



GUIDE TO INFORMATION

LAST REVIEWED: 1 NOVEMBER 2019

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.

Charing Cross Housing Association 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	Free
View at our office	Free
Photocopying/computer print-outs	10p per black and white A4 page. 20p per colour A4 page. Specialist copying or print-outs will be charged at cost to the Association.
Electronic format	Memory stick: from £4.99 to £19.99, depending on the amount of information. A £4.99 memory stick is likely to be sufficient in most circumstances.
Postage and packaging	Recharged by the Association to the applicant at the cost of sending the information to the applicant by First Class Royal Mail. Packaging to be recharged at cost to the Association.
Pre-printed publications	Cost to the Association to have the publication printed (on a per copy basis).

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 Data Protection Officer, 31 Ashley Street, Glasgow G3 6DR

cxhadpo@infolawsolutions.co.uk

07307 045 974

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 Management 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:

The Data Protection Officer, 31 Ashley Street, Glasgow G3 6DR

cxhadpo@infolawsolutions.co.uk

07307 045 974

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 [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Class 1 - About Charing Cross Housing Association	
<i>Information about Charing Cross Housing Association, 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	https://www.cxha.org.uk/mission-vision-values
Vision	https://www.cxha.org.uk/mission-vision-values
Values	https://www.cxha.org.uk/mission-vision-values
Corporate Objectives	https://www.cxha.org.uk/business-plan
Area(s) of operation	https://www.cxha.org.uk/i-am-looking-for-a-home
Key activities; strategic/corporate plan(s)	https://www.cxha.org.uk/business-plan
Business Plan (or summary)	https://www.cxha.org.uk/business-plan
Customer Code/Charter	https://www.cxha.org.uk/customer-care-standards
Location and opening arrangements	
Address	https://www.cxha.org.uk/contact-us
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://www.cxha.org.uk/contact-us
opening times	https://www.cxha.org.uk/contact-us
General contact arrangements	https://www.cxha.org.uk/contact-us
Contact details for making a complaint	https://www.cxha.org.uk/complaints

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

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 2)
Contact details and advice on making an FOI request	https://www.cxha.org.uk/freedom-of-information
Freedom of Information policies and procedures	https://www.cxha.org.uk/freedom-of-information
Charging Schedule for environmental information provided in response to requests made under EIRs	https://www.cxha.org.uk/freedom-of-information-policies-and-procedures
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> • Names • when they became a governing body member • office-bearing responsibilities • when they became an office-bearer 	https://www.cxha.org.uk/management-committee

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Description of the role of the Governing Body <ul style="list-style-type: none"> • governance structure chart (including sub-committees and working groups); • remits for governing body and any sub-committees 	Standing orders – https://www.cxha.org.uk/policies
How to become part of the governing body	https://www.cxha.org.uk/management-committee
About our staff	
Organisational structure	https://www.cxha.org.uk/staff
Governance Documents and Corporate Policies	
Rules/Articles	https://www.cxha.org.uk/data/CCHA Rules 2019 10 24 14 28 02.pdf
Standing Orders	https://www.cxha.org.uk/policies
Membership Policy	https://www.cxha.org.uk/policies
Code of Conduct for Staff	https://www.cxha.org.uk/policies
Code of Conduct for Governing	https://www.cxha.org.uk/policies

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Body Members	
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.cxha.org.uk/policies
Register of Interests	https://www.cxha.org.uk/policies
Equalities Policy	https://www.cxha.org.uk/equal-opportunities
Health and Safety Policy	https://www.cxha.org.uk/policies
Sustainability Policy	https://www.cxha.org.uk/policies
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.cxha.org.uk/how-we-are-regulated
Assurance Statement	https://www.cxha.org.uk/data/Signed Statement 2019 2019 10 25 09 35 27.pdf
Annual Return on Charter Submission to SHR	https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=8EE83758-CFA9-E311-93F1-005056B555E6
Financial Returns to SHR	https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=8EE83758-CFA9-E311-93F1-005056B555E6
Charter report to tenants	https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=8EE83758-CFA9-E311-93F1-005056B555E6
Internal and External Audit arrangements	In progress
Group Details	
Details of our subsidiaries/parent organisation [DELETE AS APPROPRIATE OR IF NOT APPLICABLE]	N/A

