

Southside

HOUSING ASSOCIATION



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 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>

Southside Housing Association – Who We Are and What We Do

SHA is a community-controlled housing association operating in a number of neighbourhoods throughout the south side of Glasgow. We employ 74 office-based members of staff, and a further 37 staff members who work in our communities in concierge, housing support and direct labour roles. Our annual turnover is in the region of £11.5 million.

First set up in 1971, the Association has built up its current stock of 2,200 homes through tenement rehabilitation, new build and stock transfer. In addition, we factor 880 privately owned properties.



Fotheringay Road.

Our main geographical areas which we operate in as a landlord are in Pollokshields (including parts of Kingston and Tradeston), Cardonald and Halfway. These areas account for 90% of our housing stock, while we also own housing in Shawlands, Strathbungo, Ibrox, Kinning Park, Langside and Mount Florida.

The Association delivers a comprehensive range of services, all focused on the needs of our customers and communities. These services include tenancy and neighbourhood management; repairs and property management; property development; asset management; housing support services; concierge; environmental works; income advice; and community development and support. We work closely with our subsidiary company, Southside Factoring and Related Services Ltd (SFARS) which provides factoring services on our behalf and acts as managing agent for a growing portfolio of Mid Market Rent housing.

Our Mission Statement	Our Vision	Our Values
<p>At Southside Housing our mission is to provide quality, affordable homes for those in housing need and to work with communities and partners to maintain safe and popular neighbourhoods.</p>	<p>At Southside Housing Association we care about place and community and we want:</p> <ul style="list-style-type: none"> - Our homes to be popular and affordable; - Our customers to be delighted about the service they receive; - Our staff to be well trained and motivated; and, - Strong engagement and participation from the communities we serve. 	<p><u>Professional</u></p> <p>We will act with integrity, we will be impartial in the advice we give, and the actions we take, and we will be reliable and competent in our work</p> <p><u>Responsive</u></p> <p>We will be focussed on both the needs of the individual customer and the community.</p> <p><u>Progressive</u></p> <p>We will seek to empower individuals and communities in our work. We will be proactive in addressing problems and we will tackle inequalities where we find them</p>

How we are Governed

Our Management Committee acts as our governing body and is responsible for setting the Association's strategic direction, aims and objectives and monitoring our progress in achieving them. Our Management Committee currently has 12 members. Management Committee meetings are held at least ten times annually to:

- Set short and longer term objectives for the Association;
- Discuss the overall operation of the Association in its use of resources, achievement of aims and objectives, financial viability and service delivery for tenants and service users; and,
- Ensure that the Association meets its legal and regulatory obligations.

You can access a full library of approved minutes of Management Committee meetings [Here](#).



AGM 2019

Our Organisational Structure

Although our Management Committee is our governing body, its work is supported by a number of committees. The Audit Sub-Committee, Staffing and Appeals Committee, and two Neighbourhood Committees representing Pollokshields neighbourhood and Cardonald & Halfway neighbourhoods.

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.

Southside Housing Association has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme](#), and this Guide has been approved by the SIC.

The purpose of this Guide to Information is to:

- Allow the public to see what information is available (and what is not currently available);
- Provide advice on what charges we may apply for providing you with information;
- Explain how to find the information easily;
- Provide contact details for enquiries and to get help with access to the information; and,
- Explain how to request information that has not been published

Environmental Information

Although the Association is a newly designated Scottish public authority for the purposes of FOISA from 11 November, in terms of providing environmental information we have been a designated public authority for the purposes of the Environmental Information (Scotland) Regulations 2004 (EIR) since 2014. The EIR provides a separate right of access for the public to environmental information that we hold. The definition of 'environmental information' within the EIR is a very broad one and can cover a wide range of activities that the Association are involved in as a registered social landlord. This Guide to Information also contains details of the environmental information that we routinely make available.

The Model Publication Scheme Principles

The Model Publication Scheme sets out six principles which govern the way that we must make our information available through this Guide to Information:

- Principle One: Availability and Formats
- Principle Two: Exempt Information
- Principle Three: Copyright and Re-use
- Principle Four: Charges
- Principle Five: Advice and Assistance
- Principle Six: Duration

Principle 1: Availability and Formats

All of the information published in our Guide to Information 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 we can arrange to do that, we may however have to charge a small fee to provide this. We explain more about this at Principle Four: Charges). 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.

If you have any difficulty identifying the information you want to access, then please contact us directly and we will try to assist you. Our contact details are

Corporate Compliance Officer
Southside Housing Association
Southside House
135 Fifty Pitches Road
Glasgow
G51 4EB

Tel: 0141 422 1112
Email: enquiries@southside-ha.co.uk

Principle 2: 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 FOISA, the EIR or GDPR (for example sensitive personal information or a trade secret), we will remove or redact the information before publication and explain why.

