



Publication Scheme: Our Guide to Accessing Information August 2020

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Our Vision, Values & Strategic Objectives

Our Vision

Excellent housing in vibrant communities

Our values

Respect

We see the positive in everyone, especially our tenants. We treat everyone fairly, regardless of age, race, gender, sexuality or background. We ask for opinions even if we know we might not like what we hear. And we address people's concerns in any way we realistically can.

Integrity

What we say in public is the same as what we say behind the scenes. If we say we'll do something, we mean it. Our tenants can count on us to solve their problems and make sound decisions.

Aspiration

We want the best for all our current and future tenants. We're not afraid to strive for things that won't be easy – or try things that haven't been done before. We seek out opportunities and welcome change. If it doesn't turn out as planned, we learn and improve again. And then we try again.

Our Strategic Objectives 2017-2020

- A. Build more desirable homes in popular neighbourhoods
- B. Deliver more excellent services to suit our tenants' lives
- C. Invest in our people to grow and develop their skills
- D. Find more ways to ensure value for money
- E. Continue to challenge poverty
- F. Put even more focus on community health and wellbeing
- G. Be ready for opportunities

Contents

Section	Contents	Page
1.	Introduction	1
2.	Accessing environmental information	1
3.	Model publication scheme principles	1
4.	Information we publish under each class	3
5.	How to put in an Freedom of Information request	13
6.	How we respond to a request	13
7.	Right to review/appeal	14
8.	Monitoring and evaluation	15

1. Introduction

- 1.1 The Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2019 (“the designation order”) requires all registered social landlords (RSLs) to comply with FOI legislation from 11 November 2019. This legislation places three duties on RSLs; to publish information under specific classes, to respond to requests for information, and to advise and assist.
- 1.2 The Order specifically relates to activities within housing services (as defined in [section 165 of the Housing \(Scotland\) Act 2010](#)), and excludes factoring services, and the management of housing accommodation.
- 1.3 Section 23 of the Act requires authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and publish information in accordance with that scheme. Specifically, the publication scheme must:
 - publish the classes of information that the authority makes routinely available
 - tell the public how to access the information and whether information is available free of charge or on payment
- 1.4 Through this document Queens Cross Housing Association has adopted the **Model Publication Scheme 2018** (MPS) which has been produced and approved by the Scottish Information Commissioner. The MPS is a standard framework for authorities to publish the information they hold.

2. Accessing environmental Information

- 2.1 Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold.
- 2.2 Environmental Information Regulations (EIR) is concerned with an individual's right of access to environmental information which is held by the Association. The Environmental Information (Scotland) Regulations 2004 came into force on January 2005 and imposed a duty upon Scottish public bodies to make environmental information available on request.
- 2.3 For further information please see our Environmental Information Regulation Policy, which is available on this website.

3. The Model Publication Scheme Principles

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

- **Principle 1: Availability and formats**
- **Principle 2: Exempt information**
- **Principle 3: Copyright and re-use**
- **Principle 4: Charges**
- **Principle 5: Advice and assistance**
- **Principle 6: Duration**

3.2 Availability and formats

The information published through the Model Publication Scheme is primarily published on our website.

Those who cannot access information online can access the information at one of our offices. We can also arrange to send information to you in paper copy, although there will be a charge for this.

3.3. Exempt information

We aim to publish all information we hold under each of the specified classes. If a document such as Board minutes contain sensitive personal or commercially sensitive information or a trade secret we will remove or redact (black out) the information before publication and explain why.

3.4 Published information and timescales

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.

3.5 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

3.6 Charges

We may charge for providing information to you, the cost will be detailed when the request is received and a full breakdown will show how we have arrived at that cost.

There will be no charge for information requests which cost us £100 or less to process. Where information costs between £100-£600 to provide, the association will ask you to contribute 10% of the cost.

The association will charge a flat rate fee of £15.00 per hour, per member of staff.

The association will charge for paper and printing at 2p per black and white sheet and 4p per colour sheet.

Postage costs will be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

3.7 Advice and assistance

You can contact us for advice and assistance about any aspect of the QCHA publication scheme at FOI@qcha.org.uk or via the website at <https://www.qcha.org.uk/>

3.8 Duration

Once information is published it will be available for the current and the two previous financial years.

Where information has been updated or superseded, only the current version will be available (previous versions may be requested from Queens Cross Housing Association under section (1) of FOISA).

4. Information we publish under each class

4.1 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.

