

## West Whitlawburn Housing Co-operative Guide to Information

Last Reviewed: January 2024

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

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002  <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	Environmental Information Regulations (Scotland) 2004  <i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i>
SIC	The Scottish Information Commissioner  <i>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.</i>
MPS	Model Publication Scheme  <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.

West Whitlawburn Housing Co-operative 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:

<b>Format</b>	<b>Charge</b>
Online/Email	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
Memory Stick	£5.00 - £10.00 cost of memory stick)
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 the Director at West Whitlawburn Housing Co-operative.**

## **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:

**West Whitlawburn Housing Co-operative**  
**57 Belmont Road**  
**Cambuslang**  
**G72 8PG**

**Email**                      **enquiries@wwhc.org.uk**

**Telephone**                **0141 641 8628**

## 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 West Whitlawburn Housing Co-operative</b>	
<i>Information about West Whitlawburn Housing Co-operative, 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	<a href="#">Published on our website</a>
Vision	<a href="#">Published on our website</a>
Values	<a href="#">Published on our website</a>
Corporate Objectives	<a href="#">Published on our website</a>
Area(s) of operation	<a href="#">Published on our website</a>
Key activities; strategic/corporate plan(s)	<a href="#">Published on our website</a>
Business Plan (or summary)	<a href="#">Published on our website</a>
<b>Location and opening arrangements</b>	
Address	57 Belmont Road Whitlawburn Cambuslang G72 8PG
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	<b>Office:</b> 0141 641 8628  <b>Concierge:</b> 0141 646 1924  <a href="mailto:enquiries@wwhc.org.uk">enquiries@wwhc.org.uk</a>
Opening times	9.15am to 4.45pm every Monday to Friday (excluding public holidays)

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

<b>Information</b>	<b>Where to access</b>
General contact arrangements	<a href="#">Published on our website</a>
Contact details for making a complaint	<a href="#">Published on our website</a>
<b>Information relating to Freedom of Information</b>	
Publication Scheme and Guide to Information	This document
Charging Schedule for Published Information	This document (See pages 2 and 13)
Contact details and advice on making an FOI request	This document
Freedom of Information and Environmental Information Policy	<a href="#">Published on our website</a>
Charging Schedule for environmental information provided in response to requests made under EIRs	This document (See page 13)
<b>About our Governing Body</b>	
List of Governing Body Members <ul style="list-style-type: none"> <li>• Names</li> <li>• when they became a governing body member</li> <li>• Professional biographical details</li> <li>• office-bearing responsibilities</li> <li>• when they became an office-bearer</li> </ul>	<a href="#">Published on our website</a>  <a href="#">Published 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>	<a href="#">Published on our website</a>

<b>Information</b>	<b>Where to access</b>
How to become part of the governing body	<a href="#">Published on our website</a>
<b>About our staff</b>	
List of senior management team, including professional biography and contact details	<a href="#">Published on our website</a>  <a href="#">Contact us</a>
Organisational structure	<a href="#">Published on our website</a>
<b>Governance Documents and Corporate Policies</b>	
Rules/Articles	<a href="#">Published on Scottish Housing Regulator's Website</a>
Standing Orders	<a href="#">Published on our website</a>
Membership Policy	<a href="#">Published on our website</a>
Code of Conduct for Staff	<a href="#">Published on our website</a>
Committee Code of Conduct	<a href="#">Published on our website</a>
Entitlements, Payments and Benefits Policy	<a href="#">Published on our website</a>  <a href="#">List of suppliers</a>
Register of Interests	<a href="#">Published on our website</a>
Equality and Diversity Policy	<a href="#">Published on our website</a>
Health and Safety Policy	<a href="#">Published on our website</a>  Health and Safety Manual <a href="#">available on request</a>
Sustainability Policy	<a href="#">Published on our website</a>
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	<a href="#">Available on the Scottish Housing Regulator's website</a>  <a href="#">Published on our Website</a>
Assurance Statement	<a href="#">Available on the Scottish Housing Regulator's website</a>

