



# GUIDE TO INFORMATION

Produced by: HILLHEAD HOUSING ASSOCIATION

Available through the  
OFFICE OF THE INFORMATION COMMISSIONER, SCOTLAND (OSIC)  
MODEL PUBLICATION SCHEME 2018



## Contents

|                                                                           |    |
|---------------------------------------------------------------------------|----|
| Terms Used .....                                                          | 4  |
| About Hillhead Housing Association.....                                   | 4  |
| Our Board .....                                                           | 6  |
| Organisation Structure .....                                              | 5  |
| Introduction to Hillhead Housing Association’s Guide to Information ..... | 6  |
| The Model Publication Scheme Principles.....                              | 7  |
| Principle One: Availability and formats .....                             | 7  |
| Advice and assistance: .....                                              | 7  |
| Principle Two: Exempt information .....                                   | 7  |
| Principle Three: Copyright and re-use .....                               | 8  |
| Principle Four: Charges .....                                             | 8  |
| Colour Photocopying.....                                                  | 8  |
| Alternative Formats.....                                                  | 8  |
| Postage Costs .....                                                       | 9  |
| Charges for information which is not available under the scheme:.....     | 9  |
| General information requests.....                                         | 9  |
| Charges for Environmental Information .....                               | 9  |
| Charge for request for your own personal data .....                       | 10 |
| Principle 5: Advice and Assistance.....                                   | 11 |
| Contact Details .....                                                     | 11 |
| Principle 6: Duration .....                                               | 11 |
| Records Management Policy .....                                           | 11 |
| Classes of Information .....                                              | 12 |
| The classes of information that we publish .....                          | 12 |
| Class 1: About Hillhead Housing Association .....                         | 12 |
| Class 2: How we deliver our functions and services .....                  | 12 |
| Class 3: How we take decisions and what we have decided .....             | 12 |
| Class 4: What we spend and how we spend it.....                           | 12 |

|                                                                            |    |
|----------------------------------------------------------------------------|----|
| Class 5: How we manage our human, physical and information resources ..... | 12 |
| Class 6: How we procure goods and services from external providers .....   | 12 |
| Class 7: How we are performing .....                                       | 12 |
| Class 8: Our commercial publications .....                                 | 12 |
| Class 9: Our open data .....                                               | 12 |
| Class 1: About Our Organisation, Hillhead Housing Association .....        | 13 |
| Class 2: How We Deliver Our Functions And Services .....                   | 14 |
| Class 3: How We Take Decisions And What We Have Decided .....              | 17 |
| Class 4: What We Spend And How We Spend It .....                           | 18 |
| Class 5: How We Manage Our Human, Physical And Information Resources ..... | 18 |
| Class 6: How We Procure Goods And Services From External Providers .....   | 20 |
| Class 7: How We Are Performing .....                                       | 20 |
| Class 8: Our Commercial Publications .....                                 | 21 |
| Class 9: Our Open Data .....                                               | 21 |

## Terms Used

| Term Used                | Explanation                                                                                                                |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------|
| FOISA                    | The Freedom Of Information (Scotland) Act 2002                                                                             |
| EIRs                     | The Environmental Information (Scotland) Regulations 2004                                                                  |
| Model Publication Scheme | A standard framework for authorities to publish information under FOISA approved by the Scottish Information Commissioner  |
| MPS                      | The Model Publication Scheme                                                                                               |
| Guide to Information     | A guide that every public authority adopting the MPS must produce to help people access the information it makes available |
| MPS Principles           | The six key principles with which all information published under the MPS must comply                                      |
| Classes of Information   | Nine broad categories describing the types of information authorities must publish (if they hold it)                       |

## About Hillhead Housing Association

Hillhead Housing Association 2000 is a community housing association located in the Hillhead area of Kirkintilloch which grew out of a bid for New Housing Partnership funding submitted by East Dunbartonshire Council to the Scottish Executive in December 1998.

Following a successful ballot of tenants in September 2002, the 863 houses transferred in June 2004.