4.2 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 relating to Freedom of Information	
Publication Scheme and Guide to Information	This document (to be uploaded)
Charging Schedule for Published Information	This document (See Page 3)
Contact details and advice on making an FOI request	FOI@qcha.org.uk
Freedom of Information policies and procedures	https://www.qcha.org.uk/assets/000/00/070/Freedom_of_Information_Policy_2019_original.pdf?1575370325
Charging Schedule for environmental information provided in response to requests made under EIRs	https://www.qcha.org.uk/assets/000/00/089/Environmental_Information_Regulations_Policy_2019_-_final_original.pdf?1581001939
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 	https://www.qcha.org.uk/about-us/our-team?filter=Board+Members
Description of the role of the Governing Body <ul style="list-style-type: none"> governance structure chart (including sub-committees and working groups); 	https://www.qcha.org.uk/assets/000/00/134/Group_Committee_Structure_original.pdf?1588604076
How to become part of the governing body	https://www.qcha.org.uk/volunteer
About our staff	
List of senior management team, including professional biography and contact details	https://www.qcha.org.uk/about-us/our-team?filter=Executive+Team+Members
Organisational structure	https://www.qcha.org.uk/assets/000/00/072/Organisational_Structure_2019_original.pdf?1575370892
Governance Documents and Corporate Policies	
Rules/Articles	https://www.qcha.org.uk/assets/000/00/140/Queens_Cross_HA-Rules-12Nov15_original.pdf?1588667789
Standing Orders	https://www.qcha.org.uk/assets/000/00/139/Standing_Orders-Board_original.pdf?1588667595
Membership Policy	https://www.qcha.org.uk/get-involved/association-membership
Code of Conduct for Staff	https://www.qcha.org.uk/assets/000/00/206/Code_of_Conduct_Policy_-_July_2020_original.pdf?1597753610
Code of Conduct for Governing Body Members	https://www.qcha.org.uk/assets/000/00/136/Code_of_Conduct_-_2020_version_original.pdf?1588605056

Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.qcha.org.uk/assets/000/00/138/Staff_and_Governing_Body_Member_Expenses_Policy_%281%29_original.pdf?1588667006
Register of Interests	On request
Equalities Strategy	https://www.qcha.org.uk/assets/000/00/069/Equality_Diversity_Inclusion_Strategy_2018-21_-_FINAL_original.pdf?1575370208
Health and Safety Policy statement	https://www.qcha.org.uk/assets/000/00/141/H_S_Policy_09_09_19_original.pdf?1588667974
Sustainability Policy	https://www.qcha.org.uk/assets/000/00/142/Sustainable_Development_Policy-2019_original.pdf?1588668135
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.qcha.org.uk/assets/000/00/143/Our_Engagement_Plan_%281%29_original.pdf?1588668393
Assurance Statement	https://www.qcha.org.uk/assets/000/00/144/Assurance_Statement_2019_original.pdf?1588668513
Annual Return on Charter Submission to SHR	https://www.housingregulator.gov.scot/landlord-performance/landlords/queens-cross-housing-association-ltd#panel-4
Financial Returns to SHR	https://www.housingregulator.gov.scot/landlord-performance/landlords/queens-cross-housing-association-ltd#panel-4
Charter report to tenants	https://www.qcha.org.uk/assets/000/00/145/Annual_performance_report_2018-19_FINAL_original.pdf?1588669419
Internal and External Audit arrangements	See 2018-19 Audited Accounts
Group Details	
Details of our subsidiaries/parent organisation	<p>Queens Cross Factoring 45 Firhill Road Glasgow, G20 7BE</p> <p>Tel: 0141 561 1105 Email: info@qcgroup.co.uk Web: www.qcfactoring.co.uk</p> <p>Queens Cross Workspace Ltd 45 Firhill Road Glasgow G20 7BE 0141 576 0210 Email: info@qcgroup.co.uk</p> <p>http://www.qcgroup.co.uk/</p>

	<p>Garscube Community Foundation 45 Firhill Road Glasgow, G20 7BE</p> <p>0141 589 7435 socialregeneration@qcha.org.uk</p>
Key Partnerships	
Strategic agreements with other organisations	<p>Memorandum of understanding with Maryhill Housing Association https://www.qcha.org.uk/assets/000/00/147/03.1.3.2_MARYH00-725_Memorandum_of_Understanding_Final_signed_250817_original.pdf?1588669794</p>

