Kingsridge Cleddans Housing Association

Guide to Information
(FOISA & EIR)

Implemented	29 October 2019
Next Review	27 October 2020

Kingsridge Cleddans Housing Association

Guide to Information Implemented November 2019

At a glance – terms used in this document

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

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.

Kingsridge Cleddans 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 and free to access online. 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.

If you would like a printed copy of any of the information listed, 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:

Reproduction Costs	
Online or Office	Free
Black & White copy	10p per A4 sheet
Colour copy	30p per A4 sheet
Large scale black & white	£1.50 per A3 sheet
Computer Disks	
Computer disks	£1 per CD-ROM/DVD
Postage	Charged at the cost to the Council of sending the information by first class post

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 a member of staff at the office.

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:

Kingsridge Cleddans Housing Association
Unit 2/3 K.C.E.D.G.
Commercial centre
Ladyloan Place
Glasgow
G15 8LB
Tel: 0141 944 3881
foi@kc-ha.com

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.

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 Kingsridge Cleddans Housing Association	
Descriptions of who we are	
Mission Statement; Vision; Values and Objectives	https://kc-ha.com/about-us/
Area of operation	https://kc-ha.com/our-housing-stock/
Key activities; strategic/corporate plan(s)	https://kc-ha.com/about-us/
Location and opening arrangements	
Address	https://kc-ha.com/contact-us/
Telephone number and e- mail address for general enquiries	https://kc-ha.com/contact-us/
Opening times	https://kc-ha.com/contact-us/
General contact	https://kc-ha.com/contact-us/
Contact details for making a complaint	admin@kc-ha.com
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	https://kc-ha.com/freedom-of-information/
Charging Schedule for Published Information	https://kc-ha.com/freedom-of-information/
Contact details and advice on making an FOI request	https://kc-ha.com/freedom-of-information/
Freedom of Information policies and procedures	https://kc-ha.com/document-library/
Charging Schedule for environmental information provided in response to requests made under EIRs	https://kc-ha.com/freedom-of-information/

About our Committee	
List of Committee • Names • When they became a governing body member • Office-bearing responsibilities • When they became an office-bearer	https://kc-ha.com/committee-members/
Description of the role of the Committee • Role of Management Committee	https://kc-ha.com/committee-members/
How to become part of the Management Committee	https://kc-ha.com/committee-members/
About our staff	
List of senior management team, including professional biography and contact details	https://kc-ha.com/about-us/
Organisational structure	https://kc-ha.com/contact-us/
Governance Documents and Corporate Policies	
Rules/Articles	https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=F9D48264-CFA9-E311-93F1-005056B555E6
Standing Orders	https://kc-ha.com/document-library/
Membership Policy	https://kc-ha.com/document-library/
Code of Conduct for Staff	https://kc-ha.com/document-library/
Code of Conduct for Governing Body Members	https://kc-ha.com/document-library/
Entitlements Payments and Benefits Policy (including arrangements for payments for expenses and subsistence)	https://kc-ha.com/document-library/
Register of Interests	On request
Equalities Policy	https://kc-ha.com/document-library/
Health and Safety Policy	https://kc-ha.com/document-library/
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://directory.scottishhousingregulator.gov.uk/2019%20Documents/Kingsridge%20Cleddans%20Housing%20Association%20Ltd%20EP.pdf

Assurance Statement	https://directory.scottishhousingregulat or.gov.uk/pages/landlord.aspx?LAtoZ NameQS=F9D48264-CFA9-E311-93F1-005056B555E6
Annual Return on the Charter (ARC) Submission to SHR	https://directory.scottishhousingregulat or.gov.uk/pages/landlord.aspx?LAtoZN ameQS=F9D48264-CFA9-E311-93F1-005056B555E6
Financial Returns to SHR	https://directory.scottishhousingregulator .gov.uk/pages/landlord.aspx?LAtoZNam eQS=F9D48264-CFA9-E311-93F1-005056B555E6
Charter report to tenants	https://directory.scottishhousingregulator .gov.uk/pages/landlord.aspx?LAtoZNam eQS=F9D48264-CFA9-E311-93F1-005056B555E6
Internal Audit arrangements	https://quinninternalaudit.com/
External Audit arrangements	https://www.chiene.co.uk/
Key Partnerships	
Strategic agreements with other organisations	None
Class 2 – How we deliver our functions and services	
How to use our services	
List of services provided	https://kc-ha.com/about-us/
How to report a repair	https://kc-ha.com/report-a-repair/
Right to Repair information	https://kc-ha.com/document-library/
How to apply for a house	https://kc-ha.com/apply-for-a-house/
How to get information about tenancy support	https://kc-ha.com/document-library/
How to make a complaint	https://kc-ha.com/document-library/
How to speak to a housing officer	https://kc-ha.com/our-staff/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://kc-ha.com/document-library/
Policies and Procedures	
Allocations Policy	https://web.archive.org/web/2019102312 4044/https://www.kc-ha.com/apply-for-a-house/

