

**GUIDE TO INFORMATION**

Terms used in this Guide to Information

Term Used	Explanation
FOISA	<p>Freedom of Information (Scotland) Act 2002</p> <p>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</p>
EIRS	<p>Environmental Information Regulations (Scotland) 2004</p> <p>Those organisations covered by EIRS have a duty to respond to requests for environmental information</p>
SIC	<p>The Scottish Information Commissioner</p> <p>Who is responsible for ensuring that those bodies covered by FOISA and EIRS comply with the terms of the legislation</p>
MPS	<p>Model Publication Scheme</p> <p>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)</p>
Guide to Information	<p>A Guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available</p>
Classes of Information	<p>Nine broad categories describing the types of information authorities should publish (if they hold it)</p>

## 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.

WAVERLEY HOUSING has adopted the Scottish Information Commission's (SIC) Model Publication Scheme (MPS) a copy of which can be found on our website at: [www.waverley-housing.co.uk/freedom-of-information/](http://www.waverley-housing.co.uk/freedom-of-information/) 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 details in this Guide are summarised below:

<b>Format</b>	<b>Charge</b>
Online	Free
View at our office	Free
Print in black and white	10p per A4 sheet
Print in black and white	15p per double-sided A4 sheet
Print in colour	15p per single A4 sheet
Print in colour	20p per double-sided A4 sheet
Print in black and white	20p per A3 sheet
Print in black and white	30p per double-sided A3 sheet
Print in colour	30p per A3 sheet
Print in colour	40p per double-sided A3 sheet
Computer Discs	£1.00 per disc
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:

Operations Director  
51 North Bridge Street  
HAWICK TD9 9PX

Email: [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk) or  
Tel: (01450) 364200

## **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 or 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:

Operations Director  
51 North Bridge Street  
HAWICK TD9 9PX

Email: [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk)  
Tel: (01450) 364200

## 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 Waverley Housing.

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
<b>Class 1 – About Waverley Housing</b> <b>Information about WAVERLEY HOUSING, who we are, where to find us, how to contact us, how we are managed and our external relations.</b>	
<b>Descriptions of who we are</b>	
Our Business Plan incorporates our: <ul style="list-style-type: none"> <li>• Vision and Values</li> <li>• Strategic Objectives</li> <li>• Operating Environment</li> <li>• Key Priorities</li> </ul>	The Business Plan is available in the Library on the Home Page.
<b>Location and Opening Arrangements</b>	
Contact Us Section on our website includes the following information: <ul style="list-style-type: none"> <li>• Address</li> <li>• Telephone number and email address for general enquiries</li> <li>• Our office opening times</li> </ul>	<a href="http://www.waverley-housing.co.uk/contact-us">www.waverley-housing.co.uk/contact-us</a>
Contact details for making a complaint	<a href="http://www.waverley-housing.co.uk/customer-feedback/make-complaint">www.waverley-housing.co.uk/customer-feedback/make-complaint</a>

Information relating to Freedom of Information	
Publication Scheme and Guide to Information	<a href="http://www.waverley-housing.co.uk/freedom-of-information">www.waverley-housing.co.uk/freedom-of-information</a>
Charging Schedule for Published Information	<a href="http://www.waverley-housing.co.uk/freedom-of-information">www.waverley-housing.co.uk/freedom-of-information</a>
Contact details and advice on making an FOI request	<a href="http://www.waverley-housing.co.uk/freedom-of-information">www.waverley-housing.co.uk/freedom-of-information</a>
Freedom of Information Policy and Procedures	All documents referred to in this guide are available in the Library on the Home Page.
Charging Schedule for environmental information provided in response to requests made under EIRS	<a href="http://www.waverley-housing.co.uk/wp-content/uploads/2019/11/ModelPublicationScheme2018.pdf">www.waverley-housing.co.uk/wp-content/uploads/2019/11/ModelPublicationScheme2018.pdf</a>

About our Governing Body	
<ul style="list-style-type: none"> <li>•Names</li> <li>•When they became a Governing Body member</li> <li>•Professional biographical details</li> <li>•Office-bearing responsibilities</li> <li>•When they became an office-bearer</li> </ul>	<a href="http://www.waverley-housing.co.uk/about-us/board">www.waverley-housing.co.uk/about-us/board</a>
Description of the role of the Governing Body <ul style="list-style-type: none"> <li>•Governance Structure Chart (including sub-committees and working groups)</li> <li>•Remits for Governing Body and any sub-committees</li> </ul>	<a href="http://www.waverley-housing.co.uk/about-us/board">www.waverley-housing.co.uk/about-us/board</a>
How to become part of the Governing Body	<a href="http://www.waverley-housing.co.uk/about-us/board">www.waverley-housing.co.uk/about-us/board</a>

About our Staff	
List of senior management team, including professional biography and contact details	<a href="http://www.waverley-housing.co.uk/about-us/managers/">www.waverley-housing.co.uk/about-us/managers/</a>
Contact details for senior management team	<a href="http://www.waverley-housing.co.uk/about-us/team">www.waverley-housing.co.uk/about-us/team</a>
Organisational structure	<a href="http://www.waverley-housing.co.uk/about-us/organisational-structure">www.waverley-housing.co.uk/about-us/organisational-structure</a>

