



# **Guide to Information**

## **February 2026**

**Clyde Valley Group**  
**Guide to Information**

**At a glance - terms used in this document.**

<b>Term Used</b>	<b>Explanation</b>
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 please contact us on 01698 268855 or [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk).

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 us.

We do not charge for providing information.

## **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](mailto: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 FOISA 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:

Information	Where to access
<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>       Our business plan is not published online as it contains commercially sensitive and strategic information. For details on our objectives, please refer to our published strategy and annual reports or contact us directly.
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
Opening times	9am – 5pm Monday to Thursday 9am – 4.30pm Friday
General contact arrangements	As above

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

Information	Where to access
<p><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></p>	
Contact details for making a complaint	<a href="#">Click here</a>
Publication Scheme and Guide to Information	<a href="#">This document</a>
Charging Schedule for Published Information	See section 6.3. Fees <a href="#">Freedom of Information Policy</a>
Contact details and advice on making a FOI request	<a href="mailto:cvha@cvha.org.uk">cvha@cvha.org.uk</a> 01698 268855 <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	See section 7. Environmental Information (Scotland) Regulations (EIRs) <a href="#">Freedom of Information Policy</a>
Subject Access Request (SAR)	<a href="#">Click here</a>
<p><b>Accessing our Governing Body</b></p>	
<p>List of Governing Body Members</p> <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 for CVHA Board Members</a>

Information	Where to access
<p><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></p>	
<p>Description of the role of the Governing Body</p> <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> <li>• Board Recruitment and Succession Planning</li> </ul>	<p><a href="#">Click here</a></p> <p><a href="#">Remit of the Board</a>  <a href="#">Remit of the Audit Committee</a></p> <p><a href="#">Click here</a></p>
<ul style="list-style-type: none"> <li>• Board Training and Performance Policy</li> </ul>	<p><a href="#">Click here</a></p>
<p>How to become part of the governing body.</p>	<p><a href="#">Click here</a></p>
<p><b>About our staff</b></p>	
<p>List of senior management team, including professional biography and contact details</p>	<p><a href="#">Click here</a></p>
<p>Organisational Structure</p>	<p><a href="#">Clyde Valley Group Structure</a></p>
<p><b>Governance Documents and Corporate Policies</b></p>	
<p>Rules/ Articles</p>	<p><a href="#">Click here for Rules</a>  <a href="#">Click here for CVPS Articles of Association</a></p>
<p>Standing Orders and Delegated Authority Policy</p>	<p><a href="#">Click here</a></p>
<p>Membership Policy</p>	<p><a href="#">Click here</a></p>
<p>Code of Conduct for Staff</p>	<p><a href="#">Click here</a></p>
<p>Code of Conduct for Governing Body Members</p>	<p><a href="#">Click here</a></p>

Information	Where to access
<p><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></p>	
Entitlements Payments and Benefits Policy	<a href="#">Click here</a>
Register of Interests	<a href="#">Click here</a>
Telephone number and e-mail address for general enquiries	T: 01698 268855 E: <a href="mailto:cvha@cvha.org.uk">cvha@cvha.org.uk</a> W: <a href="http://www.cvha.org.uk">www.cvha.org.uk</a>
Equality, Diversity and Inclusion Policy	<a href="#">Click here</a>
Health and Safety Policy	<a href="#">Click here</a>
<p><b>Relationship with Regulators</b></p>	
Engagement Plan with Scottish Housing Regulator	<a href="#">Click here</a>
Annual Assurance Statement	<a href="#">Click here</a>
Annual Return on Charter Submission to Scottish Housing Regulator	<a href="#">Click here</a>
Financial Returns to Scottish Housing Regulator	<ul style="list-style-type: none"> <li>• <a href="#">Financial Statements (Year End 31 March 2025)</a></li> <li>• <a href="#">Financial Statements (Year End 31 March 2024)</a></li> <li>• <a href="#">Financial Statements (Year End 31 March 2023)</a></li> </ul>
Charter Report to tenants	<a href="#">Annual Performance Report 2024-25</a>
Internal and External Audit arrangements	<a href="#">Internal Audit Plan 2025</a>  Internal Auditors – <a href="#">TIAA</a> External Auditors – <a href="#">RSM</a>
<p><b>Group Details</b></p>	
Details of our subsidiaries/ parent organisation	<a href="#">Click here</a>
<p><b>Key Partnerships</b></p>	
Strategic agreements with other organisations	<a href="#">Clyde Valley Factoring</a> <a href="#">Clyde Valley Property Services</a> <a href="#">Clyde Valley Lets</a>

Information	Where to access
<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 to 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>
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> and <a href="#">Click here for information on our Customer Panel</a>
<b>Policies and Procedures – Link to Class 2</b>	
Allocations Policy	<a href="#">Click here</a>
Alterations and Improvements Procedure	<a href="#">Click here</a>
Anti-Social Behaviour Policy	<a href="#">Click here</a>
Asbestos Management Policy	<a href="#">Click here</a>
Arrears Policy	<a href="#">Click here</a>
Property Asset Management Delivery Plan	Asset Management Strategy <a href="#">Click here</a>
Customer Experience Policy	<a href="#">Click here</a>
Data Protection Policy	<a href="#">Click here</a>
Equality, Diversity and Inclusion Policy	<a href="#">Click here</a>
Health and Safety Policy	<a href="#">Click here</a>
Legionella Management Policy	<a href="#">Click here</a>

<b>Policies and Procedures – Link to Class 2</b>	
Procurement Procedures Manual	<a href="#">Click here</a>
Procurement Policy	<a href="#">Click here</a>
Procurement Strategy	<a href="#">Click here</a>
Risk Strategy Policy	<a href="#">Click here</a>
Rent Setting and Service Charges Policy	<a href="#">Click here</a>
Shared Ownership Policy	<a href="#">Click here</a> and <a href="#">Shared Ownership Arrears Policy</a>
Housing Maintenance Policy	<a href="#">Click here</a>
Tenancy Sustainment Policy	<a href="#">Click here</a>
Internal procedures relating to above (where available)	As applicable.

