



# GUIDE TO INFORMATION

Produced by: Cassiltoun Housing Association

Available through the  
OFFICE OF THE INFORMATION COMMISSIONER, SCOTLAND  
(OSIC)  
MODEL PUBLICATION SCHEME 2018

**LAST REVIEWED 10<sup>th</sup> Sept  
2024**

## Contents

Terms Used.....	4
About Cassiltoun Housing Association .....	4
Our Mission .....	5
Our Board .....	5
Introduction to Cassiltoun Housing Association’s Guide to Information.....	6
The Model Publication Scheme Principles.....	7
Principle One: Availability and formats .....	7
Advice and assistance:.....	7
Principle Two: Exempt information.....	7
Principle Three: Copyright and re-use .....	8
Principle Four: Charges .....	8
Colour Photocopying.....	8
Alternative Formats .....	9
Postage Costs.....	9
Charges for information which is not available under the scheme: .....	9
General information requests .....	9
Charges for Environmental Information .....	10
Charge for request for your own personal data .....	10
Principle Five: Advice and Assistance .....	11
Contact Details.....	11
Principle Six: Duration .....	11
Records Management Policy .....	11
Classes of Information.....	12
The classes of information that we publish .....	12
Class 1: About Cassiltoun Housing Association.....	12
Class 2: How we deliver our functions and services.....	12

Class 3: How we take decisions and what we have decided .....	12
Class 4: What we spend and how we spend it .....	12
Class 5: How we manage our human, physical and information resources .....	12
Class 6: How we procure goods and services from external providers.....	12
Class 7: How we are performing.....	12
Class 8: Our commercial publications.....	12
Class 9: Our open data.....	12
Class 1: About Our Organisation, Cassiltoun Housing Association.....	13
Class 2: How We Deliver Our Functions And Services .....	15
Class 3: How We Take Decisions And What We Have Decided .....	16
Class 4: What We Spend And How We Spend It .....	17
Class 5: How We Manage Our Human, Physical And Information Resources.....	18
Class 6: How We Procure Goods And Services From External Providers.....	20
Class 7: How We Are Performing.....	20
Class 8: Our Commercial Publications .....	21
Class 9: Our Open Data.....	21

## 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 adopting 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)

## About Cassiltoun Housing Association

Cassiltoun Housing Association (as Castlemilk East) is the oldest community ownership housing co-operative in not only Castlemilk, but also Glasgow, being registered with the Industrial and Provident Society in December 1984. The Association is managed by a voluntary Board made up of local people that are passionate about delivering high quality homes and housing related services and also play a pivotal role in the social and economic regeneration of Castlemilk.

## Our Mission

*"We aim to enhance the quality of life of our clients and to regenerate and sustain our community through housing-led and resident controlled initiatives."*

## Our values



## Our Board

Our Board of Management focuses on the strategic direction of the Association and regularly monitors and reviews business performance. The Chief Executive and the Senior Management Team work closely with the Board developing our strategy and direction.

An important aspect of the Association's business is our Governance. A key feature therefore is our Board of Management which consists of local people and members who support the objectives of the organisation, working on a voluntary basis.

Many of our Board members are vastly experienced and trained to assist them carry out their duties. New Board members receive induction training, support and guidance to help them settle into their new role.

The Board of Management consists of a maximum of 15 members and ensures the Association's vision, mission and values remain true to its objectives. The Board of

Directors meet monthly. Copies of previous Board Meeting Minutes can be found here <http://cassiltoun.org.uk/minutes-of-meetings/>

## Introduction to Cassiltoun Housing Association's Guide to Information

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and publish information in accordance with that scheme. The publication scheme must:

- publish the classes of information that the Association makes routinely available
- tell the public how to access the information and whether information is available free of charge or on payment

Cassiltoun Housing Association has been designated as a Scottish Public Authority by an order made under section 5 of the Act, known as the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2013.

Cassiltoun Housing Association has adopted the **Model Publication Scheme 2018 (MPS)** which has been produced and approved by the Scottish Information Commissioner. The MPS is a standard framework for Scottish public authorities to publish the information they hold.

You can see this scheme on our website at:

[http://cassiltoun.org.uk/data/ModelPublicationSchemeGuideforScottishPublicAuthorities\\_2019\\_10\\_14\\_16\\_12\\_11.pdf](http://cassiltoun.org.uk/data/ModelPublicationSchemeGuideforScottishPublicAuthorities_2019_10_14_16_12_11.pdf) to access or by contacting us at the address in the Contact Us section if you prefer a copy to be provided to you in another format.

