



Provanhall Housing Association Limited

**FREEDOM OF INFORMATION,
GUIDE TO INFORMATION**

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1. Background

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

2. Formats other than online

- 2.1 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).
- 2.2 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	0.10p per double sided A4 sheet 0.20P per double sided A3 sheet
Print in colour	0.20p per double sided A4 sheet 0.40P per double sided A3 sheet
CD Rom	Per cost
Posted document /CD Rom	Cost of postage incurred, usually first class large letter via Royal Mail

- 2.3 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 the Corporate Services Assistant info@provanhallha.org.uk Telephone: 0141 771 4941

3. Information that we cannot publish

- 3.1 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 Management 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.

4. For how long will information be published?

- 4.1 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.

5. Copyright and re-use

- 5.1 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; and
- the source of the material is identified.

6. Contact us

- 6.1 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:

Provanhall Housing Association, 34 Conisborough Road, Easterhouse, Glasgow, G34 9QG

Email: info@provanhallha.org.uk

Tel: 0141 771 4941

Text: 07723 402 317

7. The Information that we make available to you

- 7.1 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.

In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to Registered Social Landlords (RSLs) – Provanhall Housing Association is an RSL.

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 Provanhall Housing Association	
<i>Information about Provanhall 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	
Aims, Vision, Values, Strategic Objectives	About Us
Area(s) of operation	About Us
Business Plan	https://provanhallha.org.uk/governance/
Location, contact details and opening arrangements	
Contact Details	Contact Us
Office Details, Contact Numbers and Opening Hours	Contact Us
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This Document
Charging Schedule for Published Information	This Document (See Page 2)
Contact details and advice on making an FOI request	Website Enquiry: <ul style="list-style-type: none"> • FOI Request Form • FOI@provanhallha.org.uk • Call: 0141 771 4941
Freedom of Information Policies	https://provanhallha.org.uk/freedom-ofinformation/
Charging Schedule for environmental information provided in response to requests made under EIRs	This Document (See Appendix 1, page 13)
About our Governing Body	
List of Management Committee Members	https://provanhallha.org.uk/management-committee/
Description of the role of the Management Committee	https://provanhallha.org.uk/governance/ Includes: Management Committee Role Description Management Committee Structure
How to become part of the Management Committee	https://provanhallha.org.uk/governance/

About our staff	
List of senior management team, including contact Details.	<u>Staff</u> <u>Includes:</u> Senior Staff Contact Details https://provanhallha.org.uk/staff/
Organisational Chart	https://provanhallha.org.uk/organisational-charts/
Governance Documents and Corporate Policies	
Rules	https://www.provanhallha.org.uk/constitution/
Standing Orders	https://www.provanhallha.org.uk/constitution/
Governing Body Role Description Development Policy	https://www.provanhallha.org.uk/policies/
Staff Code of Conduct Policy	https://www.provanhallha.org.uk/policies/
Management Committee Code of Conduct Policy	https://www.provanhallha.org.uk/policies/
Entitlements Payments and Benefits Policy	https://www.provanhallha.org.uk/policies/
Equality, Diversity & Inclusion Policy	https://www.provanhallha.org.uk/policies/
Health and Safety Policy Statement	https://www.provanhallha.org.uk/policies/ Our Health and Safety Manual is available on request. It is provided via our membership of EVH and is under constant review.
Sustainability Policy	https://provanhallha.org.uk/policies/
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.housingregulator.gov.scot/landlord-performance/landlords/provanhall-housing-association-ltd/
Assurance Statement	https://provanhallha.org.uk/our-performance/
Annual Return on Charter Submission to SHR	https://www.housingregulator.gov.scot/landlord-performance/landlords/provanhall-housing-association-ltd/
Financial Returns to SHR	https://www.housingregulator.gov.scot/landlord-performance/landlords/provanhall-housing-association-ltd/
Charter report to tenants	https://www.provanhallha.org.uk/landlord-reports/
Internal and External Audit arrangements	<u>Internal Auditor</u> – WBG. https://wbq.co.uk/ <u>External Auditor</u> – Azets. https://www.azets.com/
Group Details	
Details of our subsidiaries / parent organisation	Not Applicable
Key Partnerships	
Strategic agreements with other organisations	Not Applicable

