COPPERWORKS
Housing Association

GUIDE TO INFORMATION

LAST REVIEWED: October 2019

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.

Copperworks 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 side of A4
Print in colour	20p per side of A4
CD Rom	50p per CD-ROM
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:

Gillian Spence, Corporate Governance Officer on 0141 471 7821 or email gillianspence@copperworks.org.uk

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 Copperworks 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.

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:

Copperworks Housing Association

43 Tharsis Street

Royston

Glasgow

G21 2JF

gillianspence@copperworks.org.uk

0141 471 7821

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 Copperworks Housing Association *Information about Copperworks 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	http://www.copperworks.org.uk/about-us
Vision	http://www.copperworks.org.uk/about-us
Values	http://www.copperworks.org.uk/about-us
Corporate Objectives	http://www.copperworks.org.uk/images/docs/accounts/CHA-Business-Plan_2018-2021.pdf#page=33
Area(s) of operation	http://copperworks.org.uk/about-us/our-homes
Key activities; strategic/corporate plan(s)	http://www.copperworks.org.uk/images/docs/accounts/CHA-Business-Plan_2018-2021.pdf#page=50
Business Plan (or summary)	http://www.copperworks.org.uk/images/docs/accounts/CHA-Business-Plan_2018-2021.pdf
Customer Code/Charter/ Service Standards	http://www.copperworks.org.uk/images/docs/policies/corporate/Service_Standards_2019.pdf
Location and opening arrangements	
Address	http://www.copperworks.org.uk/about-us
Telephone number and e-	http://www.copperworks.org.uk/about-us

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

Information	Where to access
mail address for general enquiries (and dedicated lines where appropriate)	
opening times	http://www.copperworks.org.uk/about-us
General contact arrangements	http://www.copperworks.org.uk/about-us
local/area office contact details	http://www.copperworks.org.uk/about-us
Contact details for making a complaint	http://www.copperworks.org.uk/about-us/customer-satisfaction
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 2)
Contact details and advice on making an FOI request	THIS DOCUMENT (See Page 2)
Freedom of Information policies and procedures	http://www.copperworks.org.uk/images/docs/policies/corporate/Freedom_of_Information__Environmental_Information_Policy.pdf
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (See Page 2)

Information	Where to access
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	http://www.copperworks.org.uk/images/docs/accounts/CHA-Business-Plan_2018-2021.pdf#page=6
Description of the role of the Governing Body • governance structure chart (including sub-committees and working groups); • remits for	http://www.copperworks.org.uk/images/docs/policies/governance/Standing_Orders.pdf

Information	Where to access
governing body and any sub-committees	
How to become part of the governing body	http://www.copperworks.org.uk/news/91-how-to-become-a-committee-member
About our staff	
List of senior management team, including professional biography and contact details	http://copperworks.org.uk/about-us/our-staff-and-management
Organisational structure	http://www.copperworks.org.uk/images/docs/accounts/CHA-Business-Plan_2018-2021.pdf#page=9
Governance Documents and Corporate Policies	
Rules/Articles	http://www.copperworks.org.uk/images/docs/policies/governance/Copperworks_HAL-Rules-9Dec14.pdf
Standing Orders	http://www.copperworks.org.uk/images/docs/policies/governance/Standing_Orders.pdf
Membership Policy	http://www.copperworks.org.uk/images/docs/policies/governance/Membership-Policy.pdf
Code of Conduct for Staff	http://www.copperworks.org.uk/images/docs/policies/human-resources/Code_of_Conduct_for_RSL_staff_2017.pdf
Code of Conduct for Governing Body	http://www.copperworks.org.uk/images/docs/policies/governance/Code_of_Governance_for_Committee_Members_2016_SFHA_Model.pdf

