

Live Borders' Guide to Information

This guide is to help you access our published information. There is a linked table of contents at the end of this document, to assist your navigation.

Introduction

Live Borders has adopted the 2017 Scottish Information Commissioner's Model Publication Scheme (MPS) published on our website

<https://www.liveborders.org.uk/useful-info/freedom-of-information/>

"Published" information must be:

- i. Already produced and prepared
- ii. Available for anyone to access easily without having to make a request for it

Research and information services which involve the commissioning of new information are not "publications".

Published information falls into 9 classes:

- 1. About the authority - Live Borders**
- 2. How we deliver our functions and services**
- 3. How we take decisions and what we have decided**
- 4. What we spend and how we spend it**
- 5. How we manage our human, physical and information resources**
- 6. How we procure goods and services from external providers**
- 7. How we are performing**
- 8. Our commercial publications**
- 9. Our open data**

Class 1: About Live Borders

Information about Live Borders, who we are, where to find us, how to contact us, how we are managed and our external relations.

Live Borders is a company limited by guarantee, registered in Scotland by the Registrar of Companies for Scotland, Company No SC234577. Live Borders (formerly BSLT) was incorporated as a private limited company under the Companies Act 1985 on 7th February 2003.

Live Borders is a registered charity (Scottish Charity Number SC034227), regulated by the Office of the Scottish Charity Regulator (OSCR).

The Company's objectives are to provide or assist primarily for the benefit of the community and visitors of all ages to the administrative area of the Scottish Borders and any surrounding areas each of the following:

A) The advancement of:

1. the arts, heritage, culture and science
2. health through helping people improve or maintain their health
3. education through the wide variety of facilities, services, programmes, training courses and cultural, arts, heritage and science events, activities, collections and exhibitions which are provided by or organised through Live Borders
4. community development and rural regeneration

B)

1. the provision of facilities and services areas for recreational, sporting or other leisure time occupation in the interests of social welfare, such facilities being provided to the public at large save that special facilities may be provided for persons who by reason of their youth, age, infirmity or disability, poverty or social or economic circumstances may have need of special facilities and services

Live Borders was established in 2003 as a non profit distributing company, to operate and manage sport and leisure facilities on behalf of Scottish Borders Council. In 2011, Live Borders (known at that point as Borders Sport and Leisure Trust) transferred the additional services of Active Schools and Sports Development from Scottish Borders Council into the BSLT family. On 1 April 2016, Cultural Services were transferred from Scottish Borders Council and our organisation was rebranded, to reflect our larger and broader remit, as Live Borders.

At the heart of Live Borders is a commitment to making our communities healthier, happier and stronger.

General information

Where to find us:

<https://www.liveborders.org.uk/>

Head Office:

A: Live Borders, Melrose Road, Galashiels, TD1 2DU

T: 01896 661 166

E: enquiries@liveborders.org.uk

Opening hours: Mon – Fri 09:00 – 17:00

Customer care & complaints:

<https://www.liveborders.org.uk/get-involved/feedback/>

T: 01896 661 166

E: enquiries@liveborders.org.uk

Freedom of Information enquiries

T: 01896 661 166

E: foi@liveborders.org.uk

Charging schedule for published information

Information which is published on our website is available to download free of charge. Information which is not yet published, but which will be made available on request, under the Act, will be free of charge where it can be sent electronically. If paper or disc /memory stick is preferred, charges will apply to cover the cost to Live Borders of producing the copy. Charges are calculated on the basis of the actual cost to Live Borders of providing the information.

See General information freedom of information requests for how to make a request for non-published information.

	Size of paper	Cost per single side sheet	Cost per double side sheet
Black & White	A4	25p	50p
Colour	A4	50p	£1
Black & White	A3	50p	£1
Colour	A3	75p	£1.50
Computer discs	No longer available		
Memory stick	£7		

Postage costs will be charged at the rate we paid to send the information to you, Royal Mail second class.

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

Organisational Structure

Live Borders has an interim structure, as of April 2019. Three Directorates are Commercial Services, Operations and Business Services.

Commercial Services:

Tower Mill (café, cinema/theatre, office space); libraries; museums, galleries and archives; Creative and Active communities.

Operations:

Swimming pools, sport facilities and leisure centres; TriFitness; centres and venues (public halls and Harestanes Countryside Visitor Centre).