It is also available on the Scottish Information Commissioner's website. Click [here](#) to access.

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for Cassiltoun Housing Association in relation to each class in the Model Publication Scheme 2018
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with access to the information
- explain how to request information that has not been published.

Alongside the Act, 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.

## The Model Publication Scheme Principles

The MPS imposes six principles which govern the way we must make our information available through our Guide to Information:

- Principle 1: Availability and formats
- Principle 2: Exempt information
- Principle 3: Copyright and re-use
- Principle 4: Charges
- Principle 5: Advice and assistance
- Principle 6: Duration

### Principle One: Availability and formats

The information published through the Model Publication Scheme is, wherever possible, available on our website. In the Classes of Information section, select the class required.

We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see “Principle 4: Charges”).

#### Advice and assistance:

If you have any difficulty identifying the information you want to access, then please contact us to help you.

Karen Graham  
Corporate Services Officer  
Cassiltoun Housing Association  
59 Machrie Road  
Glasgow, G45 0AZ

T: 0141-634-2673

E: [housing@cassiltoun.org.uk](mailto:housing@cassiltoun.org.uk)

### Principle Two: Exempt information

We will publish all the information we hold that falls within the classes of information. If a document contains information that is exempt under Scotland’s freedom of information laws (for example sensitive personal information or a trade secret), we will remove or redact (black out) the information before publication and explain why.

## Principle Three: Copyright and re-use

Where Cassiltoun Housing Association holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied or reproduced accurately
- It is not used in a misleading context, and
- The source of the material is identified

Where Cassiltoun Housing Association does not hold copyright in information we publish, we will make this clear.

## Principle Four: Charges

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 & White Photocopying

Size of Paper	Pence per sheet
A4	15p
A3	25p

### Colour Photocopying

Size of Paper	Pence per sheet
A4	25p
A3	40p



## Alternative Formats

Format	Charge
Computer Discs	£1.00 per CD-ROM
Memory Stick	£8.00 per Memory Stick

## 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 Cassiltoun Housing Association of providing the information.

- Photocopying is charged at 15p per A4 sheet for black and white copying, 25p 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.

## Charge for request 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.

## Principle Five: Advice and Assistance

### Contact Details

Karen Graham  
Corporate Services Officer  
Cassiltoun Housing Association  
59 Machrie Road  
Glasgow, G45 0AZ

T: 0141-634-2673

E: [housing@cassiltoun.org.uk](mailto:housing@cassiltoun.org.uk)

You can contact us for assistance about any aspect of this publication scheme or help to find and request information:

We will also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of the publication scheme.

If you wish to make a request for information not contained in the publication scheme, you can also click on this link and complete our online form.

<http://cassiltoun.org.uk/freedom-of-information/>

## Principle Six: Duration

Once published through the Guide to Information, the Information will be available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available (previous versions may be requested from Cassiltoun Housing Association under section 1(1) of FOISA).

Our Guide to Information will contain a 'last reviewed' date showing when the document was last reviewed, to ensure it contains the most up to date information.

## Records Management Policy

Cassiltoun Housing Association regards its records as a major asset of the Company. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal

responsibilities. Cassiltoun Housing Association Records Management Policy can be found in Classes of Information - Class 5.

## **Classes of Information**

### **The classes of information that we publish**

We publish all the information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Click to access our online [Guide to Information](#)

The classes are:

Class 1: About Cassiltoun Housing Association

Class 2: How we deliver our functions and services

Class 3: How we take decisions and what we have decided

Class 4: What we spend and how we spend it

Class 5: How we manage our human, physical and information resources

Class 6: How we procure goods and services from external providers

Class 7: How we are performing

Class 8: Our commercial publications

Class 9: Our open data

## Class 1: About Our Organisation, Cassiltoun Housing Association

Information about Cassiltoun Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.

