



**GUIDE TO INFORMATION - AVAILABLE THROUGH THE
MODEL PUBLICATION SCHEME 2021**



Contents	
Terms Used	3
About CHA	3
Our Management Committee	4
Organisation Structure	4
Our Management Team	4
Introduction to CHA's Guide to Information	4
The Model Publication Scheme Principles	5
Principle One: Availability and formats	5
Advice and assistance:	6
Principle Two: Exempt information	6
Principle Three: Copyright and re-use	6
Principle Four: Charges	6
Black & White Photocopying	6
Colour Photocopying	7
Alternative Formats.	7
Postage Costs	7
Charges for information which is not available under the scheme	7
General information requests	7
Charges for Environmental Information	8
Charge for request for your own personal data	8
Principle 5: Contact Details	9
Principle 6: Duration	9
Records Management Policy	9
Classes of Information	10
The classes of information that we publish	10
Class 1: About CHA	11
Class 2: How We Deliver Our Functions and Services	13
Class 3: How We Take Decisions and What We Have Decided.	14
Class 4: What We Spend and How We Spend It.	14
Class 5: How We Manage Our Human, Physical and Information Resources	15
Class 6: How We Procure Goods and Services from External Providers.	16
Class 7: How We Are Performing	17
Class 8: Our Commercial Publication	17
Class 9: Our Open Data.	17

Terms Used

Term Used	Explanation
FOISA	The Freedom of Information (Scotland) Act 2002
EIRs	The Environmental Information (Scotland) Regulations 2004
Model Publication Scheme	A standard framework for authorities to publish information under FOISA approved by the Scottish Information Commissioner
MPS	The Model Publication Scheme
Guide to Information	A guide that every public authority adopting the MPS must produce to help people access the information it makes available
MPS Principles	The six key principles with which all information published under the MPS must comply
Classes of Information	Nine broad categories describing the types of information authorities must publish (if they hold it)

About CHA

As a charitable Registered Social Landlord (Charity Registration SC034228), we were established in 1987 by a voluntary committee of local people concerned about the poor condition of houses in some of the remote villages of Clydesdale and about the shortage of rented housing in the area. The committee also wished to halt the economic decline in the remoter areas and to help make them viable communities again.

Following initial improvements to housing in three villages, we commenced a new-build development program and to date have completed 27 projects in 16 towns and villages throughout rural South Lanarkshire. Since 1987 over £30m of housing investment has been channelled through the Association - we have built over six hundred houses.

Over 150 former Scottish Homes tenants in Lanark, Rigside, Kirkmuirhill and Carluke transferred their tenancies to the Association in 2002 and 2003.

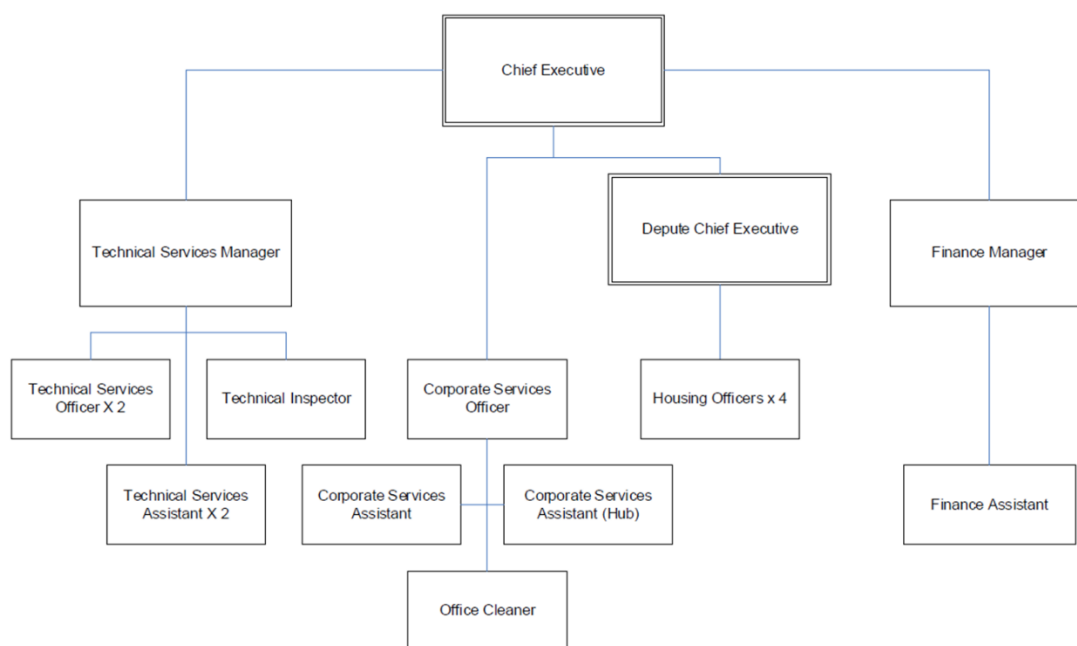
We have over 120 shareholder members and we own and manage over 740 properties throughout the Clydesdale area of rural South Lanarkshire. We employ eighteen staff.