<b>Information</b>	<b>Where to access</b>
Annual Return on The Charter Submission to SHR	<a href="#">Available on the Scottish Housing Regulator's website</a>
Financial Returns to SHR	<a href="#">Available on the Scottish Housing Regulator's website</a>
Charter report to tenants	<a href="#">Available on the Scottish Housing Regulator's website</a>  <a href="#">Annual report's available on our website</a>
Internal and External Audit arrangements	<p><b>Internal Auditor</b>  Wylie &amp; Bisset  168 Bath Street  Glasgow G2 4TP  Tel: 0141 566 7000</p> <p><a href="#">Internal Audit Policy</a></p> <p><b>External Auditor</b>  Chiene and Tait Chartered Accountants  61 Dublin Street  Edinburgh EH3 6NL  Tel: 0131 558 5800</p> <p><a href="#">External Audit Policy</a></p>
<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>	
<p><b>How to use our services</b></p>	
List of services provided	<a href="#">Published on our website</a>
How to report a repair	<a href="#">Published on our website</a>
Right to Repair information	<a href="#">Published on our website</a>
How to apply for a house	<a href="#">Published on our website</a>
How to get information about tenancy support	<a href="#">Contact us</a>
How to make a complaint	<a href="#">Published on our website</a>  <a href="#">Complaints Handling Procedure</a>

Information	Where to access
How to speak to a housing officer	<a href="#">Contact us</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<a href="#">Published on our website</a>
<b>Policies and Procedures</b>	
Allocations Policy	<a href="#">Published on our website</a>
Adaptations Policy	<a href="#">Published on our website</a>
Asbestos Management Policy	<a href="#">Published on our website</a>
Arrears Management Policy	<a href="#">Published on our website</a>
Asset Management Policy	<a href="#">Published on our website</a>
Data Protection Policy	<a href="#">Published on website</a> <a href="#">Fair Processing Notice</a>
Equality and Diversity Policy	<a href="#">Published on our website</a>
Estate Management Policy	<a href="#">Published on our website</a>
Health and Safety Policy and procedures	Full Health and Safety Manual <a href="#">available on request</a>
Legionella Management Policy	<a href="#">Published on our website</a>
Procurement Policy	<a href="#">Published on our website</a>
Risk Management Policy	<a href="#">Published on our website</a>
Rent Setting Policy	<a href="#">Published on our website</a>
Maintenance Policy	<a href="#">Published on our website</a>
Sustainability Policy	<a href="#">Published on our website</a>
Tenant Participation Policy	<a href="#">Published on our website</a>



Information	Where to access
Internal procedures relating to above (where available)	Included within published policies.
<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>	
<b>Governing Body Meetings</b>	
Governing body meeting minutes	<a href="#">Published on our website</a>
Governing body meeting reports/papers	<a href="#">Published on our website</a>
Governing body agendas	<a href="#">Published on our website</a>
<b>Consultation and Participation</b>	
Tenant Participation Strategy	<a href="#">Published on our website</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	<a href="#">Published on our website</a> <a href="#">Rent Consultation 2023/24 outcome</a>
Tenant Scrutiny Panel composition	<a href="#">Published on our website</a>
Registered Tenant Organisations	We currently do not have any Registered Tenant Organisations.
<b>Class 4 – What we spend and how we spend it</b> <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>	
<b>Information about our accounts and budgets</b>	
Description of funding sources	<a href="#">Published on our website</a> <a href="#">Business Plan</a>
Audited accounts	<a href="#">Published on our website</a>
Budget policies and procedures	Information to follow. To request this please <a href="#">contact us</a> .
Budget allocation to key service areas	<a href="#">Business Plan</a> <a href="#">Cost Centre Apportionment</a>
<b>Our programme of work and projects</b>	
Brief details of any project funding and how it's being spent	Information to follow. To request this please <a href="#">contact us</a> .

