



1986-2016: Celebrating 30 years working in the community



BARRHEAD HOUSING GROUP – OUR GUIDE TO INFORMATION

At a glance – terms used in this document

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

Barrhead Housing Association has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been notified to the SIC.

In this document, you will find detail of the information we hold and make publicly available. Where reference is made to BHA, this refers to Barrhead Housing Association. LPS relates to our subsidiary, Lavern Property Services. Barrhead Housing Group is the overall Group structure which incorporates both BHA and LPS.

Accessing Information

The information published by Barrhead Housing Group is made available through our websites:

<https://www.barrheadha.org/> and

<http://www.levernps.co.uk/>

You can find information by browsing the website, or by using this Guide to directly access a wide range of key documents. Further information on all aspects of Freedom of Information and the Environmental Information Regulations are available from our FOI page [here](#)

Information can also be made available in alternative formats or languages – please speak to us. For further information, contact the Association's Corporate Services Manager (contact details below).

Information in relation to the Association's fees for reproducing information can be found at the end of this document

If you are still having trouble finding any document listed under our scheme, please contact the Corporate Services Manager:

Corporate Services Manager, Barrhead Housing Association, 60/70 Main Street, Barrhead, G78 1SB
Email iaim@barrheadha.org or by phone at 0141 880 3825

Personal Data

Requests for your own personal data are NOT dealt with under the Freedom of Information legislation. Instead, this information should be requested through the subject access provisions of the Data Protection Act. See [Link to Subject Access Requests - ICO guidance](#)

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 later in this document:

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:

Iain MacLean on 0141 880 3825 or at iainm@barrheadha.org

Information that we cannot publish

Sometimes, the Group might not be able to provide certain information which is described in the publication scheme or which is requested out-with the scheme

This may be an entire file, a document, or just parts of a document (for example, minutes of meetings might be published, but with personal information 'blacked out' [redacted]). Information will only be withheld, however, where Freedom of Information or EIR expressly permits it.

Examples of exempt information are where its disclosure would breach the law of confidentiality or harm an organisation's commercial interests. Information may also be withheld if it is someone's personal information and its release would breach data protection legislation.

Whenever information is withheld we will inform you of this, and set out why that information cannot be released, and you will be notified of your right to ask for a review.

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

FOISA requires that we review our publication scheme from time to time. As a result, we welcome feedback on how we can develop our scheme further. If you would like to comment on any aspect of this publication scheme, or on FoI more generally, then please contact the Association's Corporate Services Manager on 0141 880 3825 or at iainm@barrheadha.o

Our Guide to Information

Note that, in many cases, by clicking on the link you will be taken straight to the appropriate document. However, where we think you might be interested in having access to a wider range of documents, you will be taken to the "Useful Documents" section of our website, where you will be able to browse through the wide range of documents available

Category and Information Type	Where it is Located
About us – Who we are and what we do	
Our vision, values, mission statement, corporate objectives, corporate/strategic plans	For BHA Business Plan see here BHA Strategic Aims and Objectives click here For BHA Values click here See LPS Business Plan here
Office Location and Opening Arrangements	For both BHA click here
Contact details for making a complaint	For BHA Click here For LPS click here
List of Governing Body Members and profiles	For BHA click here For LPS click: here
Senior Management Team	For both BHA and LPS click here
Staff and Salary details	For BHA staff details click here Find BHA's financial statements here For BHA Salary Scales see staffing policies here For LPS click here
Constitutional Documents – Rules/articles	For BHA (See "Governance") click here See LPS Board remit here
Key activities	BHA Key Activities contained within Business Plan – here For LPS Core Services see here

Membership Policy – How to become a member	For BHA click here
How to become part of the Governing Board	For BHA See here
Relationship with Regulators – Regulation Status, Statement of Engagement level, Charter returns, landlords report	For BHA see Regulation Page click here
Internal and External Audit Arrangements	For BHA see (Governance Policies) here
Codes of Conduct	For both BHA and LPS here
Entitlements, Payments and Benefits Policy	For both BHA and LPS (Governance) click here
Group Details - Subsidiaries	www.levernps.co.uk
Our Key Partnerships	For BHA click here
Freedom of Information	For the Barrhead Housing Group FOI policies, procedures and Publication Scheme, see Freedom of Information pages here
Register of Interests	BHA register is held in Association's Offices and available to view on request
Equality and Diversity Policy	For Barrhead Housing Group (see Governance) here
Health and Safety Policy	For Barrhead Housing Group (See Property Services) here
Sustainability Policy	For Barrhead Housing Group (see Governance) here
How key decisions are made and what we have decided	
Description and Role of Governing Body	For BHA click here For LPS see here
Governing Board and sub-committee remits	For BHA (see Governance) click here
Tenant Consultation – Tenant Scrutiny Panel	See TSP pages Here
Consultation reports	For BHA click here
Our Business Plan	For BHA see here For LPS see here
Standing Orders and Financial Regulations	For BHA (See Governance) click here
Minutes of Governing Board Meetings	For BHA See here For LPS see here
Governing Board Agendas and Reports	For BHA - To be added to website from November onwards here For LPS see here

Where our money comes from and how it is spent	
Description of funding sources	For all BHA finance, performance and benchmarking information click here For LPS see "Audited Accounts"
Audited Accounts	For BHA see here For Levern Property Services see here
Projects – Project Funding	For BHA Regeneration Page click here
Investment Programme	For information on BHA's Investment Programmes Click Here
How we deliver Value for Money	BHA Value for Money statement click here
Spending relating to staff and Governing Body	For BHA Salary Scales and staff expenses policy statement see BHA Staffing Policies here Annually at end of each financial year - Senior Staff/GB expenses by category – travel, subsistence, accommodation (to follow June 2020) Foe Barrhead Housing Group remuneration (nil) Link to SHAPS Pension Scheme here
How we deliver and procure our services	
What we do	For BHA click here
Front Line staff contact details	Our staff click here For LPS click here
BHA Services - How to:	Report a repair: click here Right to Repair here How we consult with our tenants (see engagement strategy below) Apply for a house: click here Contact a Housing Officer: click here Pay my rent: click here End my tenancy: click here Apply to make alterations: click here Sheltered housing support: click here Transfer/exchange: click here

