAILURE RULES & CONDITION OF USE APPEAL POLICY</p>
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.	<p>Abusive Behaviour customer Alcohol Appeal policy Bullying policy Care4Child Child Protection policy Customer Care Customer Care Inc Creche</p>

		Customer Commitment policy Disabled Worker Disclosure Info Driving at Work policy Internet Policy Equal Opportunities Ex Offenders Flexible Working Harassment Health & Wellbeing Infection policy Missing Person Policy Mobile Phone Policy Paternity Positive Behaviour Recruitment Code of Practice Relationships at Work Policy Restraint Policy Retirement Smoking Policy SSP Scheme Staff Interaction Swine Flu Terrorist & Bomb Threat Timekeeping Policy Unemployed Policy Vulnerable People Whistle Blowing Social Media Other Leave Maternity Credit Card Process Adoption Leave Communications Data Protection Policy Dignity at Work Grievance Redundancy
Pricing/Charges	Details of current charges for The Kilmarnock Leisure Centre Trust T/A The Galleon Centre, including concession schemes and eligibility criteria.	Price 2014
How to access our services	Information on how to access services e.g. for people with disabilities.	www.galleoncentre.com
Jobs at The Kilmarnock Leisure	Our current vacancies.	www.galleoncentre.com

Centre Trust		
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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/Committee Agendas	The agendas for our Board/Committee Meetings by quarter.	BOARD AGENDAS TRUST AGENDA 14.03.14 TRUST AGENDA 21.11.13 TRUST AGENDA 22.08.13 TRUST AGENDA 24.01.13 TRUST AGENDA 22.11.12 TRUST AGENDA 13.09.12
Approved Board/Committee Reports	The approved reports from our Board/Committee Meetings by quarter. These are published alongside the relevant approved minutes following the Board or Committee meeting to which they refer, but can be requested from us under the Act before that.	TRUST REPORTS 14.03.14 TRUST REPORTS 21.11.13 TRUST REPORTS 22.08.13 TRUST REPORTS 24.01.13 TRUST REPORTS 22.11.12 TRUST REPORTS 13.09.12
Approved Board/Committee minutes	The approved minutes from our Board/Committee Meetings by month. The approved minutes will be published as soon as they have received approval. You can request copies of minutes, prior to their approval, from us under the Act.	TRUST MINUTES 22.08.13 TRUST MINUTES 14.03.13 TRUST MINUTES 24.01.13 TRUST MINUTES 22.11.12 TRUST MINUTES 27.09.12 TRUST MINUTES 14.03.12
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.	PUBLIC CONSULTATIONS
Engagement Strategies	Details of our public engagement strategy.	ENGAGEMENT STRATEGIES
Reports of Regulatory Inspections	Reports of regulatory inspections, audits and investigations carried out by the authority.	ENVIRONMENTAL POLICY H&S POLICY NEW EMERGENCY LIGHTENING SWIMMING POOL INSPECTION PERIODIC INSPECTION ICE PLANT INSPECTION HOT WATER BOILER 7-9 HOT WATER BOILER 17&23

		<u>HOT WATER CYLINDER</u> <u>EXPANSION VESSEL</u> <u>PRESSURE VESSEL</u> <u>HEAT EXCHANGER</u> <u>PLANT PRESSURE VESSEL</u> <u>COMPACTOR</u> <u>OXYGEN CYLINDER</u> <u>GOODS LIFT</u> <u>PASSENGER LIFT</u> <u>PORTABLE CRANE</u> <u>VERTICAL WORKING PLATFORM</u> <u>PERSONAL HOIST</u> <u>DOMESTIC BOILER</u> <u>NON DOMESTIC BOILERS</u> <u>GAMES HALL HEATERS</u> <u>FIRE ALARM</u> <u>FIRE EXTINGUISHERS</u> <u>LEGIONELLA QUARTERLY</u> <u>CONDENSER</u> <u>DOMESTIC WATER</u> <u>INDOOR SPORTS ENTERTAINMENT</u> <u>LICENCE</u>
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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.	AUDITED ACCOUNTS 2013 AUDITED ACCOUNTS 2012
Auditors Report	Audited annual statements.	AUDITED STATEMENTS 2013
Activity Prices	List of current prices/charges for activities in each venue.	PRICE 2014
Expenses Policy & Procedures	Our Policy on expenses.	EXPENSES POLICY & PROCEDURES FINANCIAL REGULATIONS – Page 18
Pay & Grading Structure	Pay & Grading structure of The Galleon Centre staff.	WAGE RATES (FOI)
Pension Fund and other investments	Details of The Galleon Centre's pension fund options, and other investments.	PENSION FUND & OTHER INVESTMENTS
Senior Staff/Board Member expenses	Details of senior staff/board member expenses.	SENIOR STAFF-BOARD MEMBERS REMUNERATION
Board member remuneration	Board members remuneration, other than expenses.	BOARD MEMBER REMUNERATION
Financial management and administration policies and procedures	e.g. reserves policy, bad debt management policy, finance manual.	FINANCIAL RESERVES POLICY
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.	REVENUE BUDGETS

