

# **EDEN COURT THEATRE GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2014**

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## Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and publish information in accordance with that scheme. The publication scheme must:

- publish the classes of information that the authority makes routinely available
- tell the public how to access the information and whether information is available free of charge or on payment.

Eden Court Theatre has been designated as a Scottish Public Authority by an order made under section 5 of the Act, known as the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2013.

Eden Court Theatre has adopted the **Model Publication Scheme 2014** which has been produced and approved by the Scottish Information Commissioner. It is approved until 31 May 2019.

You can see this scheme on the Scottish Information Commissioner's website at <http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/PublicationSchemesHome.aspx>

You can also contact us at the address below if you prefer a copy of the Model Publication Scheme 2014, or this Guide to Information, to be provided in a different format. The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for Eden Court Theatre in relation to each class in the Model Publication Scheme 2014
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with access to the information
- explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

## **Section 2: About Eden Court Theatre**

Eden Court is the theatre and entertainment venue for the Highlands and Islands of Scotland. We present a wide ranging and varied programme of live performances and films, as well as providing the largest programme of creative learning of any UK theatre.

Our programme ranges from full scale opera to rock music, from large scale drama to stand up comedy and from international modern dance to local community companies. We have two state-of-the-art cinemas, showing popular blockbusters, art house film and specialist cinema from around the world. Eden Court is home to both the Inverness Film Festival and Inverness Book Festival and one of Scotland's most popular Christmas pantomimes.

Eden Court runs the largest programme of Creative Learning of any theatre in the UK. The work ranges from over 60 classes a week at Eden Court to a team of 19 dedicated arts specialists working and living within their local communities throughout the Highlands. We also offer the unique opportunity to study SQA qualifications in dance and drama, deliver the digital media and dance Cashback for Creativity programme with some of the most deprived youth in our area and are the Highland Hub for Get Scotland Dancing.

During the last few years Eden Court has become a great success story. We have achieved consistent and substantial growth in audience numbers and are highly respected by our two major revenue funders – the Highland Council and Creative Scotland.

Eden Court serves the whole of the Highlands of Scotland (an area similar in size to Wales). Over 30% of our audience travel for more than 90 minutes to attend a performance so we pride ourselves on looking after our audience and ensuring that their remarkable loyalty is repaid.

Whether you focus on our unique creative learning programme, the size of the region we serve or the variety of our programme, there really is no other theatre like us in Britain.

Eden Court Theatre was designed by Law and Dunbar Naismith and opened in 1976. It combined a new theatre and foyer space with dressing room and office accommodation in an 1878 building that was originally the residence for the Bishop of Inverness. The building was significantly extended and refurbished in 2007 with design by Page\Park. It is now the largest arts centre in Scotland and has won a number of architecture, design and environmental awards. It is a Grade A listed building. We

have a main house of 850 seats (The Empire), a second smaller theatre with 250 seats (The OneTouch Theatre); two cinemas (La Scala and The Playhouse); two studios and 15 dressing rooms. Eden Court is also home to a restaurant, bars, visual arts spaces and conference facilities.

Eden Court Highland, trading as Eden Court Theatre, is a company incorporated on 05/10/77 and registered in Scotland (company number SCO63216). It is also a charity registered with the Office of the Scottish Charity Regulator (registered number SC008237).

Eden Court Trading Ltd (company number SCO464541) is a wholly owned subsidiary of Eden Court Highland.

## **Section 3: Accessing Information under the Scheme**

### ***Availability and formats***

The information published through this Guide to Information 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 – see “Section 5 – Our Charging Policy”).

Information in our Guide to Information will normally be available through the routes described below. “Section 10 – Classes of Information” provides more details on the information available under the Guide, along with additional guidance on how the information falling within each “class” may be accessed.

### ***Online:***

Most information listed in our Guide to Information is available to download from our website. In many cases a link within “Section 10: Classes of Information” will direct you to the relevant page or document.

