

Introduction

High Life Highland, as a wholly owned company of The Highland Council and therefore a Scottish Public Authority, is required by The Freedom of Information (Scotland) Act 2002 (the Act) to produce and maintain a publication scheme. Authorities are under a legal obligation to:

Publish the classes of information which they make routinely available; and
tell the public how to access the information and what it might cost.

High Life Highland has adopted the **Model Publication Scheme 2017**. You can see this scheme on our website at <http://highlifehighland.com/about/foi-publication-scheme>.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class;
- state what charges may be applied;
- explain how to find the information easily;
- provide contact details for enquiries and to get help with accessing the information; and
- explain how to request information we hold that has not been published.

Availability of formats

The information we publish through the model scheme 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).

Exempt information

We will publish the information we hold which falls within the classes of information below. 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 information before the publication and explain why.

Copyright

Where High Life Highland holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- it is copied or reproduced accurately;
- it is not used in a misleading context; and
- the source of the material is identified.

Where High Life Highland does not hold the copyright in information we publish, we will make this clear.

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Charges

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises, with the exception where statutory fees apply. We may charge for providing information to you, 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.

Our photocopying charge per side of paper is shown in the tables below:

| Paper size | Black and white | Colour |
|------------|-----------------|--------|
| A4 | £0.10 | £0.30 |

Information provided on CD-ROM will be charged at £1.00 per CD.

Postage costs will be recharged at the rate we paid to send 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, pro rata, of the total print run.

Please note that this charging schedule does not apply to our commercial publications (see Class 8 below). These items are offered for sale through retail outlets such as books shops or museum shops and their price reflects a 'market value' which may include the cost of production.

Contact us

You can contact us for assistance about any aspect of this publication scheme:

Freedom of Information
High Life Highland
12-13 Ardross Street
INVERNESS
IV3 5NS

Tel:- 01463 663800

Fax:- 01463 663809

Email:- info@highlifehighland.com

We will also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of this publication scheme.

The classes of information that we publish

We publish 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 available. If you would like to see previous versions, you may make a request to us for that information.

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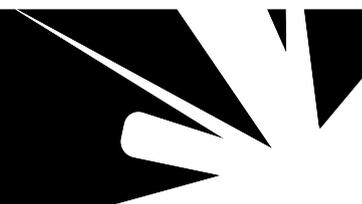
| Class 1: About High Life Highland | |
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| Class Description: Information about High Life Highland, who we are, where to find us, how to contact us, how we are managed and our external relations. | |
| The information we publish under this class | How to access it |
| What we do? | https://www.highlifehighland.com/about/ |
| Where to find us and how to contact us? | http://highlifehighland.com info@highlifehighland.com |
| Organisational structure, roles and responsibilities of senior officers | https://www.highlifehighland.com/about/board-directors/ https://www.highlifehighland.com/about/trading-company-directors/ https://www.highlifehighland.com/about/senior-management-team/ https://www.highlifehighland.com/about/principal-managers/ Organisational Structure: https://www.highlifehighland.com/about/freedom-of-information-publication-scheme/ |
| Business Opening Hours | Monday to Friday 9.00am – 5pm (excluding public holidays) |
| Contact details for customer care and complaints functions | https://www.highlifehighland.com/feedback/ |
| Single Model Publication Scheme 2017 and the authority's Guide to Information | https://www.highlifehighland.com/about/freedom-of-information-publication-scheme/ |
| Charging Schedule for published information | See charges section above. |
| Constitution | |
| Legal framework for the authority, including constitution, articles of association or charter | https://www.highlifehighland.com/about/governance/ |

