FERGUSLIE PARK HOUSING ASSOCIATION

GUIDE TO INFORMATION

Ferguslie Park
Housing Association

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LAST REVIEWED: November 2024

At a glance – terms used in this document

Term 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.

Ferguslie Park Housing Association has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS), 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 detailed in this guide are summarised below:

Format	Charge
Online	Free
View at our office	Free
Print in black and white	10p 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:

admin@fpha.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 Board 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:

Ferguslie Park Housing Association

The Tannahill Centre

76 Blackstoun Road

Paisley, PA3 1NT

Email; admin@fpha.org.uk

Telephone; 0141 887 4053

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 Ferguslie Park Housing Association *Information about Ferguslie Park Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations*.	
Descriptions of who we are	
Mission Statement	Website –Our Mission
Vision	Website –Our Vision
Values	Website –Our Core Values
Corporate Objectives	Website –What We Do
Area(s) of operation	Website – Our Housing Stock
Key activities; strategic/corporate plan(s)	Website - Document Library Business Plan
Business Plan (or summary)	Document Library Business Plan
Location and opening arrangements	
Address	Website - Contact Us
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Website - Contact Us
opening times	Website - Contact Us
General contact arrangements	Website - Contact Us
Contact details for making a complaint	Website – Make a Complaint
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT Guide to information
Charging Schedule for Published Information	THIS DOCUMENT See Page 12to 14

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

Information	Where to access
Contact details and advice on making an FOI request	admin@fpha.org.uk
Freedom of Information policies and procedures	Website – Document Library - Policies
Charging Schedule for environmental information provided in response to requests made under EIRs	This Document, see page 13
About our Governing Body	
List of Governing Body Members • Names • when they became a governing body member • Professional biographical details • office-bearing responsibilities • when they became an office-bearer	Website – About Us - Our Management Board
Description of the role of the Governing Body • governance structure chart (including sub-committees and working groups); • remits for governing body and any sub-committees	Website – About Us - Our Management Board Website – Document Library - Standing Orders
How to become part of the governing body	Website – About Us - Our Management Board
About our staff	
List of senior management team, including professional biography and contact details	Website – About Us - Our Staff Team
Organisational structure	Website – About Us – Staff Structure
Governance Documents and Corporate Policies	
Policies/Articles	Website – Document Library - Association Rules
Standing Orders	Website – Document Library - Standing Orders
Membership Policy	Website – Document Library - Membership Policy
Code of Conduct for Staff	Website – Document Library - Staff Code of Conduct
Code of Conduct for Governing Body Members	Website – Document Library - Governing Body Code of Conduct
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Website – Document Library - Entitlements Payments & Benefits Policy
Conflict of Interests	Website – Document Library – Declaring & Managing Conflicts of Interest Policy
Equalities Policy	Website – Document Library – Equality & Human Rights Policy

Information	Where to access
Health and Safety Policy	Website – Document Library – Health & Safety Statements
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	SHR Website SHR Engagement Plan
Assurance Statement	Assurance Statement
Annual Return on Charter Submission to SHR	SHR Website - https://www.housingregulator.gov.scot/landlord-performance/statistical-information/
Financial Returns to SHR	SHR Website Ferguslie Park Housing Association
Charter report to tenants	SHR Website Ferguslie Park Housing Association
Internal and External Audit arrangements	Website – Document Library -Annual Accounts
Group Details	
Details of our subsidiaries/parent organisation	Website – The New Tannahill Centre Our Subsidiary
Key Partnerships	
Strategic agreements with other organisations	Scottish Government https://www.gov.scot/ Scottish Housing Regulator https://www.scottishhousingregulator.gov.uk/ Renfrewshire Council http://www.renfrewshire.gov.uk
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 *Not on Website	Website www.fpha.org.uk
How to report a repair	Website Report a repair
Right to Repair information	Website Right to Repair
How to apply for a house	Website Apply for a house
How to get information about tenancy support	Website Welfare Rights Service
How to make a complaint	Website Make a Complaint
How to speak to a housing officer	Website Housing Officer Contacts
Policies and Procedures	
Allocations Policy	Website – Document Library - Allocations Policy

Information	Where to access
Adaptations Policy	Nothing held for this heading
Anti-Social Behaviour Policy	Website – Document Library - Anti-Social Behaviour Policy
Asbestos Management Policy	Website – Document Library - Asbestos Managment Policy
Arrears Management Policy	Website – Document Library - Current Tenant Arrears Policy
Asset Management Policy (including stock condition information)	In Development
Customer Care Policy	In Development
Privacy Policy	Website – Document Library - Privacy Policy
Freedom of Information and Environmental Information Policy	Website – Document Library - FOI and Environmental Information Policy
Equality and Diversity Policy	Website – Document Library - Equality & Human Rights Policy
Estate Management Policy	Website – Document Library - Estate Management Policy
Health and Safety Policy and procedures	Website – Document Library - Health & Safety Statements
Legionnaires Inspection/Prevention Policy	Website – Document Library - Legionella Policy
Procurement Policy	Website – Document Library - Procurement Policy
Risk Management Policy	Website – Document Library - Risk Management Policy
Rent Setting Policy	Nothing held for this heading
Repairs Policy	Website – Document Library - Repairs Policy and Rechargeable Repairs Policy
Sustainability Policy	Nothing held for this heading
Tenant Engagement Policy	Website – Document Library - Tenant Participation Strategy
Tenancy Sustainment Policy	Nothing held for this heading
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	Website Board Minutes
Governing body meeting reports/papers	Website Board Reports
Governing body agendas	Website Board Agendas
Consultation and Participation	

