



EASTHALL PARK

Guide to Information

CORPORATE FIT	
Strategic Plan	✓
Risk Register	✓
Regulatory Standards	✓
Equalities Strategy	✓
Legislation	✓

On request, the Co-operative will provide translations of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. and these can be obtained by contacting the Co-operative's offices.



EASTHALL PARK HOUSING CO-OPERATIVE

GUIDE TO INFORMATION

LAST REVIEWED: OCTOBER 2019

At a glance – terms used in this document

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

Background

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all Housing 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.

Easthall Park Housing co-operative 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 per disc
USB Memory Stick	From £4.99 to £19.99 depending on amount of information (£4.99 USB generally sufficient)
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:

The Director C/O Easthall Park Housing Co-operative Ltd, Glenburn Centre, 6 Glenburnie Place, Easthall, Glasgow G34 9AN

Telephone 0141 781 2277

www.easthallpark.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 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: Easthall Park Housing co-operative Ltd, Glenburn Centre, 6 Glenburnie Place, Easthall, Glasgow G34 9AN

Email: ephc-dpo@infolawsolutions.co.uk

Telephone: 07861 796 215

The Information that we make available to you

Under the Model Publication Scheme (MPS) the information we provide must be listed under certain “classes” of information. These are the categories of information that are detailed below. As Freedom of Information 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 Model Publication Scheme apply to housing 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 Easthall Park	
<i>Information about Easthall Park, 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	
Purpose, Vision, Values & Objectives	About us
Area(s) of operation	Easthall & Kildermorie Greater Easterhouse Glasgow G33 and G34 Postcodes
Strategic Plan & Objectives	Strategic Plan
Customer Standards	Customer Care Standards 2019
Location and opening arrangements	
Address	Address
Telephone number and e-mail address for general enquiries	General Contact Details
opening times	Opening Times Easthall Park
Contact details for making a complaint	Complaints & Suggestions
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This Document
Charging Schedule for Published Information	Access to Information Charging Statement
Contact details and advice on making an FOI request	Email: ephc-dpo@infolawsolutions.co.uk Telephone: 07861 796 215 Access to Information Procedure

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

Information	Where to access
Freedom of Information policies and procedures	Access to Information Policy Access to Information Procedure Records Management Policy Records Management Procedure
Charging Schedule for environmental information provided in response to requests made under EIRs	Access to Information Charging Statement
About our Committee (Governing Body)	
List of Committee Members and when they became a Committee Member Professional biographical details Committee & office-bearing responsibilities When they became an office-bearer	Committee Members Easthall Park To follow Committee Responsibilities Date becoming an Office Bearer
Description of the role of the Committee governance structure chart (including sub-committees and working groups); remits for governing body and any sub-committees	Role of the Committee Governance Structure Scheme of Delegated Authority Audit & Finance Sub Committee Remit
How to become part of the Committee	How to Join our Committee
About our staff	
List of senior management team, including professional biography	Our People
Organisational structure	Easthall Park Organisational Structure

Information	Where to access
Governance Documents and Corporate Policies	
Rules & Articles	Rules and Articles Easthall Park
Standing Orders	Standing Orders Easthall Park
Membership Policy	Membership Policy
Code of Conduct for Staff	Code of Conduct for Staff
Code of Conduct for Committee Members	Code of Conduct Committee
Entitlements Payments and Benefits	Entitlement Payments & Benefits Policy
Register of Interests	Declarations of Interest 2019
Equalities Policy	Equal Opportunities Policy
Equalities Action Plan 2019	Equalities Action Plan
Health and Safety Policy Statement	Health & Safety Policy Statement
Sustainability Policy	Sustainability Policy
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Engagement Plan
Assurance Statement	Assurance Statement 2019
Assurance Statement What This Means	What the Assurance Statement Means
Annual Return on Charter Submission to SHR	Annual Return on Charter 2018/19
Financial Returns to SHR	5 Year Financial Projections 2019 Annual Financial Statements 2019 Loan Portfolio Return
Charter report to tenants	Scottish Housing Charter Report 2018/19
External and Internal Audit arrangements	External Auditor Alexander Sloan Phillip Morrice Internal Auditor Martin Ritchie
Group Details	
Details of our subsidiaries parent organisation	Not Applicable

