

Assessment report



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Scottish public authority: University of Glasgow
Dates of on-site assessment: 15 and 16 September 2009
Assessors from OSIC: Jill Walker and Claire Stephen
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Appendix 1: Action plan for University of Glasgow

Recommendation	Action	Status	Due	Owner
The University needs to take immediate steps to conduct refresher training for one particular department and its recognition of requests.	University to liaise with department in question to establish level of training required	Pending	Meeting to be scheduled January 2010	DP and FOI Office
It is recommended that the University develops a formal definition of "business as usual" requests and take steps to ensure that this is consistent throughout the University.	University to establish a working group of FOI coordinators to agree a formal and workable definition of "business as usual"	Pending	Meeting to be scheduled January 2010	DP and FOI Office
Alteration of standard letters to provide full instructions as to applicant's right of review and appeal to the Commissioner	Review and revise response templates to include required legal statements/instructions whilst reflecting the University's concern not to overload or confuse applicants with lengthy and legislative explanations.	Achieved		DP and FOI Office



Recommendation	Action	Status	Due	Owner
It is recommended that the University puts in place written procedures for carrying out reviews, highlighting guiding principles.	Document existing and well-established review procedure	Achieved		DP and FOI Office