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 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.

Principle 3: Copyright and Re-Use

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



Darnley Street

Principle 4: Charges

This section of our Guide to Information sets out when we may make a charge for providing information and how our charges are calculated. When we do charge, we will not charge you any more than it costs us to do so, and we will always tell you what we intend to charge before we provide the information to you.

Our charges for providing any information detailed in this guide are summarised below:

Format	Charge
Online	Free
View at our office	Free
Printing	
A4 Black & White, single sided	10p per sheet
A4 Black & White, double sided	20p per sheet
A3 Black & White, single sided	20p per sheet
A3 Black & White, double sided	40p per sheet
A4 Colour, single sided	20p per sheet
A4 Colour, double sided	40p per sheet
A3 Colour, single sided	50p per sheet
A4 Colour, double sided	£1.00 per sheet
Different Formats	
CD	£1.00
DVD	£1.00
Postage	
Letter/Paper format	Charge as made by Royal Mail for First Class postage or recorded delivery
Email attachment	Free
Posted CD/DVD	Cost of postage incurred

The Association will make no charge to view information through the Southside Housing Association website, or at the Association's premises. We may however charge if a printed copy of the information which has been viewed is subsequently requested. 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:

Corporate Compliance Officer

Southside Housing Association
135 Fifty Pitches Road
Glasgow, G51 4EB

Tel: 0141 422 1112

Email: enquiries@southside-ha.co.uk

Charges for information which is not available under our Publication Scheme

If you make a request to us for information which is not currently available within the Guide the overall charges we make will be based on the following thresholds:

Requests Made Under FOISA

- We will make no charge for requests for information requests which cost us £100.00 or less to provide;
- Where information costs us between £100.00 and £600.00 to provide you may be asked to pay 10% of the costs over the initial £100.00. For example, if the information you request will cost us £600.00 to provide, you would be asked to pay £50.00 calculated on the basis of a waiver for the initial £100.00, and a charge based on 10% of the remaining £500.00;
- We are not legally obliged to respond to FOISA requests which will cost us over £600.00 to provide;
- In calculating the charge we may make, staff time involved in processing the request will be calculated at the actual cost of the staff member's hourly salary rate up to a maximum of £15.00 per hour;
- We will not charge for the time which we take to determine whether we hold the information requested, nor for the time it take to decide whether the information can be released. We may charge for locating , retrieving and providing information to you; and,
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) which will tell you how we have calculated our charge. As a requester you will have three months from the date of issue of a fees notice within which to decide whether to pay the charge. The information will be provided to you on receipt of payment. If a requester decides not to proceed with their request we will make no charge.

Requests Made for Environmental Information

Environmental information is provided under the EIR rather than FOISA. The charging regulations for providing information under the EIR are different from those under FOISA:

- There is no upper or lower charging threshold for providing environmental information under the EIR, however we may make a 'reasonable' charge for providing you with the environmental information you have requested. Any fee we charge will not exceed the amount it has cost us to make the information available;

- We will however make no charge for requests for information requests which cost us £100.00 or less to provide;
- Where information costs us between £100.00 and £600.00 to provide you may be asked to pay 10% of the costs over the initial £100.00. For example, if the information you request will cost us £600.00 to provide, you would be asked to pay £50.00 calculated on the basis of a waiver for the initial £100.00, and a charge based on 10% of the remaining £500.00;
- Where information will cost more than £600.00 to provide however, we will ask a requester to pay the full cost of providing the information with no waiver for any portion of the cost;
- In calculating the charge we may make, staff time involved in processing the request will be calculated at the actual cost of the staff member's hourly salary rate up to a maximum of £15.00 per hour.

Charges for requesting your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR). This is called making a Subject Access Request.

We must provide a copy of the information free of charge to you. 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 Subject Access Requests.

The fee must be based on the administrative cost of providing the personal information requested in the Subject Access Request.

Further information on the GDPR and Data Protection Act 2018 can be found on the Information Commissioner's Office [website](#) .

Principle 5: Advice and Assistance

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:

Corporate Compliance Officer

Southside Housing Association
135 Fifty Pitches Road
Glasgow, G51 4EB

Email: enquiries@southside-ha.co.uk

Tel: 0141 422 1112

Principle 6: Duration

Once published through this 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 version may be requested from the Association under section 1(1) of FOISA.

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

Classes of Information

The classes of information that we publish

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 classes of information we publish are:

- Class 1: About Southside 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

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 it
Class 1 - About Southside Housing Association	
Information about the Association, who we are, where to find us, how to contact us, how we are managed and our external relations.	

