



Organisational

**Guide To
Information**

Approval:

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Review Date:

January 2022

Code:

OG 39

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.

Provanhall Housing Association has 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	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

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:

**Patricia Gallagher, Director. Email - patricia@provanhallha.org.uk
Telephone: 0141 771 4941**

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 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.

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:

Provanhall HA, 34 Conisborough Road, Easterhouse, Glagsow, G34 9QG

Email: foi@provanhallha.org.uk

Tel: 0141 771 4941

Text: 07860 035864

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.⁹

⁹ 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	https://www.provanhallha.org.uk/data/Provanhall_HA_Business_Plan_2019_2019_10_08_12_11_53.pdf
Area(s) of operation	https://www.provanhallha.org.uk/about-us/
Business Plan	https://www.provanhallha.org.uk/data/Provanhall_HA_Business_Plan_2019_2019_10_08_12_11_53.pdf
Location, contact details and opening arrangements	
Contact Details	https://www.provanhallha.org.uk/contact-us/
Office Details, Contact Numbers and Opening Hours	https://www.provanhallha.org.uk/contact-us/
Contact details for making a complaint	https://www.provanhallha.org.uk/complaints/
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: http://foi.provanhallha.org.uk/foi/request_form/ FOI@provanhallha.org.uk Call: 0141 771 4941
Freedom of Information policies and procedures	https://provanhallha.org.uk/freedom-of-information/
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://www.provanhallha.org.uk/management-committee/

Description of the role of the Management Committee	https://provanhallha.org.uk/policies/ Includes: Management Committee Role Description Management Committee Structure
How to become part of the Management Committee	https://www.provanhallha.org.uk/event/view/26/

About our staff

List of senior management team, including professional biography and contact details	https://www.provanhallha.org.uk/staff/ Includes: Details of Management team Senior Management Team biographies Senior Management Team contact details
Staff structure	https://www.provanhallha.org.uk/staff/

Governance Documents and Corporate Policies

Rules	https://www.provanhallha.org.uk/constitution/
Standing Orders	https://www.provanhallha.org.uk/constitution/
Membership Policy	https://www.provanhallha.org.uk/policies/
Code of Conduct for Staff	https://www.provanhallha.org.uk/policies/
Code of Conduct for Management Committee Members	https://www.provanhallha.org.uk/policies/
Entitlements Payments and Benefits Policy	https://www.provanhallha.org.uk/policies/
Payment of Expenses	https://www.provanhallha.org.uk/policies/
Register of Interests	https://provanhallha.org.uk/our-people/
Equalities Policy	https://www.provanhallha.org.uk/policies/
Health and Safety Policy	Available upon request – our Health and Safety Manual 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	Internal Auditor – Wylie Bisset. Appointed for period 2018-2021 https://www.wyliebisset.com/ External Auditor – Azets. Appointed 2017. 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 <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	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-housing-services-officer/
How to make a complaint	https://provanhallha.org.uk/complaints/
How to speak to a housing officer	https://www.provanhallha.org.uk/contact-your-housing-services-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/
Adaptations Policy	We have a disabled adaptations Procedure 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.
Rent Management Policy	https://www.provanhallha.org.uk/data/Rent_Management_Policy_2019_10_10_15_06_44.pdf Currently Under Review - Jan 2020.
Asset Management Policy (including stock condition information)	We do not have an Asset Management policy. We have a Repairs & Maintenance Policy. https://provanhallha.org.uk/policies/
Customer Care Policy	N/A
Data Protection Policy	https://www.provanhallha.org.uk/data-protection/
Equality and Diversity Policy	https://provanhallha.org.uk/policies/
Estate Management Policy	https://provanhallha.org.uk/policies/
Health and Safety Policy and procedures	A copy of our Health and Safety Manual is available upon request. Due to the nature of this manual it is kept under constant review.
Legionnaires Inspection/Prevention Policy	Contained within Health And Safety Manual which is available upon request.
Procurement Policy	https://provanhallha.org.uk/policies/ Currently under Review
Risk Management Policy	https://provanhallha.org.uk/policies/
Rent and Service charge Policy	https://provanhallha.org.uk/policies/ Currently under review
Repairs Policy	https://provanhallha.org.uk/policies/
Sustainability Policy	https://provanhallha.org.uk/policies/
Tenant Engagement Policy	https://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 • Anti – Social Behaviour policy
Internal procedures relating to above (where available)	N/A

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	https://www.provanhallha.org.uk/freedom-of-information/
Governing body agendas	https://www.provanhallha.org.uk/freedom-of-information/

Consultation and Participation

Tenant Participation Strategy	https://provanhallha.org.uk/policies/
Consultation reports noting the outcome of any recent consultations with tenants/others	https://www.provanhallha.org.uk/tenant-satisfaction-survey-results-2019/

