

THINKWHERE LIMITED

GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2015

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.

thinkWhere Limited has adopted the Model Publication Scheme 2015 produced by the Scottish Information Commissioner. This scheme has the Commissioner's approval until 31 May 2019.

You can see this scheme on the Commissioner's website at www.itspublicknowledge.info/PublicationSchemeGuidance or by contacting us at the address below.

thinkWhere Limited
8-10 Corn Exchange Road
Stirling
FK8 2HU

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 you can 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 sensitive personal information or a trade secret), we may remove or redact the information before publication but we will explain why.

Copyright

Where thinkWhere Limited 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 thinkWhere Limited does not hold the copyright in information we publish, we will make this clear. Please also note that the statement above does not apply to our commercial publications, products or services, which are subject to specific charges and other terms and conditions (details of which are available on request).

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. 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 table below:

Black and white photocopying

Size of paper - A4 [10p] per single sided copy

Colour photocopying

Size of paper - A4 [20p] per single sided copy

Information provided on CD-Rom will be charged at [£1.00] per computer disc.

We will recharge any postage costs at the rate we paid to send the information to you.

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.

Please note that the charging schedule and other arrangements described above do not apply to our commercial publications, products or services (see Class 8 below), which are subject to specific charges and other terms and conditions (details of which are available on request).

Contact us

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

Address: **Diane Murphy**
Senior Administrator
thinkWhere Limited
8-10 Corn Exchange Road
STIRLING
FK8 2HU

Email: info@thinkwhere.com

Telephone: 01786 476060

We will also be pleased to 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 are welcome to make a request to us for that information.

Some of the information that we hold within the following classes is exempt from disclosure under the Freedom of Information (Scotland) Act 2002 and/or the Environmental Information (Scotland) Regulations 2014. For example, given our status as a commercial trading entity which operates at arms-length from our shareholders, some of the information that we hold within the following classes is exempt from disclosure under section 33(1)(b) of the Freedom of Information (Scotland) Act 2002 (Commercial Interests and the Economy).

CLASS 1: ABOUT THINKWHERE LIMITED**Class description:**

Information about **thinkWhere Limited**, who we are, where to find us, how to contact us, how we are managed and our external relations. thinkWhere Limited is a private limited company (with Scottish company registration number SC315349). The shareholders in thinkWhere Limited are Stirling Council and Falkirk Council, and thinkWhere operates at arms-length from its shareholders with its own board and independent management team.

The information we publish under this class	How to access it	
General information		
About us	This information can be found on our website via the following link: about us	
Our team and their responsibilities	This information can be found on our website via the following link: our team	
Where to find us	our address:	thinkWhere Limited 8-10 Corn Exchange Road STIRLING FK8 2HU
	our website:	www.thinkwhere.com
How to contact us general enquiries and complaints	online:	Please see the following page of our website: enquiries
	by email:	info@thinkwhere.com
	by telephone:	+44 (0)1786 476060 lines are normally open 09:00- 17:00, Monday to Friday
	by post:	thinkWhere Limited 8-10 Corn Exchange Road STIRLING FK8 2HU
FOI requests & EIR requests	by email:	info@thinkwhere.com
	by telephone:	01786 476060

	by post:	Diane Murphy Senior Administrator thinkWhere Limited 8-10 Corn Exchange Road STIRLING FK8 2HU
FOI complaints & EIR complaints	by email:	info@thinkwhere.com
	by telephone:	01786 476060
	by post:	Alan Moore Chief Executive thinkWhere Limited 8-10 Corn Exchange Road STIRLING FK8 2HU
Our articles of association	If you would like a copy of our articles of association then please contact us using the details provided above.	
How thinkWhere Limited is run		
Our board of directors	If you would like a copy of our list of board members then please contact us using the details provided above.	
Corporate planning		
Our mission statement	We aim to provide our customers with excellent service and high quality, innovative solutions that will enable better decision-making and improved efficiency across their business operations.	
Our corporate policies covering health and safety, equality, environment and sustainability.	If you would like a copy of our standard policies then please contact us using the details provided above.	
External relations		
Our certificates, memberships and associations	This information can be found on our website via the following link: certificates, memberships & associations	
Our partners	This information can be found on our website via the following link: our partners	
Our external auditors	McLay, McAlister and McGibbon 145 St Vincent St, Glasgow G2 5JF	
Subsidiary companies	thinkWhere Limited has no subsidiary companies.	

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CLASS 2: HOW THINKWHERE LIMITED DELIVERS 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
The services we provide	Information about the services we provide can be found on our website via the following link: our services
The products we provide	Information about our products can be found on our website via the following link: our products
The solutions we provide	Information about our solutions can be found on our website via the following link: our solutions
Our charges	Details of the charges for the products and services we provide are available on request (please use the contact details above).
Information for our service users	Information for our service users can be found on our website via the following link: News Blog Vacancies Case Studies terms & conditions privacy & cookies publication scheme

CLASS 3: HOW THINKWHERE LIMITED TAKES DECISIONS AND WHAT IT HAS 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
Information about the decisions we take, how we make decisions and how we involve others	If you would like details of our board of directors or our articles of association policies then please contact us using the details provided above.

CLASS 4: WHAT THINKWHERE LIMITED SPENDS AND HOW IT SPENDS 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 abbreviated financial statements as required by statute.	If you would like a copy of our published statutory annual accounts then please contact us (using the contact details provided above).
Expenses policies and procedures thinkWhere Limited employees can reclaim expenses incurred while performing their role providing that they are reasonable and that they are wholly, necessarily and exclusively incurred in the course of performing their duties	

CLASS 5: HOW THINKWHERE LIMITED MANAGES ITS HUMAN, PHYSICAL AND INFORMATION RESOURCES**Class description:**

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

The information we publish under this class	How to access it
Human resources	

Staffing structure	Information about our core team and vacancies can be found on our website via the following links: our team vacancies
Physical resources	
We manage our own facilities supported by an outsourced maintenance company.	
Information resources	
Information Security policy	If you would like a copy of this policy, please contact us (using the contact details provided above).
Record management/ retention policy	If you would like a copy of this policy, please contact us (using the contact details provided above).

CLASS 6: HOW THINKWHERE LIMITED 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
All purchases are made by following the Procurement process as defined in the company's Quality Management System and Financial Procedures. Where appropriate, orders will be made from approved suppliers, being those listed in the company's accounts package.	If you would like an extract from our Financial Procedures document on how we buy goods and services, then please contact us (using the contact details provided above).

CLASS 7: HOW THINKWHERE LIMITED IS PERFORMING

Class description:

Information about how thinkWhere Limited performs as an organisation, and how well it delivers its functions and service.

The information we publish under this class	How to access it
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Statements from our customers about our performance	Information about our customer testimonials can be found throughout our website via the following link: Testimonials
Abbreviated financial statements as required by statute.	If you would like a copy of our published statutory annual accounts then please contact us (using the contact details provided above).

CLASS 8: OUR COMMERCIAL PUBLICATIONS
<p>Class description:</p> <p>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.</p>

The information we publish under this class	How to access it
Commercial Products and Services	<p>Information about the products and services we provide can be found on our website via the following link:</p> <p>our products</p> <p>our services</p> <p>our solutions</p> <p>Details of the specific charges and other terms and conditions that are applicable to our products and services are available on request (using the contact details above).</p>