If you are having trouble finding any document listed in our guide, then for further assistance please contact:

Finance & Administration Manager  
Eden Court Theatre,  
Bishops Road,  
Inverness  
IV3 5SA

Email: [request@eden-court.co.uk](mailto:request@eden-court.co.uk)

Administration: 01463 239841

Box Office: 01463 234234

[www.eden-court.co.uk](http://www.eden-court.co.uk)

### ***By email:***

If the information you seek is listed in our Guide to Information but is not published on our website, we can send it to you by email, wherever possible.

When requesting information from us, please provide a telephone number so that we can telephone you to clarify details, if necessary.

***By phone:***

All information in the guide will be available in hard copy form e.g. paper copies. Hard copies of information can be requested from us over the telephone. Please call us to request information available under this scheme.

***By post:***

You can also request hard copies of any information in the Guide by post. Please address your request to the Finance & Administration Manager.

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee applicable (see "Section 5: Our Charging Policy" for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

***Personal visits:***

If you prefer to visit us to inspect the information, in limited cases you may be required to make an appointment to view the information. In such cases, this will be set out within "Section 10 – Classes of Information", and contact details will be provided within the relevant class.

***Advice and assistance:***

If you have any difficulty identifying the information you want to access, then please contact us to help you.

***Exempt information***

We will publish all the information we hold that falls within the classes of information in Section 10. 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 (black out) the information before publication and explain why.

## **Section 4: Information that we may withhold**

All information covered by our Guide to Information can either be accessed through our website, or will be provided promptly following our receipt of your request.

Our aim in adopting the Commissioner's Model Publication Scheme 2014 and in maintaining this Guide to Information is to be as open as possible. You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in "Section 10 – Classes of Information". Information will only be withheld, however, where the Act (or, in the case of environmental information, the EIRs) expressly permits it.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm an organisation's commercial interests, or endanger the protection of the environment.

Information may also be withheld if it is another person's personal information, and its release would breach the data protection legislation.

Whenever information is withheld we will inform you of this, and will set out why that information cannot be released. Even where information is withheld it will, in many cases, be possible to provide copies with the withheld information edited out. If you wish to complain about any information which has been withheld from you, please refer to "Section 8 – Contact details for enquiries, feedback and complaints".

## **Section 5: Our Charging Policy**

Unless otherwise stated in "Section 10 – Classes of Information", all information contained within our scheme is available from us free of charge where it can be downloaded from our website or where it can be sent to you electronically by email.

We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs to Eden Court Theatre of supplying the information to you, e.g. photocopying and postage, as set out below.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

There is no charge to view information on our website or at our premises.

## Reproduction Charges

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.

### Black & White Photocopying

Size of Paper	Pence per sheet
A4	10p

### Colour Photocopying

Size of Paper	Pence per sheet
A4	20p

### Alternative Formats

Format	Charge
Computer Discs	£1.00 per CD-ROM / DVD

### Postage Costs

Postage costs may 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 of the total print run.

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



## **Section 6: Our Copyright Policy**

Where Eden Court Theatre 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 Eden Court Theatre does not hold copyright in information we publish, we will make this clear.

## **Section 7: Records Management Policy**

Eden Court Theatre regards its records as a major asset of the Company. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. Eden Court Theatre's Records Management Policy can be found in "Section 10 Classes of Information" - Class 5.

## **Section 8: Contact details for enquiries, feedback and complaints**

The Act requires that we review our publication scheme from time to time. As we have adopted the Model Publication Scheme 2014, this means we will review our Guide to Information from time to time.

As a result, we welcome feedback on how we can develop our Guide further. If you would like to comment on any aspect of this Guide to Information, then please contact us.

You may, for example wish to tell us about:

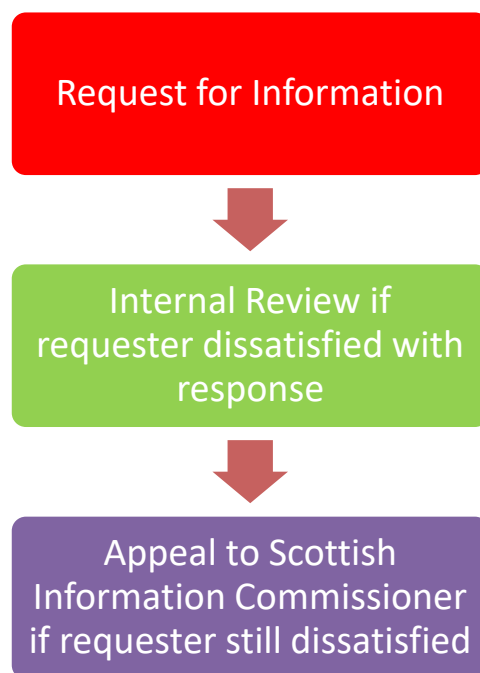
- other information that you would like to see included in the guide
- whether you found the guide easy to use
- whether you found the guide to information useful
- whether our staff were helpful
- other ways in which our guide to information can be improved.

Our aim is to make our Guide to Information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the Guide then please contact us and we will try and resolve your complaint as quickly as possible.

Any complaint will be acknowledged within five working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under the Model Publication Scheme 2014 (as described in this Guide to Information) and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response.

These rights apply only to information requests made in writing<sup>1</sup> or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.



The Commissioner's website has a guide to this three step process, and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm.

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<sup>1</sup> Verbal requests for environmental information carry similar rights

Her office can be contacted as follows:

**Scottish Information Commissioner**

Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

Tel: 01334 464610

Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Website: [www.itspublicknowledge.info/YourRights](http://www.itspublicknowledge.info/YourRights)

All enquiries, feedback and complaints relating to this Guide to Information, or any other aspect of Freedom of Information, Data Protection and the EIRs should be directed to:

Finance & Administration Manager  
Eden Court Theatre,  
Bishops Road,  
Inverness  
IV3 5SA

Email: [request@eden-court.co.uk](mailto:request@eden-court.co.uk)

Administration: 01463 239841

Box Office: 01463 234234

[www.eden-court.co.uk](http://www.eden-court.co.uk)

## **Section 9: How to Access Information which is not available in the Guide to Information**

If the information you are seeking is not available via the Model Publication Scheme 2014 (as described in this Guide) then you may wish to request it from us.

The Act provides you with a right of access to the information we hold, subject to certain exemptions. The EIRs separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold.

Again, these rights are subject to certain exceptions or exemptions. Should you wish to request a copy of any information that we hold that is not available under the Model Publication Scheme 2014 (and described in this Guide), please write to:

Finance & Administration Manager  
Eden Court Theatre,  
Bishops Road,  
Inverness  
IV3 5SA

Email: [request@eden-court.co.uk](mailto:request@eden-court.co.uk)

Administration: 01463 239841

Box Office: 01463 234234

[www.eden-court.co.uk](http://www.eden-court.co.uk)

### **Charges for information which is not available under the scheme:**

The charges for information which is available under Eden Court Theatre's Guide to Information are set out under "Section 5 – Our Charging Policy".

If you submit a request to us for information which is not available in this Guide the charges will be based on the following calculations:

#### ***General information requests:***

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

### **Charges for environmental information:**

Environmental information is provided under the EIRs rather than the Act. The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested, or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage. In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to Eden Court Theatre of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

### **Charge for request for your own personal data**

The charge is a standard fee of £10.00 plus any reproduction and postage costs (both on the same basis as for FOI requests).