Information	Where to access
Tenant Participation Strategy	Website – Document Library - Tenant Engagement
Consultation reports noting the outcome of any recent consultations with tenants/others	Website Reports from Consultation
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	Website – Document Library -Annual Accounts
Audited accounts	Website – Document Library -Annual Accounts
Finance policies and procedures	Website – Document Library - Finance Policies & Procedures
Budget allocation to key service areas	Website – Document Library -Annual Reports
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Website – Document Library -Annual Reports
Capital works programme/plans information (annual programme figure)	Website – Document Library -Annual Reports
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Website – Document Library - Expenses Policies & Procedures
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Website – Document Library - Annual Accounts
Board member remuneration other than expenses	Nothing held for this heading
Pay and grading structure	Website – Document Library - Grading Structure
General information about staff pension scheme	Website – Document Library - Annual Accounts
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	Nothing held for this heading
Staffing structure	Website – About Us - Our Staff Team Staff Structure

Information	Where to access
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records	Website – Document Library - EVH Terms & Conditions Website – Document Library - Privacy Policy
Trade Union information	Website – Document Library - EVH Terms & Conditions
Summary of professional organisations/trade bodies of which we are a member	Development Trusts Association Scotland https://dtascot.org.uk/ Glasgow West of Scotland Forum http://gwsf.org.uk/ Employers in Voluntary Housing www.evh.org.uk Scottish Federation of Housing Associations https://www.sfha.co.uk/ Federation of Local Housing Associations in Renfrewshire FLAIR http://www.fpha.org.uk/flair-/ iFLAIR
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Nothing held for this heading
General description of our land and property holdings	Website – About us - Our Housing Stock
Estate development plans	Nothing held for this heading

Information	Where to access
Information Resources	
Records management policy and records management plan, including records retention schedule	Website – Document Library - Privacy Policy
Privacy policy	Website – Document Library - Privacy Policy
General Data Regulation Protection (GDPR) procedure & reporting form	Website –- GDPR Breach Procedure & Reporting Form
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 – to be updated	
Information about our key service delivery contractors who carry out: • responsive repairs • landscape maintenance • planned/cyclical maintenance	Website – Document Library - Procurement Information
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Website – Document Library - Procurement Information
Information about regulated procurement contracts awarded (value, scope, duration)	Website – Document Library - Procurement Information
Our Procurement	
Procurement Policy and procedures	Website – Document Library - Procurement Policy
Information on how to tender for work and invitations to tender *Not there.	Website – Document Library - Procurement Information
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Website – Document Library - Procurement Information
Links to procurement information we publish on Public Contracts Scotland website	Website – Document Library - Procurement Information
Framework Agreements	iFLAIR
Class 7 – How we are performing	

Information	Where to access
Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	Website – Document Library - Annual Report
ARC report to tenants	Website – Document Library - Landlord Report
Performance Standards	Website - Ferguslie Park Housing Association
Benchmarking information	SHR Website Ferguslie Park Housing Association
Complaints policy, guidance and forms	Website Make a Complaint -Make a complaint Complaints Policy – Document Library - Complaints Policy
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Website – Document Library – Other Information – SPSO Complaints Reports
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 Ferguslie Park Housing Association as we do not produce any publications for sale.	Not applicable
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 Ferguslie Park Housing Association	Not applicable

Different Charging Schedules within Ferguslie Park Housing Association's Guide to Information

Summary of different Charging Schedules from Ferguslie Park Housing Association's Guide to Information

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises. We may charge for providing information to you, but we will charge you no more than it costs us to do so. We will always tell you what the cost is before providing the information to you. Our photocopying charge per side of paper is shown in the tables below:

Black and White Photocopying

Size of Paper	Pence per sheet
A4	10p
A3	20p

Colour Photocopying

Size of Paper	Pence per sheet
A4	20p
A3	40p

Alternative Formats

Format	Charge
Computer Discs	50p

Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run. We do not pass on any other costs to you in relation to our published information.

Charges for information which is not available under the scheme

If you submit a request to us for information which is not available in this Guide, the charges will be based on the following calculations:

General information requests

- 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 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would 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
- 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
- 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. 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.

Charges for Environmental Information Environmental information is provided under the EIRs rather than FOISA.

The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage.

If 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. Charges are calculated based on the actual cost to Ferguslie Park Housing Association of providing the information:

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Charges for requesting for your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request. We must provide a copy of the information free of charge.

However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests. The fee must be based on the administrative cost of providing the information.

Further information on GDPR can be found on the Information Commissioner's Office website. Click here to access.