

# **Guide to Information October 2019**

## CLYDE VALLEY GROUP GUIDE TO INFORMATION

LAST REVIEWED: OCTOBER 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.

Clyde Valley Group has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been approved by the SIC.

To view our Freedom of Information Policy, please [Click here](#)

## **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:

<b>Format</b>	<b>Charge</b>
Online	Free
View at our office	Free
Print in black and white	10p per A4 sheet & 20p per A3 sheet
Print in colour	20p per A4 sheet & 40p per A3 sheet
CD Rom	50p
Posted document/CD Rom	Cost of postage incurred

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:

Freedom of Information Lead on 01698 268855 or [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk).

## **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 Board 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:

**Clyde Valley Group**

**Cvha@cvha.org.uk**

**01698 268855**

## **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.<sup>1</sup>

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.

<b>Information</b>	<b>Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]</b>
<b>Class 1 - About Clyde Valley Group</b>	
<i>Information about Clyde Valley Group, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
<b>Descriptions of who we are</b>	
Mission Statement	<a href="#">Click here</a>
Vision	
Values	
Corporate Objectives	
Area(s) of operation	
Key activities; strategic/corporate plan(s)	
Business Plan (or summary)	
Customer Code/Charter	<a href="#">Click here</a>
<b>Location and opening arrangements</b>	
Address	50 Scott Street Motherwell ML1 1PN
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	T: 01698 268855 F: 01698 266271 E: <a href="mailto:cvha@cvha.org.uk">cvha@cvha.org.uk</a> W: <a href="http://www.cvha.co.uk">www.cvha.co.uk</a>
Opening times	9am – 5pm Monday to Thursday 9am – 4.30pm Friday
General contact arrangements	As above
Contact details for making a complaint	<a href="#">Click here</a>

<sup>1</sup> 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]
<b>Information relating to Freedom of Information</b>	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 3) <a href="#">Click here for FOI Policy</a>
Contact details and advice on making an FOI request	<a href="mailto:cvha@cvha.org.uk">cvha@cvha.org.uk</a> <a href="tel:01698268855">01698268855</a> <a href="#">Click here</a>
Freedom of Information policies and procedures	<a href="#">Click here</a>
Charging Schedule for environmental information provided in response to requests made under EIRs	<a href="#">Click here</a>
<b>About our Governing Body</b>	
List of Governing Body Members <ul style="list-style-type: none"> <li>• Names</li> <li>• when they became a governing body member</li> <li>• Professional biographical details</li> <li>• office-bearing responsibilities</li> <li>• when they became an office-bearer</li> </ul>	<a href="#">Click here</a> <a href="#">Click here for Board Members</a>
Description of the role of the Governing Body <ul style="list-style-type: none"> <li>• governance structure chart (including sub-committees and working groups);</li> <li>• remits for governing body and any sub-committees</li> </ul>	<a href="#">Click here</a>
How to become part of the governing body	<a href="#">Click here</a>
<b>About our staff</b>	
List of senior management team, including professional biography and contact details	<a href="#">Click here</a>
Organisational structure	<a href="#">Click here</a>
<b>Governance Documents and Corporate Policies</b>	
Rules/Articles	<a href="#">Click here for Rules</a> <a href="#">Click here for CVPS Articles</a>
Standing Orders	<a href="#">Click here</a>
Membership Policy	<a href="#">Click here</a>

<b>Information</b>	<b>Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]</b>
Code of Conduct for Staff	<a href="#">Click here</a>
Code of Conduct for Governing Body Members	<a href="#">Click here</a>
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	<a href="#">Click here</a>
Register of Interests	Available Nov 2019
Equalities Policy	<a href="#">Click here</a>
Health and Safety Policy	<a href="#">Click here</a>
Sustainability Policy	Available June 2020
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	<a href="#">Click here</a>
Assurance Statement	<a href="#">Click here</a>
Annual Return on Charter Submission to SHR	<a href="#">Click here</a>
Financial Returns to SHR	<a href="#">Financial Accounts 2018-19</a> <a href="#">Financial Accounts 2017-18</a>
Charter report to tenants	<a href="#">Click here</a> <a href="#">Click here</a>
Internal and External Audit arrangements	Currently out to tender for external audit (Dec 2019 before we appoint)
<b>Group Details</b>	
Details of our subsidiaries/parent organisation [DELETE AS APPROPRIATE OR IF NOT APPLICABLE]	<a href="#">Click here</a>
<b>Key Partnerships</b>	
Strategic agreements with other organisations	Innov8
<b>Class 2 – How we deliver our functions and services</b> <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
<b>How to use our services</b>	
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>

<b>Information</b>	<b>Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]</b>
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>
<b>Policies and Procedures – Link to class 2 – CVPS Policy Handbook</b>	
Allocations Policy	<a href="#">South Lanarkshire - Click here</a> <a href="#">North Lanarkshire - Click here</a>
Adaptations 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>
Asset Management Policy (including stock condition information)	<a href="#">Click here</a> <a href="#">Click here</a>
Customer Care Policy	<a href="#">Click here</a>
Data Protection Policy	<a href="#">Click here</a>
Equality and Diversity Policy	<a href="#">Click here</a>
Estate Management Policy	Available April 2020
Health and Safety Policy and procedures	<a href="#">Click here</a>
Legionnaires Inspection/Prevention Policy	<a href="#">Click here</a>
Procurement Policy	<a href="#">Click here</a> <a href="#">Click here</a>
Risk Management Policy	<a href="#">Click here</a>
Rent Setting Policy	<a href="#">Click here</a>
Housing Maintenance Policy	<a href="#">Click here</a>
Sustainability Policy	Available June 2020
Tenant Engagement Policy	Available April 2020



Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Tenancy Sustainment Policy	<a href="#">Click here</a>
Internal procedures relating to above (where available)	As applicable
<b>Class 3 – How we take decisions and what we have decided</b> <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
<b>Governing Body Meetings</b>	
Governing body meeting minutes	<a href="#">Click here</a>
Governing body meeting reports/papers	<a href="#">Click here</a>
Governing body agendas	<a href="#">Click here</a>
<b>Consultation and Participation</b>	
Tenant Participation Strategy	Available April 2020
Consultation reports noting the outcome of any recent consultations with tenants/others	<a href="#">Click here</a>
Tenant Scrutiny Panel composition <b>[DELETE IF NOT APPLICABLE]</b>	N/A
<b>Class 4 – What we spend and how we spend it</b> <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>	
<b>Information about our accounts and budgets</b>	
Description of funding sources	<a href="#">VfM - Click here</a>
Audited accounts	<a href="#">Click here</a>
Budget policies and procedures	Available November 2020
Budget allocation to key service areas	<a href="#">Click here</a>
<b>Our programme of work and projects</b>	
<b>Brief details of any project funding</b> and how it's being spent	N/A
<b>Capital works programme/plans</b> information (annual programme figure)	<a href="#">Click here</a>
<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	<a href="#">Staff Expenses Policy - Click here</a> <a href="#">Board Expenses Policy - Click here</a>
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	No expenses paid to March 2019
Board member remuneration other than expenses	N/A

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Pay and grading structure (levels of pay rather than individual salaries)	<a href="#">Click here</a>
General information about staff pension scheme	<a href="#">Click here</a>
<b>Class 5 – How we manage our resources</b> Information about how we manage our human, physical and information resources	
<b>Human resources</b>	
Strategy and management of human resources	Available April 2020
Staffing structure	<a href="#">Click here</a>
Human resources policies, covering: <ul style="list-style-type: none"> <li>• recruitment</li> <li>• performance management</li> <li>• salary and grading</li> <li>• succession planning (Available 2020)</li> <li>• pensions</li> <li>• discipline</li> <li>• grievance</li> <li>• staff development</li> <li>• Maintenance and retention of staff records</li> </ul>	<a href="#">Recruitment - Click here</a> <a href="#">Performance Management - Click here</a> <a href="#">Salary and grading - Click here</a> <a href="#">SHAPS - Click here</a> <a href="#">Discipline - Click here</a> <a href="#">Grievance - Click here</a> <a href="#">Learning and Development - Click here</a> <a href="#">Data protection - Click here</a>
Internal procedures relating to the above (where available)	As applicable
Trade Union information	<a href="#">Click here</a>
Summary of professional organisations/trade bodies of which we are a member	<a href="http://www.cih.org">www.cih.org</a> <a href="http://www.evh.org.uk">www.evh.org.uk</a> <a href="http://www.homesforscotland.com">www.homesforscotland.com</a> <a href="http://www.housemark.co.uk">www.housemark.co.uk</a> <a href="http://www.scotlandshousingnetwork.org">www.scotlandshousingnetwork.org</a> <a href="http://www.tpt.org.uk">www.tpt.org.uk</a> <a href="http://www.sfha.co.uk">www.sfha.co.uk</a>
<b>Physical Resources</b>	
Management of our land and property assets, including environmental/sustainability reports	<a href="#">Click here</a>

<b>Information</b>	<b>Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]</b>
General description of our land and property holdings	<a href="#">Click here</a>
Estate development plans	N/A
<b>Information Resources</b>	
Records management policy and records management plan, including records retention schedule	<a href="#">Click here</a>
Data protection or privacy policy	<a href="#">Click here</a>
<b>Class 6 - How we procure goods and services from external providers</b> Information about how we procure works, goods and services, and our contracts with external providers.	
<b>Our Contractors and suppliers</b>	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> <li>• responsive repairs</li> <li>• landscape maintenance</li> <li>• planned/cyclical maintenance</li> </ul>	<a href="#">Click here</a>
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	<a href="#">Click here</a>
Information about regulated procurement contracts awarded (value, scope, duration)	<a href="#">Click here</a>
<b>Our Procurement</b>	
Procurement Policy and procedures	<a href="#">Click here</a>
Information on how to tender for work and invitations to tender	<a href="#">Click here</a>
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	<a href="#">Procurement Annual June 2019 - Click here</a> <a href="#">Procurement Annual July 2018 - Click here</a>
Links to procurement information we publish on Public Contracts Scotland website	<a href="#">Click here</a> <a href="#">Click here</a>
Framework Agreements	

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
<b>Class 7 – How we are performing</b> Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	<a href="#">Click here</a>
ARC report to tenants	<a href="#">Click here</a>
Performance Standards/indicators	<a href="#">Click here</a>
Benchmarking information	<a href="#">Regulator website - Click here</a> <a href="#">VfM Performance Report - Click here</a>
Complaints policy, guidance and forms	<a href="#">Click here</a>
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	<a href="#">Click here</a>
Tenant scrutiny reports <b>[DELETE IF NOT APPLICABLE]</b>	<a href="#">Click here</a>
<b>Class 8 – Our commercial publications</b> <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 <b>Clyde Valley Housing Association</b> as we do not produce any publications for sale.	Not applicable
<b>Class 9 – Our open data</b> Open data made available by us under the Scottish Government's <a href="#">Open Data Resource Pack</a> and available under open licence.	
This class does not apply to <b>Clyde Valley Housing Association</b>	Not applicable

