

Guide to Information May 2024

**Clyde Valley Group
Guide to Information**

At a glance - terms used in this document

Term Used	Explanation
FOISA	<p>Freedom of Information (Scotland) Act 2002</p> <p><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></p>
EIRs	<p>Environmental Information Regulations (Scotland) 2004</p> <p><i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i></p>
SIC	<p>The Scottish Information Commissioner</p> <p><i>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation?</i></p>
MPS	<p>Model Publication Scheme</p> <p><i>Produced by the SIC- this details all of the information that those subject to FOISA should publish (if they hold it)</i></p>
Guide to Information	<p><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></p>
Classes of Information	<p><i>Nine broad categories describing the types of information authorities should publish (if they hold it).</i></p>

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.

You can view our Freedom of Information Policy [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:

Format	Charge
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.

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.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
Class 1 - About Clyde Valley Group <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>	
Descriptions of who we are	
Mission Statement	Click here and Click here
Vision	
Values	
Corporate Objectives	
Area(s) of operation	
Key activities; strategic/corporate plan(s)	
Business Plan (or summary)	
Customer Code/Charter	Click here
Location and opening arrangements	
Address	50 Scott Street Motherwell ML1 1PN
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	T: 01698 268855 E: cvha@cvha.org.uk W: www.cvha.org.uk
Opening times	9am - 5pm Monday to Thursday 9am - 4.30pm Friday
General contact arrangements	As above
Contact details for making a complaint	Click here

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

Information	Where to access
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 5) Click here for FOI Policy
Contact details and advice on making an FOI request	cvha@cvha.org.uk 01698 268855 Click here
Freedom of Information policies and procedures	Click here
Charging Schedule for environmental information provided in response to requests made under EIRs	Click here (See page 7)
Subject Access Requests (SAR)	Click here
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member Professional biographical details office-bearing responsibilities when they became an office-bearer 	Click here for CVHA Board Members
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 Board Recruitment and Succession Planning Board Training and Performance Policy 	Click here Remit of the Board Remit of the Audit Committee Click here Click here
How to become part of the governing body	Click here
About our staff	
List of senior management team, including professional biography and contact details	Click here
Organisational structure	Click here
Governance Documents and Corporate Policies	
Rules/Articles	Click here for Rules Click here for CVPS Articles
Standing Orders and Delegated Authority Policy	Click here
Membership Policy	Click here
Code of Conduct for Staff	Click here
Code of Conduct for Governing Body Members	Click here
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Click here
Register of Interests	Click here

Information	Where to access
Equality, Diversity and Inclusion Policy	Click here
Health and Safety Policy	Click here
Relationship with Regulators	
Engagement Plan with Scottish Housing Regulator	Click here
Annual Assurance Statement	Click here
Annual Return on Charter Submission to SHR	Click here
Financial Returns to SHR	<ul style="list-style-type: none"> • Financial Statements (Year End 31 March 2023) • Financial Statements (Year End 31 March 2022) • Financial Statements (Year End 31 March 2021)
Charter report to tenants	Value for Money and Performance 2022-23
Internal and External Audit arrangements	Internal Audit Plan 2023 24 Internal Auditors – TIAA External Auditors – RSM
Group Details	
Details of our subsidiaries/parent organisation (Business Plan 2023/24)	Click here
Key Partnerships	
Strategic agreements with other organisations	Clyde Valley Factoring Clyde Valley Property Services Clyde Valley Lets
Class 2 - How we deliver our functions and services Information about our work, our strategy, and policies for delivering services and information for our service users.	
How to use our services	
List of services provided	Click here
How to report a repair	Click here
Right to Repair information	Click here
How to apply for a house	Click here
How to get information about tenancy support	Click here
How to make a complaint	Click here
How to speak to a housing officer	Click here
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Click here and Click here for information on our Customer Panel
Policies and Procedures - Link to class 2	
Allocations Policy	Click here
Alterations and Improvements Procedure	Click here
Anti-Social Behaviour Policy	Click here
Asbestos Management Policy	Click here