Anti-Social Behaviour Policy	https://kc-ha.com/document-library/
Asbestos Management Policy	No asbestos in our properties
Arrears Management Policy	https://kc-ha.com/document-library/
Asset Management Policy (including stock condition information)	Available on request
Customer Care Policy	https://kc-ha.com/document-library/
Data Protection Policy	https://kc-ha.com/document-library/
FOI Policy (Inc. Environmental Information Regulations**]**	https://kc-ha.com/document-library/
Equality and Diversity Policy	https://kc-ha.com/document-library/
Estate Management Policy	https://kc-ha.com/document-library/
Health and Safety Policy and procedures	https://kc-ha.com/document-library/
Legionnaires Inspection/Prevention Policy	https://kc-ha.com/document-library/
Procurement Policy	https://kc-ha.com/document-library/
Risk Management Policy	https://kc-ha.com/document-library/
Rent Setting Policy	https://kc-ha.com/document-library/
Maintenance Policy	https://kc-ha.com/document-library/
Sustainability Policy	https://kc-ha.com/document-library/
Customer Engagement Policy	https://kc-ha.com/document-library/
Tenancy Sustainment Policy	https://kc-ha.com/document-library/
Class 3 – How we take decisions and what we have decided	
Governing Body Meetings	
Governing body meeting minutes	https://kc-ha.com/document-library/
Governing body reports and papers	Available on request
Governing body agendas	https://kc-ha.com/document-library/
Consultation and Participation	
Customer Engagement Strategy	https://kc-ha.com/document-library/
Consultation reports noting the outcome of any recent consultations with tenants/others	https://kc-ha.com/
Class 4 – What we spend and how we spend i	
Information about our accounts and budgets	

Description of funding sources	https://kc-ha.com/document-library/
Audited accounts	https://kc-ha.com/document-library/
Budget policies and procedures	https://kc-ha.com/document-library/
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Not Applicable
Capital works programme/plans information (annual programme figure)	Available on request
Spending relating to Staff and Committee	
Expenses policies and procedures	https://kc-ha.com/our-staff/
Senior staff/committee member expenses	https://kc-ha.com/our-staff/
Pay and grading structure (levels of pay rather than individual salaries)	https://kc-ha.com/our-staff/
General information about staff pension scheme	https://kc-ha.com/our-staff/
Class 5 – How we manage our resources	
Human resources	
Strategy and management of human resources	We use EVH terms and conditions for all HR requirements
Staffing structure	https://kc-ha.com/our-staff/
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records	https://www.evh.org.uk/hr-support/grading-and-salaries
Trade Union information	https://unitetheunion.org/
Summary of professional organisations/trade bodies of which we are a member	https://kc-ha.com/about-us/

Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://kc-ha.com/about-us/
General description of our land and property holdings	https://kc-ha.com/about-us/
Estate development plans	Not applicable
Information Resources	
Records management policy and records management plan, including records retention schedule	https://kc-ha.com/document-library/
Data protection or privacy policy	https://kc-ha.com/document-library/
Class 6 - How we procure goods and services from external provider	
Our Contractors and suppliers	
Information about our key service delivery contractors who carry out: • responsive repairs • landscape maintenance • planned/cyclical maintenance	https://kc-ha.com/document-library/
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://kc-ha.com/document-library/
Information about regulated procurement contracts awarded (value, scope, duration)	https://www.publiccontractsscotland.gov.uk/
Our Procurement	
Procurement Policy and procedures	https://kc-ha.com/document-library/
Information on how to tender for work and invitations to tender	https://kc-ha.com/document-library/
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://www.publiccontractsscotland.gov.uk/
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/
Framework Agreements	https://kc-ha.com/document-library/

Class 7 – How we are performing	
Annual Report	https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=F9D48264-CFA9-E311-93F1-005056B555E6
ARC report to tenants	https://kc-ha.com/how-we-performed/
Performance Standards/indicators	https://forms.scottishhousingregulator.gov.uk/tacgw/AppPortal/AppStart.cshtml?appId=C7D4D44D500A472A2CADE3792C3100EF81FFBAEC
Benchmarking information	https://kc-ha.com/
Complaints policy, guidance and forms	https://kc-ha.com/document-library/
Complaints reports	https://kc-ha.com/how-we-performed/
Class 8 – Our commercial publications	
Not applicable to Kingsridge Cleddans Housing Association, we don't produce 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 Kingsridge Cleddans Housing Association	Not applicable