



# GUIDE TO INFORMATION

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

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## 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 Partick Housing Association (PHA)

Partick Housing Association (PHA) was established in 1975. We are the biggest community-based property owner and manager in our area and the largest provider of affordable housing. We are a charitable registered social landlord.




PHA has played a proud and historic role in making Partick the vibrant place that it is today. We are recognised for providing quality homes, delivering excellent services and supporting our local communities. We are excited about the possibilities and potential for the future and are determined to continue making an impact in Partick and beyond.

We have a focus on continuous improvement and value for money, responding positively to the changing needs of our customers, the communities that we serve and our operating environment.

PHA owns and manages some 1,800 social rented homes. These properties are located across more than 360 blocks in Glasgow’s West End and comprise a mix of tenures and ownership. Ninety-eight per cent of PHA’s tenants live in flats within mixed-tenure blocks, which reflects the unique nature of Partick. There is a high demand for our homes and we are committed to providing more affordable homes to meet local housing needs.

Our work extends beyond the traditional boundaries of Partick, to neighbouring areas within the West End. We engage with people from all walks of life, with different backgrounds and with varying housing needs and aspirations.

We continue to have a clear community focus and commitment to collaboration and involvement in wider activities beyond our core landlord role. We seek to deliver positive outcomes by working in partnership with community members, the local authority, community planning partners and other agencies.

 <p><b>Our Vision</b></p> <ul style="list-style-type: none"> <li>- Working together, making homes and building communities</li> </ul>	 <p><b>Our Values</b></p> <ul style="list-style-type: none"> <li>- Customer and community;</li> <li>- Inclusion;</li> <li>- Integrity and Innovation</li> </ul>	 <p><b>Our Aims</b></p> <ul style="list-style-type: none"> <li>- To provide good quality, affordable homes and excellent services to our customers;</li> <li>- To support our communities and improve our environment; and</li> <li>- To be a respected and proactive organisation, with effective governance and staff</li> </ul>
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## Our Board

Our volunteer Board Members provide the strategic direction for PHA and provides oversight that we maintain high standards of governance and performance. The Board meet at least 6 times per year and currently consists of 13 members who offer a mix of relevant, skills and experience to deliver our key strategic objectives and compliance with statutory and regulatory requirements.

## Organisation Structure

The Chief Executive together with three directors make up the Leadership Team who are responsible for supporting the PHA Board to set the overall strategy for the business, deliver key outcomes and monitor progress and performance.

## Introduction to Partick Housing Association 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

Partick 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.

Partick Housing Association (PHA) has adopted the **Model Publication Scheme (MPS) 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 Partick 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; and
- 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 1: 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. Please contact:

Corporate Services Manager

Partick Housing Association

10 Mansfield Street

Glasgow

G11 5QP

T: 0141 330 1460

E: [corporateservices@partickha.org.uk](mailto:corporateservices@partickha.org.uk)

## Principle 2: 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 3: Copyright and re-use

Where PHA 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 PHA does not hold copyright in information we publish, we will make this clear.

## Principle 4: 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 PHA 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:

Corporate Services Manager

Partick Housing Association

10 Mansfield Street

Glasgow

G11 5QP

T: 0141 330 1460

E: [corporateservices@partickha.org.uk](mailto:corporateservices@partickha.org.uk)

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 Request Form - available from 11 November 2019.

## **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 PHA 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**

PHA regards its records as a major asset of the Company. Its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. PHA's Privacy Policy contains information on our records management and 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 Partick 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, Partick Housing Association

Information about Partick 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
Subsidiary companies	On Request
Leadership Team	<a href="#">Click Here</a>
Management Team	Under review, available from January 2020
Our Board	<a href="#">Click Here</a>
Group Corporate Plan 2018-23	<a href="#">Click Here</a>
Organisational Chart	<a href="#">Click Here</a>
Contact Details	<a href="#">Click Here</a>
News	<a href="#">Click Here</a>

Model Publication Scheme 2018	<a href="#">Click Here</a>
Partick Housing Association Rules	<a href="#">Click Here</a>
How to make a request for personal information (Subject Access Requests)	<a href="#">Click Here</a>
How to make a freedom of information Request	<a href="#">Click Here</a>
How to complain or make a comment	<a href="#">Click Here</a>
Guide to Information (this guide, including information on charges)	<a href="#">Click Here</a>
Our Purpose, Vision & Values	<a href="#">Click Here</a>
Contact Details - Our main office	<a href="#">Click Here</a>
Annual Report	<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.

