



**HAWTHORN HOUSING CO-OPERATIVE
GUIDE TO INFORMATION
AVAILABLE THROUGH THE
MODEL PUBLICATION SCHEME 2018**

Updated: 29/08/2022

Guide to Information

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.

Hawthorn Housing Co-operative has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been approved by the SIC.

Purpose of the Guide

The purpose of the Guide to Information is to:

- Allow the public to see what information is available (and what is not available) in relation to each class in the Model Publication Scheme 2018
- State what charge may be applied
- Explain how to find the information easily
- Provide contact details for enquiries and to help with access to the information
- Explain how to request information that has not been published.

Alongside FOISA, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

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	0.004p per A4 sheet
Print in colour	0.03p per A4 sheet
CD Rom	£0.25
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 our Corporate Services Officer on 0141 336 2138.

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 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:

Address: 23a Finlas St, Glasgow, G22 5DB

Email: foi@hawhousing.co.uk

Telephone No: 0141 336 2138

Terms Used

Term Used	Explanation
FOISA	The Freedom of Information (Scotland) Act 2002
EIRs	The Environmental Information (Scotland) Regulations (2004)
Model Publication Scheme	A standard framework for authorities to publish information under FOISA, approved by the Scottish Information Commissioner
MPS	The Model Publication Scheme

Guide to Information	A guide that every public authority the MPS must produce to help people access the information it makes available
MPS Principles	The six key principles with which all information published under the MPS must comply
Classes of Information	Nine broad categories describing the types of information authorities must publish (if they hold it)

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.¹

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 Hawthorn Housing Co-operative	
<i>Information about Hawthorn Housing Co-operative, 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	
Mission Statement	Online: About
Vision	Online: About
Values	Online: About
Key activities; strategic/corporate plan(s)	Online: About
Business Plan	Online: About - Publications
Location and opening arrangements	
Address	Online: Contact & Complaints
Telephone number and e-mail address for general enquiries	Online: Contact & Complaints
Opening times	Online: Home
General contact arrangements	Online: Contact & Complaints
Contact details for making a complaint	Online: Contact & Complaints - Complaints
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	Online: Freedom of Information – Guide to Information

¹ In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.

Information	Where to access
Charging Schedule for Published Information	THIS DOCUMENT (See Page 2)
Contact details and advice on making an FOI request	Online: Freedom of Information – FOI Requests
Freedom of Information policies	Online: About: Publications - Policies & Procedures
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (See Page 2)
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member office-bearing responsibilities when they became an office-bearer 	Online: About - Management Committee
Description of the role of the Governing Body <ul style="list-style-type: none"> Governance structure chart (including sub-committees and working groups); 	Online: About - Management Committee
Description of the role of the Governing Body <ul style="list-style-type: none"> Remits for governing body and any sub-committees 	Online: About - Management Committee
How to become part of the governing body	Online: About - Management Committee
About our staff	
List of staff team	Online: About - Our Staff
Organisational structure	Online: About - Our Staff
Governance Documents and Corporate Policies	
Rules	Online: About: Publications - Policies & Procedures
Standing Orders	Online: About: Publications - Policies & Procedures
Committee Membership Policy	Online: About - Management Committee
Code of Conduct for Staff	Online: About: Publications - Policies & Procedures
Code of Conduct for Governing Body Members	Online: About - Management Committee
Entitlements Payments and Benefits Policy	Online: About: Publications - Policies & Procedures
Staff Expenses Policy	Online: About: Publications - Policies & Procedures
Committee Expenses Policy	Online: About - Management Committee
Equality & Diversity Policy	Online: About: Publications - Policies & Procedures