## **Section 10: Classes of Information**

### **The classes of information that we publish**

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

#### ***The classes are:***

Class 1: About Eden Court Theatre

Class 2: How we deliver our functions and services

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

Class 4: What we spend and how we spend it

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

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

Class 7: How we are performing

Class 8: Our commercial publications

## CLASS 1: ABOUT EDEN COURT THEATRE

### Class description:

**Information about Eden Court Theatre, 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
<b><i>About Us</i></b>		
Contact Details	Contact details for Eden Court Theatre	<a href="https://eden-court.co.uk/about/our-team">https://eden-court.co.uk/about/our-team</a>
Organisational Chart	Details the organisational structure of Eden Court Theatre.	<a href="https://www.dropbox.com/s/990qomwzzu00cph/Organisational%20Chart.pdf?dl=0">https://www.dropbox.com/s/990qomwzzu00cph/Organisational%20Chart.pdf?dl=0</a>
Our Board	Details who our Board are	<a href="https://eden-court.co.uk/about/our-team">https://eden-court.co.uk/about/our-team</a>
Charitable Trust & Objectives	Information on Eden Court Theatre's charitable status	
Articles of Association	Describes the make-up and purpose of the organisation, what we are here for, governance issues.	<a href="https://www.dropbox.com/s/a192mij2v3vi3g1/EDEN%20COURT%20HIGHLANDS%20memorandum%20and%20articles%20revised%20082.pdf?dl=0">https://www.dropbox.com/s/a192mij2v3vi3g1/EDEN%20COURT%20HIGHLANDS%20memorandum%20and%20articles%20revised%20082.pdf?dl=0</a>  <a href="https://www.dropbox.com/s/b3i6s08lnyhcan4/Eden%20Court%20Trading%20Limited%20Articles%20%2813%2002%202014%29.pdf?dl=0">https://www.dropbox.com/s/b3i6s08lnyhcan4/Eden%20Court%20Trading%20Limited%20Articles%20%2813%2002%202014%29.pdf?dl=0</a>
Committee Roles & Remits	Roles and remits of our committees and subcommittees.	<a href="https://www.dropbox.com/s/pgnjtenus1955ro/Remit%20Audit%20and%20Finance%20Committee%20June%202011.pdf?dl=0">https://www.dropbox.com/s/pgnjtenus1955ro/Remit%20Audit%20and%20Finance%20Committee%20June%202011.pdf?dl=0</a>



News	News about Eden Court Theatre	Latest e news
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.	<a href="https://www.dropbox.com/s/ephqi61vqaohce3/Accountability%20and%20Audit%20Relationships.pdf?dl=0">https://www.dropbox.com/s/ephqi61vqaohce3/Accountability%20and%20Audit%20Relationships.pdf?dl=0</a>
Subsidiary companies	Details of any subsidiary companies wholly owned by Eden Court Theatre.	<a href="https://www.dropbox.com/s/0xys52ga480ormu/Eden%20Court%20Trading%20Limited%20certificate%20of%20incorporation.pdf?dl=0">https://www.dropbox.com/s/0xys52ga480ormu/Eden%20Court%20Trading%20Limited%20certificate%20of%20incorporation.pdf?dl=0</a>
<b><i>External relations and working with others</i></b>		
Sponsorship & Partnership Opportunities	Details on current sponsor partners	<a href="https://www.dropbox.com/s/tc9efijyi24ppqz/Business%20Club%20Members%20%26%20Sponsors%20March%202014.pdf?dl=0">https://www.dropbox.com/s/tc9efijyi24ppqz/Business%20Club%20Members%20%26%20Sponsors%20March%202014.pdf?dl=0</a>
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 of Understanding. Contract information can be found in Class 6.	<a href="https://www.dropbox.com/s/c2fnds8c3ks1y4t/Memorandum%20of%20Understanding%20of%20Understanding%20Bo%20dycurrents.pdf?dl=0">https://www.dropbox.com/s/c2fnds8c3ks1y4t/Memorandum%20of%20Understanding%20of%20Understanding%20Bo%20dycurrents.pdf?dl=0</a>
<b><i>Information on rights, how to make a request</i></b>		
How to complain or make a comment	How to complain or make a comment e.g. complaints policy, and contact details.	<a href="https://eden-court.co.uk/contact">https://eden-court.co.uk/contact</a>
How to make a freedom of information request	How to request information, contacts details for FOI section/unit.	Email: <a href="mailto:request@eden-court.co.uk">request@eden-court.co.uk</a>

How to make a request for personal information	How to apply your rights under the Data Protection Act 2008 & request personal information held by Eden Court Theatre about you.	Email: <a href="mailto:request@eden-court.co.uk">request@eden-court.co.uk</a>
Model Publication Scheme 2014	Eden Court Theatre has adopted the Scottish Information Commissioner's Model Publication Scheme 2014.	<a href="http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/PublicationSchemesModelPublicationSchemes.aspx#model_publication_scheme">http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/PublicationSchemesModelPublicationSchemes.aspx#model_publication_scheme</a>
Guide to Information	Eden Court Theatre Guide to Information it makes available under the Model Publication Scheme 2014.	This document

