



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	16
Class 4: What We Spend And How We Spend It.....	17
Class 5: How We Manage Our Human, Physical And Information Resources.....	17
Class 6: How We Procure Goods And Services From External Providers	19
Class 7: How We Are Performing.....	19
Class 8: Our Commercial Publications	20
Class 9: Our Open Data	20

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

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

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 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	Management Team
Our Management Committee	Management Committee
Organisational Chart	Organisational Structure
Contact Details	Contact Details
News	Newsletters
Model Publication Scheme 2018	Model Publication Scheme
Association Rules	Rules
How to make a request for personal information	Requesting personal information
How to make a freedom of information request	Freedom of Information requests
How to make a complaint	Make a Complaint
Guide to Information	Guide to Information

Hillhead Housing Association's Purpose, Vision & Values	Vision Values
Hillhead Housing Association's Charging Guide	Information Charging Guide
Contact Details - Our main office	Contact Us
Annual Performance Reports	Annual Reports

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.

The information we publish under Class 2 includes:	How to access it
List of services provided	Our Services
How to report a repair	Report a Repair
Right to Repair information	Right to Repair
How to apply for a house	Apply for a House
How to get information about tenancy support	Tenancy Support

How to make a complaint	Making a Complaint
How to speak to a housing officer	Who's my Housing Officer?
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Getting involved Tenant Consultation
Allocations Policy	Allocations Policy
Asbestos Management Policy	Asbestos Policy
Arrears Management Policy	Arrears Policy
Asset Management Policy (including stock condition information)	Currently under review
Customer Care Policy	Customer Care Policy
Privacy Policy	Privacy Policy
Environmental Information Regulations Policy (EIR)	EIR Policy
Equality and Diversity Policy	Equality and Diversity Policy
Estate Management Policy	Currently under review

Anti-Social Behaviour Policy	Anti-Social Behaviour Policy
Health and Safety Policy and procedures	Available on request
Procurement Policy	Currently Under Review
Risk Management Policy	Risk Management Policy Risk Register
Rent Setting Policy	Rent Setting Policy
Repairs Policy	Repairs Policy
Sustainability Policy	Sustainability Policy

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.

The information we publish under Class 3 includes:	How to access it
Consultations	Consultations
Board Agendas and Reports	On request
Approved Management Committee Minutes	Committee Minutes

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).

The information we publish under Class 4 includes:	How to access it
Staff/Board Member expenses	Staff & Committee Expenses 19/20
Pension Arrangements	Available on Request
Pay & Grading Structure	Grading Structure
Financial management and administration policies and procedures	Available on Request
Annual Report	Annual Reports
Audited Accounts	Accounts

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.

The information we publish under Class 5 includes:	How to access it
Alcohol Drugs & Substance Abuse Policy	Alcohol & Drug Policy
Absence Management Policy	Absence Management Policy
Disclosure of Interest Policy	Disclosure of Interests
Disciplinary & Grievance Procedures	Disciplinary & Grievance
Equality and Diversity Policy	Equality and Diversity

Flexible Working Policy	Flexible Working
Information Communication & Technology Policy	ICT Policy

Recruitment & Selection Policy	Recruitment & Selection Policy
Pre-retirement Policy	Pre-retirement
Smoke Free Policy	Smoke Free Policy
Staff Expenses Policy	Staff Expenses
Company Vehicle Policy	Company Vehicle
Whistleblowing Policy	Whistleblowing Policy
Data Retention Policy & Schedule	Data Retention Policy & Schedule

Freedom Of Information Procedures	FOI Procedure
Environmental Reports	Available on request
Sustainability Policy	Sustainability Policy
Agreement with Trade Unions	Trade Union

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	Currently Under Review

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	Annual Return to the Charter
ARC report to tenants	Annual Reports
Performance Standards/indicators	Performance
Benchmarking information	Benchmarking performance 2019-20
Complaints policy, guidance and forms	Make a Complaint
Complaints reports	Complaints Reports

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](#) 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.	