Information	Where to access
Health and Safety Policy	On request
Sustainability Policy	Online: About: Publications - Policies & Procedures
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Online: About: Publications – Regulatory Returns
Assurance Statement	Online: About: Publications – Regulatory Returns
Annual Return on Charter Submission to SHR	Online: About: Publications – Regulatory Returnsr
Financial Returns to SHR	Online: About: Publications – Regulatory Returns
Charter report to tenants	Online: About: Publications - Annual Reports
Internal and External Audit arrangements	On request
Key Partnerships	
Strategic agreements with other organisations	On request
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	Online: Tenancy Services
How to report a repair	Online: Repairs and Maintenance
Right to Repair information	Online: Repairs & Maintenance
How to apply for a house	Online: Home - Apply for a House
How to get information about tenancy support	Online: Tenancy Services – Welfare & Support Services
How to make a complaint	Online: Contact & Complaints, Make a complaint
How to speak to a housing officer	Online: Contact & Complaints
How we consult with tenants and other customers to inform and improve service delivery and develop new services	On request
Policies and Procedures	
Allocations Policy	Online: About: Publications - Policies & Procedures
Medical Adaptations Policy	Online: About: Publications - Policies & Procedures
Anti-Social Behaviour Policy	Online: About: Publications - Policies & Procedures

Information	Where to access
Asbestos Management Policy	Online: About: Publications - Policies & Procedures
Rent Arrears Policy	Online: About: Publications - Policies & Procedures
Major Repairs Program	Online: About: Publications - Policies & Procedures
Privacy Policy	Online: About: Publications - Policies & Procedures
Equality and Diversity Policy	Online: About: Publications - Policies & Procedures
Estate Management Policy	Online: About: Publications - Policies & Procedures
Health and Safety Policy	On request
Control Of Legionella Policy	Online: About: Publications - Policies & Procedures
Procurement Policy	Online: About: Publications - Policies & Procedures
Risk Management Policy	Online: About: Publications - Policies & Procedures
Rent Setting Policy	Online: About: Publications - Policies & Procedures
Maintenance Policy	Online: About: Publications - Policies & Procedures
Sustainability Policy	Online: About: Publications - Policies & Procedures
Tenant Participation/Customer Engagement Strategy	Online: About: Publications - Policies & Procedures
Class 3 – How we take decisions and what we have decided <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
Governing Body Meetings	
Governing body meeting minutes	Online: Freedom of Information, Committee Meeting, Management Committee Minutes
Governing body meeting reports/papers	On request
Governing body agendas	On request
Consultation and Participation	
Tenant Participation/Customer Engagement Strategy	Online: About: Publications - Policies & Procedures
Tenant Consultation Panel Composition	On request
Consultation reports noting the outcome of any recent consultations with tenants/others	On request
Class 4 – What we spend and how we spend it <i>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).</i>	

Information	Where to access
Information about our accounts and budgets	
Description of funding sources	On request
Audited accounts	Online: About: Publications - Annual Accounts
Budget allocation to key service areas	On request
Our programme of work and projects	
Brief details of any project funding and how it's being spent	On request
Capital works programme/plans information (annual programme figure)	On request
Spending relating to Staff and Governing Body	
Staff and Committee Expenses policies	Online: About: Publications - Policies & Procedures
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	On request
Pay and grading structure (levels of pay rather than individual salaries)	On Request
General information about staff pension scheme	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	On request
Staffing structure	Online: About - Our Staff
Recruitment Policy	On request
Trade Union information	On request
Summary of professional organisations/trade bodies of which we are a member	On request
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	On request
General description of our land and property holdings	On request
Estate development plans	On request
Information Resources	
Records management policy and records management plan, including records retention schedule	On request

Information	Where to access
General Data Protection Policy/Privacy Policy	Online: About: Publications - Policies & Procedures
Fair Processing Notice	Online: Home: Data Protection – Fair Processing Notice
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 	On request
List of suppliers and contractors used by organisation	On request
Information about regulated procurement contracts awarded (value, scope, duration)	On request
Our Procurement	
Procurement Policy	Online: About: Publications - Policies & Procedures
Information on how to tender for work and invitations to tender	On request
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	On request
Links to procurement information we publish on Public Contracts Scotland website	On request
Framework Agreements	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	Online: About: Publications – Annual Report
ARC report to tenants	Online: About: Publications – Annual Report
Performance Standards/indicators	On request
Benchmarking information	On request
Complaints policy, guidance and forms	Online: Contact & Complaints – Make a complaint
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	On request
Tenant Scrutiny Report	On request

Information	Where to access
Class 8 – Our commercial publications <i>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</i>	
This class does not apply to Hawthorn Housing Co-operative as we do not hold or publish any information under the class.	Not applicable
Class 9 – Our open data <i>Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence.</i>	
This class does not apply to Hawthorn Housing Co-operative as we do not hold or publish any information under the class.	Not applicable