Class 2: How we deliver our functions and services

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

The information we publish under Class 2	How to access it
How to use our services	
List of services provided	<p>General services https://www.qcha.org.uk/my-qc-home QC wellbeing https://www.qcha.org.uk/qc-wellbeing</p>
How to report a repair	<p>T: 0808 143 2002 Online: https://www.qcha.org.uk/my-qc-home/report-a-repair-online</p>
Right to Repair information	<p>Page 7 https://www.qcha.org.uk/assets/000/00/225/Repairs_Maintenance_Policy_2020_original.pdf?1598267841</p>
How to apply for a property	<p>https://www.qcha.org.uk/find-a-home</p>
How to get information about tenancy support	<p>Tel: 0808 143 2002 Email: Contactus@qcha.org.uk</p> <p>Financial Inclusions Service https://www.qcha.org.uk/my-qc-home/money-matters</p>
How to make a complaint	<p>Online: https://www.qcha.org.uk/contact-us/complaints T: 0808 143 2002 At any of our offices</p>
How to speak to a housing officer	<p>T: 0808 143 2002 At any of our offices or</p>

How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.qcha.org.uk/assets/000/00/0/073/TP_Strategy_2018-21_Final_for_Board_-_PORTAL-output_original.pdf?1575370979
Policies and Procedures	
Allocations Policy	Currently under review https://www.qcha.org.uk/assets/000/00/0/067/Allocations_Policy_2017_original.pdf?1575369276
Aids and Adaptations Policy	https://www.qcha.org.uk/assets/000/00/0/120/Aids_and_Adaptations_Policy_-_Oct19_original.pdf?1584627958
Anti-Social Behaviour Policy	https://www.qcha.org.uk/assets/000/00/0/148/ASB_Policy-April_2019_original.pdf?1588670076
Asbestos Management Policy	https://www.qcha.org.uk/assets/000/00/0/210/Asbestos_Policy_Procedures_August_2018_-_Approved_original.pdf?1597758558
Arrears Management Policy	https://www.qcha.org.uk/assets/000/00/0/150/Rent_Arrears_Policy_2019_original.pdf?1588671274
Asset Management Policy (including stock condition information)	https://www.qcha.org.uk/assets/000/00/0/151/Asset_Management_Strategy_2019-2024_original.pdf?1588671425
Data Protection Policy	https://www.qcha.org.uk/assets/000/00/0/071/GDPR_leaflet_-_FINAL_original.pdf?1575370782
Environmental Information Regulations Policy (EIR)	https://www.qcha.org.uk/assets/000/00/0/089/Environmental_Information_Regulations_Policy_2019_-_final_original.pdf?1581001939
Equality and Diversity Policy	See Equality, Diversity and Inclusion Strategy 2018-21
Estate Management	https://www.qcha.org.uk/my-qc-home/estate-caretaking
Health and Safety Policy statement	https://www.qcha.org.uk/assets/000/00/0/141/H_S_Policy_09_09_19_original.pdf?1588667974
Control of Legionella Policy	https://www.qcha.org.uk/assets/000/00/0/152/Control_of_Legionella_Policy_2018_original.pdf?1588671811
Procurement Policy	https://www.qcha.org.uk/assets/000/00/0/161/Corporate_Procurement_Policy_2017_original.pdf?1588676618
Risk Management Policy	https://www.qcha.org.uk/assets/000/00/0/153/Risk_Management-2019_original.pdf?1588671950
Rent Setting Policy	https://www.qcha.org.uk/assets/000/00/0/154/Rent_Setting_Policy_2019_APPROVED_original.pdf?1588672127
Repairs Policy	https://www.qcha.org.uk/assets/000/00/0/225/Repairs_Maintenance_Policy_2020_original.pdf?1598267841

Sustainability Policy	https://www.qcha.org.uk/assets/000/000/142/Sustainable_Development_Policy-2019_original.pdf?1588668135
Tenant Engagement Policy	https://www.qcha.org.uk/assets/000/000/073/TP_Strategy_2018-21_Final_for_Board_-_PORTAL-output_original.pdf?1575370979
Tenancy Sustainment Policy	Current in development

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.

The information we publish under Class 3	How to access it
Governing Body Meetings	
Governing body <ul style="list-style-type: none"> - Agenda - Meeting minutes - Reports 	https://www.qcha.org.uk/documents?filter=Board+Minutes
Consultation and Participation	
Tenant Participation Strategy	https://www.qcha.org.uk/assets/000/000/073/TP_Strategy_2018-21_Final_for_Board_-_PORTAL-output_original.pdf?1575370979
Consultation reports noting the outcome of any recent consultations with tenants/others	https://www.qcha.org.uk/news
Tenant Scrutiny Panel- (Residents Task Force)	https://www.qcha.org.uk/about-us/residents-task-force
Registered Tenant Organisations	https://www.qcha.org.uk/about-us/community-involvement-groups

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).

