

## EAST KILBRIDE HOUSING ASSOCIATION GUIDE TO INFORMATION

Approved by Board 23<sup>rd</sup> October 2019

Last Reviewed October 2019

Next Review October 2020

### At a glance – terms used in this document

Term Used	Explanation
FOISA	<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>
EIRs	<b>Environmental Information Regulations (Scotland) 2004</b> <i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i>
SIC	<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>
MPS	<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>
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.

**East Kilbride 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. Information will not be provided to you until payment has been received.

Our charges for providing any information detailed in this guide are summarised below:

<b>Format</b>	<b>Charge</b>
Online	Free
View at our office	Free
Print in black and white	5p per A4 sheet
Print in colour	10p per A4 sheet
Posted document	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:

**East Kilbride Housing Association**  
**2 Old Coach Road**  
**East Kilbride**  
**G74 4DP**

## **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.

### **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:

**East Kilbride Housing Association**  
**2 Old Coach Road**  
**East Kilbride**  
**G74 4DP**

**Tel 01355 227751**

## **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.<sup>1</sup>

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 EKHA</b> <i>Information about EKHA, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
<b>Descriptions of who we are</b>	
Mission Statement	These details can be found in our Operational and Strategic Plan found on our website <a href="#">website</a> .
Vision	
Values	
Corporate Objectives	
Area(s) of operation	
Key activities; strategic/corporate plan(s)	
Business Plan (or summary)	
Customer Service Policy	<a href="#">View on our website</a>
<b>Location and opening arrangements</b>	
Address	All of this information can be found on our website. East Kilbride Housing Association 2 Old Coach Road, The Village, East Kilbride G74 4DP Phone: 01355 227751 Fax: 01355 236247
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	
Opening times	

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

Information	Where to access
General contact arrangements	OFFICE OPENING HOURS Monday 9:30am to 4:30pm Tuesday 9:30am to 4:30pm Wednesday 2pm to 4:30pm Thursday 9:30am to 4:30pm Friday 9:30am to 4:30pm
Contact details for making a complaint	<a href="#">View on our website</a>
<b>Information relating to Freedom of Information</b>	
Our approach to Freedom of Information	<a href="#">View on our website</a>
FOI/EIR Policy	<a href="#">View on our website</a>
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	Debbie McVean, EKHA, 2 Old Coach Road, East Kilbride, G74 4DP. Tel 01355 227751
<b>About our Governing Body</b>	
List of Governing Body Members <ul style="list-style-type: none"> <li>• Names</li> <li>• What year they became a governing body member</li> <li>• Who has office-bearing responsibilities</li> </ul>	All of this information can be found on our website.  <a href="#">View on our website</a>
Description of the role of the Governing Body <ul style="list-style-type: none"> <li>• governance structure chart (including sub-committees and working groups);</li> <li>• remits for governing body and any sub-committees</li> </ul>	These details can be found in our operational and strategic plan.  <a href="#">View on our website</a>
How to become part of the governing body	<a href="#">View on our website</a>

Information	Where to access
<b>About our staff</b>	
Organisational structure	These details can be found in our Operational and Strategic Plan found here <a href="#">View on our website</a>
<b>Governance Documents and Corporate Policies</b>	
Rules/Articles	<a href="#">View on our website</a>
Standing Orders	<a href="#">View on our website</a>
Membership Policy	<a href="#">View on our website</a>
Code of Conduct for Staff	<a href="#">View on our website</a>
Code of Conduct for Governing Body Members	<a href="#">View on our website</a>
Entitlements Payments and Benefits Policy	<a href="#">View on our website</a>
Equality & Diversity Policy	<a href="#">View on our website</a>
Health and Safety Policy Statement	<a href="#">View on our website</a>
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	<a href="#">View on our website</a>
Assurance Statement	<a href="#">View on our website</a>
Annual Return on Charter Submission to SHR	<a href="#">View on our website</a>
Internal and External Audit arrangements	<a href="#">View on our website</a>

Information	Where to access
<b>Key Partnerships</b>	
Strategic agreements with other organisations	We work closely with South Lanarkshire Council (and other RSL's) through Homefinder, a combined housing register. For more information click on ' <a href="#">Your Home</a> ' page on our website. We have links to other organisations in the sector, and a list of these affiliations can be found in the <a href="#">EKHA Financial Information document</a> in the document library on our website
<p><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></p>	
<b>How to use our services</b>	
List of services provided	<a href="#">View on our website</a>
How to report a repair	<a href="#">View on our website</a>
Right to Repair information	<a href="#">View on our website</a>
How to apply for a house	<a href="#">View on our website</a>
How to get information about tenancy support	<a href="#">View on our website</a>
How to make a complaint	<a href="#">View on our website</a>
How to speak to a housing officer	<a href="#">View on our website</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<a href="#">View on our website</a>
<b>Policies and Procedures</b>	
Allocations Policy	<a href="#">View on our website</a>
Alterations and Improvements Policy This policy is within our Maintenance Policy	<a href="#">View on our website</a>