## Governance Documents and Corporate Policies

Articles of Association	<a href="http://www.waverley-housing.co.uk/about-us/corporate-publications/">www.waverley-housing.co.uk/about-us/corporate-publications/</a>
Standing Orders Policy	<a href="http://www.waverley-housing.co.uk/Governance-Handbook">www.waverley-housing.co.uk/Governance-Handbook</a>
Membership Policy	Not applicable
Code of Conduct Policy for Staff	This policy is available in the Library/Policies and Procedures on the Home Page.
Code of Conduct Policy for Governing Body Members	This policy is available in the Library/Policies and Procedures on the Home Page.
Entitlements, Payments & Benefits Policy (including payments for expenses and subsistence)	This policy is available in the Library/Policies and Procedures on the Home Page.
Declaration of Interests Register	Will be made available on request
Equality Opportunities & Diversity Policy	This policy is available in the Library/Policies and Procedures on the Home Page.
Health & Safety Policy	This policy is available in the Library/Policies and Procedures on the Home Page.
Tenancy Sustainability Strategy	This policy is available in the Library/Policies and Procedures on the Home Page.

## Relationship with Regulators

Engagement Plan with Scottish Housing Regulator (SHR)	This document can be found in the Library/SHR Reports on the Home Page.
Annual Assurance Statement	This document can be found in the Library/SHR Reports on the Home Page.
Annual Return on the Charter Submission to SHR	This document can be found in the Library/SHR Reports on the Home Page.
Financial Returns to SHR	This document can be found in the Library/SHR Reports on the Home Page.
Charter Report to Tenants	This document can be found in the Library/SHR Reports on the Home Page.
Internal and External Audit arrangements	This document can be found in the Library/SHR Reports on the Home Page.

## Group Details

Waverley Housing does not have any subsidiary companies

## Key Partnerships

Strategic agreements with other organisations

[www.waverley-housing.co.uk/about-us/](http://www.waverley-housing.co.uk/about-us/)



**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	
How to report a repair	<a href="http://www.waverley-housing.co.uk/report-repair/repair-reporting-methods">www.waverley-housing.co.uk/report-repair/repair-reporting-methods</a>
Right to Repair information	<a href="http://www.waverley-housing.co.uk/report-repair/right-repair">www.waverley-housing.co.uk/report-repair/right-repair</a>
How to apply for a house	<a href="http://www.waverley-housing.co.uk/find-a-home/apply-house">www.waverley-housing.co.uk/find-a-home/apply-house</a>
How to get information about tenancy support	<a href="http://www.waverley-housing.co.uk/tenant-zone">www.waverley-housing.co.uk/tenant-zone</a>
How to make a complaint	<a href="http://www.waverley-housing.co.uk/customer-feedback/make-complaint">www.waverley-housing.co.uk/customer-feedback/make-complaint</a>
How to speak to a housing officer	<a href="http://www.waverley-housing.co.uk/whos-who/waverley-housing">www.waverley-housing.co.uk/whos-who/waverley-housing</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	All documents referred to in this guide are available in the Library on the Home Page.

Policies and Procedures	
Allocations Policy	This policy is available in the Library/Policies and Procedures on the Home Page.
Adaptations Policy	This policy is available in the Library/Policies and Procedures on the Home Page.
Anti-Social Behaviour Policy	This policy is available in the Library/Policies and Procedures on the Home Page.
Asbestos Management Policy	This policy is available in the Library/Policies and Procedures on the Home Page.
Asset Management Strategy (including stock condition information)	This policy is available in the Library/Policies and Procedures on the Home Page.
GDPR Policy	This policy is available in the Library/Policies and Procedures on the Home Page.
Environmental Policy	This policy is available in the Library/Policies and Procedures on the Home Page.
Equality & Diversity Policy	This policy is available in the Library/Policies and Procedures on the Home Page.
Estate Management Policy	This policy is available in the Library/Policies and Procedures on the Home Page.
Health & Safety Policy and Procedures	This policy is available in the Library/Policies and Procedures on the Home Page.
Legionella Procedure	This policy is available in the Library/Policies and Procedures on the Home Page.
Procurement Strategy	This policy is available in the Library/Policies and Procedures on the Home Page.
Property Maintenance Policy	This policy is available in the Library/Policies and Procedures on the Home Page.
Risk Management Policy	This policy is available in the Library/Policies and Procedures on the Home Page..
Rent Setting Policy	This policy is available in the Library/Policies and Procedures on the Home Page.
Community Engagement Strategy	This policy is available in the Library/Policies and Procedures on the Home Page.
Tenancy Sustainment Strategy	This policy is available in the Library/Policies and Procedures on the Home Page.
Internal procedures relating to above (where available)	Will be provided on Request

**Class 3 – How we take decisions and what we have decided  
Information about the decisions we taken, how we make decisions and how we involve others**

