



Cordia (Services) LLP

**Model Publication Scheme
2011**

Guide to Information

Cordia (Services) LLP

Guide to Information available through our Publication Scheme

www.cordia.co.uk

November 2011

Introduction

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- Publish the classes of information that they make routinely available
- Tell the public how to access the information and what it might cost.

Cordia (Services) LLP has adopted the **Model Publication Scheme 2011**. The Scottish Information Commissioner has approved this scheme until 31 May 2015. You can see this scheme on our website at www.cordia.co.uk.

The purpose of this Guide to Information is to:

- Allow the public 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
- Explain how to request information we hold that has not been published

Availability and 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 that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example commercially sensitive or personal information), we will remove or redact the relevant information before publication and explain why.

Copyright

Where Cordia (Services) LLP 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 Cordia (Services) LLP does not hold the copyright in information we publish, we will make this clear.

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.

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. Where a charge may be incurred, we will always tell you what the cost is before providing the information to you.

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

Black and white photocopying

Size of paper	Pence per sheet of paper
A4	10p

Colour photocopying

Size of paper	Pence per sheet of paper
A4	20p

Information provided on CD-Rom will be charged at £0.50 per computer disc.

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, pro rata, of the total print run. We do not pass on any other costs to you in relation to our published information.

Contact us

You can contact us for assistance with any aspect of this publication scheme; please contact:

John McGarry
 Cordia (Services) LLP
 Blair Court
 100 Borron Street
 GLASGOW
 G4 9XE

E-mail - foi@cordia.co.uk
 Telephone - 0141 353 9000
 Fax - 0141 353 9100

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.

CLASS 1: About Cordia (Services) LLP

Class description:

Information about Cordia (Services) LLP, 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
General Information about us:	
Our Name and addresses for our HQ and principal offices	www.cordia.co.uk/About-Us/Locations.aspx
Our Business opening hours	Contact us on details above
What We Do	www.cordia.co.uk/Our Services
Organisational Values	www.cordia.co.uk/About Us/Our Values
Organisational Structure	Contact us on details above
Our contact details	www.cordia.co.uk/About-Us/Useful-Telephone-Numbers.aspx
Contact details for customer care and complaints	www.cordia.co.uk/About-Us/Contact-Us.aspx
Governance and Accountability	
Governance	Contact us on details above
Our Board and Management Team	www.cordia.co.uk/Our-People.aspx
A description of our governance structure, Board, sub-committees and other decision making structures	Contact us on details above
Governance policies, including code of conduct and register of interests	Contact us on details above
Constitution	
Legal Structure of LLP	Contact us on details above
Incorporation of LLP	Contact us on details above
Trade Mark Registrations	Contact us on details above
Corporate planning	
Organisational Values	www.cordia.co.uk/About Us/Our Values
Corporate policies, e.g., health and safety, equality, sustainability	Contact us on details above
External relations	
Glasgow City Council	www.glasgow.gov.uk
Internal and external audit arrangements	Contact us on details above
Companies House	www.companieshouse.gov.uk
Social Care and Social Work Improvement Scotland (SCSWIS)	www.scswis.com

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	
Our Strategic Objective	Contact us on details above
Description of functions, including statutory basis for them, where applicable	www.cordia.co.uk/our-services
How to report a concern to us	www.cordia.co.uk/About-Us/Contact-Us.aspx
Information on rights, how to make a request	www.cordia.co.uk/About-Us/Freedom of Information
Overview of your rights	www.cordia.co.uk/About Us
How to make a request under FOI	www.cordia.co.uk/About Us/Freedom of Information
Services	
List of services	www.cordia.co.uk/Our-Services.aspx
How to access services:	
<u>Care Services:</u>	
Mainstream Home Care Services	www.cordia.co.uk/Our-Services/Home-Care/Mainstream.aspx
Out of Hours Home Care Services	www.cordia.co.uk/Our-Services/Home-Care/Out-of-Hours.aspx
Overnight Home Care Services	www.cordia.co.uk/Our-Services/Home-Care/Overnight-Care.aspx
Community Alarm and Telecare Services	Contact us on details above
Handyperson Services	www.cordia.co.uk/Our-Services/Home-Care/Handyperson.aspx
Bespoke Training Solutions via our Learning Centre	www.cordia.co.uk/Our-Services/Learning-and-Development-Centre.aspx
Valet and Environmental Cleaning Services	www.cordia.co.uk/Our-Services/Valet-Cleaning-Service.aspx
Encore Hospitality Services	www.cordia.co.uk/Our-Services/Encore-Hospitality-Services.aspx
Facilities Management Services	www.cordia.co.uk/Our-Services/Schools.aspx

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	How to access it
Decision making	
Decisions taken by the organisation: Board agendas	Contact us on details above
Published Committee decisions taken by Glasgow City Council	www.glasgow.gov.uk
Stakeholder consultation and engagement strategies	Contact us on details above
Reports of regulatory inspections, audits and investigations carried out by the organisation	Contact us on details 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	How to access it
Financial statements, including annual audited accounts	www.companieshouse.gov.uk
Expenses policies and procedures	Contact us on details above
Pay and grading structure (levels of pay rather than individual salaries)	Contact us on details above
Pension fund	www.spfo.org.uk/index.htm

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	
Equalities Strategy	Contact us on details above
Recruitment Policy	Contact us on details above
Information resources	
FOI Publication Scheme	www.cordia.co.uk
Records management policy, including records retention schedule	Contact us on details above
Information governance and procedures	www.cordia.co.uk/AboutUs/DataProtection.aspx
Key statistical information published by the organisation	www.cordia.co.uk/About Us/Key Facts

CLASS 6: How the Authority procures 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	Contact us on details above
List of contracts following upon the award of the contracts including name of supplier, period of contract and value.	Contact us on details 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	How to access it
Statutory Performance Indicators	Contact us on details above
Measures for Improved Performance	Contact us on details above
Single Outcome Agreements	Contact us on details above
Key Performance Indicators	Contact us on details above
Council Plan	Contact us on details above
Cordia Annual Performance Report	Contact us on details above
Audit Reports	Contact us on details above
Attendance Management Statistics	Contact us on details above
Reports to External Organisations (e.g. Audit Scotland, Education Inspectorate (HMIE), Social Work Services Inspectorate, Social Care and Social Work Improvement Scotland (SCSWIS))	Contact us on details above
Customer Satisfaction Results	Contact us on details 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	How to access it
	Contact us on details above