



Guide to Information

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Version: 3.0

CADDER HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: 29 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.

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

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
Print in colour	20p per A4 sheet
CD Rom	£1
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:

foi@cadderhousing.co.uk

Corporate Services

20 Fara Street, Glasgow G23 5AE

Tel 0141 945 3282

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 us of providing the information:

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p 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.

Charges for requesting 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.

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 **committee** 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:

Cadder Housing Association, 20 Fara Street, Glasgow, G23 5AE

foi@cadderhousing.co.uk

0141 945 3282

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 [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Class 1 - About Cadder Housing Association	
<i>Information about Cadder Housing Association, 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	https://www.cadderha.co.uk/vision-mission-values/
Vision	https://www.cadderha.co.uk/vision-mission-values/
Values	https://www.cadderha.co.uk/vision-mission-values/
Corporate Objectives	https://www.cadderha.co.uk/vision-mission-values/
Area(s) of operation	Website provides <ul style="list-style-type: none"> - Tenants - Repairs - Owner Occupiers - Benefits/Money Advice https://www.cadderha.co.uk/
Key activities; strategic/corporate plan(s)	Available on Request
Business Plan (or summary)	https://www.cadderha.co.uk/wp-content/uploads/2020/11/Business-Plan-CHA-20-21.pdf
Customer Code/Charter	Customer Care Standards https://www.cadderha.co.uk/customer-care-standards/
Location and opening arrangements	
Address	Association information can be found on our website as follows. https://www.cadderha.co.uk/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Association information can be found on our website as follows. https://www.cadderha.co.uk/about-us-2/contacting-us/
opening times	Association information can be found on our website as follows. https://www.cadderha.co.uk/

¹ 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]
General contact arrangements	https://www.cadderha.co.uk/about-us-2/contacting-us/
Contact details for making a complaint	https://www.cadderha.co.uk/about-us-2/complaints/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 3)
Contact details and advice on making an FOI request	https://www.cadderha.co.uk/freedom-of-information/
Freedom of Information policies	https://www.cadderha.co.uk/downloads-2/policies/
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (See Page 3)
About our Governing Body	
<p>List of Governing Body Members</p> <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 	https://www.cadderha.co.uk/about-us-2/management-committee/
<p>Description of the role of the Governing Body</p> <ul style="list-style-type: none"> • governance structure chart (including sub-committees and working groups); • remits for governing body and any sub-committees 	https://www.cadderha.co.uk/what-is-the-management-committee/
How to become part of the governing body	https://www.cadderha.co.uk/how-can-i-get-involved-in-the-work-of-the-association/
About our staff	
List of senior management team, including	https://www.cadderha.co.uk/senior-staff-team/

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
professional biography and contact details	
Organisational structure	https://www.cadderha.co.uk/staff-team/
Governance Documents and Corporate Policies	
Rules/Articles	Located in Downloads under Policies – Governing Documents https://www.cadderha.co.uk/downloads-2/policies/
Standing Orders	Located in Downloads under Policies – Governing Documents https://www.cadderha.co.uk/downloads-2/policies/
Membership Policy	https://www.cadderha.co.uk/downloads-2/policies/
Code of Conduct for Staff	https://www.cadderha.co.uk/downloads-2/policies/
Code of Conduct for Governing Body Members	https://www.cadderha.co.uk/downloads-2/policies/
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.cadderha.co.uk/downloads-2/policies/
Register of Interests	Available on Request
Equalities Policy	https://www.cadderha.co.uk/downloads-2/policies/
Health and Safety Policy	Health & Safety Policy Statement uploaded – extract from the full Health & Safety Control Manual https://www.cadderha.co.uk/downloads-2/policies/
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.cadderha.co.uk/annual-assurance-statement/
Assurance Statement	https://www.cadderha.co.uk/annual-assurance-statement/
Annual Return on Charter Submission to SHR	ARC return and EESSH Return found in performance information under downloads https://www.cadderha.co.uk/performance-information/
Financial Returns to SHR	SHR publish information provided by RSLs and can be found https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=3D032F52-CFA9-E311-93F1-005056B555E6
Charter report to tenants	https://www.cadderha.co.uk/about-us-2/newsletters-annual-reports/
Internal and External Audit arrangements	The Association is subject to an annual audit. Copies of the audited accounts are available on the website. https://www.cadderha.co.uk/downloads-2/minutes-and-accounts/