Business Services:

Finance; People, governance; ICT & digital services; property & assets; marketing.

Full details for all our venues and facilities can be found on our website

<https://www.liveborders.org.uk/>

How Live Borders is run

Live Borders is governed by a Board of Trustees. Operational running is managed by the Executive Team.

Governance:

Live Borders has a Board of Trustees made up of 15 directors; 3 individuals nominated by the local authority, 1 employee of the company, 1 nominated by NHS (Borders) and 10 other trustees. Information is published at <https://www.liveborders.org.uk/about-us/our-board/>

There are two committees:

- Finance committee
- Audit & governance committee

Information about the roles and responsibilities of these committees can be found within the Board Governance Guidelines published at <https://www.liveborders.org.uk/about-us/our-board/>

Strategic direction is led by the Board.

Operational strategic decision making is led by the Executive Management Team:

Executive Management team:

CEO: Ewan Jackson

Ewan joined Borders Sport and Leisure Trust in January 2004 as CEO, leading the company through change and the merger with Cultural Services in 2016. He continues in the role of Chief Executive of Live Borders.

Prior to his role as CEO, Ewan was General Manager of American Golf UK. Ewan's key strengths are strategy, financial strategy, strategic HR management, creativity, innovation and change. Ewan holds an MBA, gained in 2000. Ewan has a keen interest in sport, health and culture, endorsing everything that Live Borders stands for.

Director of Business Services: Linda Ross

Linda and her team are central to the core working of Live Borders, responsible for business support across all services. This includes; ensuring compliance with statutory requirements and corporate governance, contract management of SLAs, IT, finance, the People team, project and business administration services, and marketing.

Director of Commercial Services: Jane Hogg

Jane and her team are responsible for delivering our development services in creative and sport, along with our libraries, museums, galleries and archive service. The team also manage Tower Mill, our cinema/theatre, café and rented office space.

Since joining in 2016 from Falkirk Community Trust, after launching the The Kelpies and Helix Park, Jane has developed an innovative, growth-focused commercial plan, implementing new and innovative projects and income streams. Jane is committed to quality service delivery, through continuous improvement, keeping both the charitable objectives and commercial targets front of mind.

Interim Director of Operations: Ben Lamb

Ben and his team are responsible for delivering on the operational management of our sports and health and fitness sites, our public halls and community centres. This includes our TriFitness gym in partnership with Heriot Watt University and Borders College. The team also manage Harestanes Visitor Centre.

Class 2: How we deliver our functions and services

Information about our work, our strategy and policies for delivering functions and services and information for our service users can be found on our website www.liveborders.org.uk a brief description of services can be found below:

Live Borders is a charitable trust delivering culture and sport across the Scottish Borders, with a cultural focus on the advancement of arts, heritage, culture, health, education and science for the benefit of the community and visitors. Our vision is to improve lives through physical activity, sport and culture, Making our communities healthy, happier and stronger.

Description of functions

Active Communities delivers a varied programme through Active Schools, working with young people in schools and through an exciting seasonal line up of events and activities. Sports Development, aimed at more than the seven target sports, works with, and supports, many clubs across the Borders. Health development is a key area of focus, working in partnership with NHS Borders and others.

Creative Communities supports, promotes and develops arts and cultural activity working in partnership with schools, community groups in the public and private sectors.

Community Centres provide local, accessible, affordable facilities for community activities. They are community hubs, managed by management committees, with the support of Live Borders, reinvesting income into the community.

We offer a large selection of **Halls and Venues** across the Scottish Borders for both public and commercial use. The venues vary in size and accommodate many different events ranging from concerts and wedding receptions to private parties, craft fairs and local festivals. From meeting rooms to large capacity halls, some with raked seating, our halls provide an opportunity to host your event.

Live Borders manages a range of **Sports Facilities**: three combined leisure centres with swimming pools, three swimming pools, one dryside leisure centre, one sports

complex offering gym, track and an indoor bowling centre. Our team provides a range of activities in our pools, gyms, including fitness classes and other health programmes across the Borders.

Harestanes Countryside Visitor Centre is a four star visitor attraction, 1.9 hectare countryside park and visitor centre with café. A Green Business Gold award winner. Harestanes features a new an inclusive play park, which is a beacon for accessible play in the Borders, as well as woodland walks and events programme.

