



GUIDE TO INFORMATION

Produced by Drumchapel Housing Co-operative Limited

**Available through the
Office of the Information Commissioner, Scotland (OSIC)
Model Publication Scheme 2018**

At a glance – terms used in this document

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

About Drumchapel Housing Co-operative Ltd

The Co-operative is a Scottish Registered Charity No. SCO46239 and was originally set up in 1985 as a steering group and began business on the 28th January 1988 as Southdeen Housing Co-operative Limited. It was one of the original five pilot Fully Mutual Housing Co-operatives in Scotland and was instrumental in the establishment of the Confederation of Scottish Housing Co-operatives, the national representative of Community Ownership Groups in Scotland.

The Co-operative's Fully Mutual status means that all its tenants are members and as such have the right to vote and stand for membership of the Management Board. The Management Board is entirely composed of tenants of the Co-operative who oversee the running of the Co-operative which involves the employment of professional staff, making policy decisions, allocating and managing houses and ensuring that the guidelines of good practice as laid down by the Scottish Housing Regulator.

Based at 4 Kinclaven Avenue, Drumchapel G15 7SP, the Co-operative's main contact number is **0141 944 4902** and is open for business 0900-1700hrs (Mon-Thu) and 0900-1600hrs (Fri).

The office is closed every fourth Wednesday for staff training.

Staff can also be contacted by e-mail on enquiries@drumchapelhc.org.uk, or our DPO@drumchapelhc.org.uk. We can also be contacted via Facebook messenger at <https://www.facebook.com/pg/DrumchapelHousingCooperative/> or by using the Co-operative's website contact form <https://www.drumchapelhc.org.uk/contact-us/>

Our Mission Statement, Vision and Values

Mission Statement

The Board considers our mission statement and have decided that it remains relevant, encompassing what the Co-operative seeks to achieve.

Drumchapel Housing Co-operative is committed to providing an excellent service to our tenants and service users. We will work in partnership with the local community to provide good quality homes and create a better Drumchapel.

Vision

Our vision is that Drumchapel Housing Co-operative will be the landlord of choice in our neighbourhood, working with our customers, communities and local stakeholders to create an area where people choose to, and are happy, to live. Great service and value for money will be at our core and we will strive relentlessly to balance both.

Values

The following values will shape how we do business to achieve our mission and the strategic objectives set out in this plan. They underpin all the work that we do.

Excellence – We are committed to providing a quality, customer focused service that demonstrates value for money. We will publicise information on how we are performing, welcoming challenge and feedback to continuously improve the effectiveness and relevance of the service we provide.

Accountability – Our Board and senior staff team will provide strong strategic leadership and oversight, with non-senior staff at the forefront of delivery, ensuring tenants' interests are protected in all that we do. We will ensure that our actions are transparent.

Partnership Working – We will work collaboratively with all sections of the local community. This includes working collectively and individually with our customers, other registered social landlords, and statutory and voluntary sector partners working in Drumchapel to improve the lives of our residents. We will continue to be a proactive member of the local community, seeking out new, innovative ways to address issues that impact our residents.

Our Board

Our Management Board provides the strategic direction for Drumchapel Housing Co-operative Ltd and ensures that we try to attain and maintain the highest level of standards and performance. The Management Board meets at least nine times per year and consists of ten members and one Co-optee. As at December 2021, our Board are:

David O'Hara (Chair) – David is the newly-appointed Chairperson for the Board (August 2021). David is a retired bus driver and joined the Board in December 2020.

Andrew Loen (Vice Chair) – Andrew worked as a registered pediatric nurse and joined the Board in April 2020.

Josie Barnshaw (Secretary) – Josie is a self-employed co-ordinator in the sport and leisure industry, and also a member of the Board for Strathclyde Autistic Society. Josie has previously served on the Board of another social landlord and has experience of management posts in the health and oil industries.

Joan McFarlane (Member) – Joan was previously Chair of another RSL and has an in-depth local knowledge and experience of community-based organisations. She has previously represented Drumchapel Housing Co-operative as Chair in the past.

Margaret Bowie (Member) – Margaret has an interest in financial aspects of the Co-operative and how this affects our tenants.

Helen Eakin (Member) – Helen previously worked as warehouse manager for a logistics company and various other roles locally. Helen has previously served as the Co-operative's Chair

Elsbeth Kerr (Member) – Elsbeth is a local authority Councillor and has other interests in Community Development and is a counsellor for COPE (Scotland). Previous recipient of "inspirational person of the year" award for managing long term health issues and work in the community.

David Riddell (Member) – David also volunteers for other organisations in Drumchapel and has previously served as officer bearer on the Board.

Kayleigh Watt (Member) – Kayleigh is a new Board member who was appointed at the AGM in August 2021 and works as a clerical officer in Drumchapel Credit Union.

