

Freedom of Information

Guide to Information

Under the Scottish Information Commissioner's Model Publication Scheme (MPS) the information we provide must be listed under certain 'classes' of information. These are detailed below.

Terms used in this document

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002. <i>The FOISA places a duty on organisations covered by the Act to publish certain types of information; 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>Organisations covered by EIRs have a duty to respond to requests for environmental information.</i>
SIC	The Scottish Information Commissioner. <i>The SIC is responsible for ensuring that organisations covered by the FOISA and the EIRs comply with the legislation.</i>
MPS	Model Publication Scheme. http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/TheModelPublicationScheme.aspx <i>The MPS is produced by the SIC. It details all of the information that organisations should publish (if they hold it)</i>
RSL	Registered Social Landlord. <i>This includes housing associations and housing co-operatives regulated by the Scottish Housing Regulator.</i>
Guide to Information	<i>A guide that organisations 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 RSL's in Scotland 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 the information listed online.

We have 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 free to access online. However, we understand that not everyone will have online access and if this is the case you can contact us to view this in our office.

Charges: Cost of Providing Information

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:

Format	Cost
Online	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
CD Rom	Cost of CD Rom
USB Memory Stick	Cost of Memory Stick
Posted	Cost of postage

If you submit a request to us for information which is not available in the list of classes below the charges will be based on the following calculations:

General information requests

- There is no charge for information requests which cost us £100 or less to process
- Where information costs between £100 and £600 to provide we may charge 10% of the cost
- We are not obliged to respond to requests which will cost us over £600 to process
- Staff time will be calculated at actual cost per staff member to a maximum of £15 per person per hour

- We do not charge for the time to determine whether we hold the information asked for, 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
- If you would like to request information that we publish in a format other than online or to arrange a visit to our office to view information, please contact us on 0141 553 1601 or email foi@blochairn.org.

Information that we cannot publish

We will try to make all information we have available but there may be information that we cannot publish. For example, certain Management Committee minutes could reveal personal details about an individual. This would be a breach of Data Protection legislation. 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 a document, 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 us on 0141 553 1601 or email foi@blochairn.org.

Under the MPS, the information we provide must be listed under certain “classes” of information. These are detailed below. FOI applies to other bodies and sectors across Scotland, such as, the Scottish Government and Councils, this means that not all of the categories in the MPS apply to RSL’s.

Information	Where to Access
Class 1: About Blochairn Housing Association	
Who we are	https://blochairn.org/about-us/
Mission Statement; Vision; Values and Objectives	https://blochairn.org/mission-and-aims/
Area of Operation	https://blochairn.org/houses/
Key activities	https://blochairn.org/about-us/
Location and Office Hours	https://blochairn.org/
Freedom of Information	
Publication Scheme and Guide to Information	This document
Charging Schedule	This document
Contact details and advice on making a FOI request	This document
FOI policies and procedures	This document
About our Management Committee	
List of Committee Members	https://blochairn.org/management-committee/
List of Former Committee Members	https://blochairn.org/document-library/
Committee Members' Roles and Remits	https://blochairn.org/document-library/
How to Become a Committee Member	https://blochairn.org/document-library/
About our Staff	
Staff Members and Organisational Structure	https://blochairn.org/staff/
Governance	
Rules of the Association	https://blochairn.org/document-library/
Standing Orders	https://blochairn.org/document-library/
Code of Conduct for Committee Members	https://blochairn.org/document-library/
Code of Conduct for Staff	https://blochairn.org/document-library/
Entitlements, Payments and Benefits Policy	https://blochairn.org/document-library/
Register of Interests	https://blochairn.org/document-library/
Equality & Diversity Policy	https://blochairn.org/document-library/
Health & Safety Policy	https://blochairn.org/document-library/
Scottish Housing Regulator	https://www.scottishhousingregulator.gov.uk/
Engagement Plan	https://blochairn.org/document-library/
Assurance Statement	https://blochairn.org/document-library/

Annual Return on the Scottish Housing Charter (ARC)	https://blochairn.org/document-library/
Landlord Report from the Scottish Housing Regulator	https://blochairn.org/document-library/
External Auditor	http://www.alexandersloan.co.uk/
Internal Auditor	Will be appointed from 1 January 2020
Key Partnerships	
Royston Strategy Group	https://blochairn.org/royston-strategy-group/
Royston Youth Action	http://roystonyouthaction.co.uk/
Class 2: How we deliver our functions and services	
List of services	
How to report a repair	https://blochairn.org/reporting-a-repair/
Right to Repair	https://blochairn.org/right-to-repair/
How to apply for a house	https://blochairn.org/apply-for-a-house-at-blochairn/
Tenancy support	https://blochairn.org/tenants/
Make a complaint	https://blochairn.org/document-library/ https://blochairn.org/comments-complaints/
Tenant consultation	https://blochairn.org/document-library/ https://blochairn.org/get-involved/
Policies and Procedures	
Allocations	https://blochairn.org/allocations/ https://blochairn.org/document-library/
Code of Conduct for Committee Members	https://blochairn.org/document-library/
Code of Conduct for Staff	https://blochairn.org/document-library/
Committee Members' Expenses Policy	https://blochairn.org/document-library/
Complaints	https://blochairn.org/document-library/ https://blochairn.org/comments-complaints/
Data Protection	
Dignity at Work	https://blochairn.org/document-library/
Estate Management (including neighbour disputes)	https://blochairn.org/document-library/
Finance	https://blochairn.org/document-library/

