

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, 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:

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
USB	£3.00 - £5.00 Depending on Size Required
Posted document	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:

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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 	www.waverley-housing.co.uk/home/library/plans-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	
Contact details and advice on making an FOI request	
Freedom of Information Policy and Procedures	www.waverley-housing.co.uk/home/library/policies-procedures The Procedure is available on request.
Charging Schedule for environmental information provided in response to requests made under EIRS	www.waverley-housing.co.uk/freedom-of-information/Charging-Schedule

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	
How to become part of the Governing Body	

About our Staff

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

Governance Documents and Corporate Policies

Articles of Association	www.waverley-housing.co.uk/about-us/corporate-publications/
Standing Orders Policy	www.waverley-housing.co.uk/home/library/policies-procedures_
Membership Policy	Not applicable
Code of Conduct Policy for Staff	www.waverley-housing.co.uk/home/library/policies-procedures
Code of Conduct Policy for Governing Body Members	
Entitlements, Payments & Benefits Policy (including payments for expenses and subsistence)	
Declaration of Interests Register	Will be made available on request
Equality Opportunities & Diversity Policy	www.waverley-housing.co.uk/home/library/policies-procedures
Health & Safety Policy	
Tenancy Sustainability Strategy	www.waverley-housing.co.uk/home/library/plans-strategies

Relationship with Regulators

Engagement Plan with Scottish Housing Regulator (SHR)	www.waverley-housing.co.uk/home/library/SHR-reports
Annual Assurance Statement	
Annual Return on the Charter Submission to SHR	
Financial Returns to SHR	Available on Request
Charter Report to Tenants	www.waverley-housing.co.uk/home/library/charter-performance-reports-2/
Internal and External Audit arrangements	www.waverley-housing.co.uk/home/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	www.waverley-housing.co.uk/tenant-zone/get-involved/

Policies and Procedures	
Allocations Policy	www.waverley-housing.co.uk/home/library/policies-procedures/
Adaptations Policy	
Anti-Social Behaviour Policy	
Asbestos Management Policy	
Asset Management Strategy (including stock condition information)	
GDPR Policy	
Environmental Policy	
Equality & Diversity Policy	
Estate Management Policy	
Health & Safety Policy and Procedures	
Legionella Procedure	
Procurement Strategy	
Property Maintenance Policy	
Risk Management Policy	
Rent and Service Charge Setting Policy	
Asset Management Strategy (including stock condition information)	www.waverley-housing.co.uk/home/library/plans-strategies
Community Engagement Strategy	
Procurement Strategy	
Tenancy Sustainment Strategy	
Internal procedures relating to above (where available)	Available 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	Available on request
Governing Body agendas	www.waverley-housing.co.uk/board-meetings
Consultation and Participation	
Community Engagement Strategy	www.waverley-housing.co.uk/home/library/plans-strategies/
Consultation reports noting the outcome of any recent consultations with tenants/others	Available 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	www.waverley-housing.co.uk/home/library/annual-financial-statements/
Audited accounts	
Annual Budget Process and Budget Virement Procedure, including budget allocation	www.waverley-housing.co.uk/home/library/policies-procedures/
Our programme of work and projects	
Brief details of any project funding and how it is being spent	Available 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	Available on request
Board member remuneration other than expenses	
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	
Strategy and management of Human Resources	Available on request
Staffing structure	www.waverley-housing.co.uk/organisational-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 	www.waverley-housing.co.uk/home/library/policies-procedures/
Trade Union information	Not Applicable
Summary of professional organisations/trade bodies of which we are a member	Scottish Federation of Housing Associations (SFHA) Chartered Institute of Housing (CIH) Gas Safe Living Wage Foundation Child Poverty Action Group (CPAG) Scottish Government Property Factors Rural and Islands Housing Association Forum (RIHAF) Safety Management Advisory Services (SMAS) Scottish Council of Development and Industry (SCDI)
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Available on request
General description of our land and property holdings	
Estate Development Plans	
Information Resources	
Records management policy and records management plan, including records retention schedule	Available on request
UK General Data Protection Regulation Policy and Privacy Policy	www.waverley-housing.co.uk/home/library/policies-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/planned-maintenance-programme-3/
List of Suppliers and Contractors used by Waverley Housing (provided to staff under our Entitlements, Payments & Benefits Policy)	www.waverley-housing.co.uk/home/library/approved-contractors-and-suppliers-list/
Our Procurement	
Procurement Policy and procedures	www.waverley-housing.co.uk/home/library/plans-strategies/
Information on how to tender for work and invitations to tender	Available on request
Register of Contacts awarded which have gone through formal tendering, including name of supplier, period of contract and value	
Links to procurement information we publish on Public Contracts Scotland website	
Framework Agreements	

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	www.waverley-housing.co.uk/home/library/SHR-reports/
ARC report to tenants	www.waverley-housing.co.uk/home/library/charter-performance-reports-2/
Performance Standards/Indicators	www.waverley-housing.co.uk/home/library/key-performance-indicators/
Benchmarking information	www.waverley-housing.co.uk/home/library/audit-reports/
Complaints Policy, Guidance and forms	www.waverley-housing.co.uk/home/library/policies-procedures/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes)	www.waverley-housing.co.uk/home/library/complaints-reports/
Tenant Scrutiny Reports	www.waverley-housing.co.uk/home/library/

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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