

## **APPENDIX 3 – Parkhead Housing Association, Guide to Information**

### **Last Review Date – October 2019**

#### **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. Parkhead 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:

<b><u>Format</u></b>	<b><u>Charge</u></b>
Online	Free
In Office	Free
Print in mono	£0.20
Print in colour	£0.60
Posted document	Normal first class postage Applicable

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:

Matthew Reid

[Matthew.reid@parkheadha.org.uk](mailto:Matthew.reid@parkheadha.org.uk)

0141 556 6226

### **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 a 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 PHA 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.

### 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 hereto access.

## **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/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:

Matthew Reid

[Matthew.reid@parkheadha.org.uk](mailto:Matthew.reid@parkheadha.org.uk)

0141 556 6226

## The Information 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.

<b><u>Classification</u></b>	<b><u>Information Publicly Available &amp; How to Access</u></b>	<b><u>Charge (Y/N)</u></b>	<b><u>Help to Access</u></b>
1. About Parkhead Housing Association	Values & Mission Statement - <a href="https://www.parkheadha.org.uk/about/">https://www.parkheadha.org.uk/about/</a>  Freedom of Information Policy & Procedure – <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a>  Areas of Operation, Key Activities, Strategy, Delivery plans - <a href="https://www.parkheadha.org.uk/wp-content/uploads/2018/09/PHA-Business-Plan-2018-Final-Version.pdf">https://www.parkheadha.org.uk/wp-content/uploads/2018/09/PHA-Business-Plan-2018-Final-Version.pdf</a>  Board Structure, Board Member Information - <a href="https://www.parkheadha.org.uk/about/meet-the-board/">https://www.parkheadha.org.uk/about/meet-the-board/</a>  How to Become a Board Member - <a href="https://www.parkheadha.org.uk/tenants/get-involved-pha/">https://www.parkheadha.org.uk/tenants/get-involved-pha/</a>  Full Contact Details, Opening Times, Office Location - <a href="https://www.parkheadha.org.uk/contact/">https://www.parkheadha.org.uk/contact/</a>	No (unless paper copies, then print/postage costs applicable)	IT access available at PHA office & Parkhead Schoolhouse if access issues are apparent. For paper copies call 0141 556 6226.

	<p>Complaints Procedure, Corporate Objectives, Strategy, Business Plan - <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>All Information Regarding FOI - <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>Staff Information – <a href="https://www.parkheadha.org.uk/about/meet-the-staff/">https://www.parkheadha.org.uk/about/meet-the-staff/</a></p> <p>Regulatory Information - <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>Subsidiaries – <a href="https://www.parkheadha.org.uk/parkhead-group/">https://www.parkheadha.org.uk/parkhead-group/</a> <a href="https://www.parkheadha.org.uk/parkhead-development-company/">https://www.parkheadha.org.uk/parkhead-development-company/</a> <a href="https://www.parkheadha.org.uk/parkhead-lettings-company/">https://www.parkheadha.org.uk/parkhead-lettings-company/</a></p> <p>Code of Conduct (Staff &amp; Board) – <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>Health &amp; Safety Manual – <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>Entitlements, Payments &amp; Benefits Policy – <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>Model Rules – <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p>		
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	<p>Register of Interests –</p> <p><a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p>		
2. How we deliver our functions & services	<p>Services provided to tenants -</p> <p><a href="https://www.parkheadha.org.uk/tenants/">https://www.parkheadha.org.uk/tenants/</a></p> <p>Services provided to owners -</p> <p><a href="https://www.parkheadha.org.uk/owners/">https://www.parkheadha.org.uk/owners/</a></p> <p>Report a Repair –</p> <p><a href="https://www.parkheadha.org.uk/report-a-repair/">https://www.parkheadha.org.uk/report-a-repair/</a></p> <p>Apply for a Home –</p> <p><a href="https://www.parkheadha.org.uk/find-a-home/">https://www.parkheadha.org.uk/find-a-home/</a></p> <p>Public facing policies &amp; procedures -</p> <p><a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p>	No (unless paper copies, then postage costs applicable)	IT access available at PHA office & Parkhead Schoolhouse if access issues are apparent. For paper copies call 0141 556 6226.
3. How we take decisions and what we have decided	<p>Newsletter delivered via royal mail direct to tenants and owners. Also available at -</p> <p><a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>How to get involved in PHA Decision Making Processes -</p> <p><a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>Board Minutes –</p> <p>To be published, first set of Minutes due 14<sup>th</sup> December 2019.</p>	No (unless paper copies, then postage costs applicable)	Newsletter also available online and accessible versions available upon request. IT access available at PHA office & Parkhead Schoolhouse if access issues are apparent. For paper copies call 0141 556 6226.

<p>4. What we spend &amp; how we spend it</p>	<p>Audited financial statements –  <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>Annual report –  <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>Business plan -  <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>Business plan -  <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p>	<p>No (unless paper copies, then postage costs applicable)</p>	<p>IT access available at PHA office &amp; Parkhead Schoolhouse if access issues are apparent. For paper copies call 0141 556 6226.</p>
<p>5. How we manage our human, physical and information resources</p>	<p>Staffing Structure –  <a href="https://www.parkheadha.org.uk/about/meet-the-staff/">https://www.parkheadha.org.uk/about/meet-the-staff/</a></p> <p>Organisation Memberships –  <a href="https://www.parkheadha.org.uk/">https://www.parkheadha.org.uk/</a></p> <p>Asset Management Plan –  <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>GDPR Privacy Policy &amp; Fair Processing Notice –  <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p> <p>Document Management Policy –  <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a></p>	<p>No (unless paper copies, then postage costs applicable)</p>	<p>IT access available at PHA office &amp; Parkhead Schoolhouse if access issues are apparent. For paper copies call 0141 556 6226.</p>
<p>6. How we procure goods</p>	<p>Procurement Policy –</p>	<p>No (unless paper copies,</p>	<p>IT access available at PHA office &amp; Parkhead</p>



and services from external providers	<a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a>		then postage costs applicable)	Schoolhouse if access issues are apparent. For paper copies call 0141 556 6226.
7. How we are performing	Annual Report – <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a> Charter Report - <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a> Audited Financial Statements - <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a> Assurance Statement - <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a> Newsletter - <a href="https://www.parkheadha.org.uk/documents/">https://www.parkheadha.org.uk/documents/</a>		No (unless paper copies, then postage costs applicable)	IT access available at PHA office & Parkhead Schoolhouse if access issues are apparent. Charter report also available online and accessible versions available upon request. For paper copies call 0141 556 6226.
8. Our commercial publications	NA	NA	NA	NA
9. Our open data	NA	NA	NA	NA
The Association does not hold copyright on any of the data or information it makes public. To find our more information regarding the information above or anything that is not included please call 0141 556 6226 or <a href="mailto:email@parkheadha.org.uk">email@parkheadha.org.uk</a> .				

Last reviewed: October 2019