

Guide to Information

1. Introduction

It is the statutory duty of specified public bodies to have a publication scheme.

This duty applies to Scottish housing associations, including Faifley Housing Association Limited.

As part of this duty, we must:

- adopt and maintain a scheme explaining what information we publish;
- publish information in line with our publication scheme; and
- review our scheme from time to time.

Details about what our publication scheme covers are explained below.

Note: Our scheme must also be approved by the Scottish Information Commissioner.

2. How to access our publication scheme, including costs;

You can access this information on our website, or at an office that is accessible to you. This information is provided free of charge.

If you want a printed copy of our listed information, then we apply the following charges. These charges are limited so that public access to information is promoted.

These charges are to cover our photocopying costs and related postage, if applicable.

Charges are calculated based on the cost to us of providing the information as follows:

| Format | Charge |
|-------------------------------------|--|
| Online | Free |
| View at our office | Free |
| Print in black and white (per side) | 15p per A4 sheet/20p per A3 sheet |
| Print in colour (per side) | 25p per A4 sheet/30p per A3 sheet |
| Posted document | Postage is charged at actual rate for Royal Mail First Class |

Note: If you want information that we publish in a format other than online, then please contact us at enquiry@faifleyha.co.uk to arrange.

3. Other guidance

This section explains three main issues, namely:

- information that we are not obliged to disclose;
- how long information is held in our publication scheme; and
- copyright and re-use of information.

4. Information that we are not obliged to disclose

We actively promote your rights to access our information. However, the law sets out information that is exempt from publishing.

Should any information that you request involve such information, we will advise you accordingly.

We must also comply with our statutory duties under relevant data protection law concerning disclosure relating to personal data.

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.

5. How long do we keep information in our publication scheme

The information that we publish is retained in our publication scheme as long as it is present policy or relevant.

If we review our policy documents, then we only publish the new version after it has been updated and approved. This is done to avoid confusion.

6. Copyright and re-use of information

If we hold the copyright to our published information, then you may copy and/or reproduce this without formal permission as long as:

- the information is copied accurately;
- the information is not used in any misleading context or way; and
- the source of the information is identified.

If we do not hold copyright to any published information, then we will specify this clearly on our document. Such information may be subject to copyright and any usage must comply with copyright law.

7. Specific guidance

Our publication scheme is based on the model publication scheme (MPS) produced by the Scottish Information Commissioner.

For further information about this scheme and freedom of information law, refer to the Scottish Information Commissioner site: [Model Publication Scheme \(MPS\)](#)

8. Our publication scheme

This section of our website describes our publication scheme covers.

In line with this scheme, we provide information listed under certain categories or “classes” of information.

These groups contain information of a certain type to allow you to find specific information you want rather than trawling through the whole scheme.

Please contact us if you require any further information after searching our publication scheme and we will be pleased to provide further advice.

Remember that we also provide information in various formats to address the needs of individuals, as appropriate.

9. Accessing information that you want

In order to access the information that you want, please click on any of the classes below;

Classes of information

- about Faifley Housing Association Limited;
- how we deliver our functions and services;
- how we take decisions and what we have decided;
- what we spend and how we spend it;
- how we manage our resources;
- how we procure goods and services from external providers;
- how we are performing;

Contact Us

If you have any queries about anything contained within this Guide to Information, or if you are unable to access the information, please contact us:

Faifley Housing Association, Skypoint Centre, Lennox Drive, Faifley, Clydebank, G81 5JY

01389-877924

enquiry@faifleyha.co.uk

If your query relates to a Data Protection or Freedom of Information request, please contact our Data Protection Officer at

faifleydpo@infolawsolutions.co.uk

or contact them on: 07861 880 154

Class 1: About Faifley Housing Association Limited

Information about Faifley 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

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|---|---|
| Mission Statement | https://www.faifleyha.co.uk/ |
| Vision | https://www.faifleyha.co.uk/about-us/ |
| Values | https://www.faifleyha.co.uk/about-us/ |
| Corporate Objectives | https://www.faifleyha.co.uk/about-us / |
| Area(s) of operation | https://www.faifleyha.co.uk/about-us/ |
| Key activities; strategic/corporate plan(s) | https://www.faifleyha.co.uk/about-us/ |
| Business Plan (or summary) | https://www.faifleyha.co.uk/about-us / |
| Customer Care Policy | https://www.faifleyha.co.uk/documents/ |