Libraries throughout the region provide introductory courses in basic IT to all ages, there is a range of online reference resources, in addition to the traditional book stock. The mobile fleet delivers a library service to the remote rural inhabitants of the Borders.

The **Museum, Galleries and Archives** service presents exhibitions throughout the Borders, providing comprehensive coverage of the region's unique heritage. Working in partnership with the British Museum and other partners, we bring a variety of internationally significant contemporary art exhibitions to the region. The **Heritage Hub**, located in Hawick, is home to the Scottish Borders archive and local history service. Open to the public, this unique facility allows you to trace your family tree and find out about Borders history. The archive materials bring to life the research and visitors might discover original artefacts relating to their forebears.

Tower Mill, located in the Heart of Hawick, boasts a vibrant café bar, offers a varied programme of film screenings, live events, workshops, exhibitions, community group events and educational activities. There is also hot desking and office rentals.

Statement of Public Task

Re-use of Public Sector Information Regulations 2015 requires us to have a Statement of Public Task, under Class One we have provided Company's purposes as filed with OSCR. The Company's Articles of Association are published at <https://www.liveborders.org.uk/about-us/our-board/>

Corporate Strategy:

Live Borders 2018-2023 Strategy is available to download at <https://www.liveborders.org.uk/about-us/our-strategy/>

How to report a concern:

Customer care & complaints:

<https://www.liveborders.org.uk/get-involved/feedback/>

T: 01896 661 166

E: enquiries@liveborders.org.uk

Reports of Live Borders exercise of its statutory Functions:

Statutory services are Library & Information service and Archive service.

Public library services in Scotland are a devolved issue and are administered by local authorities which have a statutory duty to secure the provision of adequate library facilities for all persons resident in their area. SBC has outsourced the provision of this service to Live Borders. Live Borders delivers the service on behalf of the Council.

Scottish Borders Archives and Local History service is managed on behalf of Scottish Borders Council by Live Borders. The core functions are carried out within a legal framework including Public Records (Scotland) Act 2011, Freedom of Information Act 2000 and Data Protection Act 2018.

Service policies, internal procedures, Service schedules and delivery plans Facility / Service Plans

Live Borders operational plans and procedures for facilities and services are not routinely published, but can be requested under the Act.

Reporting includes:

- The Chartered Institute of Public Finance and Accounting (CIPFA) annually for Public Libraries and for the Archive (Heritage Hub)
- Contributes to Scottish Borders Council's (SBC) Culture and Sport return to CIPFA annually
- Local Government Benchmarking Framework return annually

How to access services:

Our services can be accessed directly at centres and venues, where staff will be happy to help.

Information about our services and their offering can be found on our website.

www.liveborders.org.uk

Services are grouped into eight families:

- Arts & Creativity
- Centres & Venues
- Health & Fitness
- Libraries
- Museums, Galleries & Archives
- Play & Leisure
- Sport & Development
- Swim & Aquatics

Service fees & charges

As a charitable trust many of our services are provided free of charge.

A price list for Live Borders is available to download from our website

<https://www.liveborders.org.uk/about-us/publications/>

Relevant price lists are also published on individual web pages.

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

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

Board

Board agendas and minutes are published for the current year and past two financial years and are available at

<https://www.liveborders.org.uk/about-us/our-board/>

Live Borders does not publish Board papers, these may be made available (redacted as required) on request from

enquiries@liveborders.org.uk

Notices of our Annual General Meetings are available at

<https://www.liveborders.org.uk/about-us/our-board/>

Our Annual Report is available at

<https://www.liveborders.org.uk/about-us/publications/>

Reports of regulatory inspections, audits and investigations

None.

Class 4: What we spend and how we spend it

Annual Report & Accounts

Our financial information is published in our Annual Report, published at <https://www.liveborders.org.uk/about-us/publications/>

Our financial regulations are published at <https://www.liveborders.org.uk/about-us/publications/>

Board Member Expenses

Board members are not remunerated other than travel expenses to and from meetings. Details of expenses are not published, but are available on request. enquiries@liveborders.org.uk

Senior Staff Expenses

Expenses: subsistence, travel and accommodation are not published, but may be made available on request. enquiries@liveborders.org.uk

Pay & grading structure

This information is not available.

