

West Whitlawburn Housing Co-operative Guide to Information

Last Reviewed: February 2025

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:

Format	Charge
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.¹

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

¹ 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	Published on our website
Contact details for making a complaint	Published on our website
Information relating to Freedom of Information	
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	Published on our website
Charging Schedule for environmental information provided in response to requests made under EIRs	This document (See page 13)
About our Governing Body	
List of Governing Body Members - Names - when they became a governing body member - Professional biographical details - office-bearing responsibilities - when they became an office-bearer	Published on our website
Description of the role of the Governing Body - governance structure chart (including sub-committees and working groups); - remits for governing body and any sub-committees	Published on our website

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

Information	Where to access
Annual Return on The Charter Submission to SHR	Available on the Scottish Housing Regulator's website
Financial Returns to SHR	Available on the Scottish Housing Regulator's website
Charter report to tenants	Available on the Scottish Housing Regulator's website Annual report's available on our website
Internal and External Audit arrangements	Internal Auditor Wylie & Bisset 168 Bath Street Glasgow G2 4TP Tel: 0141 566 7000 Internal Audit Policy External Auditor CT: Accountants Advisers 61 Dublin Street Edinburgh EH3 6NL Tel: 0131 558 5800 External Audit Policy
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	Published on our website
How to report a repair	Published on our website
Right to Repair information	Published on our website
How to apply for a house	Published on our website
How to get information about tenancy support	Contact us
How to make a complaint	Published on our website Complaints Handling Procedure

Information	Where to access
How to speak to a housing officer	Contact us Tenants can send text messages to +447908671194.
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Published on our website
Policies and Procedures	
Allocations Policy	Published on our website
Adaptations Policy	Published on our website
Asbestos Management Policy	Published on our website
Arrears Management Policy	Published on our website
Asset Management Policy	Published on our website
Data Protection Policy	Published on website Fair Processing Notice
Equality and Diversity Policy	Published on our website
Estate Management Policy	Published on our website
Health and Safety Policy and procedures	Published on our website Full Health and Safety Manual available on request
Legionella Management Policy	Published on our website
Procurement Policy	Published on our website
Risk Management Policy	Published on our website
Rent Setting Policy	Published on our website
Maintenance Policy	Published on our website
Sustainability Policy	Published on our website

Information	Where to access
Tenant Participation Policy	Published on our website
Internal procedures relating to above (where available)	Included within published policies.
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>	
Governing Body Meetings	
Governing body meeting minutes	Published on our website
Governing body meeting reports/papers	Published on our website
Governing body agendas	Published on our website
Consultation and Participation	
Tenant Participation Strategy	Published on our website
Consultation reports noting the outcome of any recent consultations with tenants/others	Published within consultation notices Rent consultation outcomes published within newsletters
Tenant Scrutiny Panel composition	Published on our website
Registered Tenant Organisations	We currently do not have any Registered Tenant Organisations.
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>	
Information about our accounts and budgets	
Description of funding sources	Published on our website Business Plan
Audited accounts	Published on our website
Budget policies and procedures	Information to follow. To request this please contact us .
Budget allocation to key service areas	Business Plan Cost Centre Apportionment
Our programme of work and projects	

Information	Where to access
Brief details of any project funding and how it's being spent	Information to follow. To request this please contact us .
Capital works programme/plans information (annual programme figure)	Development Strategy Development programme
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Published on our website
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Expenses at category level
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)	Published on our website
General information about staff pension scheme	Scottish Housing Association Pension Scheme (SHAPS)
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	Employers in Voluntary Housing Staff Terms and Conditions Fair Work First
Staffing structure	Published on our website
Human resources policies	Recruitment Policy Staff Terms and Conditions Data Retention Schedule
Internal procedures relating to the above (where available)	As above.

Information	Where to access
Trade Union information	Collective Bargaining - Unite the Union Staff Terms and Conditions
Summary of professional organisations/trade bodies of which we are a member	Scottish Federation of Housing Associations Employers in Voluntary Housing Glasgow West of Scotland Housing Forum
Physical Resources	
Management of our land and property assets, including environmental / sustainability reports	Published on our website Development Annual Reports
General description of our land and property holdings	Business Plan 2023 - 2028 Asset Management Strategy
Information Resources	
Records retention schedule	Published on our website
Privacy policy	Published on our website
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: - responsive repairs - landscape maintenance - planned/cyclical maintenance	Timetra Ltd David Mitchell Plastering & Building Ltd Ramora Facilities Support We have a number of contractors who carry out planned and cyclical work. Further information is available on request .

Information	Where to access
List of suppliers and contractors used by organisation (provided to staff under our Entitlements, Payments and Benefits Policy)	Published on our website

Information about regulated procurement contracts awarded (value, scope, duration)	West Whitlawburn Housing Co-operative – AA12283 Information to follow. To request this please contact us .
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Our Procurement

Procurement Policy and Procedures	Published on our website
Information on how to tender for work and invitations to tender	Procurement Policy Public Contracts Scotland
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 contact us .
Links to procurement information we publish on Public Contracts Scotland website	Published on Public Contracts Scotland Website
Framework Agreements	N/A

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	Published on our website
Annual Return on the Charter report to tenants	Information included within our Annual Report's
WWHC Landlord Report	Available on Scottish Housing Regulator's Website
Performance Standards/indicators	Published on our website

Benchmarking information	Published on our website Business Plan 2023 - 2028 Landlord comparison tool available on the Scottish Housing Regulator's website
Complaints policy, guidance and forms	Published on our website Make a Complaint Paper copies of complaints forms and guidance are available on request
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Published on our website Also available through our newsletters
Tenant scrutiny reports	Will be published when available.
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 West Whitlawburn Housing Co-operative 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 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.