## 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
Our Venues	Our venues, contact details & facilities	<a href="https://www.eden-court.co.uk/">https://www.eden-court.co.uk/</a>
Our Venues Opening Hours	Opening hours of our venues	<a href="https://eden-court.co.uk/your-visit">https://eden-court.co.uk/your-visit</a>
Venue Timetables and Programmes	Information about the timetables and programmes in each venue showing what's on	<a href="https://eden-court.co.uk/whats-on/calendar">https://eden-court.co.uk/whats-on/calendar</a>
Activities	Details of all activities offered within Eden Court Theatre's venues, including venue hire	<a href="https://eden-court.co.uk">https://eden-court.co.uk</a>
Coaching & Courses	Information on courses available to the public e.g. coaching, workshops and classes.	<a href="https://eden-court.co.uk/whats-on/classes">https://eden-court.co.uk/whats-on/classes</a>
Memberships	Details of all the membership products available and how to join.	<a href="https://eden-court.co.uk/support-us">https://eden-court.co.uk/support-us</a>
Bookings	Details of how to make bookings, including links to online booking system, booking forms, box office details.	<a href="https://eden-court.co.uk/booking-information">https://eden-court.co.uk/booking-information</a>

<p>Corporate policies and procedures for performing statutory functions.</p>	<p>Corporate-wide policies e.g. Child Protection Policy, Safe Swim Guidelines, Health and Safety, Equality, Sustainability etc.</p>	<p><a href="https://www.dropbox.com/s/28czheh94h81bn/Acceptable%20use%20of%20email%20policy.pdf?dl=0">https://www.dropbox.com/s/28czheh94h81bn/Acceptable%20use%20of%20email%20policy.pdf?dl=0</a></p> <p><a href="https://www.dropbox.com/s/ux48nc8hqk4x62r/Disciplinary%20%20Feb%202012.pdf?dl=0">https://www.dropbox.com/s/ux48nc8hqk4x62r/Disciplinary%20%20Feb%202012.pdf?dl=0</a></p> <p><a href="https://www.dropbox.com/s/okwr6vsd54w28e8/EC%20Additional%20Needs%20and%20Vulnerable%20Adults%20Policy%202013.pdf?dl=0">https://www.dropbox.com/s/okwr6vsd54w28e8/EC%20Additional%20Needs%20and%20Vulnerable%20Adults%20Policy%202013.pdf?dl=0</a></p> <p><a href="https://www.dropbox.com/s/ulinbo3wuo1kkkve/EC%20Child%20Protection%20Policy%202013.pdf?dl=0">https://www.dropbox.com/s/ulinbo3wuo1kkkve/EC%20Child%20Protection%20Policy%202013.pdf?dl=0</a></p> <p><a href="https://www.dropbox.com/s/ynpitx8qvc9jhm8/EC%20Child%20Protection%20Guidelines%20for%20Staff%202013.pdf?dl=0">https://www.dropbox.com/s/ynpitx8qvc9jhm8/EC%20Child%20Protection%20Guidelines%20for%20Staff%202013.pdf?dl=0</a></p> <p><a href="https://www.dropbox.com/s/oxqswmnrudmzajk/EC%20Vulnerable%20Adults%20Protection%20Policy%202013.pdf?dl=0">https://www.dropbox.com/s/oxqswmnrudmzajk/EC%20Vulnerable%20Adults%20Protection%20Policy%202013.pdf?dl=0</a></p> <p><a href="https://www.dropbox.com/s/eqf15tmkmsbo4bt/Eden%20Court%20alcohol%20and%20drugs%20policy%20-%20May%202011.pdf?dl=0">https://www.dropbox.com/s/eqf15tmkmsbo4bt/Eden%20Court%20alcohol%20and%20drugs%20policy%20-%20May%202011.pdf?dl=0</a></p> <p><a href="https://www.dropbox.com/s/r28rgeoi3d6gudw/Eden%20Court%20IT%20policy.pdf?dl=0">https://www.dropbox.com/s/r28rgeoi3d6gudw/Eden%20Court%20IT%20policy.pdf?dl=0</a></p> <p><a href="https://www.dropbox.com/s/nd5uin1d9dp631i/Equal%20Opportunities%20Policy%20Dec%202000.pdf?dl=0">https://www.dropbox.com/s/nd5uin1d9dp631i/Equal%20Opportunities%20Policy%20Dec%202000.pdf?dl=0</a></p>
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Pricing/Charges	Details of current charges for Eden Court Theatre, including concession schemes and eligibility criteria.	<a href="https://eden-court.co.uk/booking-information">https://eden-court.co.uk/booking-information</a>
How to access our services	Information on how to access services e.g. for people with disabilities.	<a href="https://eden-court.co.uk/your-visit/access-facilities">https://eden-court.co.uk/your-visit/access-facilities</a>
Jobs at Eden Court Theatre	Our current vacancies	<a href="https://eden-court.co.uk/vacancies">https://eden-court.co.uk/vacancies</a>