Hillhead lies to the north east of Kirkintilloch and was formerly noted for its iron and coal production. Today it is an established community of approximately 1500 homes comprising mainly Local Authority flats and houses with 140 rented properties owned by Caledonia Housing Association.

## **Our Mission**

“Building on progress for a brighter Hillhead”

## **Our Vision**

At Hillhead Housing Association; we help; we listen; we're respected.

We have the freedom to do things differently and if we say it – we'll do it.

Everyone has a part to play in the success of the association. We look after our people. They feel valued and know that their views are important. We have enthusiastic, motivated people that work together and go the extra mile. It's a great place to work in with excellent working conditions.

Hillhead is a community that people want to be part of.

At Hillhead our homes are built and maintained to a high standard – it's a place where repairs are carried out on time, first time.

Not only are we recognised for the work we do, but people want to see how we do things.

In Hillhead there is a real spirit of community of tenants who want to get involved. Through our work with other we have transformed Hillhead.

## **WE MAKE A DIFFERENCE TO PEOPLE'S LIVES**

### **Our Management Committee**

Our Management Committee provides the strategic direction for Hillhead Housing Association and ensures that we try to attain and maintain the highest level of standards and performance. The Management Committee meet at least 6 times per year.

The Management Committee consists of 12 members, 4 of whom are local tenants/residents within Hillhead. Two local councillors are elected from East Dunbartonshire Council to serve on our Committee. The remaining 6 members bring a range of knowledge through their professional fields in Housing Management, the Construction Industry and Financial Management.

### **Organisation Structure**

The Management Committee meet at least 6 times per year, with members of the Management Team. Decisions are taken to set the overall strategy for the business as well as to monitor its activities. The Management Team are charged with the task of implementing these decisions.

## Introduction to Hillhead Housing Association's Guide to Information

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner and publish information in accordance with that scheme. The publication scheme must:

- publish the classes of information that the authority makes routinely available
- tell the public how to access the information and whether information is available free of charge or on payment

Hillhead Housing Association has been designated as a Scottish Public Authority by an order made under section 5 of the Act, known as the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2013.

Hillhead Housing Association has adopted the **Model Publication Scheme 2018** which has been produced and approved by the Scottish Information Commissioner. The MPS is a standard framework for Scottish public authorities to publish the information they hold.

You can see this scheme on our website at:

Click [here](#) to access or by contacting us at the address in the Contact Us section if you prefer a copy to be provided to you in another format.

It is also available on the Scottish Information Commissioner's website. Click [here](#) to access.

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for Hillhead Housing Association in relation to each class in the Model Publication Scheme 2018
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with access to the information
- explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

## **The Model Publication Scheme Principles**

The MPS imposes six principles which govern the way we must make our information available through our Guide to Information:

- Principle 1: Availability and formats
- Principle 2: Exempt information
- Principle 3: Copyright and re-use
- Principle 4: Charges
- Principle 5: Advice and assistance
- Principle 6: Duration

### **Principle One: Availability and formats**

The information published through the Model Publication Scheme is, wherever possible, available on our website. In the Classes of Information section, select the class required.

We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see “Principle 4: Charges”).

#### **Advice and assistance:**

If you have any difficulty identifying the information you want to access, then please contact us to help you.

Mandy White, Head of Corporate Services

Hillhead Housing Association

2 Meiklehill Road

Kirkintilloch G66 2LA

**T:** 0141 578 0200

**E:** [mwhite@hillheadhousing.org](mailto:mwhite@hillheadhousing.org)

### **Principle Two: Exempt information**

We will publish all the information we hold that falls within the classes of information. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we will remove or redact (black out) the information before publication and explain why.

### Principle Three: Copyright and re-use

Where Hillhead Housing Association holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied or reproduced accurately
- It is not used in a misleading context, and
- The source of the material is identified

Where Hillhead Housing Association does not hold copyright in information we publish, we will make this clear.

### Principle Four: Charges

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises.

We may charge for providing information to you, but we will charge you no more than it costs us to do so. We will always tell you what the cost is before providing the information to you.