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| <p>How the authority is run?</p> | |
| <p>Description of governance structure, Board, Committees and other decision making structures</p> | <p>https://www.highlifehighland.com/about/governance/ Scheme of Delegation available on request via info@highlifehighland.com</p> |
| <p>Name of, responsibilities of and (work-related) biographical details of the people who make strategic and operational decisions about the performance of function and/or delivery of services by the authority, e.g. Board members, chief officers</p> | <p>https://www.highlifehighland.com/about/board-directors/ https://www.highlifehighland.com/about/trading-company-directors/ https://www.highlifehighland.com/about/senior-management-team/ https://www.highlifehighland.com/about/principal-managers/</p> |
| <p>Governance policies, including standing orders, code of conduct and register of interests</p> | <p>Directors Code of Conduct - https://www.highlifehighland.com/about/board-meetings/</p> |
| <p>Corporate Planning</p> | |
| <p>Mission Statement</p> | <p>To be acknowledged and respected as the leading organisation for developing and promoting opportunities in culture, learning, sport, leisure, health and wellbeing and to grow the business in a sustainable way by providing services that the public value and by being viewed as a trusted partner.</p> |
| <p>Corporate Plan/strategy</p> | <p>xxxxxxxx</p> |
| <p>Corporate Policies</p> | <p>All approved policies available via https://www.highlifehighland.com/about/board-meetings/</p> |

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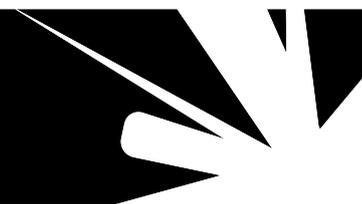


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| Strategic planning processes | On a three yearly cycle, the High Life Highland Board engages with an external facilitator to review the existing Business Plan and to look forward to the priorities for planning the next cycle. Review of the current plan is undertaken annually. |
| External Relations | |
| Accountability relationships, including reports to regulators | <p>Companies House</p> <p>Office of the Scottish Charity Regulator</p> <p>The Highland Council</p> |
| Internal and external audit arrangements | <p>Internal audits are performed by The Highland Council as part of a Service Level Agreement.</p> <p>External auditors are appointed by The Highland Council.</p> |
| Subsidiary companies (wholly and part owned) and other significant financial interests | High Life Highland (Trading) C.I.C. |
| Strategic Agreement with other bodies? | <p>Service Delivery Contract with The Highland Council.</p> <p>Highlands and Islands Enterprise (HIE) has agreed that HLH should be a “managed account” and has agreed to recognise HLH as a “community enterprise with growth potential”. This is a strong recognition that HLH has aspirations to do more than simply deliver services for the Highland Council and that this can already be evidenced. It means that HLH are eligible for support from HIE in terms of advice and practical support, to a maximum value spread over three years of £200K because of EU state aid regulations.</p> |
| 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 | How to access it |
| Functions | |
| Description of | https://www.highlifehighland.com/about/ |

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| functions, including statutory basis for them, where applicable | |
| How to apply for a licence, warrant, grant, etc. where it is a function of the authority to approve | https://www.highlifehighland.com/sport/coach-education-grants/ |
| How to report a concern to the authority | https://www.highlifehighland.com/feedback/ |
| Services | |
| List of services, including statutory basis for them, where applicable | Service Delivery Contract with The Highland Council |
| Service policies and internal staff procedures, including allocation, quality and standards | Available on request via info@highlifehighland.com |
| Service schedules and delivery plans | Available on request via info@highlifehighland.com |
| Class 3: How We Take Decisions and What we 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 | How to access it |
| Decision Making | |
| Decisions taken by the organisation: agendas, reports and | https://www.highlifehighland.com/about/board-meetings/ |

