

CLYDESDALE HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: 11 November 2019

At a glance – terms used in this document

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002 <i>Places a duty on those organisations covered to proactively publish certain types of information; and to respond to requests for information; and to provide advice and assistance to those making requests for information.</i>
EIRs	Environmental Information Regulations (Scotland) 2004 <i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i>
SIC	The Scottish Information Commissioner <i>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.</i>
MPS	Model Publication Scheme <i>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)</i>
Guide to Information	<i>A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available</i>
Classes of Information	<i>Nine broad categories describing the types of information authorities should publish (if they hold it).</i>

Background

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all housing associations/co-operatives in Scotland must produce and maintain a publication scheme. This must detail all of the key information that we publish and how you can access it. This Guide to Information is our publication scheme, and contains links to where you can find all of the information listed online.

Clydesdale Housing Association has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been approved by the SIC.

Formats other than online

All of the information listed is available on our website (unless stated), and completely free to access online. However, we understand that not everyone will have online access and where this is the case you can contact us to view this in our office (where this would be convenient).

If you would like a printed copy of any of the information listed, unfortunately we may have to charge a small fee to provide this. This fee will never exceed the cost of photocopying and postage – and we will let you know any total cost before we forward this to you.

Our charges for providing any information detailed in this guide are summarised below:

Format	Charge
Online	Free
View at our office	Free
Print in black and white	10p per A4 side of paper 20p per A3 side of paper
Print in colour	20p per A4 side of paper 40p per A3 side of paper
CD Rom	50p
Posted document/CD Rom	Cost of postage incurred

If you would like to request information that we publish in a format other than online, or arrange a visit to our office to view information, please contact:

Elizabeth Miller, Corporate Services Officer on 01555 665316 or elizabeth.miller@clydesdale-housing.org.uk

Charges for information which is not available under this publication scheme

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 is provided under EIR rather than FOISA.

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.

If 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 based on the actual cost to CHA 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.

Charges for requesting for your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request. We must provide a copy of the information free of charge.

However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests. The fee must be based on the administrative cost of providing the information.

Further information on GDPR can be found on the Information Commissioner's Office website.

Information that we cannot publish

Whilst we will try to make all of the information we have detailed available, in rare cases there may be some information that we cannot make available. For example, sometimes if we were to publish certain Committee minutes, it could reveal personal details about an individual. This would be a breach of Data Protection legislation if we were to do so. When this is the case, we will remove any personal details before publication and highlight where and why we have done so.

For how long will information be published?

We aim, where possible, to publish information for at least the current and previous two financial years. When we review any document – e.g. our policies – to avoid confusion we will only publish the current version once it has been updated.

Copyright and re-use

Where we hold the copyright on our published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied accurately
- It is not used in a misleading context
- The source of the material is identified

Contact us

If you have any queries about anything contained within this Guide to Information, or if there is some information that you cannot find that you would like to access, please contact:

Clydesdale Housing Association
99 High Street
LANARK
ML11 7LN

mail@clydesdale-housing.org.uk

01555 665316

The Information that we make available to you

Under the MPS, the information we provide must be listed under certain “classes” of information. These are the categories of information that are detailed below. As FOI applies to other bodies and sectors across Scotland – such as Scottish Government and Councils for example –this means that not all of the categories in the MPS apply to housing associations/co-operatives.¹

The details of all the information we hold under each of the classes that apply to our organisation, and hyperlinks to access this information when available online, are outlined below.

Information	Where to access
Class 1 – About Clydesdale Housing Association	
<i>Information about Clydesdale Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
Descriptions of who we are	
Vision & Values	About Us Page – Vision & Values
Strategic Objectives	About Us Page – Vision & Values
Area(s) of operation	Locations Page
Key activities; strategic/corporate plan(s)	About Us Page – Vision & Values
Business Plan (or summary)	2019/22 Business Plan
Customer Code/Charter	Customer Focus Policy Standards 190612
Location and opening arrangements	
Address	Contact Us Page
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Contact Us Page
opening times	Contact Us Page
General contact arrangements	Contact Us Page
Contact details for making a complaint	Contact Us Page
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 2)
Contact details and advice on making an FOI request	About Us Page – Freedom of Information
Freedom of Information policies and procedures	Freedom of Information & Environmental Information Policy
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (see Page 3)

¹ In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.

Information	Where to access
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member office-bearing responsibilities when they became an office-bearer 	About Us Page – The Management Committee
Description of the role of the Governing Body <ul style="list-style-type: none"> governance structure chart (including sub-committees and working groups); remits for governing body and any sub-committees 	See Standing Orders
How to become part of the governing body	About Us Page – The Management Committee Management Committee Recruitment Policy
About our staff	
List of senior management team and contact details	About Us Page – Senior Staff Team
Organisational structure	Staff Structure Chart
Governance Documents and Corporate Policies	
Rules/Articles	CHA Rules 2017
Standing Orders	Standing Orders
Membership Policy	Membership Policy
Code of Conduct for Staff	Staff Code of Conduct
Code of Conduct for Governing Body Members	Code of Conduct for Governing Body Members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Entitlements, Payment & Benefits Policy
Register of Interests	Disclosure of Interests Policy
Equal Opportunities Policy	Equal Opportunities Policy
Health and Safety Policy	Health & Safety Policy Statement
Sustainability Policy	Sustainability Policy
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Scottish Housing Regulator details for Clydesdale H.A.
Assurance Statement	2019 Annual Assurance Statement