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 Trust

The information we publish under this class includes	Description	How to access it/details of any charges
Human Resources – Current Policies Add, amend or delete the list below as required to provide a full list of your own policies	List of all HR policies in the Kilmarnock Leisure Centre Trust which are currently in use, and details of how to access them.	
Access to Facilities Policy	Outlines the policy for staff access to facilities	<u>STAFF MANUAL PAGE 31</u>
Access to Personal Files Policy	Outlines the policy for staff access to personal files	<u>DATA PROTECTION POLICY</u>
Alcohol Drugs & Substance Abuse Policy	Outlines support provided to staff if they have issues with alcohol, drug and substance abuse.	<u>ALCOHOL</u>
Attendance Management Policy	Explains the procedures and guidelines to assist managers and employees during absence from work due to illness.	<u>STAFF MANUAL PAGES 10,11 & 12</u>
CCTV Code of Practice and Procedures	Details the Kilmarnock Leisure Centre Trusts 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 Kilmarnock Leisure Centre Trust comply with our legal obligations under DPA.	<u>CCTV CODE OF PRACTICE</u>
Relationship at Work	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.	<u>RELATIONSHIPS AT WORK POLICY</u>
Data Protection	This policy details how personal	<u>DATA PROTECTION POLICY</u>

Policy/Disclosure Information	information about employees and customers will be kept and processed by the Kilmarnock Leisure Centre Trust. It follows the principles of the Data Protection Act and subsequent Codes as published by the UK Information Commissioner.	
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.	STAFF MANUAL
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 Kilmarnock Leisure 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.	DISCLOSUREINFO
Driving Policy	Ensure that the Kilmarnock Leisure 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.	DRIVING AT WORK POLICY
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.	EQUAL OPPORTUNITIES
Flexible Working	This policy explains the different	FLEXIBLE WORKING

	types of working arrangements that are in place in the Kilmarnock Leisure Centre Trust and sets out the framework to use the requests to work flexibly.	
Hospitality Policy	This policy details the standards required by the Kilmarnock Leisure Centre Trust where employees are offered hospitality, goods or other benefits through the performance of their duties.	STAFF MANUAL PAGE 32
HR Strategy	The Kilmarnock Leisure Centre Trust Human Resources strategy.	RECRUITMENT CODE OF PRACTICE
Information Communication & Technology Policy	The purpose of this policy is to ensure that employees of The Galleon Centre 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 IT is used effectively for its intended purpose without infringing legal requirements or creating unnecessary business risk.	SOCIAL MEDIA
Managing Smoking Policy	This policy ensures that the Kilmarnock Leisure Centre Trust complies with “The Smoking, Health and Social Care (Scotland) Act 2005” and “The Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006”	SMOKING POLICY
Mobile Phone Policy	This policy clarifies the responsibilities of employees and the Kilmarnock Leisure Centre Trust in managing the use of “The Kilmarnock Leisure Centre Trusts” mobile communication devices.	MOBILE PHONE POLICY
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.	PATERNITY
Recruitment & Selection Policy	The aims of the policy are to promote equality of employment opportunities and the elimination of discrimination in employment.	RECRUITMENT CODE OF PRACTICE

Redundancy Policy	Outlines the process of dismissal of employees through redundancy.	REDUNDANCY
Resolution of Difference Policy	Outlines the procedures for resolving a difference between staff.	HARRASSMENT
Retirement Policy	Explains policy on retirement.	RETIREMENT
Health & Wellbeing Policy	This policy explains the action we are taking as an employer with regard to stress related problems in the workplace.	HEALTH & WELLBEING
Personal Harassment Abusive Behaviour	This policy covers the threat of, or actual, violence towards employees by other employees and people visiting venues such as contractors and customers.	HARASSMENT ABUSIVEBEHAVIOURCUSTOMER
Training & Development Policy	Details how the Kilmarnock Leisure 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.	<ul style="list-style-type: none"> • Continuous Appraisals • Customer Care Training
Travel & Expenses Policy	Details how the Kilmarnock Leisure Centre Trust will reimburse reasonable expenses incurred by employees while on authorised business.	SCHEME OF DELEGATION (PAGE 5 MILEAGE EXPENSES)
Whistleblowing Policy	Provides guidance to employees on the action to take in disclosing a serious wrongdoing such as fraud or dangerous practices at the Kilmarnock Leisure Centre Trust.	WHISTLEBLOWING
Information Resources		
Records Management Policy	Outlines our policy on record management.	OBJECTIVE & SCOPE
Retention Schedule	Details what documents we keep for how long and by whom.	OBJECTIVE & SCOPE1
Freedom Of Information Procedures	Procedures & Guidance for staff	PURPOSE & SCOPE
ICT Strategy Policy	Details of our policy for managing ICT	COMMUNICATIONS
Health & Safety		
Health & Safety Policy and procedures	Health and Safety policies and procedures for the Kilmarnock Leisure Centre Trust.	H & POLICY NEW

