

CLYDEBANK HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: Feb 2021

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.

Clydebank 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 sheet 20p per A3 sheet
Print in colour	20p per A4 sheet 40p per A3 sheet
CD Rom	£0.50
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: **Scott Graham**

Telephone : 0141 941 1044

email: foi@clydebank-ha.org.uk

Full details of our charging schedule for information can be found here:

<http://clydebank-ha.org.uk/freedom-of-information/>

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 minutes containing sensitive information, 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:

Clydebank Housing Association, 77-83 Kilbowie Road, Clydebank, G81 1BL

info@clydebank-ha.org.uk

0141-941-1044

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.

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 Clydebank Housing Association	
<i>Information about Clydebank 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	
Mission Statement	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/cha-core-values/
Vision	http://clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-business-plan/
Values	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/cha-core-values/
Corporate Objectives	http://clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-business-plan/
Area(s) of operation	http://clydebank-ha.org.uk/cha-properties/
Key activities; strategic/corporate plan(s)	http://clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-business-plan/
Business Plan (or summary)	http://clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-business-plan/
Customer Code/Charter	http://clydebank-ha.org.uk/uploads/2019-07-05-11-14-35-CustomerCarePolicy2019pdf-92081.pdf

Information	Where to access
Location and opening arrangements	
Address	http://clydebank-ha.org.uk/contact-us/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	http://clydebank-ha.org.uk/contact-us/
Opening times	http://clydebank-ha.org.uk/contact-us/
General contact arrangements	http://clydebank-ha.org.uk/contact-us/
Local/area office contact details	http://clydebank-ha.org.uk/contact-us/
Contact details for making a complaint	http://clydebank-ha.org.uk/contact-us/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	http://clydebank-ha.org.uk/freedom-of-information/
Charging Schedule for Published Information	http://clydebank-ha.org.uk/freedom-of-information/
Contact details and advice on making an FOI request	<p>Please note, the information you are looking for may be available without you having to go through the FOI process. Please contact our office in the first instance to request the information or check online at www.clydebank-ha.org.uk</p> <p>If you still wish to go through the FOI route, please use the contact below:</p> <p>Contact: Scott Graham , Data Protection & Compliance Officer, scott@clydebank-ha.org.uk, 0141 941 1044, 77-83 Kilbowie Road, Clydebank G81 1BL</p>
Freedom of Information policies and procedures	https://clydebank-ha.org.uk/downloads/cha-key-policies/

Information	Where to access
Charging Schedule for environmental information provided in response to requests made under EIRs	https://clydebank-ha.org.uk/freedom-of-information/
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> • Names • When they became a governing body member • Professional biographical details • Office-bearing responsibilities • When they became an office-bearer 	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/cha-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 	http://clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-role-of-management-committee/
How to become part of the governing body	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/joining-the-management-committee/
About our staff	
List of senior management team, including professional biography and contact details	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/management-team/
Organisational structure	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/staff/
Governance Documents and Corporate Policies	
Rules/Articles	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/cha-constitutional-documents/
Standing Orders	http://clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-role-of-management-committee/
Membership Policy	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/cha-membership-policy/
Code of Conduct for Staff	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/cha-code-of-conduct/

Information	Where to access
Code of Conduct for Governing Body Members	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/cha-code-of-conduct/
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/entitlements-payments-benefits/
Register of Interests	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/entitlements-payments-benefits/
Equalities Policy	http://clydebank-ha.org.uk/uploads/2019-08-21-11-52-51-EqualityandDiversityPolic-58395.pdf
Health and Safety Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Sustainability Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/our-relationship-with-regulator/
Assurance Statement	https://www.clydebank-ha.org.uk/cha-downloads/assurance-statements/
Annual Return on Charter Submission to SHR	http://clydebank-ha.org.uk/about-us/cha-our-performance/cha-returns-to-the-regulator/
Financial Returns to SHR	http://clydebank-ha.org.uk/about-us/cha-our-performance/cha-returns-to-the-regulator/
Charter report to tenants	http://clydebank-ha.org.uk/cha-downloads/performance-information/
Internal and External Audit arrangements	http://clydebank-ha.org.uk/about-us/cha-our-performance/cha-audit-arrangements/
Group Details	
Details of our subsidiaries/parent organisation	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/cha-subsidiaries/

Information	Where to access
	https://clydebank-ha.org.uk/community/cha-power-ltd/
Key Partnerships	
Strategic agreements with other organisations	http://clydebank-ha.org.uk/about-us/cha-who-we-work-with/cha-key-partnerships/
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	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/
How to report a repair	http://clydebank-ha.org.uk/maintenance/report-a-repair/
Right to Repair information	http://clydebank-ha.org.uk/maintenance/right-to-repair/
How to apply for a house	http://clydebank-ha.org.uk/housing/applying-for-a-house/
How to get information about tenancy support	http://clydebank-ha.org.uk/housing/
How to make a complaint	http://clydebank-ha.org.uk/about-us/making-a-complaint/
How to speak to a housing officer	http://clydebank-ha.org.uk/contact-us/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	http://clydebank-ha.org.uk/get-involved/
Policies and Procedures	
Allocations Policy	https://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Adaptations Policy	https://clydebank-ha.org.uk/cha-downloads/cha-key-policies/

Information	Where to access
Anti-Social Behaviour Policy	https://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Asbestos Management Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Arrears Management Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Asset Management Policy (including stock condition information)	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Customer Care Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Data Protection Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Equality and Diversity Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Estate Management Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Health and Safety Policy and procedures	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/ https://clydebank-ha.org.uk/cha-downloads/cha-key-procedures/
Legionnaires Inspection/Prevention Policy	Included in the Repairs and Maintenance policy http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Procurement Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Risk Management Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/