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

Description of funding sources	https://www.housingregulator.gov.scot/landlord-performance/landlords/provanhall-housing-association-ltd#panel-4
Audited accounts	https://www.housingregulator.gov.scot/landlord-performance/landlords/provanhall-housing-association-ltd#panel-4
Budget policies and procedures	https://provanhallha.org.uk/policies/
Budget allocation to key service areas	https://provanhallha.org.uk/policies/

Our programme of work and projects

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

Capital works programme / plans information (annual programme figure)	<p>2019 -2020 Phase 13 New Build development. 26 properties for social rent. Anticipated completion: Feb 2021. Total development cost £3,686,315 Grant funding £2,053,584 Other funding £1,632,731</p> <p>Kitchen & Boiler Renewal Value: Tender March 2021. Duration: TBC. Supplier: TBC</p> <p>Bathroom Replacement Term Contract. Value: £160,000. Duration: 2019-2024. Supplier: MCN Scotland Ltd</p> <p>Controlled Entry Replacement Term Contract.</p>
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	Value: £44,000. Duration: 2019-2023. Supplier: SPIE
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Spending relating to Staff and Governing Body

Expenses policies and procedures	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.
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	https://provanhallha.org.uk/policies/
Board member remuneration other than expenses	N/A
Pay and grading structure (levels of pay rather than individual salaries)	https://provanhallha.org.uk/policies/
General information about staff pension scheme	https://www.tpt.org.uk/schemes/shaps-db-employer https://www.tpt.org.uk/schemes/shaps-dc-employer

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
Staffing structure	https://provanhallha.org.uk/staff-structure/
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: https://provanhallha.org.uk/policies/ Pensions: https://www.tpt.org.uk/schemes/shaps-db-employer https://www.tpt.org.uk/schemes/shaps-dc-employer Staff Development: https://provanhallha.org.uk/policies/ Retention of records: https://www.provanhallha.org.uk/data/Data_Retention_Periods_2019_10_10_16_09_56.pdf 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://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/ As members of EHRA: Poverty Alliance – www.povertyalliance.org
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	N/A
General description of our land and property holdings	N/A
Estate development plans	N/A
Information Resources	
Records management policy and records management plan, including records retention schedule	https://www.provanhallha.org.uk/data/Data_Retention_Periods_2019_10_10_16_09_56.pdf
Data protection or 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, and our contracts 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 Lonny Road, Glasgow, G33 4EL P & D Scotland Ltd Suite G1, McCafferty House, 91 Firhill Road, Glasgow, G20 7BE

List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://provanhallha.org.uk/freedom-of-information/
Information about regulated procurement contracts (value, scope, duration)	<p>Kitchen & Boiler Renewal Value: Tender March 2021. Duration: TBC. Supplier: TBC</p> <p>Bathroom Replacement Term Contract. Value: £160,000. Duration: 2019-2024. Supplier: MCN Scotland Ltd</p> <p>Controlled Entry Replacement Term Contract. Value: £44,000. Duration: 2019-2023. Supplier: SPIE</p> <p>Painterwork Term Contract. Value: £290,000. Duration: 2019-2023. Supplier: JS McColl Ltd.</p> <p>Smoke Detector Replacement Contract. Value: £160,000. Duration: 2019-2021. Supplier: Magnus Electrical</p>
Our Procurement	
Procurement Policy and procedures	https://provanhallha.org.uk/policies/
Information on how to tender for work and invitations to tender	https://provanhallha.org.uk/policies/
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	<p>Bathroom Replacement Term Contract. Value: £160,000. Duration: 2019-2024. Supplier: MCN Scotland Ltd</p> <p>Controlled Entry Replacement Term Contract. Value: £44,000. Duration: 2019-2023. Supplier: SPIE</p> <p>Painterwork Term Contract. Value: £290,000. Duration: 2019-2023. Supplier: JS McColl Ltd.</p> <p>Smoke Detector Replacement Contract. Value: £160,000. Duration: 2019-2021. Supplier: Magnus Electrical</p>
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/Search/Search_AuthProfile.aspx?ID=AA15662

Framework Agreements	Reactive Maintenance Framework Contract Duration: 2019-2023. List of Framework suppliers: https://provanhallha.org.uk/freedom-of-information/
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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.provanhallha.org.uk/annual-reports/
ARC report to tenants	https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=FD337F70-CFA9-E311-93F1-005056B555E6
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/ 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/data/ProvanhallHA_AnnualReport1920_final_2020_09_11_09_28_18.pdf

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
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Appendix 1

Charges for Providing FOI and Environmental Information

This appendix sets out the circumstances where the Association 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. The Association 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

The Association 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

CD £1.00

DVD £1.00

Postage

Letter Charge	as made by Royal Mail for First Class postage
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Email attachment	No Charge
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The Association will make no charge to view information through the Provanhall Housing Association website or at any Association premises. We may however charge if photocopies of the information which has been viewed are requested.