Information	Where to access
Members	
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	http://www.copperworks.org.uk/images/docs/policies/governance/Entitlements_Payments_and_Benefits_Policy
Register of Interests	http://copperworks.org.uk/images/docs/Staff_Register_of_Interest_.pdf
Equalities Policy	http://www.copperworks.org.uk/images/docs/policies/corporate/Equality__Diversity_Policy_2017.pdf
Health and Safety Policy	http://www.copperworks.org.uk/images/docs/policies/maintenance/Health_and_Safety_Policy_Statement.pdf
Sustainability Policy	http://www.copperworks.org.uk/images/docs/policies/maintenance/Sustainability_Policy_June_2018.pdf
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	http://www.copperworks.org.uk/images/docs/reports/Copperworks_Housing_Association_Ltd_-_Engagement_plan_2019-20.pdf
Assurance Statement	http://www.copperworks.org.uk/images/docs/reports/CHA_Annual_Assurance_Statement_2019.pdf
Annual Return on Charter Submission to SHR	http://www.copperworks.org.uk/images/docs/reports/Annual_Return_to_the_Charter_2018-19.pdf
Financial Returns to SHR	http://www.copperworks.org.uk/images/docs/policies/finance/Copperworks_Signed_Accounts_2019_redacted.pdf http://www.copperworks.org.uk/images/docs/policies/finance/Copperworks_Housing_Association_Ltd_-_AFS_Return_2018_2019.pdf http://www.copperworks.org.uk/images/docs/policies/finance/Copperworks_Housing_Association_Ltd_-_FYFP_2018_2019.pdf http://www.copperworks.org.uk/images/docs/policies/finance/Loan_Portfolio_Return.pdf

Information	Where to access
Charter report to tenants	http://copperworks.org.uk/images/docs/newsletters/CopperworksNewsletter AnnualReport-Sep18-final-.pdf
Internal and External Audit arrangements	http://www.copperworks.org.uk/images/docs/accounts/CHA-Business-Plan_2018-2021.pdf#page=12
Group Details	
Details of our subsidiaries/p arent organisation	N/A
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	http://www.copperworks.org.uk/images/docs/accounts/CHA-Business-Plan_2018-2021.pdf
How to report a repair	http://www.copperworks.org.uk/repairs-and-maintenance/reporting-a-repair
Right to Repair information	http://www.copperworks.org.uk/repairs-and-maintenance/right-to-repair
How to apply for a house	http://www.copperworks.org.uk/about-us/our-homes/housing-options
How to get information about tenancy	http://www.copperworks.org.uk/images/docs/policies/housing-management/Outreach_Services.pdf

Information	Where to access
support	
How to make a complaint	http://www.copperworks.org.uk/about-us/customer-satisfaction
How to speak to a housing officer	http://copperworks.org.uk/about-us/our-staff-and-management
How we consult with tenants and other customers to inform and improve service delivery and develop new services	http://www.copperworks.org.uk/images/docs/policies/housing-management/Tenant_Participation_Strategy_Review_2017_2020_March_2017.pdf
Policies and Procedures	
Allocations Policy	http://www.copperworks.org.uk/images/docs/policies/housing-management/Allocation_2013.pdf
Adaptations Policy	http://www.copperworks.org.uk/images/docs/policies/maintenance/Adaptations_Policy.pdf
Anti-Social Behaviour Policy	http://www.copperworks.org.uk/images/docs/policies/housing-management/ASB-Policy-2018.pdf
Asbestos Management Policy	http://www.copperworks.org.uk/images/docs/policies/maintenance/Asbestos_Policy.pdf
Arrears Management Policy	http://www.copperworks.org.uk/images/docs/policies/housing-management/Rent_Arrears-Policy_Review_2018.pdf

Information	Where to access
Asset Management Policy (including stock condition information)	http://www.copperworks.org.uk/images/docs/policies/maintenance/Copperworks_Asset_Management_Strategy.pdf http://www.copperworks.org.uk/images/docs/policies/maintenance/Copperworks_Asset_Management_Action_Plan.pdf
Customer Care Policy	http://www.copperworks.org.uk/images/docs/policies/corporate/Service_Standards_2019.pdf
Data Protection Policy	http://www.copperworks.org.uk/images/docs/policies/corporate/Privacy_Policy_-_May_2018.pdf
Environmental Information Regulations Policy (EIR)	http://www.copperworks.org.uk/images/docs/policies/corporate/Freedom_of_Information__Environmental_Information_Policy.pdf
Equality and Diversity Policy	http://www.copperworks.org.uk/images/docs/policies/corporate/Equality__Diversity_Policy_2017.pdf
Estate Management Policy	http://www.copperworks.org.uk/images/docs/policies/housing-management/Estate-Management-Policy-2019.pdf
Health and Safety Policy and procedures	http://www.copperworks.org.uk/images/docs/policies/maintenance/Health_and_Safety_Policy_Statement.pdf
Legionnaires Inspection/Prevention Policy	http://www.copperworks.org.uk/images/docs/policies/maintenance/Water_Systems_and_Legionalla_Policy.pdf
Procurement Policy	http://www.copperworks.org.uk/images/docs/policies/maintenance/Procurement_Policy.pdf