Information	Where to access
Annual Return on Charter Submission to SHR	Scottish Housing Regulator details for Clydesdale H.A.
Financial Returns to SHR	Scottish Housing Regulator details for Clydesdale H.A.
Charter report to tenants	Downloads Page – Annual Reports
Internal and External Audit arrangements	About Us Page – The Management Committee
Key Partnerships	
Strategic agreements with other organisations	About Us Page - Regulation
Class 2 – How we deliver our functions and services <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
How to use our services	
List of services provided	Living With Us Page
How to report a repair	Repairs Page
Right to Repair information	Repairs Page – Right to Repair
How to apply for a house	SLC Home Options Page
How to get information about tenancy support	Living With Us Page
How to make a complaint	Living With Us Page – Service Complaints & Compliments
How to speak to a housing officer	Contact Us Page
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Get Involved Page – Tenant Participation
Policies and Procedures	
Allocations Policy	Allocations Policy
Adaptations Policy	Adaptations Policy
Asbestos Management Policy	Asbestos Management Policy
Customer Care Policy	Customer Focus Policy & Standards
Privacy Policy	Privacy Policy
Equal Opportunities Policy	Equal Opportunities Policy
Health and Safety Policy and procedures	Health & Safety Policy Statement
Procurement Policy	Corporate Procurement Policy

Information	Where to access
Risk Management Policy	Risk Management Policy
Rent Setting Policy	Rent & Service Charge Policy
Repairs & Maintenance Policy	Repairs & Maintenance Policy
Tenancy Management Policy	Tenancy Management Policy
Tenancy Sustainment Policy	Tenancy Sustainment Policy
Class 3 – How we take decisions and what we have decided <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
Governing Body Meetings	
Governing body meeting minutes	Downloads Page – Committee Minutes
Consultation and Participation	
Tenant Participation Strategy	Tenant Participation Strategy
Consultation reports noting the outcome of any recent consultations with tenants/others	Get Involved Page – Current & Recent Consultations
Tenant Scrutiny Panel composition	Get Involved Page – Tenant Scrutiny Panel
Registered Tenant Organisations	Get Involved Page – Registered Tenant Organisations
Class 4 – What we spend and how we spend it <i>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).</i>	
Information about our accounts and budgets	
Description of funding sources	Downloads Page – Finance Policies and Documents
Audited accounts	Downloads Page – Finance Policies and Documents
Budget policies and procedures	Internal Financial Controls Policy 190227
Budget allocation to key service areas	Rent Consultation Newsletter – November 2018 Annual Report – September 2019
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Downloads Page – Finance Policies and Documents
Capital works programme/plans information (annual programme figure)	Downloads Page – Finance Policies and Documents
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Committee Expenses Policy Staff Expenses Policy

Information	Where to access
Senior staff/governing body member expenses	Downloads Page – Finance Policies and Documents
Board member remuneration other than expenses	Entitlements, Payment & Benefits Policy
Pay and grading structure (levels of pay rather than individual salaries)	Staff Salary Scales 2019/20
General information about staff pension scheme	Downloads Page – Staffing Policies & Documents
Class 5 – How we manage our resources	
Information about how we manage our human, physical and information resources	
Human resources	
Staffing structure	Staff Structure Chart
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • discipline • grievance 	We are full members of Employers in Voluntary Housing (EVH) and follow EVH Terms and Conditions. These are only available to members. More information about EVH can be found by visiting their website at EVH
Performance management	Performance Management Policy
Staff development	Learning & Development Policy
Trade Union information	Unite the Union
Summary of professional organisations/trade bodies of which we are a member	About Us Page – Partners, Regulators & Trade Bodies
Physical Resources	
General description of our land and property holdings	Locations Page
Information Resources	
Records management policy and records management plan, including records retention schedule	Privacy Policy

Information	Where to access
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.	
Our Contractors and suppliers	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	Entitlements, Payment & Benefits Policy
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Entitlements, Payment & Benefits Policy
Information about regulated procurement contracts awarded (value, scope, duration)	See Public Contracts Scotland Webpage - Buyer Details
Our Procurement	
Procurement Policy and procedures	Procurement Policy
Information on how to tender for work and invitations to tender	See Public Contracts Scotland Webpage - Buyer Details
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	See Public Contracts Scotland Webpage - Buyer Details
Links to procurement information we publish on Public Contracts Scotland website	See Public Contracts Scotland Webpage - Buyer Details
Framework Agreements	Not applicable
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report/ARC Report to Tenants	Downloads Page – Annual Reports
Performance Standards/indicators	About Us Page - Performance Downloads Page – Annual Reports
Benchmarking information	Scottish Housing Regulator Statistical Reports
Complaints policy, guidance and forms	Complaints Policy Living With Us Page - Service Complaints & Compliments
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Downloads Page – Annual Reports

Information	Where to access
Tenant scrutiny reports	Get Involved Page – Tenant Scrutiny Panel
Class 8 – Our commercial publications <i>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</i>	
This class does not apply to Clydesdale Housing Association as we do not produce any publications for sale.	Not applicable
Class 9 – Our open data Open data made available by us under the Scottish Government’s Open Data Resource Pack and available under open licence.	
This class does not apply to Clydesdale Housing Association	Not applicable