<b>Governing Body Meetings</b>	
Governing body meeting minutes	<a href="http://www.waverley-housing.co.uk/board-meetings">www.waverley-housing.co.uk/board-meetings</a>
Governing body meeting reports/papers	<a href="http://www.waverley-housing.co.uk/board-meetings">www.waverley-housing.co.uk/board-meetings</a>
Governing Body agendas	<a href="http://www.waverley-housing.co.uk/board-meetings">www.waverley-housing.co.uk/board-meetings</a>
<b>Consultation and Participation</b>	
Community Engagement Strategy	This document can be found in the Library/ Plans and Stategies on the Home Page.
Consultation reports noting the outcome of any recent consultations with tenants/others	Will be provided on Request
Customer Review Panel	<a href="http://www.waverley-housing.co.uk/tenant-zone/get-involved/customer-review-panel">www.waverley-housing.co.uk/tenant-zone/get-involved/customer-review-panel</a>
Registered Tenant Organisations	<a href="http://www.waverley-housing.co.uk/tenant-zone/get-involved/local-residents-groups">www.waverley-housing.co.uk/tenant-zone/get-involved/local-residents-groups</a>

**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)**

<b>Information about our accounts and budgets</b>	
Description of funding sources	All documents referred to in this guide are available in the Library on the Home Page.
Audited accounts	This document can be found in the Library/Annual Financial Statements on the Home Page.
Annual Budget Process and Budget Virement Procedure, including budget allocation	All documents referred to in this guide are available in the Library on the Home Page.
<b>Our programme of work and projects</b>	
Brief details of any project funding and how it is being spent	Will be provided on Request
Capital Works programme/plans information (annual programme figure)	<a href="http://www.waverley-housing.co.uk/planned-maintenance-programme">www.waverley-housing.co.uk/planned-maintenance-programme</a>
<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	Will be provided on Request
Board member remuneration other than expenses	Will be provided on Request
Pay and grading structure (levels of pay rather than individual salaries)	Will be provided on Request
General information about staff pension scheme	Will be provided on Request

**Class 5 – How we manage our resources**  
**Information about how we manage our human, physical and information resources**

<b>Human Resources</b>	
Strategy and management of Human Resources	Will be provided on Request
Staffing structure	<a href="http://www.waverley-housing.co.uk/organisational-structure/">www.waverley-housing.co.uk/organisational-structure/</a>
Human Resources Policies, covering: <ul style="list-style-type: none"> <li>• Recruitment</li> <li>• Performance management</li> <li>• Salary and grading</li> <li>• Promotion</li> <li>• Pensions</li> <li>• Discipline</li> <li>• Grievance</li> <li>• Staff development</li> <li>• Maintenance and retention of staff records</li> </ul>	These documents are available in the About Us section on the Home Page.
Trade Union information	Not Applicable
Summary of professional organisations/trade bodies of which we are a member	We are a member of SFHA, CIH and Gas Safe.
<b>Physical Resources</b>	
Management of our land and property assets, including environmental/sustainability reports	Will be provided on Request
General description of our land and property holdings	Will be provided on Request
Estate Development Plans	Will be provided on Request
<b>Information Resources</b>	
Records management policy and records management plan, including records retention schedule	Will be provided on Request
Data Protection or Privacy Policy	This policy is available in the Library/Policies and Procedures on the Home Page.

## 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

<b>Our Contractors and Suppliers</b>	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> <li>• Responsive repairs</li> <li>• Landscape maintenance</li> <li>• Planned/cyclical maintenance</li> </ul>	<a href="http://www.waverley-housing.co.uk/report-repair/">www.waverley-housing.co.uk/report-repair/</a>
List of Suppliers and Contractors used by Waverley Housing (provided to staff under our Entitlements, Payments & Benefits Policy)	<a href="http://www.waverley-housing.co.uk/wp-content/uploads/2020/08/Approved-Contractors-July-2020.pdf">www.waverley-housing.co.uk/wp-content/uploads/2020/08/Approved-Contractors-July-2020.pdf</a>
<b>Our Procurement</b>	
Procurement Policy and procedures	This policy is available in the Library/Policies and Procedures on the Home Page.
Information on how to tender for work and invitations to tender	Will be provided on Request
Register of Contacts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Will be provided on Request
Links to procurement information we publish on Public Contracts Scotland website	Will be provided on Request
Framework Agreements	Will be provided on Request

## 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	This information is available in the Library/SHR Reports on the Home Page.
ARC report to tenants	This policy is available in the Library/Charter Performance Reports on the Home Page.
Performance Standards/Indicators	This information is available in the Library/Key Performance Indicators on the Home Page.
Benchmarking information	This information is available in the Library/Key Performance Indicators on the Home Page.
Complaints Policy, Guidance and forms	This policy is available in the Library/Policies and Procedures on the Home Page.
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes)	This information is available in the Library/Complaints Reports on the Home Page.
Tenant Scrutiny Reports	This information is available in the Library/Tenant Scrutiny on the Home Page.

**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 WAVERLEY HOUSING as we do not produce any publications for sale	
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**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 WAVERLEY HOUSING	
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