Vincent Ogar (Member) – Vincent is a new Board member who was appointed at the AGM in August 2021 and is a student of electric engineering.

Tiffany Harvey (Co-optee) – Tiffany is a Co-optee and recently graduated with a Financial Honours Degree. She is also a part-qualified accountant with the ACCA and joined the Board in April 2020.

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.

Drumchapel Housing Co-operative Ltd. has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been approved by the SIC.

The Model Publication Scheme (MPS) Principles

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

Principle One Formats other than Online

All of the information listed in this guide is available on our website (unless otherwise stated) at <https://www.drumchapelhc.org.uk/guide-to-information/> and is 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 are held at Principle Four below.

Principle Two: Exempt 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 Management 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.

Going forward 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.

Principle Three: 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

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 page is shown in the tables below:

Format	Charge
Online	Free

View at our office	Free
Print in black and white	15p per sheet
Print in colour	25p per sheet
Encrypted USB	£8.00
Posted document/Encrypted USB	Cost of postage incurred

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 Drumchapel Housing Co-operative Ltd of providing the information.

Format	Charge
Online	Free
View at our office	Free
Print in black and white	15p per sheet
Print in colour	25p per sheet
Encrypted USB £8.00	£8.00
Posted document/Encrypted USB	Cost of postage incurred

Staff time is calculated at actual cost per staff member hourly salary rate	To a maximum of £15 per person per hour.
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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 5: Advice and Assistance

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

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:

(Contact name to be updated)

Tel – 0141 944 4902 E-mail – DPO@drumchapelhc.org.uk

Or at the Co-operative's Offices at
4 Kinclaven Avenue
Drumchapel
G15 7SP

Principle 6: 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 Drumchapel Housing Co-operative Ltd 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

Drumchapel Housing Co-operative Ltd 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. Drumchapel Housing Co-operative Ltd Data Retention Policy + Schedule can be found at our Information section of the website.

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.

The Classes of Information are:

Class 1: About Drumchapel Housing Co-operative Ltd

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 – not applicable to Drumchapel Housing Co-operative

Class 9: Our open data – not applicable to Drumchapel Housing Co-operative

Information	Where to access
Class 1 - About Drumchapel Housing Co-operative Ltd. (DHC) <i>Information about DHC 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	
Mission Statement, Vision and Values	Mission Statement
Business Plan	https://www.drumchapelhc.org.uk/about-us/
Location and opening arrangements	
Address	Contact details
Telephone number and e-mail address for general enquiries and DPO requests.	
Opening times	Make a complaint
Contact details for making a complaint	

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

Information	Where to access
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	Publication Scheme and Guide To Information
Charging Schedule for Published Information	Charging Schedule
Contact details and advice on making an FOI request	FOI requests
Freedom of Information policies and procedures	FOI Policy
Charging Schedule for environmental information provided in response to requests made under EIRs	Charging Schedule
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member Professional biographical details for our office bearers when they became an office-bearer 	Board Member details
Description of the role of the Governing Body <ul style="list-style-type: none"> governance structure chart (including sub-committees and working groups); remits for governing body and any sub-committees 	Governance Structure Chart Remits for governing body and any sub-Committees
How to become part of the governing body	How to become part of the governing body
About our staff	
List of senior management team, including professional biography	Staff details
Organisational structure	Organisational Structure
Governance Documents and Corporate Policies	
Rules	Rules
Standing Orders	Standing Orders Available on request
Membership Policy	Membership policy
Code of Conduct for Staff	Code of Conduct (Staff)
Code of Conduct for Governing Body Members	Code of Conduct (Board)
Entitlements Payments and Benefits Policy	Available on request
Register of Interests	To Follow
Equality and Human Rights Policy	Equality and Human Rights policy
Health and Safety Policy	Health and Safety policy
Sustainability Policy	Sustainability policy

Information	Where to access
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Engagement plan with Scottish Housing Regulator
Assurance Statement	Assurance statement
Annual Return on Charter Submission to SHR (which includes stock condition information)	ARC submission to SHR
Financial Returns to SHR	Financial Return to SHR
Charter report to tenants is included in our Annual Report	Charter report to tenants
Internal and External Audit arrangements	Audit policy
Group Details	
Details of our subsidiaries/parent organisation	Not Applicable
Key Partnerships	
Strategic agreements with other organisations	Available on Request
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	
How to report a repair	Report a repair
Right to Repair information	Right to repair information
How to apply for a house	Apply for housing
How to get information about tenancy support	Contact us on 0141 944 4902 Email: enquiries@drumchapelhc.org.uk
How to make a complaint	How to make a complaint
How to speak to a housing officer	Contact us on 0141 944 4902 Email: enquiries@drumchapelhc.org.uk
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Tenant Participation policy
Policies and Procedures	
Allocations Policy our Choice Based Letting Policy	Allocations policy

