

NORTH VIEW

Housing Association

North View is a recognised Scottish charity – charity registration number SC032963

POLICY

GUIDE TO INFORMATION

Last reviewed:-

30/10/19

Review Date:-

September 2022

All North View policies and publications can be made available on tape, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk.

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>



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NORTH VIEW HOUSING ASSOCIATION 29A Stravanan Road, Castlemilk,
GLASGOW G45 9LZ Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:-
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1.0 INTRODUCTION

- 1.1 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.
- 1.2 **North View Housing Association** has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS), and this Guide has been approved by the SIC.

2.0 THE MODEL PUBLICATION SCHEME PRINCIPLES

- 2.1 The MPS imposes six principles which govern the way we must make our information available through our Guide to Information: -
 - Principle 1: Availability and formats
 - Principle 2: Exempt information
 - Principle 3: Copyright and re-use
 - Principle 4: Charges
 - Principle 5: Advice and assistance
 - Principle 6: Duration

2.2 Principle One: Availability and formats

The information published through the Model Publication Scheme is, wherever possible, available on our website.

We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy although there will be a charge for this.

2.3 Principle Two: Exempt information

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



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any personal details before publication and highlight where and why we have done so.

2.4 Principle Three: 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 or reproduced accurately
- It is not used in a misleading context, and
- The source of the material is identified.

2.5 Principle Four: Charges

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 for no charge.

If you would like a printed copy of any of the information listed, or would like it in another format (like a CD Rom or memory stick) we will provide in that format for a small fee, which must be paid, along with postage costs, before we release the information. This fee will never exceed the total cost of providing the information to you and we will let you know any total cost in advance.

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	2p per A4 sheet
	2p per A4 doublesided sheet
	2p per A3 sheet
	2p per A3 doublesided sheet
Print in colour	10p per A4 sheet
	18p per A4 doublesided sheet
	10p per A3 sheet
	18p per A3 doublesided sheet
CD Rom	20p
Memory stick	£3.60
Posted article	Cost of (first class) postage incurred



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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 our Data Protection Officer, at North View Housing Association, 29a Stravanan Road, Castlemilk, GLASGOW G45 9LY; tel no 0141 634 0555; email foi@nvha.org.uk.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run.

We do not pass on any other costs to you in relation to our published information.

2.5.1 **Charges for Freedom of 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 such instances we will contact the requester to determine if it is possible to amend their request to reduce the cost to less than the £600 threshold, or if the requester wishes us to proceed with their request on the condition that we charge £25 per hour for correlating the information when the £600 threshold is exceeded.
- 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.

2.5.2 **Charges for Environmental Information**

Environmental information is provided under the Environmental Information (Scotland) Regulations 2004 (EIRs) rather than the Freedom Of Information (Scotland) Act 2002.

We will charge £25 per hour to locate, retrieve and provide information in relation to EIR requests.



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In relation to providing the information, our charges are calculated based on the actual cost to North View; our charging scale is as illustrated in item 2.5, and postage is charged at actual rate for Royal Mail First Class.

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.

2.5.3 **Charge for request for 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.

2.6 **Principle 5: Advice and Assistance**

You can contact us for assistance about any aspect of this publication scheme or help to find and request information – please contact our Data Protection Officer, at North View Housing Association, 29a Stravanan Road, Castlemilk, GLASGOW G45 9LY; tel no 0141 634 0555; email foi@nvha.org.uk.

We will also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of the publication scheme.

If you wish to make a request for information not contained in the publication scheme, you can also click on this link and complete our online FOI Request Form

2.7 **Principle 6: Duration**

Once published (in the tables of item 3.0 of this paper), the information will be available for the current and the previous two financial years. Where information



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has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

3.0 CLASSES OF INFORMATION

3.1 We publish information that we hold within the following classes.

The classes are:-

- Class 1: About North View Housing Association
- Class 2: How we deliver our functions and services
- Class 3: How we take decisions and what we have decided
- Class 4: What we spend and how we spend it
- Class 5: How we manage our human, physical and information resources
- Class 6: How we procure goods and services from external providers
- Class 7: How we are performing
- Class 8: Our commercial publications
- Class 9: Our open data

3.2 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 listed below.

Information	Where to access
CLASS 1 – About North View Housing Association <i>Information about North View HA, 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 and values	Mission Statement
Corporate Objectives	Corporate Objectives
Area(s) of operation	Areas of Operation
Key activities; strategic/corporate plan(s)	Key activities; strategic/plans
Business Plan (or summary)	Business Plan
Office opening times	Office Opening Times
General contact arrangements	Contact Us
Access to Information policies and procedures	Policies and Procedures
Charging Schedule for environmental information provided in response to requests made under EIRs	Refer to item 2.4.2 above.