Location and opening arrangements

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|---|---|
| Address | https://www.faifleyha.co.uk/contact-us/ |
| Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate) | https://www.faifleyha.co.uk/contact-us/ |
| opening times | https://www.faifleyha.co.uk/contact-us/ |
| General contact arrangements | https://www.faifleyha.co.uk/contact-us/ |
| local/area office contact details | https://www.faifleyha.co.uk/contact-us/ |
| Contact details for making a complaint | https://www.faifleyha.co.uk/complaints/ |

Information relating to Freedom of Information

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| Publication Scheme and Guide to Information | This document |
| Charging Schedule for Published Information | This document – (see page 1) |
| Contact details and advice on making an FOI request | Access will be available on our website from November 2019. Alternatively, |

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| | please feel free to contact us on: 01389-877924 |
| Freedom of Information policies and procedures | https://www.faiileyha.co.uk/freedom-of-information/ |
| Information | Where to access |
| Charging Schedule for environmental information provided in response to requests made under EIRs | https://www.faiileyha.co.uk/freedom-of-information/ |
| About our Governing Body | |
| List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member Details (tenant or owner) office-bearing responsibilities when they became an office-bearer | https://www.faiileyha.co.uk/management-committee/ |
| 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 | https://www.faiileyha.co.uk/committee-documents/ |
| How to become part of the governing body | https://www.faiileyha.co.uk/joining-management-committee/ |
| About our staff | |
| List of senior management team, including professional biography and contact details | https://www.faiileyha.co.uk/staff/ |
| Organisational structure | https://www.faiileyha.co.uk/staff/ |
| Governance Documents and Corporate Policies | |
| Rules/Articles | https://www.faiileyha.co.uk/committee-documents/ |
| Standing Orders | https://www.faiileyha.co.uk/committee-documents/ |
| Code of Conduct for Staff | SFHA model document |
| Code of Conduct for Governing Body Members | https://www.faiileyha.co.uk/committee-documents/ |
| Register of Interests | https://www.faiileyha.co.uk/entitlements-payments-benefits/ |
| Equality Policy | https://www.faiileyha.co.uk/documents/ |
| Health and Safety Policy | https://www.faiileyha.co.uk/documents/ |
| Sustainability Policy | This Policy is currently under development. A statement has been provided. |
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| Information | Where to access |
|---|--|
| Relationship with Regulators | |
| Engagement plan with Scottish Housing Regulator | https://www.fairfleyha.co.uk/documents/ |
| Annual Return on Charter Submission to SHR | https://www.fairfleyha.co.uk/documents/ |
| Financial Returns to SHR | https://www.fairfleyha.co.uk/documents/ |
| Charter report to tenants | https://www.fairfleyha.co.uk/documents/ |
| Internal and External Audit arrangements | https://www.fairfleyha.co.uk/about-us/ |
| Annual Assurance Statement 2019 | https://www.fairfleyha.co.uk/documents/ |
| Key Partnerships | |
| Strategic agreements with other organisations | https://www.fairfleyha.co.uk/who-we-work-with-/ |
| 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 | https://www.fairfleyha.co.uk/about-us/ |
| How to report a repair | https://www.fairfleyha.co.uk/repairs/ |
| Right to Repair information | https://www.fairfleyha.co.uk/repairs/ |
| How to apply for a house | https://www.fairfleyha.co.uk/apply-for-a-house/ |
| How to get information about tenancy support | https://www.fairfleyha.co.uk/staff/ |
| How we consult with tenants and other customers to inform and improve service delivery and develop new services | Consultation Register – Please contact us for further information. |
| Policies and Procedures | |
| Allocations Policy | https://www.fairfleyha.co.uk/documents/ New policy due to be approved November 2019 |
| Adaptations Policy | |
| Anti-Social Behaviour Statement | https://www.fairfleyha.co.uk/documents/ – forms part of our estate management guide |
| Asbestos Management Statement | https://www.fairfleyha.co.uk/documents/ |
| Arrears Management Information | https://www.fairfleyha.co.uk/problems-paying-your-rent-/ |

