

Guide to Information

November 2025

Clyde Valley Group
Guide to Information

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.

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 and 20p per A3 sheet.
Print in colour	20p per A4 sheet and 30p 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 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.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 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	Click here
Location and opening arrangements	
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.

Contact details for making a complaint	Click here
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 7) Click here for FOI Policy
Contact details and advice on making a 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 Request (SAR)	Click here
Accessing 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 	Click here Remit of the Board Remit of the Audit Committee Click here

<ul style="list-style-type: none"> • Board Training and Performance Policy 	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
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Click here E: cvha@cvha.org.uk W: www.cvha.org.uk
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 Scottish Housing Regulator	Click here

Financial Returns to Scottish Housing Regulator	<ul style="list-style-type: none"> • Financial Statements (Year End 31 March 2025) • Financial Statements (Year End 31 March 2024) • Financial Statements (Year End 31 March 2023)
Charter Report to tenants	Annual Performance Report 2024-25
Internal and External Audit arrangements	Internal Audit Plan 2025 Internal Auditors – TIAA External Auditors – RSM
Group Details	
Details of our subsidiaries/ parent organisation	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 <i>Information about our work, our strategy, and policies for delivering services and information to our service users.</i>	
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
Arrears Policy	Click here
Property Asset Management Delivery Plan	
Customer Experience Policy	Click here
Data Protection 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
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Governing Body Agendas	Click here
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Consultation and Participation

Tenant Participation Strategy	Click here
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Consultation Reports noting the outcomes of any recent consultations with tenants/ others	Customer engagement and consultation calendars. Rent Increase Consultation
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Customer Panel	Click here
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Class 4 – What we spend and how we spend it

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).

Information about our accounts and budgets

Description of funding sources	Click here
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Audited accounts (Financial Statements)	Click here
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Budget Policies and Procedures	Financial Regulations and Treasury Management Policy
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Our programme of work and projects

Brief details of any project funding and how it's being spent	Click here
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Capital works programme/ plans information (annual programme figure)	
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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
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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 pat rather than individual salaries)	Click here
General information about staff pension scheme	
Class 5 – How we manage our resources <i>Information about how we manage our human, physical and information resources.</i>	
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 Statement, Clyde Valley Group Joint Statement on Fair Work First Gender Based Violence Policy Health and Safety Policy Whistleblowing Policy
Internal procedures relating to the above (where available)	As applicable
Trade Union information	Click here
Summary of professional organisations/ trade bodies of which we are a member	www.cih.org www.evha.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

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	Click here
Class 6 – How we procure goods and services from external providers. <i>Information about how we procure works, goods and services, and our contracts with external providers.</i>	
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 our organisation (provided to staff under our Entitlements Payment 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	Annual Procurement Strategy 2025-26 Annual Procurement Report 2024-2025 Annual Procurement Report 2024-25

	Appendix 1 Annual Procurement Report 2024-25 (Detailed Report)
Information on how to tender for work and invitations to tender	Page 8 of Annual Procurement Strategy 2025-26
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Click here
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 organistaion, and how well we deliver our functions and services.	
Annual Report	Click here
ARC Report to Tenants	Click here
Performance Standards/ Indicators	Click here
Benchmarking Information	Click here Annual Performance Report 2024-25
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).	
Tenant Scrutiny Reports (Customer Panel)	

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