

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/ 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, please contact us. 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:

Format	Charge
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 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
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 FOISA 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 how to access this information when available online, are outlined below.

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

Information relating to Freedom of Information

Publication Scheme and Guide to Information	www.waverley-housing.co.uk/freedom-of-information
Charging Schedule for Published Information	www.waverley-housing.co.uk/freedom-of-information
Contact details and advice on making an FOI request	www.waverley-housing.co.uk/freedom-of-information
Freedom of Information Policy and Procedures	This Policy is available on the Home page/Library/Policies & Procedures. The procedure is available upon request.
Charging Schedule for environmental information provided in response to requests made under EIRS	www.waverley-housing.co.uk/wp-content/uploads/2019/11/ModelPublicationScheme2018.pdf

About our Governing Body

<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	www.waverley-housing.co.uk/about-us/board
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	www.waverley-housing.co.uk/about-us/board
How to become part of the Governing Body	www.waverley-housing.co.uk/about-us/board

About our Staff

List of senior management team, including professional biography and contact details	www.waverley-housing.co.uk/about-us/managers/
Contact details for senior management team	www.waverley-housing.co.uk/about-us/team
Organisational structure	www.waverley-housing.co.uk/about-us/organisational-structure

Governance Documents and Corporate Policies

Articles of Association	This document is available on the Home Page /Library/Articles of Association
Standing Orders Policy	This document is available on the Home Page/Library/Policies & Procedures
Membership Policy	Not applicable
Code of Conduct Policy for Staff	This policy is available on the Home Page/Library/ /Policies and Procedures.
Code of Conduct Policy for Governing Body Members	This policy is available on the Home Page/Library/ /Policies and Procedures.
Entitlements, Payments & Benefits Policy (including payments for expenses and subsistence)	This policy is available on the Home Page/Library/ /Policies and Procedures.
Declaration of Interests Register	Will be made available on request
Equality Opportunities & Diversity Policy	This policy is available on the Home Page/Library/ /Policies and Procedures.
Health & Safety Policy	This policy is available on the Home Page/Library/ /Policies and Procedures.
Tenancy Sustainability Strategy	This policy is available on the Home Page/Library/ /Plans and Strategies.

Relationship with Regulators

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

Group Details

Waverley Housing does not have any subsidiary companies

Key Partnerships

Strategic agreements with other organisations	www.waverley-housing.co.uk/about-us/
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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

How to report a repair	www.waverley-housing.co.uk/report-repair/repair-reporting-methods
Right to Repair information	www.waverley-housing.co.uk/report-repair/right-repair
How to apply for a house	www.waverley-housing.co.uk/find-a-home/apply-house
How to get information about tenancy support	www.waverley-housing.co.uk/tenant-zone
How to make a complaint	www.waverley-housing.co.uk/customer-feedback/make-complaint
How to speak to a housing officer	www.waverley-housing.co.uk/whos-who/waverley-housing
How we consult with tenants and other customers to inform and improve service delivery and develop new services	This information is available on the Home Page/Library/Consultations.

Policies and Procedures

Allocations Policy	This policy is available on the Home Page/Library/Policies and Procedures.
Adaptations Policy	This policy is available on the Home Page/Library/Policies and Procedures.
Anti-Social Behaviour Policy	This policy is available on the Home Page/Library/Policies and Procedures.
Asbestos Management Policy	This policy is available on the Home Page/Library/Policies and Procedures.
Asset Management Strategy (including stock condition information)	This Strategy is available on the Home Page/Library/Plans and Strategies.
General Data Protection Regulation (GDPR) Policy	This policy is available on the Home Page/Library/Policies and Procedures.
Environmental Policy Statement	This policy is available on the Home Page/Library/Policies and Procedures.
Equal Opportunities & Diversity Policy	This policy is available on the Home Page/Library/Policies and Procedures.
Estate Management Policy	This policy is available on the Home Page/Library/Policies and Procedures.
Health & Safety Policy	This policy is available on the Home Page/Library/Policies and Procedures.
Legionella Procedure	This Procedure is available on the Home Page/Library/Policies and Procedures.
Procurement Strategy	This Strategy is available on the Home Page/Library/Plans and Strategies.
Property Maintenance Policy	This policy is available on the Home Page/Library/Policies and Procedures.
Risk Management Policy	This policy is available on the Home Page/Library/Policies and Procedures.
Rent and Service Charge Setting Policy	This policy is available on the Home Page/Library/Policies and Procedures.
Community Engagement Strategy	This Strategy is available on the Home Page/Library/Plans and Strategies.
Tenancy Sustainment Strategy	This Strategy is available on the Home Page/Library/Plans and Strategies.
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**

Governing Body Meetings

Governing body meeting minutes	www.waverley-housing.co.uk/board-meetings
Governing body meeting reports/papers	www.waverley-housing.co.uk/board-meetings
Governing Body agendas	www.waverley-housing.co.uk/board-meetings

Consultation and Participation

Community Engagement Strategy	This Strategy can be found on the Home Page/Library/Plans and Strategies.
Consultation reports noting the outcome of any recent consultations with tenants/others	Will be provided on Request
Customer Review Panel	www.waverley-housing.co.uk/tenant-zone/get-involved/customer-review-panel
Registered Tenant Organisations	www.waverley-housing.co.uk/tenant-zone/get-involved/local-residents-groups

**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	This information can be found on the Home Page/Library/Annual Financial Statements.
Audited accounts	This document can be found on the Home Page/Library/Annual Financial Statements.
Annual Budget Process and Budget Virement Procedure, including budget allocation	This Procedure is available on the Home Page/Library/Policies and Procedures.

Our programme of work and projects

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)	www.waverley-housing.co.uk/planned-maintenance-programme

Spending relating to Staff and Governing Body

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

Human Resources

Strategy and management of Human Resources

Will be provided on Request

Staffing structure

www.waverley-housing.co.uk/organisational-structure/

Human Resources Policies, covering:

- Recruitment
- Performance management
- Salary and grading
- Promotion
- Pensions
- Discipline
- Grievance
- Staff development
- Maintenance and retention of staff records

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.

Physical Resources

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

Information Resources

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 on the Home Page/Library/Policies and Procedures.

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 	www.waverley-housing.co.uk/report-repair/
List of Suppliers and Contractors used by Waverley Housing (provided to staff under our Entitlements, Payments & Benefits Policy)	This document is available on the Home Page/Library/Suppliers and Contractors.
Our Procurement	
Procurement Strategy and Procedure	This Strategy is available on the Home Page/Library/Plans and Strategies. The Procedure is available on request.
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 document is available on the Home Page in the Library/CharterPerformance Reports.
Performance Standards/Indicators	This information is available on the Home Page in the Library/KeyPerformance Indicators.
Benchmarking information	This information is available on the Home Page in the Library/Benchmarking Reports.
Complaints Policy, Guidance and forms	This policy is available on the Home Page/Library/Policies and Procedures.
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes)	This information is available on the Home Page/Library/Complaints Reports.

Tenant Scrutiny Reports	This information is available on the Home Page/Library/Tenant Scrutiny.
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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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