### 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.**

<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
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.	Available upon request to: <a href="mailto:request@eden-court.co.uk">request@eden-court.co.uk</a>

## 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.	<a href="https://www.dropbox.com/s/owzllxu44dtwe6m/Annual%20accounts%202013_14.pdf?dl=0">https://www.dropbox.com/s/owzllxu44dtwe6m/Annual%20accounts%202013_14.pdf?dl=0</a>
Auditors Report	Audited annual statements.	<a href="https://www.dropbox.com/s/owzllxu44dtwe6m/Annual%20accounts%202013_14.pdf?dl=0">https://www.dropbox.com/s/owzllxu44dtwe6m/Annual%20accounts%202013_14.pdf?dl=0</a>
Activity Prices	List of current prices/charges for activities in each venue.	<a href="https://eden-court.co.uk/whats-on/classes">https://eden-court.co.uk/whats-on/classes</a>
Expenses Policy & Procedures	Our policy on expenses.	<a href="https://www.dropbox.com/s/vui6fyiocn13w5i/Financial%20regulations%20Feb%202001_authorisation%20list%20Mar14.pdf?dl=0">https://www.dropbox.com/s/vui6fyiocn13w5i/Financial%20regulations%20Feb%202001_authorisation%20list%20Mar14.pdf?dl=0</a>
Board member remuneration	Board member remuneration, other than expenses.	<a href="https://www.dropbox.com/s/owzllxu44dtwe6m/Annual%20accounts%202013_14.pdf?dl=0">https://www.dropbox.com/s/owzllxu44dtwe6m/Annual%20accounts%202013_14.pdf?dl=0</a>

Financial management and administration policies/ procedures	E.g. reserves policy, bad debt management policy, finance manual.	<a href="https://www.dropbox.com/s/vui6fyiocn13w5i/Financial%20regulations%20Feb%202001_au%20authorisation%20list%20Mar14.pdf?dl=0">https://www.dropbox.com/s/vui6fyiocn13w5i/Financial%20regulations%20Feb%202001_au%20authorisation%20list%20Mar14.pdf?dl=0</a>
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.	<a href="https://www.dropbox.com/s/owzllxu44dtwe6m/Annual%20accounts%202013_14.pdf?dl=0">https://www.dropbox.com/s/owzllxu44dtwe6m/Annual%20accounts%202013_14.pdf?dl=0</a>



**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 includes:	Description	How to access it/details of any charges
<b><i>Human Resources – Current Policies</i></b>	List of all HR policies in Eden Court Theatre which are currently in use, and details of how to access them.	Staff Handbook available on request to: <a href="mailto:request@eden-court.co.uk">request@eden-court.co.uk</a>
Alcohol Drugs & Substance Abuse Policy	Outlines support provided to staff if they have issues with alcohol, drug and substance abuse.	<a href="https://www.dropbox.com/s/eqf15tmkmsbo4bt/Eden%20Court%20alcohol%20and%20drugs%20policy%20-%20May%202011.pdf?dl=0">https://www.dropbox.com/s/eqf15tmkmsbo4bt/Eden%20Court%20alcohol%20and%20drugs%20policy%20-%20May%202011.pdf?dl=0</a>
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.	<a href="https://www.dropbox.com/s/ux48nc8hqk4x62r/Disciplinary%20-%20Feb%202012.pdf?dl=0">https://www.dropbox.com/s/ux48nc8hqk4x62r/Disciplinary%20-%20Feb%202012.pdf?dl=0</a>
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.	<a href="https://www.dropbox.com/s/nd5uin1d9dp631i/Equal%20Opportunities%20Policy%20Dec%2000.pdf?dl=0">https://www.dropbox.com/s/nd5uin1d9dp631i/Equal%20Opportunities%20Policy%20Dec%2000.pdf?dl=0</a>