Information	Where to access
Rent Setting Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Repairs Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Sustainability Policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Tenant Engagement Policy	http://clydebank-ha.org.uk/get-involved/our-tenant-participation-strategy/
Tenancy Sustainment Policy	Available March 2021
Internal procedures relating to above (where available)	http://clydebank-ha.org.uk/cha-downloads/cha-key-procedures/
<p>Class 3 – How we take decisions and what we have decided</p> <p><i>Information about the decisions we take, how we make decisions and how we involve others.</i></p>	
<p>Governing Body Meetings</p>	
Governing body meeting minutes	https://www.clydebank-ha.org.uk/about-us/how-we-make-decisions/minutes-and-reports/
Governing body meeting reports/papers	https://www.clydebank-ha.org.uk/about-us/how-we-make-decisions/minutes-and-reports/
Governing body agendas	https://www.clydebank-ha.org.uk/about-us/how-we-make-decisions/minutes-and-reports/
<p>Consultation and Participation</p>	
Tenant Participation Strategy	http://clydebank-ha.org.uk/get-involved/our-tenant-participation-strategy/
Consultation reports noting the outcome of any recent consultations with tenants/others	https://www.clydebank-ha.org.uk/about-us/how-we-make-decisions/minutes-and-reports/

Information	Where to access
Tenant Scrutiny Panel composition	https://clydebank-ha.org.uk/get-involved/tenant-panel/
Registered Tenant Organisations	http://clydebank-ha.org.uk/get-involved/register-of-tenants-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	http://clydebank-ha.org.uk/about-us/cha-money-and-how-it-is-spent/cha-annual-accounts/
Audited accounts	http://clydebank-ha.org.uk/about-us/cha-money-and-how-it-is-spent/cha-annual-accounts/
Budget policies and procedures	https://clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-role-of-management-committee/
Budget allocation to key service areas	https://clydebank-ha.org.uk/about-us/cha-money-and-how-it-is-spent/annual-budgets/
Our programme of work and projects	
Brief details of any project funding and how it's being spent	https://clydebank-ha.org.uk/about-us/cha-money-and-how-it-is-spent/cha-project-funding/
Capital works programme/plans information (annual programme figure)	https://clydebank-ha.org.uk/maintenance/5-year-plans/
Spending relating to Staff and Governing Body	
Expenses policies and procedures	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/entitlements-payments-benefits/
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/entitlements-payments-benefits/

Information	Where to access
	https://www.clydebank-ha.org.uk/about-us/how-we-make-decisions/minutes-and-reports/
Board member remuneration other than expenses	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/entitlements-payments-benefits/
Pay and grading structure (levels of pay rather than individual salaries)	https://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/entitlements-payments-benefits/
General information about staff pension scheme	https://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/entitlements-payments-benefits/
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Strategy and management of human resources	<p>We subscribe to EVH condition of service.</p> <p>http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/staff/staff-hr-information/</p> <p>http://clydebank-ha.org.uk/downloads/cha-key-policies/</p>
Staffing structure	https://clydebank-ha.org.uk/uploads/2019-11-18-11-02-29-StaffStructure141119pdf-21251.pdf
<p>Human resources policies, covering:</p> <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/staff/staff-hr-information/

Information	Where to access
Internal procedures relating to the above (where available)	Embedded within each policy
Trade Union information	https://clydebank-ha.org.uk/about-us/cha-who-we-work-with/cha-key-partnerships/
Summary of professional organisations/trade bodies of which we are a member	https://clydebank-ha.org.uk/about-us/cha-who-we-work-with/cha-key-partnerships/
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
General description of our land and property holdings	https://clydebank-ha.org.uk/cha-properties/
Estate development plans	https://clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-business-plan/
Information Resources	
Records management policy and records management plan, including records retention schedule	https://clydebank-ha.org.uk/data-protection/
Data protection or privacy policy	http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
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"> • reactive repairs • landscape maintenance • planned/cyclical maintenance 	Included within our Entitlements, Payments & Benefits Policy http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Included within our Entitlements, Payments & Benefits Policy http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/ https://clydebank-ha.org.uk/about-us/cha-who-we-work-with/

Information	Where to access
Information about regulated procurement contracts awarded (value, scope, duration)	https://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/procurement/
Our Procurement	
Procurement Policy and procedures	https://www.clydebank-ha.org.uk/cha-downloads/cha-key-policies/
Information on how to tender for work and invitations to tender	http://clydebank-ha.org.uk/maintenance/
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/procurement/
Links to procurement information we publish on Public Contracts Scotland website	http://clydebank-ha.org.uk/maintenance/
Framework Agreements	https://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/procurement/
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	http://clydebank-ha.org.uk/cha-downloads/cha-annual-reports/
ARC report to tenants	http://clydebank-ha.org.uk/cha-downloads/performance-information/
Performance Standards/indicators	http://clydebank-ha.org.uk/about-us/cha-our-performance/
Benchmarking information	http://clydebank-ha.org.uk/about-us/cha-our-performance/cha-benchmarking-information/ http://clydebank-ha.org.uk/about-us/how-we-make-decisions/minutes-and-reports/
Complaints policy, guidance and forms	http://clydebank-ha.org.uk/about-us/making-a-complaint/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	http://clydebank-ha.org.uk/about-us/how-we-make-decisions/minutes-and-reports/
Tenant scrutiny reports	http://clydebank-ha.org.uk/get-involved/tenant-panel/

Information	Where to access
<p>Class 8 – Our commercial publications</p> <p><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></p>	
<p>This class does not apply to Clydebank Housing Association as we do not produce any publications for sale.</p>	<p>Not applicable</p>
<p>Class 9 – Our open data</p> <p>Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence.</p>	
<p>This class does not apply to Clydebank Housing Association.</p>	<p>Not applicable</p>