<b>Information</b>	<b>Where to access</b>
<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 Agendas	<a href="#">Click here</a>
<b>Consultation and Participation</b>	
Tenant Participation Strategy	<a href="#">Click here</a>
Consultation Reports noting the outcomes of any recent consultations with tenants/ others	<a href="#">Click here</a>  <a href="#">Rent Increase Consultation</a>
Customer Panel	<a href="#">Click here</a>

Information	Where to access
<p><b>Class 4 – What we spend and how we spend it</b>  <i>Information about our 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></p>	
<p><b>Information about our accounts and budgets</b></p>	
Description of funding sources	<a href="#">Click here</a>
Audited accounts (Financial Statements)	<a href="#">Click here</a>
Budget Policies and Procedures	<a href="#">Financial Regulations and Treasury Management Policy</a>
<p><b>Our programme of work and projects</b></p>	
Brief details of any project funding and how it's being spent	<a href="#">Click here</a>
Capital works programme/ plans information (annual programme figure)	
<p><b>Spending relating to Staff and Governing Body</b></p>	
Expenses, policies and procedures	Do not publish staff expenses policy on the website. Board Expenses Policy – <a href="#">Click here</a>
Senior staff/ governing body member expenses at category level e.g., travel, subsistence and accommodation	Entitlements, Payments and Benefits Board Remuneration Policy – <a href="#">Click here</a>
Board member remuneration other than expenses	Entitlements, Payments and Benefits Board Remuneration Policy – <a href="#">Click here</a>
Pay and grading structure (levels of pat rather than individual salaries)	<a href="#">Click here</a>
General information about staff pension scheme	<a href="https://www.tpt.co.uk/">https://www.tpt.co.uk/</a>

Information	Where to access
<b>Class 5 – How we manage our resources</b> <i>Information about how we manage our human, physical and information resources.</i>	
<b>Human Resources</b>	
Strategy and management of human resources	<a href="#">Click here</a>
Staffing structure	<a href="#">Clyde Valley Group Structure</a>
Human Resources Policies	<a href="#">Code of Conduct Staff</a> <a href="#">Equality, Diversity and Inclusion Policy</a> <a href="#">Fair Work Statement, Clyde Valley Group</a> <a href="#">Gender Based Violence Policy</a> <a href="#">Health and Safety Policy</a> <a href="#">Whistleblowing Policy</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> <a href="http://www.happytotranslate.com">www.happytotranslate.com</a> <a href="http://www.tis.org.uk">www.tis.org.uk</a> <a href="http://www.customerserviceexcellence.uk.com">www.customerserviceexcellence.uk.com</a>
<b>Physical Resources</b>	
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

Can be found in the Data Protection policy [Click here](#)

Data protection or privacy policy

[Click here](#)

Information	Where to access
<p><b>Class 6 – How we procure goods and services from external providers.</b>  <i>Information about how we procure works, goods and services, and our contracts with external providers.</i></p>	
<p><b>Our Contractors and Suppliers</b></p>	
<p>Information about our key service delivery contractors who carry out:</p> <ul style="list-style-type: none"> <li>• Responsive repairs</li> <li>• Landscape maintenance</li> <li>• Planned/ cyclical maintenance</li> </ul>	<p><a href="#">Click here</a></p>
<p>List of suppliers and contractors used by our organisation</p>	<p>Provided to staff under our Entitlements Payment and Benefits Policy <a href="#">Click here</a></p>
<p>Information about regulated procurement contracts awarded</p>	<p>Page 10 – 12 of <a href="#">Procurement Strategy</a></p>
<p><b>Our Procurement</b></p>	
<p>Procurement Policy and Procedures</p>	<p><a href="#">Annual Procurement Strategy 2025-26</a>  <a href="#">Annual Procurement Report 2024-2025</a>  <a href="#">Annual Procurement Report 2024-25 Appendix 1</a>  <a href="#">Annual Procurement Report 2024-25 (Detailed Report)</a></p>
<p>Information on how to tender for work and invitations to tender</p>	<p>Page 8 of <a href="#">Annual Procurement Strategy 2025-26</a></p>

Information	Where to access
<b>Class 6 – How we procure goods and services from external providers.</b> <i>Information about how we procure works, goods and services, and our contracts with external providers.</i>	
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	<a href="#">Click here</a>
<b>Our Procurement</b>	
Links to procurement information we publish on Public Contracts Scotland website	<a href="#">Click here</a>
Framework Agreements	

Information	Where to access
<b>Class 7 – How we are performing</b> <b>Information about how we perform as an organisation, and how well we deliver our functions and services.</b>	
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="#">Click here</a> <a href="#">Annual Performance Report 2024-25</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 (Customer Panel)	

Information	Where to access
<b>Class 8 – Our commercial publications</b> <b>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.</b>	
This class does not apply to Clyde Valley Housing Association as we do not produce any publications for sale.	Not applicable

Information	Where to access
<b>Class 9 – Our open data</b> <b>Open data made available by us under the Scottish Government’s Open Data Resource Pack and available under open license.</b>	
This class does not apply to Clyde Valley Housing Association.	Not applicable