Introduction of New Committee Members	https://blochairn.org/document-library/
Maintenance	https://blochairn.org/maintenance/ https://blochairn.org/document-library/
Management Committee Remit	https://blochairn.org/document-library/
Membership	https://blochairn.org/get-involved/ https://blochairn.org/document-library/
Rent Arrears	https://blochairn.org/document-library/
Rent Setting	https://blochairn.org/document-library/
Resident Participation	https://blochairn.org/document-library/
Risk	https://blochairn.org/document-library/
Rules of the Association	https://blochairn.org/document-library/
Standing Orders	https://blochairn.org/document-library/
Tenant Handbook	https://blochairn.org/document-library/
Void (vacant) Property	https://blochairn.org/document-library/
Whistleblowing	https://blochairn.org/document-library/
Written Statement of Services (Factoring)	https://blochairn.org/document-library/
Class 3: How we make decisions	
Management Committee	https://blochairn.org/management-committee/
Management Committee Agendas	https://blochairn.org/document-library/
Management Committee Minutes	https://blochairn.org/document-library/
Consultation and Participation	https://blochairn.org/comments-complaints/
Resident Participation Strategy	https://blochairn.org/document-library/
Annual Reports	https://blochairn.org/document-library/
Newsletters	https://blochairn.org/document-library/
Tenant Satisfaction Surveys	https://blochairn.org/document-library/
Accounts and Budgets	https://blochairn.org/document-library/
Class 4: What we spend and how we spend it	
Accounts and Budgets	
Audited Accounts	https://blochairn.org/document-library/
Finance Policy	https://blochairn.org/document-library/
Annual Reports	https://blochairn.org/document-library/
Programme of Works and Projects	
Current or planned projects	https://blochairn.org/plans/
Spending relating to Staff and Management Committee	

Committee Members' Expenses Policy	https://blochairn.org/document-library/
Committee Members' Remuneration	Management Committee Members are unpaid volunteers. They receive no payment other than expenses. See our policy.
Grading Structure	https://blochairn.org/document-library/
Salary Structure	https://blochairn.org/document-library/
Staff Pension Scheme	http://www.tpt.org.uk/schemes/shaps-db-member/home
Class 5: How we manage our resources	
Human Resources	
Conditions of Service	https://blochairn.org/document-library/
Staffing Structure	https://blochairn.org/staff/
Dignity at Work Policy	https://blochairn.org/document-library/
Grading Structure	https://blochairn.org/document-library/
Salary Structure	https://blochairn.org/document-library/
Whistleblowing Policy	https://blochairn.org/document-library/
Entitlements, Payments and Benefits Policy	https://blochairn.org/document-library/
Staff Code of Conduct	https://blochairn.org/document-library/
Staff Pension Scheme	http://www.tpt.org.uk/schemes/shaps-db-member/home
We are members of:	
Employers in Voluntary Housing	http://www.evh.org.uk/
Scotland's Housing Network	http://www.scotlandshousingnetwork.org/
Positive Action in Housing	https://www.paih.org/
Royston Strategy Group	https://blochairn.org/royston-strategy-group/
Physical Resources	
Our Houses	https://blochairn.org/houses/
Our Plans	https://blochairn.org/plans/
Past Improvement Contracts	https://blochairn.org/original-improvement-contracts/
Information Resources	
Privacy Policy	https://blochairn.org/document-library/
Fair Processing Notice	https://blochairn.org/document-library/
Class 6: How we procure works, goods and services and our contracts with external providers	
Contractors and suppliers	
List of Approved Contractors	https://blochairn.org/document-library/

Our Procurement	
Maintenance Policy	https://blochairn.org/document-library/
Finance Policy	https://blochairn.org/document-library/
Class 7: How we are performing	
Annual Reports	https://blochairn.org/document-library/
ARC report to tenants	https://blochairn.org/document-library/
Assurance Statement to the Scottish Housing Regulator	https://blochairn.org/document-library/
Landlord Report from the Scottish Housing Regulator	https://blochairn.org/document-library/
Engagement Plan with the Scottish Housing Regulator	https://blochairn.org/document-library/
Newsletters	https://blochairn.org/document-library/
Complaints Policy	https://blochairn.org/document-library/
How to report a Significant Performance Failure	https://blochairn.org/document-library/
How to complain about a regulated body to the Scottish Housing Regulator	https://blochairn.org/document-library/
Class 8: Our Commercial Publications	This does not apply to housing associations
Class 9: Our Open Data	This does not apply to housing associations