Information	Where to access
Risk Management Policy	http://www.copperworks.org.uk/images/docs/policies/corporate/Risk_Management_Policy_May_2018.pdf
Rent Setting Policy	http://www.copperworks.org.uk/images/docs/policies/housing-management/Rent_Setting_Policy_-_November_17.pdf
Repairs Policy	http://www.copperworks.org.uk/images/docs/policies/maintenance/Maintenance_Policy.pdf
Sustainability Policy	http://www.copperworks.org.uk/images/docs/policies/maintenance/Sustainability_Policy_June_2018.pdf
Tenant Engagement Policy	http://www.copperworks.org.uk/images/docs/policies/housing-management/Tenant_Participation_Strategy_Review_2017_2020_March_2017.pdf
Tenancy Sustainment Policy	http://www.copperworks.org.uk/images/docs/policies/housing-management/Outreach_Services.pdf
Internal procedures relating to above (where available)	http://www.copperworks.org.uk/images/docs/policies/housing-management/ASB_Procedures_-_August_2018.pdf http://www.copperworks.org.uk/images/docs/policies/housing-management/Registered_Tenant_Organisation_RTO_Procedure.pdf http://www.copperworks.org.uk/images/docs/policies/corporate/Complaints-Handling-Procedure-Revised-Oct2018-Service-User-Guide.pdf

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	http://www.copperworks.org.uk/downloads
Governing body meeting reports/papers	http://copperworks.org.uk/downloads
Governing body agendas	http://www.copperworks.org.uk/downloads

Information	Where to access
Consultation and Participation	
Tenant Participation Strategy	http://www.copperworks.org.uk/images/docs/policies/housing-management/Tenant_Participation_Strategy_Review_2017_2020_March_2017.pdf
Consultation reports noting the outcome of any recent consultations with tenants/others	http://www.copperworks.org.uk/images/docs/policies/corporate/Tenant_Satisfaction_Survey_Results.pdf http://www.copperworks.org.uk/images/docs/Customer-Satisfaction-Survey-Results-2015.pdf
Registered Tenant Organisations	http://www.copperworks.org.uk/images/docs/policies/housing-management/Registered_Tenant_Organisation_RTO_Procedure.pdf
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	http://www.copperworks.org.uk/images/docs/policies/finance/Copperworks_Signed_Accounts_2019_redacted.pdf
Audited accounts	http://www.copperworks.org.uk/images/docs/policies/finance/Copperworks_Signed_Accounts_2019_redacted.pdf
Budget policies and procedures	http://www.copperworks.org.uk/images/docs/policies/finance/Financial_Regulations_.pdf
Budget allocation to key service areas	http://www.copperworks.org.uk/images/docs/policies/finance/Budget_2020.pdf
Our programme of work and projects	
Brief details of any project funding and how it's being spent	http://copperworks.org.uk/downloads

Information	Where to access
Capital works programme/plans information (annual programme figure)	http://www.copperworks.org.uk/images/docs/policies/maintenance/Investment_Plan_2019_to_2022.pdf
Spending relating to Staff and Governing Body	
Expenses policies and procedures	http://www.copperworks.org.uk/images/docs/policies/governance/Committee_Members_Expenses_Policy_.pdf
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	http://www.copperworks.org.uk/images/docs/policies/finance/Copperworks_Signed_Accounts_2019_redacted.pdf
Board member remuneration other than expenses	Not applicable
Pay and grading structure (levels of pay rather than individual salaries)	http://www.copperworks.org.uk/images/docs/policies/human-resources/EVH-Grading-Guidelines-April-2018.pdf
General information about staff pension scheme	http://www.tpt.org.uk/schemes/shaps-db-member/home
Class 5 – How we manage our resources	
Information about how we manage our human, physical and information resources	