Flexible Working	This policy explains the different types of working arrangements that are in place in Eden Court Theatre and sets out the framework to use for requests to work flexibly.	<a href="https://www.dropbox.com/s/1ij0yvmb6jp4dw5/Family%20Friendly%20Policy.pdf?dl=0">https://www.dropbox.com/s/1ij0yvmb6jp4dw5/Family%20Friendly%20Policy.pdf?dl=0</a>
Information Communication & Technology Policy	The purpose of this policy is to ensure that employees of Eden Court Theatre 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.	<a href="https://www.dropbox.com/s/r28rgeoi3d6gudw/Eden%20Court%20IT%20policy.pdf?dl=0">https://www.dropbox.com/s/r28rgeoi3d6gudw/Eden%20Court%20IT%20policy.pdf?dl=0</a>
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	<a href="https://www.dropbox.com/s/1ij0yvmb6jp4dw5/Family%20Friendly%20Policy.pdf?dl=0">https://www.dropbox.com/s/1ij0yvmb6jp4dw5/Family%20Friendly%20Policy.pdf?dl=0</a>
Recruitment & Selection Policy	The aims of the policy are to promote equality of employment opportunities and the elimination of discrimination in employment.	<a href="https://www.dropbox.com/s/azkqzf096hergds/EqualOps-Employment%20practice.pdf?dl=0">https://www.dropbox.com/s/azkqzf096hergds/EqualOps-Employment%20practice.pdf?dl=0</a>
Relocation Policy	This policy covers employee entitlements to reimbursement toward expenses incurred in moving house to take up a new post with Eden Court Theatre.	<a href="https://www.dropbox.com/s/0txqee2nijtn5k2/Relocation%20policy.pdf?dl=0">https://www.dropbox.com/s/0txqee2nijtn5k2/Relocation%20policy.pdf?dl=0</a>
Special Leave of Absence Policy	Outlines how Eden Court Theatre supports reasonable requests for time off to deal with unexpected situations that arise and may necessitate short periods of leave that can be accommodated within the needs of the service.	<a href="https://www.dropbox.com/s/1ij0yvmb6jp4dw5/Family%20Friendly%20Policy.pdf?dl=0">https://www.dropbox.com/s/1ij0yvmb6jp4dw5/Family%20Friendly%20Policy.pdf?dl=0</a>

Time Off for Union Duties & Activities Policy	Details guidelines on the granting of time off for trade union duties and activities, and on the provision of facilities to assist officials in the exercise of their functions.	<a href="https://www.dropbox.com/s/qnlknme2lsswro3/BECTU%20House%20Agreement.pdf?dl=0">https://www.dropbox.com/s/qnlknme2lsswro3/BECTU%20House%20Agreement.pdf?dl=0</a>
Whistleblowing Policy	Provides guidance to employees on the action to take in disclosing a serious wrongdoing such as fraud or dangerous practices at Eden Court Theatre.	<a href="https://www.dropbox.com/s/hm37bt5fg5qrh6v/Whistleblowing%20policy.pdf?dl=0">https://www.dropbox.com/s/hm37bt5fg5qrh6v/Whistleblowing%20policy.pdf?dl=0</a>
Working Time Policy	Sets out the detail from the Working Time Directive that anyone arranging working patterns needs to be aware of.	
<b>Information Resources</b>		
ICT strategy/policy	Details of our policy for managing ICT.	<a href="https://www.dropbox.com/s/r28rgeoi3d6gudw/Eden%20Court%20IT%20policy.pdf?dl=0">https://www.dropbox.com/s/r28rgeoi3d6gudw/Eden%20Court%20IT%20policy.pdf?dl=0</a>
<b>Health &amp; Safety</b>		
Health & Safety Policy and procedures	Health and safety policies and procedures for Eden Court Theatre	<a href="https://www.dropbox.com/sh/v5t41vxptcl9iyo/Qg335L4toq/HS%20Policy%20June%202010.pdf">https://www.dropbox.com/sh/v5t41vxptcl9iyo/Qg335L4toq/HS%20Policy%20June%202010.pdf</a>
Risk Assessments	Details of risk assessment carried out for Eden Court Theatre's venues.	Available upon request to <a href="mailto:request@eden-court.co.uk">request@eden-court.co.uk</a>
Emergency Action Plans	Emergency Action Plans for Eden Court Theatre	<a href="https://www.dropbox.com/s/qkzvree21ng2ui8/Fire%20and%20Emergency%20Action%20Plan%20Nov%202010.pdf?dl=0">https://www.dropbox.com/s/qkzvree21ng2ui8/Fire%20and%20Emergency%20Action%20Plan%20Nov%202010.pdf?dl=0</a>
<b>Facility Maintenance &amp;</b>		