	Apply for Contents Insurance: click here Get Involved: click here
Key Service Delivery Contractors	full list of BHA contractors and suppliers here
Regulated Procurement Contracts awarded	Investment, Improvement and Contracts [link to Public Contracts Scotland Website – BHA pages] click here
Memberships and Affiliations	here
Right to Repair information	BHA Reactive Repairs Policy (under Customer Services) click here
Procurement	See Procurement Policy below BHA Contract Register available to view on request
Link to Procurement Portal	[Link to Public Contracts Scotland Website – BHA pages] click here
List of suppliers and contractors used	Full list of BHA contractors and suppliers here
Framework agreements	BHA procurement framework click here
How we manage our resources	
Our staffing and structure	Barrhead Housing Group click here
HR policies	Barrhead Housing Group Staffing Policies for training and development, recruitment, discipline, expenses, salary scales and Code of Conduct here
Management of land and property assets	General Description of BHA property holdings here
Records management and retention	Group Data Retention Policy (Governance Policies) here
How we are performing	
	BHA Annual report - Performance, regulation and benchmarking section here
BHA Landlord report	here
BHA Performance Standards and Performance Report	here
BHA Benchmarking Information	See benchmarking section here
Complaints Policy, Guidance and Forms	For BHA click here For LPS click here
Tenant Scrutiny Reports	Tenant Scrutiny Panel and minutes here

Key Policies (BHA unless advised otherwise) [see Customer Services policies]	All our published policies can be found by clicking here
Abandonment	click here
Allocations	click here
Adaptations	click here
Anti-Social Behaviour	click here
Asbestos Management	click here
Arrears Management	click here
Data Protection (BHG)	click here
Debt recovery	click here
Equality and Diversity (BHG)	click here
Environmental (BHG)	click here
Estate management	click here
Legionella	click here
Mutual Exchange	click here
Procurement	click here
Risk management	click here
Rent Setting	click here
Reactive Repairs	click here
Rechargeable repairs	click here
Service Charges	click here
Sub-Letting	click here
Tenants Handbook	click here
Voids	click here
Our Commercial Publications	No Commercial Publications
Our Open Data	No Open Data

If there is something that you are interested in seeing but which isn't included within our publication framework, please contact the Association's Corporate Services manager on 0141 880 3825 or by email at iainm@barrheadha.org

Charges and Fees

Fees for Reproducing Information

All the information available through our website is available free of charge, or can be made available for inspection at the Association's offices. Printed copies of documentation, or documentation in other formats, are available on request. If the information that you require is still not available, you can request this from the Association's Corporate Services Manager or by email at FOI@barrheadha.org.

The Group reserves the right to impose charges for providing information in paper copy or in alternative formats. Barrhead Housing Group is mindful of its obligations under equality and anti-discrimination legislation when setting charges for alternative formats. Charges will reflect the actual costs of reproduction and postage to the Group, as set out below.

Reproduction costs

Black and white copy - 10p per A4 sheet

Colour copy - 30p per A4 sheet

Alternative digital formats - £1 per DVD / pen drive

Plans and other hard-copy larger than A4 - actual cost of reproduction

Postage - charged at the actual rate

Charges for information requested under Freedom of Information and which is not available via our Guide/Website

Freedom Of Information, FOI:

Whilst most requests for information will not incur a charge, the Freedom of Information (Scotland) Act and the Environmental Information (Scotland) Regulations do permit charging in some circumstances. We will not make a charge for requests which cost us less than £100 to process.

In the event that a payment is required for the information you want, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received and the timescale for responding will be suspended until payment has been received.

As indicated above, there will be no charge for information requests which cost us £100 or less to process. Where information costs between £100 and £600 to provide, you *may be* asked to pay us 10% of the cost. So if you ask for information that costs us £600 to provide, you may be asked to pay £50,

calculated on the basis of a waiver for the first £100 and 10% of the remaining £500. We are not obliged to respond to requests which will cost us over £600 to process, although we will be happy to help you narrow the scope of your request.

In calculating any fee:

Staff time will be calculated at actual cost per staff member hourly salary rate (to a maximum of £15 per person per hour).

Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.

Postage is charged at actual rate.

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.

In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge.

Information will be provided to you within 20 working days on payment of the charge (less the time between when we initially received your request and when we sent you the fees notice). If you decide not to proceed with the request there will be no charge to you.

Environmental Information Requests, EIR:

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released.

There will be no charge for information requests which cost us £100 or less to process. Where information costs between £100 and £600 to provide, you may be asked to pay us 10% of the cost. So if you ask for information that costs us £600 to provide, you may be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Requests which will cost us over £600 to process will be refused, although we will help you narrow the scope of your request.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request, there will be no charge to you.

Schedule of Fees: charges for environmental information are calculated on the basis of the actual cost to the Group of providing the information.

This calculation will be undertaken on the following basis:

Staff time is calculated according to the actual time spent and the hourly rate for the staff members plus any associated "on costs" paid by the Association for the staff members involved (i.e. national insurance/pension contributions). Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying. Postage is charged at actual rate. As specified under EIR, charges for environmental information will not exceed a reasonable amount, and will in any event not exceed the costs of producing that information.