Our photocopying charge per side of paper is shown in the tables below:

#### Black & White Photocopying

| Size of Paper | Pence per sheet |
|---------------|-----------------|
| A4            | 15p             |
| A3            | 25p             |

#### Colour Photocopying

| Size of Paper | Pence per sheet |
|---------------|-----------------|
| A4            | 25p             |
| A3            | 40p             |

#### Alternative Formats

| Format         | Charge                 |
|----------------|------------------------|
| Computer Discs | £1.00 per CD-ROM       |
| Memory Stick   | £8.00 per Memory Stick |



## Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run.

We do not pass on any other costs to you in relation to our published information.

## Charges for information which is not available under the 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 Hillhead Housing Association of providing the information.

- Photocopying is charged at 15p per A4 sheet for black and white copying, 25p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- 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.

### Charge for request for your own personal data

There is no charge\* for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request.

We must provide a copy of the information **free of charge**. \*However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive.

We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests.

The fee must be based on the administrative cost of providing the information.

Further information on GDPR can be found on the Information Commissioner's Office website. Click [here](#) to access.

## **Principle 5: Advice and Assistance**

### **Contact Details**

You can contact us for assistance about any aspect of this publication scheme or help to find and request information:

Mandy White, Head of Corporate Services

Hillhead Housing Association

2 Meiklehill Road

Kirkintilloch G66 2LA

**T:** 0141 578 0200

**E:** [mwhite@hillheadhousing.org](mailto:mwhite@hillheadhousing.org)

We will also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of the publication scheme.

If you wish to make a request for information not contained in the publication scheme, you can could also click on this link and complete our online FOI form - [FOI form](#)

## **Principle 6: Duration**

Once published through the Guide to Information, the Information will be available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available (previous versions may be requested from Hillhead Housing Association under section 1(1) of FOISA).

Our Guide to Information will contain a 'last reviewed' date showing when the document was last reviewed, to ensure it contains the most up to date information.

## **Records Management Policy**

Hillhead Housing Association regards its records as a major asset of the Company. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. Hillhead Housing Association's Records Management Policy can be found in Classes of Information - Class 5.

## Classes of Information

### The classes of information that we publish

We publish all the information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Click to access our online [GUIDE TO INFORMATION](#)

The classes are:

Class 1: About Hillhead Housing Association

Class 2: How we deliver our functions and services

Class 3: How we take decisions and what we have decided

Class 4: What we spend and how we spend it

Class 5: How we manage our human, physical and information resources

Class 6: How we procure goods and services from external providers

Class 7: How we are performing

Class 8: Our commercial publications

Class 9: Our open data

## Class 1: About Our Organisation, Hillhead Housing Association

Information about Hillhead Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.

| The information we publish under Class 1 includes: | How to access it                                |
|----------------------------------------------------|-------------------------------------------------|
| Management Team                                    | <a href="#">Management Team</a>                 |
| Our Management Committee                           | <a href="#">Our Management Committee</a>        |
| Organisational Chart                               | <a href="#">Organisational Chart</a>            |
| Contact Details                                    | <a href="#">Contact Details</a>                 |
| News                                               | <a href="#">Newsletters</a>                     |
| Model Publication Scheme 2018                      | <a href="#">Model Publication Scheme</a>        |
| Association Rules                                  | <a href="#">Rules</a>                           |
| Memorandum of Association                          | <a href="#">Memorandum of Association</a>       |
| How to make a request for personal information     | <a href="#">Requesting Personal Information</a> |
| How to make a freedom of information request       | <a href="#">Freedom of Information Requests</a> |
| How to make a complaint                            | <a href="#">Make A Complaint</a>                |

|                                                         |                                            |
|---------------------------------------------------------|--------------------------------------------|
| Hillhead Housing Association's Purpose, Vision & Values | <a href="#">Vision &amp; Values</a>        |
| Hillhead Housing Association's Charging Guide           | <a href="#">Information Charging Guide</a> |
| Contact Details - Our main office                       | <a href="#">Contact Us</a>                 |
| Annual Performance Reports                              | <a href="#">Annual Reports</a>             |