Information	Where to access
Adaptations Policy (Part of the Repairs and Maintenance Policy)	Adaptations policy
Abandoned Tenancy Policy	Abandoned Tenancy policy
Neighbour Nuisance and Anti-Social Behaviour Policy	Neighbour Nuisance and Anti-Social Behaviour Policy
Asbestos in Tenancies Policy	Asbestos in Tenancies policy
Bad Debt Provision and Write Off Policy	Bad Debt Provision and Write Off Policy
Breach Management Policy	Breach Management Policy
Rent Management Policy	Rent Management policy
Asset Management Strategy	Asset Management Plan
Complaints Handling procedures	Complaints Handling procedures
Construction Design and Management	Construction Design and Management policy
Customer Care Policy	Customer Service Standards policy
Data Retention Policy and schedule	Data Retention Policy / Data Retention Schedule
Data Subject Rights Procedures	Data Subject Rights Procedures
Disaster Recovery and Business Continuity	Disaster Recovery and Business Continuity Policy
EIR Policy	EIR Policy
Equality and Diversity Policy	Equality & Diversity policy
Estate Management Policy	Estate Management Policy and Procedures
Financial Procedures	Financial Procedures
Financial Regulations	Financial Regulations
FOISA Policy	FOISA Policy
Fraud Policy	Fraud Policy
GDPR Policy	GDPR Policy
Health and Safety Policy	Health & Safety policy
Information Technology Cyber Security Policy	I.T Cyber Security Policy
Openness and Confidentiality policy	Openness and Confidentiality policy
Pet Policy and Procedures	

Information	Where to access
Procurement Guide	Pet Policy and Procedures
Risk Management Strategy	Procurement policy
Racial Harassment Policy	Risk Management policy (to follow)
Rent Policy	Racial Harassment Policy
Repairs and Maintenance Policy	Rent Policy and Rent Management Policy + Procedure
Reward and Recognition Policy	Repair and Maintenance policy
Succession Planning Policy	Reward and Recognition Policy
Sustainability Policy	Succession Planning policy
Tenancy Changes policy	Sustainability policy
Tenant Participation Policy	Tenancy Changes policy
Void Management Policy	Tenant Participation Policy
Water System Management and Legionella policy	Void Management policy
Water System Management and Legionella policy	Water System Management and Legionella policy
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>	
Governing Body Meetings	
Governing body meeting minutes	Minutes
Governing body meeting reports/papers Governing body agendas	Management Board Agenda and Reports – on request unless confidential.
Consultation and Participation	
Tenant Participation Strategy	Tenant Participation policy
Consultation reports noting the outcome of any recent consultations with tenants/others	To Follow
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	Tenant Report Card
Audited accounts	Audited accounts 2021/22
Budget policies and procedures	
Budget allocation to key service areas	
Our programme of work and projects	

Information	Where to access
Brief details of any project funding and how it's being spent	Tenant Report Card
Capital works programme/plans information (annual programme figure)	Tenant Report Card
Spending relating to Staff and Governing Body	
Expenses Policies and Procedures for Staff and Board Members	
Pay and grading structure (levels of pay rather than individual salaries)	On request
General information about staff pension scheme	TPT Retirement Solutions
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Human resources policies, covering: <ul style="list-style-type: none"> recruitment Personal Development Plan policy Salary and Grading (set by Employers in Voluntary Housing) pensions discipline and grievance employee privacy policy 	Recruitment and Selection policy – on request Discipline and Dismissal policy – on request Grievance policy – on request Fair Processing Notice (Tenants) Fair Processing Notice (Website)
Trade Union information	Union membership is individual to staff. Terms and Condition negotiated via EVH with GMB.
Summary of professional organisations or trade bodies of which we are a member	DrumCOG (Housing Associations in Drumchapel) SFHA SHARE Glasgow West of Scotland Forum EVH TIS TPAS
Physical Resources	
Management of our land and property assets, including environmental and sustainability reports	Asset Management policy
General description of our land and property holdings	To follow
Estate development plans	Not applicable as we are not currently developing
Information Resources	

Information	Where to access
Records management policy and records management plan, including records retention schedule	GDPR Privacy policy
Data protection or privacy policy	GDPR Data Protection
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 who carry out: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	Contracts Register
List of suppliers and contractors used by organisation	
Information about regulated procurement contracts awarded (value, scope, duration)	
Our Procurement	
Procurement Guide	To Follow
Information on how to tender for work and invitations to tender	
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	
Framework Agreements	
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland
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 and ARC report to tenants Performance Standards/indicators Benchmarking information	Tenant Report Card
Complaints policy, guidance and forms	Complaints guidance
Complaints Reports	Complaints Reports
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>	

Information	Where to access
This class does not apply to Drumchapel Housing Co-operative Limited 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 Drumchapel Housing Co-operative Limited.	Not applicable