

# GUIDE TO INFORMATION



LAST REVIEWED: NOVEMBER 2022

## At a glance – terms used in this document

Term Used	Explanation
<b>FOISA</b>	<b>Freedom of Information (Scotland) Act 2002</b> <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>
<b>EIRs</b>	<b>Environmental Information Regulations (Scotland) 2004</b> <i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i>
<b>SIC</b>	<b>The Scottish Information Commissioner</b> <i>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.</i>
<b>MPS</b>	<b>Model Publication Scheme</b> <i>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)</i>
<b>Guide to Information</b>	<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>
<b>Classes of Information</b>	<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.

Shettleston Housing Association and its subsidiary body, Upkeep Shettleston Community Enterprises Ltd (Upkeep) have 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:

<b>Format</b>	<b>Charge</b>
<b>Online</b>	Free
<b>View at our office</b>	Free
<b>Print in black and white</b>	10 p per A4 sheet and 20p per A3 sheet
<b>Print in colour</b>	20 p per A4 sheet and 40p per A3 sheet
<b>CD Rom</b>	£1 per CD-ROM
<b>Posted document/CD Rom</b>	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:

**Jo Farren, HR & Organisation Development Manager** ([FOI@shettleston.co.uk](mailto:FOI@shettleston.co.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 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:

**Postal address:** Helen McGregor House, 65 Pettigrew Street, Shettleston, Glasgow. G32 7XR

**Email address:** [FOI@shettleston.co.uk](mailto:FOI@shettleston.co.uk)

**Telephone:** 0141 753 0511

## 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
<b>CLASS 1 - About Shettleston Housing Association, Upkeep and Shettleston Community Enterprises Ltd (Upkeep)</b>	
<i>Information about Shettleston Housing Association and Upkeep, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
<b>1.1 Descriptions of Who We Are</b>	
Our Purpose	<a href="#">Click here</a>
Vision	<a href="#">Click here</a>
Values	<a href="#">Click here</a>
Strategic Objectives	<a href="#">Click here</a>
Areas of operation	<a href="#">Click here</a>
Business Plan (or summary)	<a href="#">Click here</a>
<b>1.2 Location and Opening Arrangements</b>	
Address	<a href="#">Click here</a>
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	<a href="#">Click here</a>
Opening Times	<a href="#">Click here</a>
General contact arrangements	<a href="#">Click here</a>
Local/Area office contact details	<a href="#">Click here</a>
Contact details for making a complaint	<a href="#">Click here</a>

Information	Where to access
<b>1.3 Information relating to Freedom of Information</b>	
Publication Scheme and Guide to Information	<a href="#">Guide to Information – This document</a>
Charging Schedule for Published Information	<a href="#">Guide to Information – This document</a>
Contact details and advice on making an FOI request	Jo Farren HR & Organisation Development Manager <a href="mailto:FOI@shettleston.co.uk">FOI@shettleston.co.uk</a> 0141 763 0511
Freedom of Information and Environmental Information Policy.	<a href="#">Click here</a>
Charging Schedule for environmental information provided in response to requests made under EIRs	<a href="#">This document</a>
<b>1.4 About our Governing Body</b>	
Information about our Governing Body Members	<b>Shettleston Housing Association:</b> <a href="#">Board of Management</a> - <a href="#">Click here</a> <a href="#">Board of Management Biographies</a> - <a href="#">Click here</a> <a href="#">Board of Management Structure</a> - <a href="#">Click here</a> <b>Upkeep:</b> <a href="#">Board Structure</a> - <a href="#">Click here</a>
How to become part of the governing body	<a href="#">Website - Get involved</a> - <a href="#">Click here</a>
<b>1.5 About Our Staff</b>	
Our Executive Team	<b>Shettleston Housing Association</b> - <a href="#">Click here</a> <b>Upkeep</b> - <a href="#">Click here</a>
Our Organisation's Structures	<b>Shettleston Housing Association</b> - <a href="#">Click here</a> <b>Upkeep</b> - <a href="#">Click here</a>
<b>1.6 Governance Documents and Corporate Policies</b>	
Rules/Articles	<a href="#">Click here</a>
Standing Orders	<a href="#">Click here</a>
Membership Policy	<a href="#">Click here</a>
Code of Conduct for Staff	<b>Shettleston Housing Association</b> - <a href="#">Click here</a> <b>Upkeep</b> - <a href="#">Click here</a>

