

Scottish Labour Support Unit

29 March 2017

Dear XXXXX,

Request under The Freedom Of Information (Scotland) Act 2002

Thank you for your Freedom of Information request dated 2 March 2017, in which you requested the following:

I would be grateful if you would supply the following information for VisitScotland:

- 1. How many individuals are recorded as on zero hours contracts.*
- 2. How many individuals have been recorded as on zero hours contracts since 2007.*
- 3. A breakdown of the roles of those employed on zero hours contracts.*
- 4. A full list of employment rights (if any) provided alongside a zero-hours contract.*

We have considered your requests, and can respond as follows:

It is important to note that VisitScotland employs staff on variable hour contracts to operate its network of Visitor Information Centres to accommodate seasonal, weekend and other working rotas.

Since 2015 all staff working variable hours receive a guaranteed fixed number of hours of work per week set out in their contract. Prior to this time variable hour contracts could be interpreted as "zero hour" although in practice staff received a set number of hours each week with the flexibility to work more hours as need arose.

- 1) VisitScotland does not employ any staff on a zero hour contract. Therefore, we cite Section 17 'Notice that Information is Not Held' of the Freedom of Information (Scotland) Act. I can confirm that staff moved to guaranteed hours contract with effect from 1st May 2015
- 2) 987 members of staff were employed on a zero hour contract between 2007 and 2015.
- 3) The roles on zero hours contracts include: Visitor Services Advisor, Seasonal Visitor Services Advisor, Cleaner and Cinema Projectionist.

- 4) As mentioned above, zero hour contracts are no longer in use. Therefore, we cite Section 17 'Notice that Information is Not Held' of the Freedom of Information (Scotland) Act.

We hope this information is helpful to you. If, however, you are not satisfied with our response or the manner in which we have dealt with your application, you may in the first instance contact our Chief Executive, Malcolm Roughead, whose contact details are set out below:

Mr Malcolm Roughead
Chief Executive
VisitScotland
Ocean Point One
94 Ocean Drive
Edinburgh, EH6 6JH
Telephone: 0131 472 2201
Fax: 0131 472 2223
E-mail: malcolm.roughead@visitscotland.com

If you wish to request a review of your application under either the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004, your request should be submitted to us in writing, or another permanent format (for example e-mail or voice recording), and be received by us within 40 days of the date of this letter. Any request for a review should also set out, in as much detail as possible, the reasons why you are not satisfied with our response or the manner in which we have dealt with your application.

If you are still not satisfied with our handling of your application after we have responded to your request for a review, you have a right to apply to the Scottish Information Commissioner for a decision on whether we have dealt with your request in accordance with the Act.

The Scottish Information Commissioner may be contacted at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews, Fife
KY16 9DS
Telephone: 01334 464610
Fax: 01334 464611
E-mail: enquiries@itspublicknowledge.info
Website: www.itspublicknowledge.info/Appeal

You also have the right to appeal to the Court of Session in Scotland on a point of law concerning either our response.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Douglas Keith', with a long horizontal flourish extending to the right.

Douglas Keith
Government and Parliamentary Affairs Executive
VisitScotland