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About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member office-bearing responsibilities when they became an office-bearer 	Governing Body 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 	Committee Structure Authority and Responsibility of Committees
How to become part of the governing body.	Become part of the governing body
About our staff	
List of senior management team, including professional biography and contact details.	Senior Management
Organisational structure	Organisational Structure
Governance Documents and Corporate Policies	
Rules/Articles	Rules/Articles
Standing Orders	Standing Orders
Membership Policy	Membership
Code of Conduct for Staff	Code of Conduct Staff
Code of Conduct for Governing Body Members	Code of Conduct Governing Body Members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Entitlements, Payments and Benefits
Register of Interests	Register of Interests
Equalities Policy	Equalities
Health and Safety Policy	Health and Safety
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	SHR Engagement Plan
Assurance Statement	SHR Assurance Statement
Annual Return on Charter Submission to SHR	SHR Annual Return
Financial Returns to SHR	Five year Financial Projections Annual Financial Statement 2019 Loan Portfolio Return
Charter report to tenants	SHR Charter Report
Internal and External Audit arrangements	Internal and External Audit Arrangements



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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.	Services
How to report a repair.	Report a Repair
Right to Repair information.	Right to Repair
How to apply for a house.	Apply for Housing
How to get information about tenancy support	Tenancy Support
How to make a complaint.	Making a Complaint
How to speak to a housing officer.	Contact your Housing Officer
How we consult with tenants and other customers to inform and improve service delivery and develop new services.	Consultation
Allocations Policy	Allocations
Adaptations Policy	Adaptations
Anti-Social Behaviour Policy	Anti-Social Behaviour
Asbestos Management Policy	Asbestos Management
Arrears Management Policy	Arrears Management
Asset Management Policy (including stock condition information)	Asset Management
Service Standards	Service Standards
Data Protection Policy	Data Protection
Equality and Diversity Policy	Equality and Diversity
Estate Management Policy	Estate Management
Health and Safety Policy and procedures	Health and Safety.
Legionnaires Inspection/Prevention Policy	Legionella
Procurement Policy	Procurement
Risk Management Policy	Risk Management
Rent Setting Policy	Rent Setting
Repairs Policy	Repairs
Resident Involvement Strategy	Resident Involvement Strategy

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	Governing Body Meeting Minutes
Governing body meeting reports/papers	Governing Body Meeting Reports/Papers
Governing body agendas	Governing Body Agendas

Consultation and Participation

Consultation reports noting the outcome of any recent consultations with tenants/others	None to Report
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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

[Capital Works Programme](#)

[Staff Expenses](#)

[Committee Member - Allowances](#)

[Will be posted from 1st December 2019](#)

[Pay and Grading Structure](#)

[Staff Pension Scheme](#)

Description of funding sources

[Funding Sources](#)

Audited accounts

[Audited Accounts](#)

Budget policies and procedures

[Our Financial Regulations will be made available upon request.](#)

[Treasury Management Policy](#)

Budget allocation to key service areas

[Budget Allocation to Key Service areas](#)

Our programme of work and projects

Brief details of any project funding and how it's being spent

[Project funding and Development](#)

Capital works programme/plans

information (annual programme figure)

Spending relating to Staff and Governing Body

Expenses policies and procedures

Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation

Pay and grading structure (levels of pay rather than individual salaries)

General information about staff pension scheme

Class 5 – How we manage our resources

Information about how we manage our human, physical and information resources

Human resources

Staffing structure

[Staff Structure](#)

Human resources policies, covering:

[Performance Management and Staff Development](#)

<ul style="list-style-type: none"> • performance management • salary and grading • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	Salary and Grading Pensions Discipline Grievance Maintenance and Retention of Staff Records
Trade Union information	Trade Union Information
Summary of professional organisations/trade bodies of which we are a member	Professional organisations/trade bodies of which we are a member
Physical Resources	
General description of our land and property holdings	Land and Property Holdings



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Information Resources	
Estate development plans	Our planned Maintenance programme for 2019/20 can be accessed by clicking here , and information about the development plans can be accessed by clicking here .
Data protection or privacy policy	Data Protection
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 	This information will be provided upon request.
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	This information will be provided upon request.
Information about regulated procurement contracts awarded (value, scope, duration) Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Regulated Procurement Contracts Awarded Information about this can be found on Procurement Scotland's website, and in our Procurements Register. Click on the link here for our Procurement Register, and click on the link below, then enter 'North View Housing Association' in the 'Buying Organisation' box and hit the 'Search' button, then click on 'North View Housing Association', and select from the tabs that appear on that page.
https://www.publiccontractsscotland.gov.uk/Search/search_Auth.aspx	
Our Procurement	
Procurement Policy and procedures	Procurement
Information on how to tender for work and invitations to tender	Information about how we procure services, works, and supplies is set out in our Procurement Policy , and our Procurement Register . Click the hyperlinks to access each.
https://www.publiccontractsscotland.gov.uk/Search/search_Auth.aspx	



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Links to procurement information we publish on Public Contracts Scotland website	Click on the link below, then enter 'North View Housing Association' in the 'Buying Organisation' box and hit the 'Search' button, then click on 'North View Housing Association', and select from the tabs that appear on that page
https://www.publiccontractscotland.gov.uk/Search/search_Auth.aspx	

Class 7 – How we are performing	
Information about how we perform as an organisation, and how well we deliver our functions and services	
Framework Agreements	None
Annual Report	Annual Report
ARC report to tenants	Annual Performance Report
Performance Standards/indicators	Performance Standards/Indicators (monthly proforma report)
Benchmarking information	Refer to entry under ' Performance '
Complaints policy, guidance and forms	Refer to our website.
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Refer to ' complaints ' entry under ' Performance '.
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 North View Housing Association as we do not produce any publications that are for sale.	
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.	
This class does not apply to North View Housing Association .	

End of Policy

Review and amendments



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