## **Class 2: How We Deliver Our Functions And Services**

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

| <b>The information we publish under Class 2 includes:</b> | <b>How to access it</b>                  |
|-----------------------------------------------------------|------------------------------------------|
| List of services provided                                 | <a href="#">Our Services</a>             |
| How to report a repair                                    | <a href="#">Report a Repair</a>          |
| Right to Repair information                               | <a href="#">Right to Repair</a>          |
| How to apply for a house                                  | <a href="#">Apply for a Home</a>         |
| How to get information about tenancy support              | <a href="#">Tenancy Support Services</a> |

|                                                                                                                 |                                                                         |
|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| How to make a complaint                                                                                         | <a href="#">Make A Complaint</a>                                        |
| How to speak to a housing officer                                                                               | <a href="#">Who's my Housing Officer?</a>                               |
| How we consult with tenants and other customers to inform and improve service delivery and develop new services | <a href="#">Getting Involved</a><br><a href="#">Tenant Consultation</a> |
| Allocations Policy                                                                                              | <a href="#">Allocations Policy</a>                                      |
| Asbestos Management Policy                                                                                      | <a href="#">Asbestos Management Policy</a>                              |
| Arrears Management Policy                                                                                       | <a href="#">Arrears Management Policy</a>                               |
| Asset Management Policy (including stock condition information)                                                 | <a href="#">Asset Management Strategy</a>                               |
| Customer Care Policy                                                                                            | <a href="#">Customer Care Policy</a>                                    |
| Data Protection Policy                                                                                          | <a href="#">Data Protection Policy</a>                                  |
| Environmental Information Regulations Policy (EIR)                                                              | <a href="#">Environmental Information Regulations Policy</a>            |
| Equality and Diversity Policy                                                                                   | <a href="#">Equality and Diversity Policy</a>                           |
| Estate Management Policy                                                                                        | <a href="#">Estate Management Policy</a>                                |

|                                         |                                               |
|-----------------------------------------|-----------------------------------------------|
| Anti-Social Behaviour Policy            | <a href="#">Anti Social Behaviour</a>         |
| Health and Safety Policy and procedures | Available on request                          |
| Procurement Policy                      | <a href="#">Procurement Policy</a>            |
| Risk Management Policy                  | <a href="#">Risk Management Policy</a>        |
| Rent Setting Policy                     | <a href="#">Rent Setting Policy</a>           |
| Repairs Policy                          | <a href="#">Repairs Policy</a>                |
| Tenant Participation Strategy           | <a href="#">Tenant Participation Strategy</a> |
| Tenant Sustainment Policy               | Not applicable                                |



### **Class 3: How We Take Decisions And What We Have Decided**

**Information about the decisions we take how we make decisions and how we involve others.**

| <b>The information we publish under Class 3 includes:</b> | <b>How to access it</b>       |
|-----------------------------------------------------------|-------------------------------|
| Consultations                                             | <a href="#">Consultations</a> |
| Board Agendas and Reports                                 | On request                    |
| Approved Management Committee Minutes                     | <a href="#">Minutes</a>       |
| Reports of Inspections                                    | Available on request          |

### **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).

| <b>The information we publish under Class 4 includes:</b>       | <b>How to access it</b>                      |
|-----------------------------------------------------------------|----------------------------------------------|
| Staff/Board Member expenses                                     | <a href="#">Staff and Committee Expenses</a> |
| Pension Arrangements                                            | Available on Request                         |
| Pay & Grading Structure                                         | <a href="#">Grading Structure</a>            |
| Financial management and administration policies and procedures | Available on Request                         |
| Annual Report                                                   | <a href="#">Annual Reports</a>               |
| Audited Accounts                                                | <a href="#">Accounts</a>                     |

### **Class 5: How We Manage Our Human, Physical And Information Resources**

Information about how we manage the human, physical and information resources of the authority.