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Group Details	
Details of our subsidiaries/parent organisation	The Association is not a member of a group structure.
Key Partnerships	
Strategic agreements with other organisations	<ul style="list-style-type: none"> • GCC Neighbourhoods & Sustainability • Positive Action in Housing • Glasgow Simon Community (through partnership with Hawthorn Housing Co-op)
Class 2 – How we deliver our functions and services <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
How to use our services	
List of services provided	The services provided can be found on our website. https://www.cadderha.co.uk/
How to report a repair	https://www.cadderha.co.uk/maintenance/report-a-repair/
Right to Repair information	Details shown in Repairs Categories page. https://www.cadderha.co.uk/maintenance/repairs-categories/
How to apply for a house	https://www.cadderha.co.uk/housing/applying-for-a-house/
How to get information about tenancy support	https://www.cadderha.co.uk/housing/support-services/
How to make a complaint	https://www.cadderha.co.uk/about-us-2/complaints/
How to speak to Customer Services	https://www.cadderha.co.uk/staff-team/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.cadderha.co.uk/consultations/
Policies and Procedures	
Allocations Policy	https://www.cadderha.co.uk/downloads-2/policies/
Adaptations Policy	https://www.cadderha.co.uk/downloads-2/policies/
Anti-Social Behaviour Policy	https://www.cadderha.co.uk/downloads-2/policies/
Asbestos Management Policy	https://www.cadderha.co.uk/downloads-2/policies/

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Arrears Management Policy	https://www.cadderha.co.uk/downloads-2/policies/
Asset Management Policy (including stock condition information)	https://www.cadderha.co.uk/downloads-2/policies/
Customer Care Policy	https://www.cadderha.co.uk/downloads-2/policies/
Data Protection Policy	https://www.cadderha.co.uk/downloads-2/policies/
Equality and Diversity Policy	https://www.cadderha.co.uk/downloads-2/policies/
Estate Management Policy	https://www.cadderha.co.uk/downloads-2/policies/
Health and Safety Policy	Health & Safety policy statement uploaded to website. Signed annually by chairperson and director. https://www.cadderha.co.uk/downloads-2/policies/
Legionnaires Inspection/Prevention Policy	https://www.cadderha.co.uk/downloads-2/policies/
Procurement Policy	https://www.cadderha.co.uk/downloads-2/policies/
Risk Management Policy	https://www.cadderha.co.uk/downloads-2/policies/
Rent Setting Policy	https://www.cadderha.co.uk/downloads-2/policies/
Repairs Policy	https://www.cadderha.co.uk/downloads-2/policies/
Tenant Engagement Policy	https://www.cadderha.co.uk/downloads-2/policies/
<p>Class 3 – How we take decisions and what we have decided <i>Information about the decisions we take, how we make decisions and how we involve others.</i></p>	
<p>Governing Body Meetings</p>	
Governing body meeting minutes	https://www.cadderha.co.uk/committee-meeting-minutes/
Governing body meeting reports/papers	https://www.cadderha.co.uk/committee-meeting-minutes/
Governing body agendas	https://www.cadderha.co.uk/committee-meeting-minutes/
<p>Consultation and Participation</p>	
Resident Participation Strategy	https://www.cadderha.co.uk/downloads-2/policies/
Consultation reports noting the outcome of any recent	https://www.cadderha.co.uk/consultations/