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	https://provanhallha.org.uk/about-us/
How to report a repair	https://provanhallha.org.uk/repairs/
Right to Repair information	https://www.provanhallha.org.uk/policies/
How to apply for a house	https://provanhallha.org.uk/how-to-apply/
How to get information about tenancy support	https://www.provanhallha.org.uk/contact-your-housingservices-officer/
How to make a complaint	https://provanhallha.org.uk/complaints-form/
How to make a compliment	https://provanhallha.org.uk/compliments/
How to speak to a housing officer	https://www.provanhallha.org.uk/contact-your-housingservices-officer/

How we consult with tenants and other customers to inform and improve service delivery and develop new services

Policies and Procedures

Allocations Policy	https://www.provanhallha.org.uk/policies/
Alterations and Improvements Policy	https://www.provanhallha.org.uk/policies/
Anti-Social Behaviour Policy	https://www.provanhallha.org.uk/policies/

Where to access

Asbestos Management Policy	N/A. Covered in Health and Safety control manual.
Asset Management Policy	https://www.provanhallha.org.uk/policies/
Customer Care Policy	N/A
Estate Management Policy	https://www.provanhallha.org.uk/policies/
Legionnaires Inspection/Prevention Policy	Contained within Health And Safety Manual which is available upon request.
Procurement Policy	https://www.provanhallha.org.uk/policies/
Risk Management Policy	https://www.provanhallha.org.uk/policies/
Rent Management Policy	https://www.provanhallha.org.uk/policies/
Repairs & Maintenance Policy	https://www.provanhallha.org.uk/policies/
Sustainability Policy	https://www.provanhallha.org.uk/policies/

Tenancy Sustainment Policy	See: https://www.provanhallha.org.uk/policies/ <ul style="list-style-type: none"> • Allocations Policy • Estate Management Policy • Antisocial Behaviour Policy
Internal procedures relating to above (where available)	N/A
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>	
Governing Body Meetings	
Governing body meeting minutes	https://provanhallha.org.uk/committee-meeting-minutes-/
Governing body agendas	https://provanhallha.org.uk/committee-meeting-minutes-/
Consultation and Participation	
Tenant Participation Strategy	https://provanhallha.org.uk/governance/
Consultation reports noting the outcome of any recent consultations with tenants/others	https://provanhallha.org.uk/tenant-satisfaction-survey-results/
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>	
Information about our accounts and budgets	
Description of funding sources	https://www.housingregulator.gov.scot/landlordperformance/andlords/provanhall-housing-associationltd#panel-4
Audited accounts	https://www.housingregulator.gov.scot/landlordperformance/andlords/provanhall-housing-associationltd#panel-4
Financial Regulations	https://www.provanhallha.org.uk/policies/
Our programme of work and projects	
Brief details of any project funding and how it's being spent	
Spending relating to Staff and Governing Body	
Entitlements, Payments and Benefits Policy	https://provanhallha.org.uk/policies/ Staff expenses are paid in line with EVH/Unite the union agreed rates. These are updated annually. Information can be found under Salaries in the link above.
Entitlements, Payments and Benefits Policy	https://www.provanhallha.org.uk/policies/ Governing body member expenses at category level e.g. travel, subsistence and accommodation
Board member remuneration other than expenses	N/A

Pay and grading structure (levels of pay rather than individual salaries)	https://provanhallha.org.uk/governance/ EVH Salary Scale
General information about staff pension scheme	https://www.tpt.org.uk/multi-employer-schemes-employers/shaps/
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	We are full members of Employers In Voluntary housing (EVH). https://www.evh.org.uk/about-us
Organisational Chart	https://provanhallha.org.uk/organisational-charts/
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.evh.org.uk Salary and grading: Available on request. Pensions: https://www.tpt.org.uk/multi-employer-schemes-employers/shaps/ All other policies in this section are contained within Staff terms and conditions of employment documents which are developed by EVH and unite the union. Please specify if you require any individual one of these sections.
Internal procedures relating to the above (where available)	N/A
Trade Union information	https://www.unitetheunion.org/
Summary of professional organisations/trade bodies of which we are a member.	SFHA: https://www.sfha.co.uk/ EVH: https://www.evh.org.uk/ SHARE: https://share.org.uk PAIH: https://www.paih.org/
Physical Resources	
Management of our land and property assets, including Environmental and sustainability reports	N/A
General description of our land and property holdings	N/A
Estate development plans	N/A
Data / Privacy policy	https://provanhallha.org.uk/privacy-policy/

Class 6 - How we procure goods and services from external providers

Information about how we procure works, goods and services with external providers.