The information we publish under Class 2 includes:	How to access it
List of services provided	<a href="#">Click Here</a>
How to report a repair	<a href="#">Click Here</a>
Right to Repair information	<a href="#">Click Here</a>
How to apply for a house	<a href="#">Click Here</a>
How to get information about tenancy support	<a href="#">Click Here</a>
How to make a complaint	<a href="#">Click Here</a>
How to speak to a Housing Officer	<a href="#">Click Here</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<a href="#">Click Here</a>
Housing Allocation Policy	<a href="#">Click Here</a>
Alterations & Improvements Policy	<a href="#">Click Here</a>
Anti-Social Behaviour Policy	<a href="#">Click Here</a>
Asbestos Management Policy	<a href="#">Click Here</a>
Arrears Management Policy	<a href="#">Click Here</a>
Comments, Compliments & Complaints Policy	<a href="#">Click Here</a>
Customer Charter & Service Standards	<a href="#">Click Here</a>

Privacy Policy	<a href="#">Click Here</a>
Electrical Inspections Policy	<a href="#">Click Here</a>
Environmental Information Regulations Policy (EIR)	New – under review, will be available February 2020
Equality Policy	<a href="#">Click Here</a>
Estate Management Policy	<a href="#">Click Here</a>
Gas Servicing Policy	<a href="#">Click Here</a>
Health and Safety Policy	<a href="#">Click Here</a>
Legionella Policy	<a href="#">Click Here</a>
Pest Control & Management Policy	<a href="#">Click Here</a>
Procurement Strategy	<a href="#">Click Here</a>
Rechargeable Repairs Policy	<a href="#">Click Here</a>
Risk Management Policy	<a href="#">Click Here</a>
Rent Setting & Service Charges Policy	<a href="#">Click Here</a>
Repairs & Maintenance Policy	<a href="#">Click Here</a>
Environmental Policy	<a href="#">Click Here</a>
Customer Engagement Strategy	<a href="#">Click Here</a>
Tenancy Sustainment Policy	<a href="#">Click Here</a>

### **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="#">Click Here</a>
Board Agendas and Reports	On Request
Approved Board Reports	On Request
Approved Board Minutes	<a href="#">Click Here</a>

### **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
Board Member expenses	On Request
Pension Arrangements	On Request
Pay & Grading Structure	On Request
Financial Regulations	<a href="#">Click Here</a>
Annual Report & financial statements	<a href="#">Click Here</a>
Audited Accounts	On Request
Value For Money Strategy	Available from February 2020

## 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
Anti-Fraud Policy	On Request
Anti-Bribery Policy	On Request
Declaration of Interest Form	On Request
Dignity At Work Policy	On Request
Entitlements, Payments, Expenses & Benefits Policy	On Request
Equality Policy	<a href="#">Click Here</a>
Human Resources Strategy	Available from February 2020
ICT Acceptable Use Policy	On Request
Recruitment Policy	On Request
Staff Code of Conduct	On Request
Whistleblowing Policy	Currently under review and will be made available in December 2019
Retention Schedule	On Request
Freedom Of Information Procedures	On Request
Asset Management Strategy	On Request
Scottish Housing Quality Standard (SHQS)	<a href="#">Click Here</a>

Energy Efficiency Standard for Social Housing (EESH)	<a href="#">Click Here</a>
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## 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 Policy	<a href="#">Click Here</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 Assurance Statement to the Scottish Housing Regulator	<a href="#">Click Here</a>
Scottish Housing Regulator – Landlord Report	<a href="#">Click Here</a>
Scottish Housing Regulator – Engagement Plan	<a href="#">Click Here</a>
Scottish Social Housing Charter	<a href="#">Click Here</a>
Annual Report	<a href="#">Click Here</a>
Performance Standards/indicators	Under review available from December 2019
Comments, Compliments & Complaints Policy	<a href="#">Click Here</a>
Complaints reports	Under review will be available December 2019



## 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
Partick Housing Association does not hold or publish any information under this class.	Not applicable

## 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
Partick Housing Association does not hold or publish any information under this class.	Not applicable