Information	Where to access
Code of Conduct for Governing Body Members	<a href="#">Click here</a>
Entitlements Payments and Benefits Policy	<a href="#">Click here</a>
Register of Interests	Available on request.
Equalities Policy	<a href="#">Click here</a>
Health and Safety Policy	<a href="#">Click here</a>
Sustainability Policy	<a href="#">Click here</a>
<b>1.7 Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	<a href="#">Click here</a>
Assurance Statement	<a href="#">Click here</a>
Annual Return on Charter Submission to SHR	<a href="#">Click here</a>
Financial Returns to SHR	Shettleston Housing Association - <a href="#">Click here</a> Upkeep - <a href="#">Click here</a>
Charter report to tenants	<a href="#">Click here</a>
Internal Auditors	Wylie & Bisset - <a href="#">Click here</a>
External Auditors	Azets - <a href="#">Click here</a>
<b>1.8 Group Details</b>	
Details of our subsidiaries/parent organisation	<a href="#">Upkeep</a> (Shettleston Community Enterprises Ltd) <a href="#">East End Housing Development</a>
<b>1.9 Key Partnerships</b>	
Strategic agreements with other organisations	Glasgow City Council - <a href="#">Click here</a> Scottish Housing Regulator - <a href="#">Click here</a> Royal Bank of Scotland - <a href="#">Click here</a> Upkeep - <a href="#">Click here</a> Scottish Housing Network - <a href="#">Click here</a> Community Safety Glasgow - <a href="#">Click here</a>

Information	Where to access
<b>CLASS 2 - How We Deliver our Functions and Services</b>	
<i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
<b>2.1 How to use our services</b>	
List of services provided	<a href="#">Click here</a>
How to report a repair	<a href="#">Click here</a>
Right to Repair information	<a href="#">Click here</a>
How to apply for a house	<a href="#">Click here</a>
How to get information about tenancy support	<a href="#">Click here</a>
How to make a complaint	<a href="#">Click here</a>
How to speak to a housing officer	<a href="#">Click here</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<a href="#">Click here</a>
<b>2.2 Policies and Procedures</b>	
Allocations Policy	<a href="#">Click here</a>
Anti-Social Behaviour Policy	<a href="#">Click here</a>
Asbestos Management Plan	<a href="#">Click here</a>
Arrears Management Policy	<a href="#">Click here</a>
Stock Condition Information	Available on request
Data Protection Policy	<a href="#">Click here</a>
Equality and Diversity Policy	<a href="#">Click here</a>
Estate Management Policy	<a href="#">Click here</a>
Health and Safety Policy and procedures	<a href="#">Click here</a>
Legionnaires Management Plan	<a href="#">Click here</a>
Procurement Policy	<a href="#">Click here</a>
Risk Management Policy	<a href="#">Click here</a>
Rent Setting Policy	<a href="#">Click here</a>
Repairs Policy	<a href="#">Click here</a>
Sustainability Policy	<a href="#">Click here</a>
Tenant Engagement Policy	<a href="#">Click here</a>
Tenancy Sustainment Policy	Available on request

Information	Where to access
<b>CLASS 3 - How We Take Decisions and What We Have Decided</b> <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
<b>3.1 Governing Body Meetings</b>	
Governing Body Meeting Minutes	<a href="#">Available on request</a>
Governing Body Meeting Reports/Papers	<a href="#">Available on request</a>
Governing Body Agendas	<a href="#">Click here</a>
<b>3.2 Consultation and Participation</b>	
Tenant Participation Strategy	<a href="#">Click here</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	<a href="#">Available on request</a>
<b>CLASS 4 - What We Spend and How We Spend it</b> <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>	
<b>4.1 Information About Our Accounts and Budgets</b>	
Description of Funding Sources	<a href="#">Click here</a>
Audited Accounts	Shettleston Housing Association - <a href="#">Click here</a> Upkeep - <a href="#">Click here</a>
Budget allocation to key service areas	<a href="#">Available on request</a>
<b>4.2 Our Programme of Work and Projects</b>	
<b>Brief details of any project funding</b> and how it's being spent	<a href="#">Click here</a>
<b>Capital works programme/plans</b> information (annual programme figure)	<a href="#">Click here</a>
<b>4.3 Spending relating to Staff and Governing Body</b>	
Staff and governing body Expenses policies	<a href="#">Click here</a>
Pay and grading structure (levels of pay rather than individual salaries)	Shettleston Housing Association - <a href="#">Click here</a> Upkeep - <a href="#">Click here</a>
General information about staff pension scheme	Scottish Housing Associations Pension Scheme <a href="#">Click here</a>