<b>Information</b>	<b>Where to access</b>
Capital works programme/plans information (annual programme figure)	<a href="#">Development Strategy</a> <a href="#">Development programme</a>
<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	<a href="#">Published on our website</a>
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	<a href="#">Expenses at category level</a>
Board member remuneration other than expenses	We currently do not remunerate our board members.
Pay and grading structure (levels of pay rather than individual salaries)	<a href="#">Published on our website</a>
General information about staff pension scheme	<a href="#">Scottish Housing Association Pension Scheme (SHAPS)</a>
<b>Class 5 – How we manage our resources</b> Information about how we manage our human, physical and information resources	
<b>Human resources</b>	
Strategy and management of human resources	<a href="#">Employers in Voluntary Housing</a> <a href="#">Staff Terms and Conditions</a>
Staffing structure	<a href="#">Published on our website</a>
Human resources policies	<a href="#">Recruitment Policy</a> <a href="#">Staff Terms and Conditions</a> <a href="#">Data Retention Schedule</a>
Internal procedures relating to the above (where available)	As above.
Trade Union information	<a href="#">Collective Bargaining - Unite the Union</a> <a href="#">Representation - Unison</a>

Information	Where to access
Summary of professional organisations/trade bodies of which we are a member	<a href="#">Scottish Federation of Housing Associations</a> <a href="#">Employers in Voluntary Housing</a> <a href="#">Glasgow West of Scotland Housing Forum</a>
<b>Physical Resources</b>	
Management of our land and property assets, including environmental / sustainability reports	<a href="#">Published on our website</a>  <a href="#">Development Annual Reports</a>
General description of our land and property holdings	<a href="#">Business Plan 2020 - 2024</a>  <a href="#">Asset Management Strategy</a>
<b>Information Resources</b>	
Records retention schedule	<a href="#">Published on our website</a>
Privacy policy	<a href="#">Published 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="#">David Mitchell Plastering &amp; Building Ltd</a>  <a href="#">Nurture Landscapes Ltd</a>  We have a number of contractors who carry out planned and cyclical work. Further information is <a href="#">available on request</a> .
List of suppliers and contractors used by organisation (provided to staff under our Entitlements, Payments and Benefits Policy)	<a href="#">Published on our website</a>

Information about regulated procurement contracts awarded (value, scope, duration)	<a href="#">West Whitlawburn Housing Co-operative – AA12283</a> Information to follow. To request this please <a href="#">contact us</a> .
<b>Our Procurement</b>	
Procurement Policy and Procedures	<a href="#">Published on our website</a>
Information on how to tender for work and invitations to tender	<a href="#">Procurement Policy</a> <a href="#">Public Contracts Scotland</a>
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Information to follow. To request this please <a href="#">contact us</a> .
Links to procurement information we publish on Public Contracts Scotland website	<a href="#">Published on Public Contracts Scotland Website</a>
Framework Agreements	N/A
<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	<a href="#">Published on our website</a>
Annual Return on the Charter report to tenants	<a href="#">Information included within our Annual Report's</a>
WWHC Landlord Report	<a href="#">Available on Scottish Housing Regulator's Website</a>
Performance Standards/indicators	<a href="#">Published on our website</a>
Benchmarking information	<a href="#">Published on our website</a> <a href="#">Landlord comparison tool available on the Scottish Housing Regulator's website</a>
Complaints policy, guidance and forms	<a href="#">Published on our website</a>

	<a href="#">Make a Complaint</a> Paper copies of complaints forms and guidance are <a href="#">available on request</a>
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	<a href="#">Published on our website</a>
Tenant scrutiny reports	Will be published when available.
<b>Class 8 – Our commercial publications</b> 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 West Whitlawburn Housing Co-operative 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 West Whitlawburn Housing Co-operative	Not applicable

### **Charges for information which is not available under the Publication 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 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 WWHC of providing the information:

- Photocopying is charged at 10p per A4 and 20p per A3 sheet for black and white copying, 20p per A4 and 40p per A3 sheet for colour copying (see page 2).
- Postage is charged at actual rate
- 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.