Risk Assessments	Details of risk assessments carried out for the Kilmarnock Leisure Centre Trust.	RA AEROBIC STUDIO /FUNCTION SUITE RA ALL AREAS RA BAR & CATERING RA BOWLING HALL RA CRECHE RA EXCELLS RA EXTERNAL RA FUN FACTORY RA ICE RINK RA KIDS CLUB RA MAINTENANCE RA RECEPTION & ADMIN RA SAUNA RA SWIMMING LESSONS RA SWIMMING POOL
Accident Statistics	Statistical detail of accidents and incidents at venues in the Kilmarnock Leisure Centre Trust.	
Normal Operating Procedures	Normal Operating Procedures for the Kilmarnock Leisure Centre Trust venues.	POOL SAFETY OPERATING PROCEDURES ICE RINK EXCELLS MAINTENANCE CLEANERS
Emergency Action Plans	Emergency Action Plans for the Kilmarnock Leisure Centre Trust venues.	EMERGENCY ACTION PLAN
Physical Resources		
Pool Water Management	Details of our policies and procedures for pool water management.	POOL SAFETY OPERATING PROCEDURES PAGES 99-104
Land and property holdings	Description of the Kilmarnock Leisure Centre Trust land and property holdings	Galleon Centre but not the land on which it is built. This belongs to East Ayrshire Council.
Environmental reports	Details of reports on environmental issues e.g. sustainability, energy usage, carbon footprint etc.	ENVIROMENTAL POLICY ENERGY USAGE CARBON SAVINGS CERTIFICATE
Facility Maintenance & Asset Management		
Asset Management Policy	Details the Kilmarnock Leisure Centre Trust asset management plans and maintenance regime.	ASSET MANAGEMENT
Facility Maintenance Plan	Details the Kilmarnock Leisure Centre Trust facility maintenance	FACILITY MAINTENANCE PLAN

	plans.	
Asbestos Policy Management Plan	The Kilmarnock Leisure Centre Trust policy and procedures for managing asbestos; details an effective organisational means for controlling the risk to health from asbestos.	ASBESTOS SURVEY
Energy Awareness	Details staff responsibilities for good practice to reduce energy usage.	ENVIRONMENTAL POLICY
Energy Efficiency Review	Details the Kilmarnock Leisure Centre Trust policy on managing energy usage and promoting energy efficiency.	See Environmental Policy above.
Employee Relations		
Agreement with Trade Unions	Details agreements with Trade Unions.	The Kilmarnock Leisure Trust has agreed the General Municipal Boilermakers (GMB) as the recognised Trade Union, to deduct Union Contributions from the pay of each employee who has completed the written authorisation form required. Other Unions are accepted and deductions will apply providing the minimum criteria is met.

ISSUES FOR FREEDOM OF INFORMATION

CLASS 6: HOW WE PRODUCE 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
Procurement Policies & Procedures	The Galleon Centre procurement policy	<u>FINANCIAL REGULATIONS PAGE 9</u>
Contracts	Details The Galleon Centres let contracts which have gone through formal tendering, including contractor and value.	<u>CRAFTSMAN LOCKERS JOHNSTON CONTROLS</u>
Invitations to tender	Details of invitations to tender	<u>REQUEST FOR QUOTATION</u>
Become a Service Provider	Details how to become a Service Provider with The Galleon Centre.	<u>BECOME A SERVICE PROVIDER</u>

ISSUES FOR FREEDOM OF INFORMATION

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 Galleon Centres key performance indicators and performance against them.	DEPARTMENTAL BENCHMARK EXPENDITURE BENCHMARKING INCOME BENCHMARKING
Audits & Inspections	Reports from audits and inspections.	STA VISITSCOTLAND
Annual Performance Report	Annual report and audited financial statements.	AUDITED ACCOUNTS 2013 AUDITED ACCOUNTS 2012
Customer satisfaction surveys and reports.	Details of our customer satisfaction measures e.g. mystery shopping, surveys and reports.	STA VISIT SCOTLAND
Staff Survey	Details the results of our staff survey.	No staff survey for the last 3 years
Sickness Absence Statistics	Breakdown of sickness absence statistics.	The Kilmarnock Leisure Centre Trust Breakdown of sickness absence statistics is as follows for years 2011/12 and 2012/13. 2011/12 3.9% absences 2012/13 4% absences
Health & Safety Audits	Details the Health & Safety Audits of our venues.	LAW AT WORK 12-13 LAW AT WORK 11-12

ISSUES FOR FREEDOM OF INFORMATION

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 Galleon Centre does not hold or publish any information under this class.		