Information	Where to access
Anti-Social Behaviour Policy This is within our Estate Management Policy	<a href="#">View on our website</a>
Asbestos Management Policy This policy is within our Maintenance Policy	<a href="#">View on our website</a>
Rent Arrears Policy	<a href="#">View on our website</a>
Domestic Abuse Policy (Staff)	<a href="#">View on our website</a>
Domestic Abuse Policy (Tenant)	<a href="#">View on our website</a>
Customer Service Policy	<a href="#">View on our website</a>
Data Protection Policy, Data Retention Periods & Fair Processing Notice	All of these can be found on our website at the bottom of the home page or below, in our Polies folder:  <a href="#">View on our website</a>
Freedom of Information & Environmental Information Policy	<a href="#">View on our website</a>
Equality and Diversity Policy	<a href="#">View on our website</a>
Estate Management Policy	<a href="#">View on our website</a>
Health and Safety Policy Statement	<a href="#">View on our website</a>
Legionnaires Inspection/Prevention Policy This policy is within our Maintenance Policy	<a href="#">View on our website</a>
Procurement Policy	<a href="#">View on our website</a>
Property Acquisition Policy	<a href="#">View on our website</a>
Development Policy	<a href="#">View on our website</a>



Information	Where to access
Risk Management Policy	<a href="#">View on our website</a>
Rent & Services Policy	<a href="#">View on our website</a>
Maintenance Policy	<a href="#">View on our website</a>
Community Engagement Policy	<a href="#">View on our website</a>
Tenancy Sustainment and Wider Role Policy	<a href="#">View on our website</a>
<p><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></p>	
<p><b>Governing Body Meetings</b></p>	
Governing body meeting minutes	<a href="#">View on our website</a>
Governing body meeting reports/papers	<a href="#">View on our website</a>
Governing body agendas	<a href="#">View on our website</a>
<p><b>Consultation and Participation</b></p>	
Customer Engagement Strategy	<a href="#">View on our website</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	<p>We note all consultation outcomes in our quarterly Newsletters.</p> <p><a href="#">View on our website</a></p>
Customer Panel composition	<p>We current have 3 tenant members on our Customer Panel and always welcome any interested tenants to get in touch. Please visit our website for more information on how to join our Customer Panel.</p> <p><a href="#">View on our website</a></p>

**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 actually been spent).*

**Information about our accounts and budgets**

<b>Information</b>	<b>Where to access</b>
Description of funding sources.	<a href="#">View on our website</a>
Budget allocation, Board expenses, and other financial information This information is within our EKHA Financial Information document	<a href="#">View on our website</a>
Audited annual accounts	<a href="#">View on our website</a>

**Our programme of work and projects**

<b>Brief details of any project funding</b> and how it's being spent. This information can be found within the Buildings, Maintenance & Contractors document.	<a href="#">View on our website</a>
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**Spending relating to Staff and Governing Body**

Expenses policies and procedures	All of this information can be found within EKHA Financial Information document.  <a href="#">View on our website</a>
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	
Board member remuneration other than expenses	
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

Information	Where to access
Strategy and management of human resources	All our HR resources come from EVH – Employers In Voluntary Housing - through their Terms and Conditions. This document can be viewed as below.  <a href="#">View on our website</a>
Staffing structure	P33 of Operational and Strategic Plan:  <a href="#">View on our website</a>
Human resources policies, covering: <ul style="list-style-type: none"><li>• recruitment</li><li>• performance management</li><li>• salary and grading</li><li>• promotion</li><li>• pensions</li><li>• discipline</li><li>• grievance</li><li>• staff development</li><li>• Maintenance and retention of staff records</li></ul>	All our HR resources come from EVH – Employers In Voluntary Housing - through their Terms and Conditions. This document can be viewed as below.  <a href="#">View on our website</a>
Trade Union information	All of this information can be found within EKHA Financial Information document.  <a href="#">View on our website</a>
Summary of professional organisations/trade bodies of which we are a member	

Information	Where to access
<b>Physical Resources</b>	
General description of our land and property holdings	<a href="#">View on our website</a>
<b>Information Resources</b>	
Records management policy and records management plan, including records retention schedule	<a href="#">View on our website</a>
Privacy Policy	<a href="#">View on our website</a>
<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>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>	<a href="#">View on our website</a>
List of suppliers and contractors used by organisation. This information can be found on the Building, Maintenance & Contractors document.	<a href="#">View on our website</a>
Information about regulated procurement contracts awarded (value, scope, duration).	Within the Contracts and Tenders document.  <a href="#">View on our website</a>
<b>Our Procurement</b>	
Procurement Policy and procedures	<a href="#">View on our website</a>
Information on how to tender for work and invitations to tender	All of this information be found in the Contracts and Tenders document.

Information	Where to access
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	<a href="#">View on our website</a>
Links to procurement information we publish on Public Contracts Scotland website	
<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 (SHR ARC report)	Our Annual Report reflects our ARC reportings.  <a href="#">View on our website</a>
Performance Standards/indicators	<a href="#">View on our website</a>
Benchmarking information	<a href="#">View on our website</a>
Complaints procedure	<a href="#">View on our website</a>
Complaints reports	We publish statistics on our complaints annually in the Autumn Newsletter.  <a href="#">View on our website</a>
<b>Class 8 – Our commercial publications</b> <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 EKHA as we do not produce any publications for sale.	Not applicable
<b>Class 9 – Our open data</b> Open data made available by us under the Scottish Government's <a href="#">Open Data Resource Pack</a> and available under open licence.	
This class does not apply to EKHA	Not applicable