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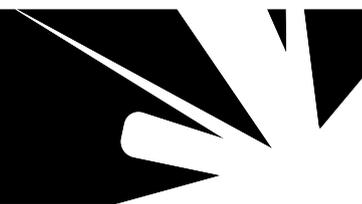
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| papers provided for consideration and minutes of Board (or equivalent) meetings. | |
| Public Consultation and engagement strategies | Marketing and communications plan available on request via info@highlifehighland.com |
| Reports of regulatory inspections, audits and investigations carried out by the authority | Current audit programme available on request via info@highlifehighland.com |
| 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 | How to access it |
| Financial statements, including annual accounts, any regular statements e.g. quarterly budget statements | Companies House Office of the Scottish Charity Regulator https://www.highlifehighland.com/about/board-meetings/ |
| Financial policies and procedures for budget allocation | https://www.highlifehighland.com/about/board-meetings/ |
| Budget allocation to key policy/function/service areas | https://www.highlifehighland.com/about/board-meetings/ |
| Purchasing plans and capital funding plans | https://www.highlifehighland.com/about/board-meetings/ |
| Financial administration manual/ internal financial regulations | Item 8 https://www.highlifehighland.com/about/board-meetings/2012-board-meetings/board-march-2012/ |
| Expenses policies and procedures | Board members – Item 4 https://www.highlifehighland.com/about/board-meetings/2011-board-meetings/board-september-2011/ |
| Pay and grading | Available on request via info@highlifehighland.com |

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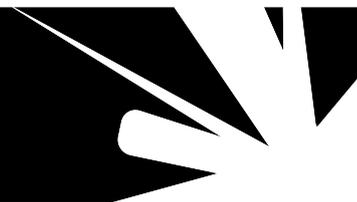
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| structure | |
| Funding awards available from the authority, how to apply for them and funding awards made by the authority | https://www.highlifehighland.com/sport/coach-education-grants/ |
| Class 5: How We Manage our Human, Physical And Information Resources | |
| Class Description: Information about how we manage the human, physical and information resources of the authority | |
| The information we publish under this class | How to access it |
| Human Resources | |
| Strategy and management of human resources | https://www.highlifehighland.com/about/board-meetings/ |
| Staffing structure | https://www.highlifehighland.com/about/freedom-of-information-publication-scheme/ |
| HR Policies, procedures and guidelines including recruitment, performance management, salary, promotion, pensions, discipline, grievance, staff records | Available on request via info@highlifehighland.com |
| Employee relations structures and agreements reached with recognised trade unions and professional organisations | Item 10 https://www.highlifehighland.com/about/board-meetings/2011-board-meetings/board-october-2011/ |
| Physical Resources | |
| Description of the authority's land and property holdings | This original list is available from The Highland Council (http://www.highland.gov.uk) – See Resources Committee minutes of 17/08/2011. |
| Maintenance arrangements | Available from The Highland Council (http://www.highland.gov.uk) – See Resources Committee minutes of 17/08/2011. |
| Information Resources | |

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| Records Management Policy | https://www.highland.gov.uk/directory_record/379759/records_management_policy |
| Freedom of Information Policies and procedures | Available on request via info@highlifehighland.com |
| Data Protection or Privacy Policy | Item 13 https://www.highlifehighland.com/about/board-meetings/2012-board-meetings/board-december-2012/ |
| List of statistical information published by the authority | Available from The Highland Council - https://www.highland.gov.uk/info/20009/performance/692/how_we_are_performing |
| 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 | How to access it |
| Procurement policies and procedures | Item 8 https://www.highlifehighland.com/about/board-meetings/2012-board-meetings/board-march-2012/ |
| List of contracts which have gone through formal tendering, including name of supplier, period of contract and value | Procurement information |
| Class 7: How We are Performing | |
| Class Description: Information about how we perform as an organisation and how well we delivers our functions and Services | |
| The information we publish under this class | How to access it |
| External reports e.g., annual report, performance statements required by statute (e.g. section 32 of the Public Service Reform (Scotland) Act 2010 if applicable. | Companies House Office of the Scottish Charity Regulator |
| Performance indicators and | https://www.highland.gov.uk/info/20009/performance/692/how_we_are_performing |

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| performance against them | |
| Equality Reports | Annual equality report(s) [included with HLH Board HR Report] available on request |
| 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 shop or research journal | |
| The information we publish under this class | How to access it |
| | N/A |