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

Information	Where to access it
Descriptions of who we are	
Mission Statement	This document (see page 4)
Vision	This document (see page 4)
Values	This document (see page 4)
Strategic Objectives	Strategic Objectives 2017-2020
Area(s) of operation	<p>the Association has built up its current stock of 2,270 homes through tenement rehabilitation, new build and stock transfer. In addition, we factor approximately 880 privately owned properties.</p> <p>Our main geographical areas which we operate in as a landlord are in Pollokshields (including parts of Kingston and Tradeston), Cardonald and Halfway. These areas account for 90% of our housing stock, while we also own housing in Shawlands, Strathbungo, Ibrox, Kinning Park, Langside and Mount Florida.</p>
Key activities	Online Key Activities of the Association
Business Plan (or summary)	Online Business Plan 2017-2020 Summary Business Plan 2017-2020
Location and opening arrangements	
Address	Southside House 135 Fifty Pitches Road Glasgow G51 4EB
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Tel 0141 422 1112 Email: enquiries@southside-ha.co.uk
Opening times	Monday 0900hrs – 1700hrs Tuesday 0900hrs – 1700hrs Wednesday 0900hrs – 1400hrs Thursday 0900hrs – 1700hrs Friday 0900hrs – 1700hrs
General contact arrangements	Online Full contact details
Local/area office contact details	Online Pollokshields Local Office
Contact details for making a complaint	Online How to Make a Complaint

Information	Where to access it
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This Document
Charging Schedule for Published Information	THIS Document (See Page 7-8)
Contact details and advice on making an FOI request	AVAILABLE FROM NOVEMBER 2019
Freedom of Information policies and procedures	AVAILABLE FROM 11 NOVEMBER 2019
Charging Schedule for environmental information provided in response to requests made under EIRs	Online Charging Schedule for Providing Environmental Information
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 office-bearing responsibilities when they became an office-bearer 	Online SHA Management Committee Members
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 	Online Governing Body Structure and Information
How to become part of the governing body	Online Help Us Govern the Association
Induction Policy for Management Committee Members	Online Induction Policy-Management Committee Members
About our staff	
List of senior management team, including professional biography and contact details	Online Our People
Organisational structure	AVAILABLE FROM NOVEMBER 2019
Governance Documents and Corporate Policies	
Rules/Articles	Online SHA Rules
Standing Orders	Online https://southside-ha.org/about-us/board-members/
Membership Policy	Online Membership Policy
Code of Conduct for Staff	Available from November 2019

Information	Where to access it
Code of Conduct for Governing Body Members	Online Code of Conduct for Management Committee Members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Online Gifts, Hospitality and Benefits Policy
Equalities Policy	Online Equality and Diversity Policy
Health and Safety Policy	Online Health and Safety Policy
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Online Engagement Plan
Assurance Statement	Online Annual Assurance Statement 2019
Annual Return on Charter Submission to SHR	Online Annual Return on the Charter 2018/2019
Financial Returns to SHR	Online Annual Audited Accounts
Charter report to tenants	Online Tenant Report on the Charter 2018/2019
Internal and External Audit arrangements	Internal Auditors – BDO External Auditors – Alexander Sloan
Group Details	
Details of our subsidiaries/parent organisation	Southside Factoring and Related Services (SFARS) is a wholly owned subsidiary of the charitable parent Southside Housing Association Online Southside Residential Southside Letting
Key Partnerships	
Strategic agreements with other organisations	Other SHA-SFARS Intra-Group Agreement
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.	

Information	Where to access it
How to use our services	
List of services we provide	Online Provider of Social Housing for Rent Online Supported Housing –The Saffron Project Online New Housing Developments Online Homelessness Advice and Tenant Safety Online Welfare Rights and Money Advice Online Community Initiatives and Community Development Online Glasgow Care & Repair Online Concierge Services & Facilities Management Online Property Factoring and Mid-Market Rental Services Online Affordable Home Ownership Options
How to report a repair	Online How to Report a Repair
Right to Repair information	Online Your Right to Repair
How to apply for a house	Online Looking for a Home to Rent
How to get information about tenancy support	Online Tenancy Information for SHA Tenants
How to make a complaint	Online Have Your Say Online SHA Complaints Booklet
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Online Consultation Online Tenant Satisfaction Online Complaints
Policies and Procedures	
Allocations Policy	Online SHA Allocations Policy Online Allocations Policy Points System