Information	Where to access
Key Partnerships	
Strategic agreements with other organisations	Not Applicable
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	Our Services
How to report a repair	How to Report a Repair
Right to Repair information	Right to Repair
How to apply for a house	Apply for a House
How to get information about tenancy support	Your Home
How to make a complaint	How to make a Complaint
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Resident Engagement Strategy
Policies and Procedures	
Allocations Policy (Common Housing Register)	Common Housing Allocation Policy
Adaptations	Adaptations Policy
Alterations and Improvements	Alterations & Improvements
Anti-Social Behaviour	Anti-Social Behaviour & neighbour Nuisance
Asbestos Policy	Asbestos Policy
Arrears Management Policy	Difficulties Paying Your Rent
Asset Management Strategy (includes stock condition information)	Asset Management Strategy
Customer Care Standards	Customer Care Standards

Information	Where to access
Data Protection Policy	Data Protection
Equality and Diversity Policy	Equal Opportunities
Estate Management Policy	Estate Management
Health and Safety Policy Statement	Health & Safety
Health and Safety Responsibilities	Health & Safety Committee Responsibilities
Legionnaires Inspection	Legionnaires Inspection
Procurement Policy	Procurement Policy
Risk Management Policy	Risk Management
Rent Setting Statement	Rent Setting
Repairs & Maintenance Policy	Repairs & Maintenance Policy
Sustainability Policy	Sustainability
Resident Engagement Strategy	Resident Engagement
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>	
Committee Meetings	
Committee Meeting Agendas	Committee Agendas
Committee Meeting Minutes	Committee Meeting Minutes
Committee Meeting Reports	Committee Reports
Consultation and Participation	
Resident Engagement Strategy	Resident Engagement Strategy
Consultation reports noting the outcome of any recent consultations with tenants/others	Rent Consultation Outcome Current Consultations
Registered Tenant Organisations	Not Applicable

Information	Where to access
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 about our accounts and budgets	
Description of funding sources	Funding Sources Easthall Park
Audited accounts	Audited Accounts 2018/19
Budget policies and procedures	Financial Regulations
Our programme of work and projects	
Project funding and how it's being spent	Asset Management Strategy
Capital works programme	See Asset Management Strategy Above
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Expenses Policy
Senior Staff/Committee Member expenses	Committee & Staff Expenses
Committee Member remuneration other than expenses	Not Applicable – No Remuneration Given
Pay and grading structure	EVH Salary Grades & Pay
General information about our staff pension scheme	Pension Scheme Details (See pages 30 – 33 of document)
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	Staffing Terms & Conditions
Staffing structure	Staffing Structure 2019
Human resources policies	Staffing Terms & Conditions Model Recruitment & Selection Guide EVH Model used

Information	Where to access
Trade Union information	Unite Union
Summary of professional organisations/ trade bodies of which we are a member	Easterhouse Housing & Regeneration Alliance (EHRA) Employers in Voluntary Housing (EVH) Glasgow West of Scotland Forum (GWSF) Scottish Federation of Housing Associations (SFHA)
Physical Resources	
Management of our land and property assets, including environmental and or sustainability reports	Environmental Work Programme Estate Responsibilities Table
General description of our land and property holdings	About Easthall Park
Estate development plans	Charter Report (see page 14)
Information Resources	
Records management policy and records management plan, including records retention schedule	Data Retention Easthall Park
Data protection or privacy policy	Data Protection Privacy Policy
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 and suppliers:	Procurement Register
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Entitlements Payments and Benefits policy (see appendix A)

Information	Where to access
Information about regulated procurement contracts awarded (value, scope, duration)	Asset Management Strategy Procurement Register
Our Procurement	
Procurement Policy and procedures	Procurement Policy Procurement Register
Information on how to tender for work and invitations to tender	See Above Section
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Public Contracts Awarded
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland Note insert Easthall Park into the search facility at Buyer Name
Framework Agreements	Not Applicable
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	Annual Charter Landlord Report 2019
ARC report to tenants	Scottish Housing Regulator ARC Report
Performance Standards /indicators	Our Performance
Benchmarking information	Annual Benchmark Statistical Report 2019
Complaints policy, guidance and forms	Complaints & Suggestions
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Complaints Review Report October 2019

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 Easthall Park 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 Easthall Park	Not applicable