Information	Where to access
Human resources	
Strategy and management of human resources	http://www.copperworks.org.uk/images/docs/accounts/CHA-Business-Plan_2018-2021.pdf#page=10
Staffing structure	http://www.copperworks.org.uk/images/docs/accounts/CHA-Business-Plan_2018-2021.pdf
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff	http://www.copperworks.org.uk/downloads

Information	Where to access
records	
Internal procedures relating to the above (where available)	http://copperworks.org.uk/images/docs/policies/human-resources/Code_of_Conduct_for_RSL_staff_2017.pdf http://copperworks.org.uk/images/docs/policies/human-resources/Flexi_time_policy_May_2018.pdf http://copperworks.org.uk/images/docs/policies/human-resources/Lone_Working_Policy_2018.pdf http://copperworks.org.uk/images/docs/policies/human-resources/Staff_Expenses_Policy_2018.pdf http://copperworks.org.uk/images/docs/policies/human-resources/Staff_Training-and-Development-Policy.pdf http://copperworks.org.uk/images/docs/policies/human-resources/Stress_Management_Policy_May_2018.pdf http://copperworks.org.uk/images/docs/policies/human-resources/Attendance_Management_Policy_2019.pdf
Trade Union information	https://unitetheunion.org/
Summary of professional organisations/trade bodies of which we are a member	http://www.copperworks.org.uk/news

Information	Where to access
Physical Resources	
Management of our land and property assets, including environmental/ sustainability reports	http://www.copperworks.org.uk/images/docs/policies/maintenance/Copperworks_Asset_Management_Strategy.pdf
General description of our land and property holdings	http://www.copperworks.org.uk/images/docs/policies/maintenance/Copperworks_Asset_Management_Strategy.pdf
Estate development plans	http://www.copperworks.org.uk/images/docs/policies/maintenance/Copperworks_Asset_Management_Strategy.pdf
Information Resources	
Records management policy and records management plan, including records retention schedule	http://www.copperworks.org.uk/images/docs/policies/corporate/Privacy_Policy.pdf
Data protection or privacy policy	http://www.copperworks.org.uk/images/docs/policies/corporate/Privacy_Policy.pdf
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.	

Information	Where to access
Our Contractors and suppliers	
Information about our key service delivery contractors who carry out: • responsive repairs • landscape maintenance • planned/cyclical maintenance	http://www.copperworks.org.uk/images/docs/policies/governance/Entitlements_Payments_and_Benefits_Policy.pdf
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	http://www.copperworks.org.uk/images/docs/policies/governance/Entitlements_Payments_and_Benefits_Policy.pdf
Information about regulated procurement contracts awarded (value, scope, duration)	http://copperworks.org.uk/images/docs/Copperworks_Contracts_Register.pdf
Our Procurement	
Procurement Policy and procedures	http://www.copperworks.org.uk/images/docs/policies/maintenance/Procurement_Policy.pdf

Information	Where to access
Information on how to tender for work and invitations to tender	http://www.copperworks.org.uk/images/docs/policies/maintenance/Procurement_Policy.pdf
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	http://copperworks.org.uk/images/docs/Copperworks_Contracts_Register.pdf
Links to procurement information we publish on Public Contracts Scotland website	http://copperworks.org.uk/images/docs/Copperworks_Contracts_Register.pdf
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	Available on request
ARC report to tenants	http://copperworks.org.uk/images/docs/Annual_Return_to_the_Charter_2018-19.pdf
Performance Standards/indicators	http://www.copperworks.org.uk/images/docs/accounts/CHA-Business-Plan_2018-2021.pdf#page=49

Information	Where to access
Benchmarking information	http://www.copperworks.org.uk/images/docs/accounts/CHA-Business-Plan_2018-2021.pdf#page=23
Complaints policy, guidance and forms	http://www.copperworks.org.uk/images/docs/policies/corporate/Complaints-Handling-Policy-and-Procedure.pdf http://www.copperworks.org.uk/images/docs/policies/corporate/Complaints-Handling-Procedure-Revised-Oct2018-Service-User-Guide.pdf
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

This class does not apply to Copperworks 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 Copperworks	Not applicable

Information	Where to access
Housing Association.	