<b><i>Asset Management</i></b>		
Asbestos Policy Management Plan	Eden Court Theatre's policy and procedures for managing asbestos; details an effective organisational means for controlling the risk to health from asbestos within properties owned by the Highland Council but managed by Eden Court Theatre.	<a href="https://www.dropbox.com/s/fyiwqi5bqcb26al/Asbestos%20Register%20Eden%20Court.pdf?dl=0">https://www.dropbox.com/s/fyiwqi5bqcb26al/Asbestos%20Register%20Eden%20Court.pdf?dl=0</a>
Energy Awareness	Details staff responsibilities for good practice to reduce energy usage	<a href="https://www.dropbox.com/s/zgusc1uc02bac7z/Energy%20awareness.pdf?dl=0">https://www.dropbox.com/s/zgusc1uc02bac7z/Energy%20awareness.pdf?dl=0</a>
<b><i>Employee Relations</i></b>		
Agreement with Trade Unions	Details agreements with Trade Unions	<a href="https://www.dropbox.com/s/qnlknme2lsswro3/BECTU%20House%20Agreement.pdf?dl=0">https://www.dropbox.com/s/qnlknme2lsswro3/BECTU%20House%20Agreement.pdf?dl=0</a>

**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.**

<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
Procurement Policies & Procedures	Eden Court Theatre's procurement policy	<a href="https://www.dropbox.com/s/vui6fyiocn13w5i/Financial%20regulations%20Feb%202001_auuthorisation%20list%20Mar14.pdf?dl=0">https://www.dropbox.com/s/vui6fyiocn13w5i/Financial%20regulations%20Feb%202001_auuthorisation%20list%20Mar14.pdf?dl=0</a>
Become a Service Provider	Details how to become a Service Provider with Eden Court Theatre	Email to: <a href="mailto:admin@eden-court.co.uk">admin@eden-court.co.uk</a>

## 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 Eden Court Theatre's key performance indicators and performance against them.	<a href="https://www.dropbox.com/s/07ptg2z0q8bh6yi/Key%20Performance%20Indicators.pdf?dl=0">https://www.dropbox.com/s/07ptg2z0q8bh6yi/Key%20Performance%20Indicators.pdf?dl=0</a>
Audits & Inspections	Reports from audits and inspections.	<a href="https://www.dropbox.com/s/owzllxu44dtwe6m/Annual%20accounts%202013_14.pdf?dl=0">https://www.dropbox.com/s/owzllxu44dtwe6m/Annual%20accounts%202013_14.pdf?dl=0</a>
Annual Performance Report	Annual report and audited financial statements.	<a href="https://www.dropbox.com/s/owzllxu44dtwe6m/Annual%20accounts%202013_14.pdf?dl=0">https://www.dropbox.com/s/owzllxu44dtwe6m/Annual%20accounts%202013_14.pdf?dl=0</a>

## 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**

**Eden Court Theatre** does not hold or publish any information under this class.