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
consultations with tenants/others	
Tenant Scrutiny Panel composition	https://www.cadderha.co.uk/cadder-customer-services-working-group/
<p>Class 4 – What we spend and how we spend it <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></p>	
<p>Information about our accounts and budgets</p>	
Description of funding sources	https://www.cadderha.co.uk/downloads-2/minutes-and-accounts/
Audited accounts	https://www.cadderha.co.uk/downloads-2/minutes-and-accounts/
Budget policies and procedures	https://www.cadderha.co.uk/downloads-2/policies/
Budget allocation to key service areas	https://www.cadderha.co.uk/downloads-2/minutes-and-accounts/ https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LatoZNameQS=3D032F52-CFA9-E311-93F1-005056B555E6
<p>Our programme of work and projects</p>	
Brief details of any project funding and how it's being spent	<p>Details are included in the Annual Report https://www.cadderha.co.uk/about-us-2/newsletters-annual-reports/</p>
Capital works programme/plans information (annual programme figure)	https://www.cadderha.co.uk/maintenance/5-year-investment-plan/ https://www.cadderha.co.uk/downloads-2/minutes-and-accounts/ https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LatoZNameQS=3D032F52-CFA9-E311-93F1-005056B555E6
<p>Spending relating to Staff and Governing Body</p>	
Expenses policies and procedures	https://www.cadderha.co.uk/downloads-2/policies/
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	<p>Management Committee expenses are disclosed in the annual audited accounts https://www.cadderha.co.uk/downloads-2/minutes-and-accounts/</p>
Board member remuneration other than expenses	<p>Management Committee members do not receive remuneration. Details of expenses policy and remuneration are set out in the Committee Members Expenses Policy.</p>

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
	https://www.cadderha.co.uk/downloads-2/policies/
Pay and grading structure (levels of pay rather than individual salaries)	https://www.cadderha.co.uk/downloads-2/policies/ Shown under staffing policies and documents.
General information about staff pension scheme	Upload pension details https://www.tpt.org.uk
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Staffing structure	https://www.cadderha.co.uk/about-us-2/our-staff/
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	https://www.cadderha.co.uk/downloads-2/policies/ Discipline and grievance are contained within the Staff Terms & Conditions Maintenance & retention of staff records is contained within the document Retention Policy.
Trade Union information	The Association currently recognise Unite for collective bargaining purposes as a member of EVH https://unitetheunion.org/ http://www.evh.org.uk/
Summary of professional organisations/trade bodies of which we are a member	<ul style="list-style-type: none"> • Select - https://www.select.org.uk/ • Employers in Voluntary Housing (EVH) - http://www.evh.org.uk/ • SFHA - https://www.sfha.co.uk/ • Scotland's Housing Network - http://www.scotlandshousingnetwork.org/
Physical Resources	
Management of our land and property assets,	https://www.cadderha.co.uk/about-us-2/the-association/

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
including environmental/sustainability reports	
General description of our land and property holdings	https://www.cadderha.co.uk/about-us-2/the-association/
Information Resources	
Records management policy and records management plan, including records retention schedule	https://www.cadderha.co.uk/downloads-2/policies/
Data protection or privacy policy	https://www.cadderha.co.uk/downloads-2/policies/
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 	Available on Request
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Available on Request
Information about regulated procurement contracts awarded (value, scope, duration)	Available on Request
Our Procurement	
Procurement Policy and procedures	https://www.cadderha.co.uk/downloads-2/policies/
Information on how to tender for work and invitations to tender	https://www.cadderha.co.uk/downloads-2/policies/

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Available on Request
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/
Framework Agreements	Scotland Excel https://www.scotland-excel.org.uk/MembersArea/MembersLogin.aspx Scottish Procurement Alliance https://www.scottishprocurement.scot/
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	https://www.cadderha.co.uk/about-us-2/newsletters-annual-reports/
ARC report to tenants	https://www.cadderha.co.uk/about-us-2/newsletters-annual-reports/
Performance Standards/indicators	https://www.cadderha.co.uk/about-us-2/newsletters-annual-reports/
Complaints policy, guidance and forms	https://www.cadderha.co.uk/downloads-2/policies/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://www.cadderha.co.uk/about-us-2/newsletters-annual-reports/
Class 8 – Our commercial publications <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 Cadder 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 licence.	

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
This class does not apply to Cadder Housing Association	Not applicable