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Key Partnerships	
Strategic agreements with other organisations	The Association has entered into agreements with Glasgow City Council, Police Scotland.
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	
Factoring services	https://www.cxha.org.uk/i-am-an-owner
How to report a repair	https://www.cxha.org.uk/repairs
Right to Repair information	https://www.cxha.org.uk/right-to-repair-scheme
How to apply for a house	https://www.cxha.org.uk/applying-for-a-house
How to get information about tenancy support	https://www.cxha.org.uk/tenancy-sustainment-service
How to make a complaint	https://www.cxha.org.uk/complaints
How to speak to a housing officer	https://www.cxha.org.uk/contact-us
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.cxha.org.uk/newsletters
Policies and Procedures	
Allocations Policy	https://www.cxha.org.uk/policies

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Anti-Social Behaviour Policy	https://www.cxha.org.uk/policies
Asbestos Management Policy	https://www.cxha.org.uk/policies
Arrears Management Policy	In Progress
Major Repairs & Life Cycle Costing Policy	https://www.cxha.org.uk/policies
Customer Care Policy	https://www.cxha.org.uk/customer-care-standards
Data Protection Policy	Under Review https://www.cxha.org.uk/policies
Equality and Diversity Policy	https://www.cxha.org.uk/policies
Estate Management Policy	https://www.cxha.org.uk/policies
Health and Safety Policy and procedures	https://www.cxha.org.uk/policies
Legionnaires Inspection/Prevention Policy	Have contractors dealing with this. Do not have a policy.
Procurement Policy	https://www.cxha.org.uk/policies
Risk Management Policy	https://www.cxhaorg.uk/policies
Rent Setting Policy	https://www.cxha.org.uk/policies
Maintenance Policy	https://www.cxha.org.uk/policies
Sustainability Policy	https://www.cxha.org.uk/policies

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Customer Engagement Strategy	https://www.cxha.org.uk/policies
Tenancy Sustainment Policy	https://www.cxha.org.uk/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	https://www.cxha.org.uk/useful-documents
Consultation and Participation	
Customer Engagement Strategy	https://www.cxha.org.uk/policies
Consultation reports noting the outcome of any recent consultations with tenants/others	In progress
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	
Audited accounts	https://www.cxha.org.uk/useful-documents
Our programme of work and projects	
Capital works programme/plans information (annual programme figure)	In progress
Spending relating to Staff and Governing Body	
Expenses policies and procedures	https://www.cxha.org.uk/policies
Senior staff/governing body member expenses at category level	https://www.cxha.org.uk/policies

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
e.g. travel, subsistence and accommodation	
Pay and grading structure (levels of pay rather than individual salaries)	EVH Salary & Grading information https://www.cxha.org.uk/policies
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Staffing structure	https://www.cxha.org.uk/staff
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	EVH Conditions of services https://www.cxha.org.uk/policies
Summary of professional organisations/trade bodies of which we are a member	EVH GWSF

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Physical Resources	
General description of our land and property holdings	https://www.cxha.org.uk/stock-information
Estate development plans	We don't have any future development plans at present
Information Resources	
Records management policy and records management plan, including records retention schedule	https://www.cxha.org.uk/freedom-of-information/policies
Data protection or privacy policy	https://www.cxha.org.uk/privacy-policy
<p>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.</p>	
Our Contractors and suppliers	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	www.cxha.org.uk/key-contractors
List of suppliers and contractors used by organisation (provided to staff under our Entitlements)	In progress

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Payments and Benefits Policy)	
Information about regulated procurement contracts awarded (value, scope, duration)	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA27383
Our Procurement	
Procurement Policy and procedures	https://www.cxha.org.uk/policies
Information on how to tender for work and invitations to tender	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA27383
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA27383
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA27383
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	https://www.cxha.org.uk/useful-documents
ARC report to tenants	
Performance Standards/indicators	Annual Reports https://www.cxha.org.uk/useful-documents
Benchmarking information	https://portal.scottishhousingregulator.gov.uk/interactive_multiyear/Report.aspx?PSocialLandlord=8EE83758-CFA9-E311-93F1-005056B555E6&year=2018/2019
Complaints policy, guidance and forms	To follow
Complaints reports or	To follow

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	
Newsletters	https://www.cxha.org.uk/useful-documents
Events	https://www.cxha.org.uk
Class 8 – Our commercial publications <i>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</i>	
This class does not apply to [INSERT ORGANISATION NAME] 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 [INSERT ORGANISATION NAME]	Not applicable