| Information | Where to access |
|---|---|
| Asset Management Policy (including stock condition information) | https://www.faiileyha.co.uk/documents/ |
| Customer Care Policy | https://www.faiileyha.co.uk/documents/ |
| Data Protection Policy Statement | https://www.faiileyha.co.uk/documents/ |
| Equality and Diversity Policy | https://www.faiileyha.co.uk/documents/ |
| Estate Management Policy | https://www.faiileyha.co.uk/documents/ |
| Health and Safety Policy | https://www.faiileyha.co.uk/documents/ |
| Procurement Policy Statement | https://www.faiileyha.co.uk/documents/ |
| Risk Management Policy | https://www.faiileyha.co.uk/documents/ |
| Rent Setting Policy | https://www.faiileyha.co.uk/documents/ |
| Repairs Policy | https://www.faiileyha.co.uk/documents/ |
| Sustainability Policy Statement | https://www.faiileyha.co.uk/documents/ This policy is currently under development and will be available in 2020 |
| <p>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></p> | |
| <p>Governing Body Meetings</p> | |
| Governing body meeting minutes | https://www.faiileyha.co.uk/documents/ |
| Governing body meeting reports/papers | https://www.faiileyha.co.uk/documents/ |
| Governing body agendas | https://www.faiileyha.co.uk/documents / |
| <p>Consultation and Participation</p> | |
| Tenant Participation Strategy | https://www.faiileyha.co.uk/documents/ |
| Consultation reports noting the outcome of any recent consultations with tenants/others | https://www.faiileyha.co.uk/housing/ |
| <p>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></p> | |
| <p>Information about our accounts and budgets</p> | |
| Description of funding sources | https://www.faiileyha.co.uk/documents/ |
| Audited accounts | https://www.faiileyha.co.uk/documents/ |
| Budget policies and procedures | https://www.faiileyha.co.uk/documents/ |
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| Information | Where to access |
|--|---|
| Our programme of work and projects | |
| Brief details of any project funding and how it's being spent | https://www.fairleyha.co.uk/repairs/ |
| Capital works programme/plans information (annual programme figure) | https://www.fairleyha.co.uk/repairs/ |
| Spending relating to Staff and Governing Body | |
| Expenses policies and procedures | https://www.fairleyha.co.uk/documents/ |
| Senior staff/governing body member expenses at category level e.g. travel, subsistence and Accommodation | https://www.fairleyha.co.uk/documents/ |
| Board member remuneration other than expenses | None |
| Pay and grading structure (levels of pay rather than individual salaries) | https://www.fairleyha.co.uk/entitlements-payments-benefits/ |
| General information about staff pension scheme | https://www.fairleyha.co.uk/entitlements-payments-benefits/ |
| 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 | We subscribe to EVH terms and conditions Business Plan review ongoing https://www.fairleyha.co.uk/documents/ |
| Staffing structure | https://www.fairleyha.co.uk/staff/ |
| 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 | We subscribe to EVH terms and Conditions in relation to HR |

| Information | Where to access |
|---|---|
| Trade Union information | Unite the Union |
| Summary of professional organisations/trade bodies of which we are a member | https://www.fairleyha.co.uk/about-us/ |
| Physical Resources | |
| Management of our land and property assets, including environmental/sustainability reports | https://www.fairleyha.co.uk/documents/ |
| General description of our land and property holdings | https://www.fairleyha.co.uk/about-us/ |
| Information Resources | |
| Records management policy and records management plan, including records retention Schedule | https://www.fairleyha.co.uk/documents/ |
| 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 | https://www.fairleyha.co.uk/contractors/ |
| List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy) | https://www.fairleyha.co.uk/contractors/ |
| Information about regulated procurement contracts awarded (value, scope, duration) | https://www.fairleyha.co.uk/contractors/ |
| Our Procurement | |
| Procurement Policy Statement | https://www.fairleyha.co.uk/documents/ |
| Information on how to tender for work and invitations to tender | https://www.fairleyha.co.uk/contractors/ |
| Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value | https://www.fairleyha.co.uk/contractors/ |
| Links to procurement information we publish on Public Contracts Scotland website | https://www.fairleyha.co.uk/contractors/ |

| Information | Where to access |
|--|--|
| 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 | https://www.fairleyha.co.uk/documents/ |
| ARC report to tenants | https://www.fairleyha.co.uk/documents/ |
| Performance Standards/indicators | https://www.fairleyha.co.uk/documents/ |
| Benchmarking information | https://www.fairleyha.co.uk/documents/ |
| Complaints policy, guidance and procedures | https://www.fairleyha.co.uk/complaints-handling/ https://www.fairleyha.co.uk/documents/ |
| Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes). | https://www.fairleyha.co.uk/complaints-handling/ |
| 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 Fairley 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 Fairley Housing Association | Not applicable |