



blairtummock

housing association

*at the heart of our
community*

**Guide to Information
April 2024**

Blairtummock Housing Association & Blairtummock & Rogerfield Opportunities Guide to Information

April 2024

Definition of terms used in this document

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

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.

Blairtummock Housing Association & Blairtummock & Rogerfield Opportunities has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been approved by the SIC.

To view our Freedom of Information Policy, please [click here](#).

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.

If you would like a printed copy of any of the information listed, 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	10 per A4 sheet & 20p per A3 sheet
Print in colour	20p per A4 sheet & 40p per A3 sheet
CD Rom	50p
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:

Freedom of Information Lead on 0141 773 0202 or
enquiries@blairtummock.org.uk

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 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:

Blairtummock Housing Association
45 Boyndie Street
Easterhouse
G34 9JL
enquiries@blairtummock.org.uk
Telephone: 0141 773 0202

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.

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 BHA & BRO	
Information about BHA, who we are, where to find us, how to contact us, how we are managed and our external relations.	
Descriptions of who we are	
Missions Statement	Click Here
Vision	Click Here
Corporate Objectives	Click Here
Area(s) of operation	Click Here
Key activities; strategic/corporate plans	Click Here
Business Plan (or summary)	Click Here
Customer Services Policy	Click Here
Location and opening arrangements	
Address	45 Boyndie Street Easterhouse GLASGOW G34 9JL
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	T: 0141 773 0202 E: enquiries@blairtummock.org.uk
Opening times	9am – 5pm Monday & Thursday 9am – 1pm Tuesday & Wednesday Closed Friday Telephones available: 9am – 5pm Monday – Thursday 9am – 3.30pm Friday.

General contact arrangements	As above
Details for making a complaint	Click Here
Information	Where to Access
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This document
Charging Schedule for Published Information	This document (See page 3)
Contact details and advice on making an FOI request.	E: enquiries@blairtummock.org.uk T: 0141 773 0202
Freedom of Information policies and procedures	Click Here
Charging schedule for environmental information provided in response to requests made under EIRs	Click Here
About our Governing Body	
List of Governing Body Members <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 	Click Here
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 	Click Here Click Here
How to become part of the governing body	Click Here
About our staff	
List of senior management team, including professional biography and contact details	Click Here
Organisational structure	Click Here
Governance Documents and Corporate Policies	
Rules	Click Here

Standing Order	Click Here
Membership Policy	Click Here

Information	Where to access
Code of Conduct for Staff	Click Here
Code of Conduct for Governing Body Members	Click Here
Entitlements, Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Click Here
Register of Interests	Click Here
Equalities Policy	Click Here
Health & Safety Policy	EVH Health & Safety Manual
Sustainability Policy	Click Here
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Click Here
Assurance Statement	Click Here
Annual Return on Charter Submission to SHR	Click Here
Financial Returns to SHR	Click Here
OSCR Information	Click Here
Charter report to tenants	Click Here
Internal and External Audit arrangements	External & Internal – Alexander Sloan - Click Here
Group Details	
Details of our subsidiaries	Click Here
Key Partnerships	
Strategic agreements with other organisations	N/A
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	
List of services provided	Click Here
How to report a repair	Click Here
Right to Repair information	Click Here
How to apply for a house	Click Here

Information	Where to access
How to get information about tenancy support	Click Here
How to make a complaint	Click Here
How to speak to a housing officer	0141 773 0202 enquiries@blairtummock.org.uk
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Click Here
Policies and Procedures – Link to class 2	
Allocations Policy	Click Here *
Adaptations Policy	Click Here Section 10 *
Anti-social Behaviour Policy	Click Here *
Asbestos Management Policy	Click Here Section 11 *
Arrears Management Policy	Click Here *
Asset Management Policy (including stock condition information)	Available approx. June 2021 or when Covid pandemic is over
Customer Care Policy	Click Here
Data Protection Policy	Click Here
Equality and Diversity Policy	Click Here *
Estate Management Policy	Click Here *
Health & Safety Policy and Procedures	EVH Health & Safety Manual
Procurement Policy	Click Here Section 11
Risk Management Policy	Click Here
Rent Setting Policy	Available April 2022
Maintenance Policy	Click Here *
Sustainability Policy	Click Here
Tenant Participation Policy	Click Here

Information	Where to access
Tenancy Sustainment Policy	Click Here Section 17 *
Internal procedures relating to above (where available)	N/A
Class 3 – How we take decisions and what we have decided	
Information about the decisions we take, how we make decisions and how we involve others	
Governing Body Meetings	
Governing body meeting minutes	Click Here
Governing body agendas	Available on request
Consultation and Participation	
Tenant Participation Strategy	Click Here
Consultation reports noting the outcome of any recent consultations with tenants/others	Click Here
Tenant scrutiny panel composition	N/A
Class 4 – What we spend and how we spend it	
Information about our strategy for, and management of, financial resources (in sufficient details 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	Click Here
Audited accounts	Click Here
Budget policies and procedures	Click Here Section 14 Click Here Section 6
Budget allocation to key service areas	Click Here
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Click Here
Capital works programme/plans information (annual programme figure)	Click Here
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Click Here
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Click Here
Board member remuneration other than expenses	N/A

Information	Where to access
Pay and grading structure (levels of pay rather than individual salaries)	Click Here
General information about staff pension scheme	Click Here
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	EVH Terms and Conditions
Staffing structure	Click Here
Human resource policies, covering: <ul style="list-style-type: none"> • Recruitment • Performance management • Salary and grading • Succession planning • Pensions • Discipline • Grievance • Training & Development Policy • Maintenance and retention of staff records 	EVH Terms and Conditions EVH Terms and Conditions EVH Terms and Conditions EVH Terms and Conditions EVH Terms and Conditions EVH Terms and Conditions EVH Terms and Conditions Click Here Click Here
Internal procedures relating to the above (where available)	N/A
Trade Union Information	Click Here
Summary of professional organisations/trade bodies of which we are a member	www.cih.org www.evh.org.uk www.scotlandhousingnetwork.org www.sfha.co.uk
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Repairs & Maintenance Policy * Sustainability Policy

Information	Where to access
General description of our land and property holdings	Click Here
Estate development plans	N/A
Information Resources	
Records management policy and records management plan, including records retention schedule	Click Here
Data protection or privacy policy	Click Here
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 	Click Here
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Click Here
Information about regulated procurement contracts awarded (value, scope, duration)	Click Here
Our Procurement	
Procurement policy and procedures	Click Here Section 11
Information on how to tender for work and invitations to tender	Click Here Section 12
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Click Here
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland Note insert Blairtummock Housing Association into the search facility at Buyer Name
Framework Agreements	N/A

Information	Where to access
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	Click Here
ARC report to tenants	Click Here
Performance standards/indicators	Click Here
Benchmarking information	Click Here
Complaints policy, guidance and forms	Click Here
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Click Here
Tenant scrutiny reports	N/A
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 Blairtummock Housing Association as we do not produce any publications for sale.	N/A
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 Blairtummock Housing Association	N/A

* Policies that are to be updated by Association