Our Management Committee

Our Management Committee provides the strategic direction for CHA and ensures that we maintain the highest level of standards and performance, meeting at least twelve times per year.

Organisation Structure

The Management Committee meets twelve times a year with the Senior Management Team. Decisions are taken to set the overall strategy for CHA as well as to monitor its activities. The Management are charged with the task of implementing these decisions.



Introduction to CHA's Guide to Information

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner and publish information in accordance with that scheme. The publication scheme must:

- publish the classes of information that the authority makes routinely available.
- tell the public how to access the information and whether information is available free of charge or on payment.

CHA has been designated as a Scottish Public Authority by an order made under section 5 of the Act, known as the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2013.

CHA has adopted the [Model Publication Scheme 2018 \(MPS\)](#) (updated March 2021) which has been produced and approved by the Scottish Information Commissioner. The MPS is a standard framework for Scottish public authorities to publish the information they hold.

You can see this scheme on our website [here](#) . You can also contact us at mail@clydesdale-housing.org.uk or by using our [Contact Form](#) if you prefer a copy to be provided to you in another format.

The Model Publication Scheme is also available on the Scottish Information Commissioner's website. Click [It's Public Knowledge](#) to access.

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for CHA in relation to each class in the Model Publication Scheme 2018 (Updated March 2021)
- state what charges may be applied.
- explain how to find the information easily.
- provide contact details for enquiries and to get help with access to the information.
- explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

The Model Publication Scheme Principles

The MPS imposes six principles which govern the way we must make our information available through our Guide to Information:

- Principle 1: Availability and formats
- Principle 2: Exempt information
- Principle 3: Copyright and re-use
- Principle 4: Charges
- Principle 5: Contact Details
- Principle 6: Duration

Principle One: Availability and formats

The information published through the MPS is, wherever possible, available on our website. In the Classes of Information section, select the class required.

We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see “Principle 4: Charges”).

Advice and assistance:

If you have any difficulty identifying the information you want to access, then please contact us to help you.

Clydesdale Housing Association
39 North Vennel
Lanark
South Lanarkshire
ML11 7PT
T: 0808 175 6288
E: mail@clydesdale-housing.org.uk

Principle Two: Exempt information

We will publish all the information we hold that falls within the classes of information. If a document contains information that is exempt under Scotland's freedom of Information laws (for example sensitive personal information or a trade secret), we will remove or redact (black out) the information before publication and explain why.

Principle Three: Copyright and re-use

Where CHA holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied or reproduced accurately.
- It is not used in a misleading context, and
- The source of the material is identified.

Where CHA does not hold copyright in information we publish, we will make this clear.

Principle Four: Charges

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises.

We may charge for providing information to you, but we will charge you no more than it costs us to do so. We will always tell you what the cost is before providing the information to you.

Our photocopying charge per side of paper is shown in the tables below:

Black & White Photocopying

Size of Paper	Pence per sheet
A4	10p
A3	20p

Colour Photocopying

Size of Paper	Pence per sheet
A4	20p
A3	40p

Alternative Formats

Format	Charge
Computer Discs	50p per CD-ROM

Postage Costs

Postage costs will be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run.

We do not pass on any other costs to you in relation to our published information.

Charges for information which is not available under the 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 based on 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.
- If 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 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 based on 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.

Charge for request for your own personal data

There is no charge for requesting your own personal data under the UK General Data Protection Regulation (UK 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 UK GDPR can be found on the Information Commissioner's Office website. Click [here](#) to access.

Principle 5: Contact Details

You can contact us for assistance about any aspect of this publication scheme or help to find and request information.