Information	Where to access
Arrears Policy	Click here
Property Asset Management Delivery Plan	Click here
Customer Care and Service Standards Policy	Available August 2024
Data Protection and Information Sharing Policy	Click here
Equality, Diversity and Inclusion Policy	Click here
Health and Safety Policy and procedures	Click here
Legionella Management Policy	Click here
Procurement Procedures Manual	Click here
Procurement Policy	Click here
Procurement Strategy	Click here
Risk Strategy Policy	Click here
Rent Setting and Service Charges Policy	Click here
Shared Ownership Policy	Click here and Shared Ownership Arrears Policy
Housing Maintenance Policy	Click here
Tenancy Sustainment Policy	Click here
Internal procedures relating to above (where available)	As 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.	
Governing Body Meetings	
Governing body meeting minutes	Click here
Governing body agendas	Click here
Consultation and Participation	
Tenant Participation Strategy	Customer Experience Strategy Click here
Consultation reports noting the outcome of any recent consultations with tenants/others	Customer engagement & consultation calendars Rent Increase Consultation
Customer Panel	Click here
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).	
Information about our accounts and budgets	
Description of funding sources	Click here
Audited accounts (Financial Statements)	Click here
Budget policies and procedures	Financial Regulations and Treasury Management Policy
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Click here

Information	Where to access
Capital works programme/plans information (annual programme figure)	
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Do not publish staff expenses policy on the website. Board Expenses Policy - Click here
Spending relating to Staff and Governing Body	
Senior staff/governing body member expenses at category level e.g., travel, subsistence and accommodation	Entitlements, Payments and Benefits Board Remuneration Policy - Click here
Board member remuneration other than expenses	Entitlements, Payments and Benefits Board Remuneration Policy - Click here
Pay and grading structure (levels of pay rather than individual salaries)	Click here
General information about staff pension scheme	Click here
Class 5 - How we manage our resources Information about how we manage our human, physical and information resources	
Human Resources	
Strategy and management of human resources	Click here
Staffing structure	Click here
Human Resources policies	Code of Conduct Staff Equality, Diversity and Inclusion Policy Fair Work First Statement Clyde Valley Group Gender Based Violence Policy Health and Safety Policy Joint Statement on Fair Work First Whistleblowing Policy
Internal procedures relating to the above (where available)	As applicable
Trade Union information	https://scotland.unitetheunion.org/
Summary of professional organisations/ trade bodies of which we are a member	www.cih.org www.evh.org.uk www.homesforscotland.com www.housemark.co.uk www.scotlandshousingnetwork.org www.tpt.org.uk www.sfha.co.uk www.happytotranslate.com www.tis.org.uk www.customerserviceexcellence.uk.com

Information	Where to access
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports.	Reports will be available when new Asset Management System is in place.
General description of our land and property holdings	
Information Resources	
Records management policy and records management plan, including records retention schedule	Click here
Data protection or privacy policy	Data Protection and Information Sharing Policy Click here Privacy Policy Click here
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.	
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 	Click here
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Click here
Information about regulated procurement contracts awarded (value, scope, duration)	Page 10 – 12 of Procurement Strategy
Our Procurement	
Procurement Policy and procedures	Procurement Strategy Annual Procurement Report 2023 Procurement Procedures Manual
Information on how to tender for work and invitations to tender	Page 8 of Procurement Strategy
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	
Links to procurement information we publish on Public Contracts Scotland website	Click here
Framework Agreements	
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	Click here
ARC report to tenants	Click here

Information	Where to access
Performance Standards/indicators	Click here
Benchmarking information	Regulator website - Click here Value for Money and Performance 2022-23
Complaints policy, guidance and forms	Click here
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Click here
Tenant scrutiny reports (Customer Panel)	Click here
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	
This class does not apply to Clyde Valley Housing Association 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 license.	
This class does not apply to Clyde Valley Housing Association.	Not applicable