| <b>The information we publish under Class 5 includes:</b> | <b>How to access it</b>                                       |
|-----------------------------------------------------------|---------------------------------------------------------------|
| Alcohol Drugs & Substance Abuse Policy                    | <a href="#">Alcohol and Drug Misuse Policy</a>                |
| Absence Management Policy                                 | <a href="#">Absence Management Policy</a>                     |
| Access to Personal Files Policy                           | Not applicable                                                |
| Adoption, Maternity, Paternity Policy                     | Available on request                                          |
| Conflict and Disclosure of Interest Policy                | <a href="#">Conflict and Disclosure of Interest</a>           |
| Disciplinary & Grievance Procedures                       | <a href="#">Staff Disciplinary &amp; Grievance Procedures</a> |

|                                               |                                               |
|-----------------------------------------------|-----------------------------------------------|
| Equality and Diversity Policy                 | <a href="#">Equality And Diversity Policy</a> |
| Stress Management Policy                      | <a href="#">Stress Management Policy</a>      |
| Flexible Working Policy                       | <a href="#">Flexible Working Policy</a>       |
| Information Communication & Technology Policy | <a href="#">ICT Policy</a>                    |

|                                  |                                                     |
|----------------------------------|-----------------------------------------------------|
| Recruitment & Selection Policy   | <a href="#">Recruitment and Selection Policy</a>    |
| Pre-retirement Policy            | <a href="#">Pre-retirement Policy</a>               |
| Smoke Free Policy                | <a href="#">Smoke Free Policy</a>                   |
| Staff Expenses Policy            | <a href="#">Staff Expenses Policy</a>               |
| Committee Expenses Policy        | <a href="#">Committee Expenses Policy</a>           |
| Company Vehicle Policy           | <a href="#">Vehicle &amp; Vehicle Safety Policy</a> |
| Whistleblowing Policy            | <a href="#">Whistleblowing Policy</a>               |
| Data Retention Policy & Schedule | <a href="#">Data Retention Policy and Schedule</a>  |
| Gifts & Hospitality Policy       | <a href="#">Gifts and Hospitality Policy</a>        |
| Training & Development Policy    | <a href="#">TRAINING AND DEVELOPMENT POLICY</a>     |
| Redundancy Policy                | Available on request                                |
| Dignity at Work Policy           | <a href="#">Dignity At Work Policy</a>              |

|                                   |                                                   |
|-----------------------------------|---------------------------------------------------|
| Freedom Of Information Procedures | <a href="#">Freedom Of Information Procedures</a> |
|-----------------------------------|---------------------------------------------------|

|                             |                                         |
|-----------------------------|-----------------------------------------|
| Environmental Reports       | Available on request                    |
| Agreement with Trade Unions | <a href="#">Trade Union Information</a> |

## **Class 6: How We Procure Goods And Services From External Providers**

Information about how we procure goods and services, and our contracts with external providers.

| The information we publish under Class 6 includes: | How to access it                   |
|----------------------------------------------------|------------------------------------|
| Procurement Policies & Procedures                  | <a href="#">Procurement Policy</a> |

## **Class 7: How We Are Performing**

Information about how we perform as an organisation, and how well we deliver our functions and services.

| The information we publish under Class 7 includes: | How to access it                         |
|----------------------------------------------------|------------------------------------------|
| Annual Report to the Charter                       | <a href="#">Annual return on Charter</a> |
| ARC report to tenants                              | <a href="#">Annual Reports</a>           |
| Performance Standards/indicators                   | <a href="#">Our Performance</a>          |
| Benchmarking information                           | <a href="#">Benchmarking Performance</a> |
| Complaints policy, guidance and forms              | <a href="#">Make A Complaint</a>         |
| Complaints reports                                 | <a href="#">Complaints Reports</a>       |

### **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.

| The information we publish under Class 8 includes:                                      | How to access it |
|-----------------------------------------------------------------------------------------|------------------|
| Hillhead Housing Association does not hold or publish any information under this class. |                  |

### **Class 9: Our Open Data**

Open data made available by the authority as described by the Scottish Government's [Open Data Resource Pack - gov.scot](#) and available under an open licence.

| The information we publish under Class 9 includes:                                      | How to access it |
|-----------------------------------------------------------------------------------------|------------------|
| Hillhead Housing Association does not hold or publish any information under this class. |                  |