The information we publish under Class 1 includes:	How to access it
Subsidiary companies	<a href="#"><u>Subsidiary companies</u></a>

The information we publish under Class 1 includes:	How to access it
Our Mission, Vision and Values	<a href="#"><u>Our Mission, Vision and Values</u></a>
Corporate Objectives	<a href="#"><u>Corporate Objectives</u></a>
Key activities; strategic/corporate plan(s)	<a href="#"><u>Key activities; strategic/corporate plans(s)</u></a>
Senior Management Team	<a href="#"><u>Senior Management Team</u></a>
Our Board	<a href="#"><u>Our Board</u></a>
Organisational Chart	<a href="#"><u>Organisational Chart</u></a>
Contact Details	<a href="#"><u>Contact Details</u></a>
News	<a href="#"><u>News</u></a>
Model Publication Scheme 2018	<a href="#"><u>Model Publication Scheme 2018</u></a>
Cassiltoun Housing Association Rules	<a href="#"><u>Cassiltoun Housing Association Rules</u></a>
Assurance Statement	<a href="#"><u>Assurance Statement</u></a>
Standing Orders and Delegated Authority	<a href="#"><u>Standing Orders &amp; Delegated Authority</u></a>
Membership Policy	<a href="#"><u>Membership Policy</u></a>

Code of Conduct for Governing Body Members	<a href="#"><u>Code of Conduct for Governing Body Members</u></a>
Code of Conduct for Staff	<a href="#"><u>Code of Conduct for Staff</u></a>
Entitlements Payments & Benefits Policy	<a href="#"><u>Entitlement Payments &amp; Benefits Policy</u></a>
Health & Safety Policy	<a href="#"><u>Health &amp; Safety Policy Statement</u></a>
Sustainability Policy	<a href="#"><u>Sustainability Policy</u></a>
How to make a request for personal information	<a href="#"><u>Privacy Notice</u></a>
How to make a freedom of information request	<a href="#"><u>How to make a freedom of information request</u></a>
How to complain or make a comment	<a href="#"><u>How to make a complaint</u></a>
Guide to Information	<a href="#"><u>Guide to Information</u></a>
Cassiltoun Housing Association Information Charging Guide	See principle 4 above
Contact Details - Our main office	<a href="#"><u>Contact Details - Our main office</u></a>
Charter Report to Tenants	<a href="#"><u>Charter Report to Tenants</u></a>
Annual Report & Financial statement	<a href="#"><u>Annual Report &amp; Financial Statement</u></a>

## Class 2: How We Deliver Our Functions And Services

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

The information we publish under Class 2 includes:	How to access it
How to report a repair	<a href="#"><u>How to report a repair</u></a>
Right to Repair information	<a href="#"><u>Right to Repair Policy</u></a>
How to apply for a house	<a href="#"><u>How to apply for a house</u></a>
How to make a complaint	<a href="#"><u>How to make a complaint</u></a>
Allocations Policy	<a href="#"><u>Allocations Policy</u></a>
Adaptations Policy	<a href="#"><u>Medical Adaptations Policy</u></a>
Anti-Social Behaviour Policy (Neighbour Relations Policy)	<a href="#"><u>Neighbour Relations Policy</u></a>
Asbestos Management Strategy	<a href="#"><u>Asbestos Management Strategy</u></a>
Arrears Management Policy (Rent Management Policy)	<a href="#"><u>Rent Management Policy</u></a>
Asset Management Policy (including stock condition information) (Asset Management Plan)	<a href="#"><u>Asset Management Plan</u></a>
Cassiltoun Standard	Under review
Data Protection Policy	<a href="#"><u>Data Protection Policy</u></a>
Environmental Information Regulations Policy (EIR)	<a href="#"><u>EIR Policy</u></a>

Equality and Diversity Policy (Equality & Human Rights Policy)	<a href="#"><u>Equality &amp; Human Rights Policy</u></a>
Estate Management Policy	<a href="#"><u>Estate Management Policy</u></a>
Health and Safety Policy and procedures	<a href="#"><u>Health and Safety Policy</u></a>
Sustainable Procurement Strategy 2021/22	level of regulated procurements has been, and will be, significantly lower than the £5m threshold that requires such documents to be produced.
Risk Management Policy	<a href="#"><u>Risk Management Policy</u></a>
Policy for Rent Management	<a href="#"><u>Rent Management Policy</u></a>
Repairs & Maintenance Policy	<a href="#"><u>Repairs &amp; Maintenance Policy</u></a>
Sustainability Policy	<a href="#"><u>Sustainability Policy</u></a>
Tenant Engagement Policy (Tenant Participation Strategy & Action Plan)	<a href="#"><u>Tenant Participation Strategy &amp; Action Plan</u></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.**

<b>The information we publish under Class 3 includes:</b>	<b>How to access it</b>
Board Agendas and Reports	Available on Request
Approved Board Reports	Available on Request
Approved Board Minutes	<a href="#"><u>Approved Board Minutes</u></a>



Consultation Reports noting the outcome of any recent consultations with tenants/others	Available on request
---	----------------------

