

Elderpark Housing Association's Guide to Information Available through the Model Publication Scheme 2019

At a glance – terms used in this document

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

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.

Elderpark 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
USB drive	£1
Posted document/USB drive	Cost of postage incurred

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

Environmental information is provided under the EIRs 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 Edinburgh Leisure of providing the information.

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.

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:

Elderpark Housing Association
31 Garmouth Street
Glasgow
G51 3PR

T: 0141 440 2244

E: foi@elderpark.org

W: www.elderpark.org

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:

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31 Garmouth Street
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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.⁹

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 Elderpark Housing Association	
<i>Information about Elderpark 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	Click Here for Mission Statement
Vision	Click Here for Vision
Values	Click Here for Values
Corporate Objectives	Click Here for Corporate Objectives
Area(s) of operation	Click Here for Areas of Operation
Key activities; strategic/corporate plan(s)	Click Here for Key Activities
Business Plan (or summary)	Click Here for Business Plan
Location and opening arrangements	
Address	31 Garmouth Street, Glasgow, G51 3PR
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	0141 440 2244 Admin@elderpark.org
Opening times	admin@elderpark.org
General contact arrangements	Phone/email/In person
local/area office contact details	T - 0141 440 2244 E - Admin@elderpark.org
Contact details for making a complaint	Click Here for Complaints Form
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	This Document (See Page 3)

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

Information	Where to access
Freedom of Information policies and procedures	Click Here for Freedom of Information Policies and procedures
Charging Schedule for environmental information provided in response to requests made under EIRs	This Document (See Page 3)
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 	Click Here for Governing Body Information
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 	Click Here for Governance Structure
How to become part of the governing body	Click Here for Membership Information
About our staff	
List of senior management team, including professional biography and contact details	Click Here for Our Staff
Organisational structure	Click Here for Staff Structure
Governance Documents and Corporate Policies	
Rules/Articles	Click Here for Rules/ Articles
Standing Orders	Click Here for Standing Orders
Membership Policy	Click Here for Membership policy
Code of Conduct for Staff	Click Here for Staff Code of Conduct
Code of Conduct for Governing Body Members	Click Here for Member Code of Conduct

Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Click Here for Entitlements Payments and Benefits Policy
Register of Interests	Click Here for Registers of Interests
Equalities Policy	
Health and Safety Policy	Health and Safety Policy
Sustainability Policy	Click Here for Sustainability Policy

Information	Where to access
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Click Here for Engagement Plan with SHR
Assurance Statement	Click Here for Assurance Statement
Annual Return on Charter Submission to SHR	Click Here for ARC submission to SHR
Financial Returns to SHR To be uploaded to web	Click Here for SHR Return
Charter report to tenants	Click Here for Charter report
Internal and External Audit arrangements	External Auditor – French Duncan Internal Auditor - Alexander Sloan
Key Partnerships	
Strategic agreements with other organisations	Click Here for Strategic Agreements
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	Click Here for Services Provided
How to report a repair	Click Here for How To Report a Repair

Right to Repair information	Click Here for Right to Repair Policy
How to apply for a house	Click Here to Apply for a Home
How to get information about tenancy support	Click Here for Tenancy Support Information
How to make a complaint	Click Here for Information on Making a Complaint
How to speak to a housing officer	Click Here to find your Housing Officer
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Click Here to Get Involved
Policies and Procedures	
Allocations Policy	Click Here for Allocations Policy
Adaptations Policy	Click Here for Adaptations Policy
Anti-Social Behaviour Policy	Click Here for Anti Social behaviour Policy

Information	Where to access
Asbestos Management Policy	Click Here for Asbestos Management Policy
Arrears Management Policy	Click Here for Arrears Management Policy
Asset Management Policy (including stock condition information)	Click Here for Asset Management
Customer Care Policy	
Data Protection Policy	Click Here for Privacy Policy
Equality and Diversity Policy	
Estate Management Policy	Click Here for Estate Management Policy

Health and Safety Policy and procedures	Click Here for Health and Safety Policy
Legionnaires Inspection/Prevention Policy	Click Here for Legionnaires/ Prevention Policy
Procurement Policy	Click Here for Procurement Policy
Risk Management Policy	
Rent Setting Policy	Click Here for Rent policy
Repairs Policy	Click Here for Repairs Policy
Sustainability Policy	Click Here for Sustainability Policy
Tenant Engagement Policy	Click Here for Tenancy Participation Policy
Tenancy Sustainment Policy	Click Here for Tenancy Sustainability Policy
Internal procedures relating to above (where available)	N/A
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	
Information	Where to access
Tenant Participation Strategy	Click Here for Tenant Participation Strategy
Consultation reports noting the outcome of any recent consultations with tenants/others	Click Here for Outcome on Allocation Report Click Here for Rent Consultation 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	Click Here for Funding sources in Annual Report
Audited accounts	Click Here for Audited Accounts
Budget policies and procedures	Click Here for Budget policies and procedures
Budget allocation to key service areas	Click Here for Budget Allocation to Key Service Areas
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Click Here for Details on Project Funding
Capital works programme/plans information (annual programme figure)	Click Here for Capital Works Information Click Here for Financial Spend Information
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Click Here for Payments and Benefits Policy
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Click Here for Senior Manager/ Committee Expenses
Board member remuneration other than expenses	N/A
Pay and grading structure (levels of pay rather than individual salaries)	
General information about staff pension scheme	Click Here for Pension Information
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	Click Here for Staff Structure
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Information	Where to access
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	Click Here for Conditions of Service Click for Maintenance & Retention of Staff Records
Internal procedures relating to the above (where available)	N/A
Trade Union information	Click Here for Trade Union Information
Summary of professional organisations/trade bodies of which we are a member	SHARE Scottish Federation of Housing Associations Glasgow and West of Scotland Forum Employers in Voluntary Housing Positive Action in Housing
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Click Here for Estate Management Click Here for Improvement Programme
General description of our land and property holdings	Click Here for General Information

Estate development plans	Click Here for Development Plans
Information Resources	
Records management policy and records management plan, including records retention schedule	Click Here for Records Management Policy
Data protection or privacy policy	Click Here for Data Protection 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	Where to access
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 	Click Here for Contractor Information
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	N/A
Information about regulated procurement contracts awarded (value, scope, duration)	Click Here for Procurement Scotland
Our Procurement	
Procurement Policy and procedures	Click Here for Procurement Policy and Procedures
Information on how to tender for work and invitations to tender	Click Here for Procurement Policy and Procedures
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Click Here for Information about regulated procurement
Links to procurement information we publish on Public Contracts Scotland website	Click Here for Procurement Scotland
Framework Agreements	Northern Housing Consortium Crown Commercial Services HP Business to Business XMA

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	Click Here for Annual Report
ARC report to tenants	Click Here for Annual Report
Performance Standards/indicators	Scottish Housing Regulator
Benchmarking information	Click Here for Benchmarking Information
Complaints policy, guidance and forms	Click Here for Complaints and Guidance Forms Click Here for Complaints Policy
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Click Here for Complaints Summary
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 Elderpark Housing Association as we do not produce any publications for sale.	N/A

Information	Where to access
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 Elderpark Housing Association	N/A