Funding Awards & how to apply for them

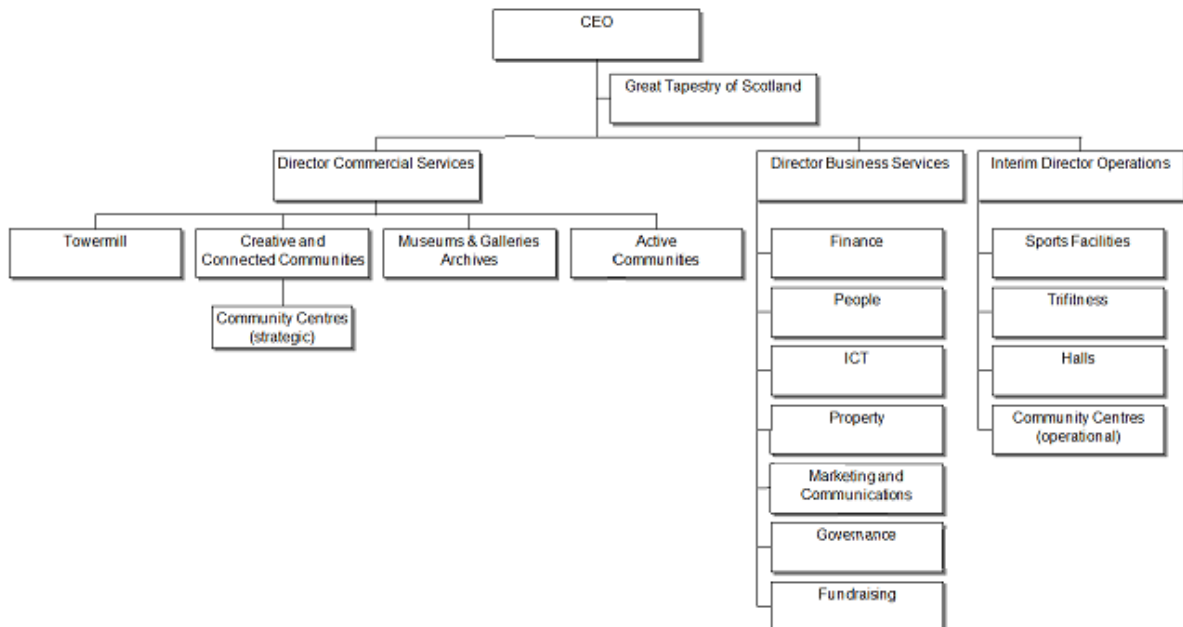
Please contact enquiries@liveborders.org.uk

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

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

Strategy and management of human resources

Staffing structure



Human resources policies:

HR and other policies are available on request.

To request any procedure or policy please contact enquiries@liveborders.org.uk or phone 01896 661 166

Physical & information resources:

Live Borders Head Office is owned and managed by Live Borders.

Two sites are leased. All other estate is owned by Scottish Borders Council.

There are no published development plans at present.

Information resources

Records management policy: this policy is in draft stages and will be published once finalised.

Retention schedule: this is not published in its entirety, but extracts are published at:

<https://www.liveborders.org.uk/useful-info/data-processing/>

Freedom of Information, Data Processing, Cookies, Privacy Statement, Terms and Conditions can be accessed at <https://www.liveborders.org.uk/useful-info/freedom-of-information/>

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

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

Procurement policies & procedures

Details of Live Borders invitations to tender can be found on the www.publiccontractsscotland.gov.uk website.

Class 7: How we are performing

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

This section is under development.

Class 8: Our commercial publications

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

Live Borders operates a number of retail outlets in our museums and visitor attractions, details available at site.

Class 9: Our open data

Open data made available by Live Borders as described by the Scottish Government's [open data resource pack](#)

Live Borders does not have any open data.

Copyright and re-use of our information

Unless otherwise stated, Live Borders holds the copyright for the information available through this website.

Where the copyright for information available on this website is held by a third party, we make this explicit. For example, we may have sought permission from a partner organisation to use a photograph. In this case the relevant web page will include a credit to the partner organisation. If you wish to copy, print or re-use third party content from this website you must contact the third party yourself to ask for their permission.

<https://www.liveborders.org.uk/useful-info/terms-conditions/>

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