## **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).**

<b>The information we publish under Class 4 includes:</b>	<b>How to access it</b>
Senior Staff/Board Member expenses	Available on Request
Pension Arrangements	Available on Request
Pay & Grading Structure	<u>Pay &amp; Grading Structure</u>
Financial management and administration policies and procedures	Available on Request
Capital Works Programme/Plans & Information	Available on Request
Details of any project funding and how its spent	Available on Request
Annual Report & financial statements	<u>Annual Report &amp; Financial Statements</u>
Audited Accounts	<u>Audited Accounts</u>
Budget Polices & Procedures	Available on Request
Budget allocation to key service areas	Available on Request
Description of funding sources	Available on Request

## Class 5: How We Manage Our Human, Physical And Information Resources

Information about how we manage the human, physical and information resources of the authority.

The information we publish under Class 5 includes:	How to access it
Adoption, Maternity, Paternity and Shared Parental Leave	Available on Request
Alcohol Drugs & Substance Abuse Policy	Available on Request
Attendance Management Policy	Available on Request

Conflict of Interest Policy (Code of Conduct – Governing Body Members, Staff)	<u>Code of Conduct for Governing Body Members</u> <u>Code of Conduct for Staff</u>
Disciplinary Policy	Available on Request
Disclosure Handling Policy	Available on Request
Equality & Human Rights Policy	<u>Equality &amp; Human Rights Policy</u>
Flexible Working Policy	Available on Request
Hospitality Policy (Entitlement, Payments and Benefits Policy)	<u>Entitlement Payment &amp; Benefits Policy</u>
Information Communication & Technology Policy	Available on Request
Training & Development Policy	<u>Training &amp; Development Policy</u>
Leave of Absence	Available on Request

Mobile Phone Policy	Available on Request
Salary Scale	<u>Salary Scale</u>

Recruitment & Selection Policy	<u>Recruitment &amp; Selection Policy</u>
Redundancy Policy	Available on Request
Dignity at Work Policy	Available on Request
Smoke Free Policy	Available on Request
Social Media Policy	Available on Request
Staff Uniform Policy	Available on Request
Stress Policy	Available on Request
Time Off for Union Duties & Activities Policy	Available on Request
Payment of Expenses to Board of Management Members and Staff Members Policy	<u>Payment of Expenses to Management Committee and Staff Members</u>
Whistleblowing Policy	<u>Whistleblowing Policy</u>
Retention Schedule	<u>Retention Schedule</u>

Freedom of Information Policy	<u>Freedom of Information Policy</u>
Asset Management Plan	<u>Asset Management Plan</u>

## Class 6: How We Procure Goods And Services From External Providers

Information about how we procure goods and services, and our contracts with external providers.

The information we publish under Class 6 includes:	How to access it
Procurement Policy	<a href="#">Procurement Policy</a>
Information about our key service delivery contractors who carry out:- <ul style="list-style-type: none"> <li>• Responsive repairs</li> <li>• Landscape maintenance</li> <li>• Planned/Cyclical Maintenance</li> </ul>	Available on Request
List of suppliers and contractors used by organisation (provided to staff under our Entitlements, Payments and Benefits Policy)	Available on Request
Information about regulated procurement contracts awards (value, scope, duration)	Available on Request
Information on how to tender for work and invitations to tender	<a href="#">Public Contracts Scotland</a>
Register of Contracts awarded which have gone through the formal tendering include name of supplier, period of contract and value	Available on Request
Links to procurement information we publish on Public Contracts Scotland Website	<a href="#">Public Contracts Scotland</a>

## Class 7: How We Are Performing

Information about how we perform as an organisation, and how well we deliver our functions and services.

The information we publish under Class 7 includes:	How to access it
Annual Report	<a href="#">Annual Reports</a>
ARC report to tenants	<a href="#">ARC Reports</a>

Performance Standards/indicators	<a href="#">Performance Standards/indicators</a>
Benchmarking information	<a href="#">Benchmarking Information</a>
Complaint Handling Procedure	<a href="#">Complaints</a>
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Available on Request

### **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.

<b>The information we publish under Class 8 includes:</b>	<b>How to access it</b>
Cassiltoun Housing Association does not hold or publish any information under this class.	N/A

### **Class 9: Our Open Data**

Open data made available by the authority as described by the Scottish Government's [Open Data Resource Pack](#) and available under an open licence.

<b>The information we publish under Class 9 includes:</b>	<b>How to access it</b>
Cassiltoun Housing Association does not hold or publish any information under this class.	N/A