Our Contractors and suppliers

Information about our key service delivery contractors who carry out:

- responsive repairs
- landscape maintenance
- planned/cyclical maintenance

Scotia Plumbing & Heating
Wright Business Centre, 1 Lonnay Road, Glasgow, G33 4EL

CJA Property Maintenance
12 Crownhall Road, Glasgow, G32 9AX

Bell Group Ltd
Bell Business Park, Rochsolloch Road, Airdrie, ML6 9BG

Clyde Valley Landscapes
5 Forteviot Place, Ballieston, Glasgow, G34 6ER

List of suppliers used by organisation (under our Entitlements, Payments and Benefits Policy)

<https://provanhallha.org.uk/freedom-of-information/>

Our Procurement

Procurement Policy

<https://provanhallha.org.uk/policies/>

Links to procurement information we publish on Public Contracts Scotland website

The Association purchases goods, services and works in accordance with our Procurement Policy. Please see our buyer profile on Public Contract Scotland https://www.publiccontractsscotland.gov.uk/Search/Search_AuthProfile.aspx?ID=AA15662 for a list of current tender opportunities.

You will also find previous tendered contracts here.

Information about recent & upcoming regulated procurement contracts (value, scope, duration)

Housing Software Provider	
Value: £150,000	Tender: April 2024
Duration 3+1+1 years	Supplier: Omniledger Limited
Tarmac resurfacing	
Value: £50,000	Tender: 2024/25
Duration 1 year	Supplier: John McQuillan Contracts Ltd
Window Renewal Term Contract	
Value: £1.25 million	Tender: 2024/25
Duration 3+1+1 years	Supplier: SIDEY
Close Painting Contract.	
Value: £32,350.40	Tender: 2025/26
Duration: 1 year	Supplier: TBC

	<p>Reactive Maintenance Contract Value : £300,000 Tender : 2025/26 Duration: 1 year Supplier : TBC</p> <p>Gas Servicing Contract Value : £82,500 Tender : 2025/26 Duration: 1 year Supplier : TBC</p> <p>Gutter Cleaning Value : £20,000 Tender : 2025/26 Duration: 1 year Supplier : TBC</p> <p>Boiler Replacement Value : £300,000 Tender : 2025/26 Duration: 1 year Supplier : TBC</p>
Framework Agreements	<p>List of Framework suppliers: https://provanhallha.org.uk/freedom-of-information/</p>
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Reviews	https://provanhallha.org.uk/annual-reviews/
ARC report to tenants	https://www.housingregulator.gov.scot/landlord-performance/landlords/provanhall-housing-association-ltd/
Performance Standards/indicators	https://www.provanhallha.org.uk/our-performance/
Benchmarking information	https://www.provanhallha.org.uk/our-performance/
Complaints policy, guidance and forms	https://provanhallha.org.uk/complaints-form/ https://provanhallha.org.uk/policies/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://provanhallha.org.uk/committee-meeting-minutes-/
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 Provanhall Housing Association as we do not produce any publications 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 Provanhall Housing Association	Not applicable

Appendix 1

Charges for Providing FOI and Environmental Information

This appendix sets out the circumstances where the Provanhall Housing Association (PHA) may charge for providing Environmental Information, and the costs we may charge in providing this information.

What we may charge for

The Association will not charge for the time taken to determine whether we hold the information that has been requested, nor for the time it takes us to decide whether the information can be released. PHA may charge however for the staff time taken to locate, retrieve and assemble the information and for providing it to the individual who has requested it.

Staff Costs

Staff costs incurred in the location, retrieval, and assembling (including redaction) of the information requested will be charged on the basis of the actual cost to the Association of employing the staff involved for the time spent. The Association will aim to use the lowest grade of staff member who is appropriate and who have the necessary skills and knowledge to deal with the request for information.

Non-staff costs associated with providing Environmental Information

PHA may also charge for the cost of copying documents, postage and putting information into a particular format. These costs will be charged according to the following schedule:

Type Charge

Photocopies

A4 Black & White	10p per double sided sheet
A3 Black & White	20p per double sided sheet
A4 Colour	20p per double sided sheet
A3 Colour	40p per double sided sheet

Different Formats

Memory stick £16.00

Postage

Letter Charge	As made by Royal Mail for First Class postage
Email attachment	No Charge

PHA will make no charge to view information through our website or at our premises. We may however charge if photocopies of the information which has been viewed are requested.