

CLOCH HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: 24/10/2019

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.

CLOCH 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, we will provide this free unless you require 10 copies or more. 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	5p per A4 sheet
Print in colour	10p per A4 sheet
CD Rom	25p
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:

Liz Bowden

Tel: 01475 783637

Email: office@clochhousing.org.uk

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 Board 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. As Cloch is new to FOI, we have taken a “day one” approach to many documents and will build up a current year plus two previous years as we progress. However, archive documents we hold may be available on request.

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:

Liz Bowden, Corporate Services Manager

Tel: 01475 783637

Email: office@clochhousing.org.uk

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 and access	Comments
Class 1 - About Cloch Housing Association	
<i>Information about Cloch 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	
Visions and Values	
Corporate Objectives	Currently being developed for 2020
Area(s) of operation	
Key activities; strategic/corporate plan(s)	Currently being developed for 2020
Business Plan (or summary)	
Customer Charter	
Location and opening arrangements	
Address Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate) opening times General contact arrangements local/area office contact details	
Contact details for making a complaint	
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	
Charging Policy and Schedule for Published Information	This is currently a draft and will be fully approved on 19 th November 2019
Contact details and advice on making an FOI request	
Freedom of Information policies and procedures	
Charging Schedule for environmental information provided in response to requests made under EIRs	

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

Information and access	Comments
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 	
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 	
How to become part of the governing body	
About our staff	
List of senior management team, including professional biography and contact details	
Organisational structure	
Governance Documents and Corporate Policies	
Rules/Articles	
Standing Orders	
Membership Policy	
Code of Conduct for Staff	
Code of Conduct for Governing Body Members	
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	
Register of Interests	Under Development
Equalities Policy	
Health and Safety Policy	
Sustainability Policy	Currently not available

Information and access	Comments
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	
Assurance Statement	
Annual Return on Charter Submission to SHR	
Financial Returns to SHR	
Charter report to tenants	
Internal and External Audit arrangements	
Group Details	
Details of our subsidiaries/parent organisation	
Key Partnerships	
Strategic agreements with other organisations	
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	this is clear from the buttons on the front page of the website.
How to report a repair	
Right to Repair information	
How to apply for a house	
How to get information about tenancy support	
How to make a complaint	
How to speak to a housing officer	
How we consult with tenants and other customers to inform and improve service delivery and develop new services	
Policies and Procedures	
Allocations Policy	
Adaptations Policy	Will be available November 2019
Anti-Social Behaviour Policy	

Information and access	Comments
Asbestos Management Policy	
Arrears Management Policy	
Asset Management Policy (including stock condition information)	Will be available in 2020
Customer Care Policy	
Data Protection Policy	
Environmental Information Regulations Policy (EIR)	
Equality and Diversity Policy	
Estate Management Policy	
Health and Safety Policy and procedures	
Legionnaires Inspection/Prevention Policy	
Procurement Policy	
Risk Management Policy	
Rent Setting Policy	
Repairs Policy	
Sustainability Policy	Not yet available
Customer Engagement Strategy	
Tenancy Sustainment Policy	Included in Customer Engagement Strategy
Internal procedures relating to above (where available)	if a procedure is not included within a policy and you wish to see it, please contact the office.
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	
Governing body meeting reports/papers	
Governing body agendas	
Consultation and Participation	
Customer Engagement Strategy	

Information and access	Comments
Consultation reports noting the outcome of any recent consultations with tenants/others	Kitchen Contracts Report
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	
Audited accounts (as above)	
Financial Regulations	
Our programme of work and projects	
Brief details of project funding and how it's being spent	
Capital works programme /plans information (annual programme figure)	
Spending relating to Staff and Governing Body	
Expenses policies and procedures	
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	
Board member remuneration other than expenses	We do not offer remuneration to the Board
Pay and grading structure (levels of pay rather than individual salaries)	
General information about staff pension scheme	
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	
Staffing structure	

Information and access	Comments
Human resources policies, covering: <ul style="list-style-type: none"> • People Strategy • Staff Structure • Recruitment and Selection Policy • Salary and Grading • Retention Document • Pension 	Cloch Provides a Pension Scheme for employees through the Scottish Housing Association Pensions Scheme (SHAPS). A range of pensions are being contributed towards including defined benefits schemes and defined contribution scheme for those staff employed post April 2017.
Internal procedures relating to the above (where available)	If a procedure is not contained within the policy, please request the procedure by contacting the office
Trade Union information	Cloch is part of an umbrella organisation, EVH and they negotiation on T&C's and Salary with the Unite Union
Summary of professional organisations/trade bodies of which we are a member	Cloch staff have their affiliation paid for them to the following professional organisations: Chartered Institute of Housing Chartered Institute of Personnel and Development
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Will be available January 2020
General description of our land and property holdings	
Estate development plans	Currently not used at Cloch
Information Resources	
Records management policy and records management plan, including records retention schedule	
Data protection or privacy policy	
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.	

Information and access	Comments
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 	
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	
Information about regulated procurement contracts awarded (value, scope, duration)	
Our Procurement	
Procurement Policy and procedures	
Information on how to tender for work and invitations to tender	
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	
Links to procurement information we publish on Public Contracts Scotland website	
Framework Agreements	
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	
Performance Standards/indicators	
Benchmarking information	
Complaints policy, guidance and forms	
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	
Tenant scrutiny reports	there is one on Cloch's Kitchen Replacement Programme
Class 8 – Our commercial publications	
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	

Information and access	Comments
This class does not apply to Cloch Housing Association as we do not produce any publications for sale.	
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 Cloch Housing Association	