Clydesdale Housing Association
39 North Vennel
Lanark
South Lanarkshire
ML11 7PT

T: 0808 175 6288

E: mail@clydesdale-housing.org.uk

W: <https://www.clydesdale-housing.org.uk>

We will also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of the publication scheme.

If you wish to make a request for information not contained in the publication scheme, you can also click on this link and complete our online [contact form](#)

Principle 6: Duration

Once published through the Guide to Information, the Information will be available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available (previous versions may be requested from CHA under section 1 (1_) of FOISA). Our Guide to Information will contain a 'last reviewed' date showing when the document was last reviewed, to ensure it contains the most up to date information.

Records Management Policy

CHA regards its records as a major asset. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business, and legal responsibilities. CHA Records Management Policy can be found in Classes of Information - Class 5.

Classes of Information

We publish all the information that we hold within the following classes. Once information is published under a class, we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Class 1: About CHA

Class 2: How we deliver our functions and services

Class 3: How we take decisions and what we have decided

Class 4: What we spend and how we spend it.

Class 5: How we manage our human, physical and information resources

Class 6: How we procure goods and services from external providers

Class 7: How we are performing

Class 8: Our commercial publications

Class 9: Our open data

Class 1 – About Clydesdale Housing Association

Information about Clydesdale Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.

Descriptions of who we are	
Vision & Values	Vision and Values
Strategic Objectives	Vision and Values
Area(s) of operation	Our locations
Key activities; strategic/corporate plan(s)	Visions and Values
Business Plan (or summary)	
Customer Code/Charter	Customer Focus Policy & Standards
Location and opening arrangements	
Address	Contact us
Telephone number and e-mail address for general enquiries (and dedicated lines were appropriate)	Contact us
opening times	Contact us
General contact arrangements	Contact us
Contact details for making a complaint	Contact us
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 6)
Contact details and advice on making an FOI request	FOI request form
Freedom of Information policies and procedures	Freedom of Information and Environmental Information Policy
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (see Page 8)

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 	Our Management Committee
Description of the role of the Governing Body governance structure chart (including sub-committees and working groups); remit for governing body and any sub- committees	Our Standing Orders
How to become part of the governing body	How to become a Management Committee Member
About our staff	
List of senior management team and contact details	Our Senior Management Team
Organizational structure	Our staff structure
Governance Documents and Corporate Policies	
Rules/Articles	Our Rules
Standing Orders	Our Standing Orders
Membership Policy	Our Membership Policy
Code of Conduct for Staff	Code of Conduct for Staff
Code of Conduct for Governing Body Members	Governing Body Code of Conduct
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Entitlements, Payments, and Benefits Policy
Register of Interests	
Equal Opportunities Policy	Equal Opportunities Policy
Health and Safety Policy	Health & Safety Statement
Sustainability Policy	Environmental Policy
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Our 2023-24 Engagement Plan
Assurance Statement	Our latest Assurance Statement

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	Annual Reports
Internal and External Audit arrangements	Financial Policies & Documents
Key Partnerships	
Strategic agreements with other organisations	Partners, Regulators & Trade Bodies

Class 2 - How we deliver our functions and services.

Information about our work, our strategy, and policies for delivering services and information for our service users.

How to use our services	
List of services provided	Living with Us
How to report a repair	Reporting a repair
Right to Repair information	Right to repair
How to apply for a house	Apply for a house on-line
How to get information about tenancy support	Living with Us
How to make a complaint	Service Complaints & Compliments
How to speak to a housing officer	Contact us
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Get involved
Policies and Procedures	
Allocations Policy	Allocation's Policy
Adaptations Policy	Stage 3 Medical 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	Procurement Policy & Strategy

Risk Management Policy	UNDER REVIEW
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.

Information about the decisions we take, how we make decisions and how we involve others.

Governing Body Meetings	
Governing body meeting minutes	Management Committee minutes of meetings
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.

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 been spent).

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 program of work and projects	
Brief details of any project funding and how it is being spent	Downloads Page – Finance Policies and Documents
Capital works program/plans information (annual program figure)	Downloads Page – Finance Policies and Documents
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Committee Expenses Policy Staff Expenses Policy
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

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
Tenant scrutiny reports	Get Involved Page – Tenant Scrutiny Panel

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

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
-------------------------------------------------------------	----------------