Information	Where to access
<p><b>CLASS 5 - How We Manage Our Resources</b></p> <p>Information about how we manage our human, physical and information resources</p>	
<p><b>5.1 Human Resources</b></p>	
Staffing Structure	<a href="#">Click here</a>
Human resources policies: <ul style="list-style-type: none"> <li>• EVH Terms &amp; conditions</li> </ul>	SHA - <a href="#">Click here</a> Upkeep - <a href="#">Click here</a>
<ul style="list-style-type: none"> <li>• Recruitment Policy</li> </ul>	<a href="#">Click here</a>
<ul style="list-style-type: none"> <li>• Staff learning and development policy</li> </ul>	<a href="#">Click here</a>
<ul style="list-style-type: none"> <li>• Maintenance and retention of staff records</li> </ul>	<a href="#">Click here</a>
Trade Union information	Unite - <a href="#">Click here</a>
Summary of professional organisations/trade bodies of which we are a member	Scotland Excel - <a href="#">Click here</a> CIH - <a href="#">Click here</a> SFHA - <a href="#">Click here</a> EVH - <a href="#">Click here</a> TPAS - <a href="#">Click here</a>
<p><b>5.2 Physical Resources</b></p>	
Management of our land and property assets, including environmental/sustainability reports	Maintenance Policy - <a href="#">Click here</a> Sustainability Policy - <a href="#">Click here</a>
General description of our land and property holdings	<a href="#">Click here</a>
Estate development plans	Available on request
<p><b>5.3 Information Resources</b></p>	
Records management policy and records management plan, including records retention schedule	<a href="#">Click here</a>
Data protection or privacy policy	<a href="#">Click here</a>



Information	Where to access
<b>CLASS 6 - How we procure goods and services from external providers</b>	
Information about how we procure works, goods and services, and our contracts with external providers.	
<b>6.1 Our Contractors and suppliers</b>	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> <li>responsive repairs</li> <li>landscape maintenance</li> <li>planned/cyclical maintenance</li> </ul>	Upkeep - <a href="#">Click here</a> City Technical Services - <a href="#">Click here</a> MCN - <a href="#">Click here</a>
List of current contractors and suppliers:	SHA - <a href="#">Click here</a> Upkeep - <a href="#">Click here</a>
Information about regulated procurement contracts awarded (value, scope, duration)	<a href="#">Click here</a>
<b>6.2 Our Procurement</b>	
Our Strategy, including a register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value.	Procurement Strategy - <a href="#">Click here</a>
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland - <a href="#">Click here</a>
Framework Agreements	Scotland Excel - <a href="#">Click here</a>
	Procurement Strategy - <a href="#">Click here</a>
<b>CLASS 7 - How We Are Performing</b>	
Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	<a href="#">Click here</a>
ARC report to tenants	<a href="#">Click here</a>
Performance Standards/indicators	KPIs for 2019/20 - <a href="#">Click here</a>
Benchmarking information	<a href="#">Click here</a>
Complaints policy, guidance and forms	Available on request

Information	Where to access
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	<a href="#">Click here</a>
<p><b>CLASS 8 - Our Commercial Publications</b></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>	
This class does not apply to Shettleston Housing Association or its subsidiary Upkeep as we do not produce any publications for sale.	Not applicable
<p><b>CLASS 9 - Our Open Data</b></p> <p>Open data made available by us under the Scottish Government's <a href="#">Open Data Resource Pack</a> and available under open licence.</p>	
This class does not apply to Shettleston Housing Association its subsidiary Upkeep as we do no hold or publish any information under this class	Not applicable