Information	Where to access it
Adaptations Policy	Online SHA Medical Adaptations Procedure
Anti-Bribery Policy	Online Anti Bribery Policy
Anti-Social Behaviour Policy	Online Anti-Social Behaviour Policy
Asbestos Management Policy	Online Asbestos Policy
Arrears Management Policy	Online Rent Management Policy
Complaints Handling Procedure	Online Complaints Handling Procedure
Privacy Policy	Online Privacy Policy
Former Tenant Arrears Write Off Policy	Online Former Tenant Arrears Write Off Policy
Freedom of Information and Environmental Information Regulations Policy	Online Freedom of Information and Environmental Information Policy
Equality and Diversity Policy	Online Equality and Diversity Policy
Estate Management Policy	Online Estate Management Policy
Gas Safety and Management Policy	Online Gas Safety and Management Policy
Health and Safety Policy and procedures	Online Health and Safety Policy
Legionnaires Inspection/Prevention Policy	Online Water Quality and Legionella Management Policy
Pest Control Policy	Online Pest Control Policy
Procurement Policy	Online Procurement Policy
Resident Involvement Strategy	Online Resident Involvement Strategy
Risk Management Policy	Online Risk Management Policy
Rent Setting Policy	Online Rent Management Policy Online Mid-Market Rent Setting Policy
Repairs Policy	Online Property Maintenance Policy
Settlement Agreements Policy	Online Settlement Agreements Policy
Sustainability Policy	Online Sustainability Policy
Tenant Engagement Policy	Online Resident Involvement Strategy
Unacceptable Actions Policy	Online Unacceptable Actions Policy

Information	Where to access it
Whistleblowing Policy	Online Whistleblowing Policy
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	Online Management Committee Meetings and Minutes
Consultation and Participation	
Tenant Participation Strategy	Online Tenant Involvement Strategy
Consultation reports	Online 2020 Rent Increase Consultation Online Consultation Register
Registered Tenant Organisations	Online Policy on Registration of Tenant Organisations
Class 4 – What we spend and how we spend it	
Information about our strategy for, and management of, financial resources.	
Information about our accounts and budgets	
Description of funding sources	Available from November 2019
Audited accounts	Online Audited Annual Accounts and Financial Statements 2019
Budget policies and procedures	Available from November 2019
Budget allocation to key service areas	Available from November 2019
Our programme of work and projects	
Details of any project funding and how it's being spent	Online Halfway Community Park Development Online Kinning Park Development Online St. Andrew's Drive Development Online Portman Street Development Online 166 Gorbals Street Development Online Shields Road/Albert Drive Development

Information	Where to access it
	Online Gleddoch Road Penilee Development
Capital works programme/plans information (annual programme figure)	Available from November 2019
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Available from November 2019
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Available from November 2019
Board member remuneration other than expenses	Not Applicable
Pay and grading structure (levels of pay rather than individual salaries)	Available from November 2019
General information about staff pension scheme	Available from November 2019
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	Available from November 2019
Staffing structure	Available from November 2019
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	Available from November 2019

Information	Where to access it
Trade Union information	Unite the Union are recognised by the Association for the purposes of collective bargaining https://unitetheunion.org/
Summary of professional organisations/trade bodies of which we are a member	Online Scottish Federation of Housing Associations Online Glasgow & West of Scotland Forum of Housing Associations Online Employers in Voluntary Housing Online SHARE Online Glasgow Council for the Voluntary Sector Online Scotland's Housing Network
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Available from November 2019
General description of our land and property holdings	Available from November 2019
Estate development plans	Available from November 2019
Information Resources	
Records management policy and records management plan, including records retention schedule	Online SHA Document Retention Schedule
Data protection or privacy policy	Online SHA Privacy Policy
Fair Processing Notices	Online Fair Processing Notices
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 	Available from November 2019

Information	Where to access it
<ul style="list-style-type: none"> • landscape maintenance • planned/cyclical maintenance 	
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Available from November 2019
Information about regulated procurement contracts awarded (value, scope, duration)	Online Southside Housing Association-Public Contract Scotland
Our Procurement	
Procurement Policy and procedures	Online Procurement Policy
Information on how to tender for work and invitations to tender	Online Southside Housing Association-Public Contract Scotland
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Available from November 2019
Links to procurement information we publish on Public Contracts Scotland website	Online Southside Housing Association-Public Contract Scotland
Framework Agreements	Available from November 2019
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	Online SHA Annual Report 2018/19
ARC report to tenants	ARC Return 2018/19 Online SHA Annual Report 2018/19
Complaints policy, guidance and forms	Online Complaints Handling Procedure
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Available from November
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 Southside 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.	

Information	Where to access it
This class does not apply to Southside Housing Association	Not applicable

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