The information we publish under Class 4	How to access it
Information about our accounts and budgets	
Description of funding sources	Page 6- 2018-19 Accounts https://www.qcha.org.uk/assets/000/000/146/Accounts_2018_2019_original.pdf?1588669645
Audited accounts	2018- 19

	https://www.qcha.org.uk/assets/000/000/146/Accounts_2018_2019_original.pdf?1588669645 2017-18 https://www.qcha.org.uk/assets/000/000/132/2017-2018_Annual_Accounts_original.pdf?158598835 2016-17 https://www.qcha.org.uk/assets/000/000/155/QCHA_Annual_Accounts_2016_17_original.pdf?1588672626
Budget policies and procedures	see Audited accounts
Budget allocation to key service areas	see Audited accounts
Our programme of work and projects	
Brief details of any project funding and how it's being spent	See 2018- 19 Audited accounts
Capital works programme/plans information (annual programme figure)	https://www.qcha.org.uk/assets/000/000/066/5_year_investment_projection_-_2019-2024_original.pdf?1575368837
Spending relating to Staff and Governing Body	
Expenses policies and procedures	https://www.qcha.org.uk/assets/000/000/138/Staff_and_Governing_Body_Member_Expenses_Policy_%281%29_original.pdf?1588667006
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	As above
Board member remuneration other than expenses	As above
Pay and grading structure (levels of pay rather than individual salaries)	https://www.qcha.org.uk/documents?q=pay+
General information about staff pension scheme	https://www.tpt.org.uk/member

Class 5: How we manage our human, physical and information resources

Information about how we manage the human, physical and information resources of the authority.

The information we publish under Class 5	How to access it
Human resources	
Strategy and management of human resources	https://www.qcha.org.uk/assets/000/000/158/People_Strategy_Action_Plan_2017-2020_original.pdf?1588675833
Staffing structure	https://www.qcha.org.uk/assets/000/000/0

	72/Organisational Structure 2019 original .pdf?1575370892
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 	People Strategy 2017-2020 https://www.qcha.org.uk/assets/000/000/158/People_Strategy_Action_Plan_2017-2020_original.pdf?1588675833
Trade Union information	Unite https://unitetheunion.org/
Summary of professional organisations/trade bodies of which we are a member	SFHA https://www.sfha.co.uk/ HouseMark https://www.housemark.co.uk/ GWSF http://gwsf.org.uk/ Quality Scotland https://www.qualit-yscotland.co.uk/ Positive Action in Housing http://www.paih.org/
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	See Page 3-4 https://www.qcha.org.uk/assets/000/000/151/Asset_Management_Strategy_2019-2024_original.pdf?1588671425
General description of our land and property holdings	https://www.qcha.org.uk/assets/000/000/151/Asset_Management_Strategy_2019-2024_original.pdf?1588671425
Information Resources	
Records management policy and records management plan, including records retention schedule	https://www.qcha.org.uk/assets/000/000/159/Document_Retention_Policy_2018-2020_original.pdf?1588676364
Data protection or privacy policy	https://www.qcha.org.uk/general-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.

The information we publish under Class 6	How to access it
Our Contractors and suppliers	
<p>Information about our key service delivery contractors who carry out:</p> <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	<p>P & D Scotland Ltd Suite G4 James McCafferty House 91 Firhill Road Glasgow G20 7BE 0141 336 4666</p> <p>Landscape Maintenance Contractor: McDermotts McDermott House Inveralmond Industrial Estate, Perth PH1 3TS 01738 445 222</p> <p>Common Area Cleaning Contractors: High Rise/Deck Access Properties Caledonian Ltd 68-70, Bogmoor Place, Glasgow G51 4SN 0141 445 7950</p> <p>Low Rise Blocks Cleansweep 6 Clova Street Thornliebank Glasgow G46 8NA 07709 652375</p> <p>Lift Maintenance Contractor: City Building 350 Darnick Street Glasgow G21 4BA 0141 287 2200</p>
<p>List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)</p>	<p>https://www.qcha.org.uk/assets/000/000/138/Staff_and_Governing_Body_Member_Expenses_Policy_%281%29_original.pdf?1588667006</p>

Information about regulated procurement contracts awarded (value, scope, duration)	https://www.qcha.org.uk/assets/000/000/160/Contracts_Register_October_2019_original.pdf?1588676494
Our Procurement	
Procurement Policy and procedures	<p>Policy https://www.qcha.org.uk/assets/000/000/161/Corporate_Procurement_Policy_2017_original.pdf?1588676618</p> <p>Procedure https://www.qcha.org.uk/assets/000/000/215/Corporate_Procurement_Procedures_original.pdf?1597764105</p> <p>VFM and procurement https://www.qcha.org.uk/assets/000/000/074/Value_for_money_and_Procurement_Strategy_2017-2020_original.pdf?1575371070</p>
Information on how to tender for work and invitations to tender	See Procurement Policy above
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://www.qcha.org.uk/assets/000/000/160/Contracts_Register_October_2019_original.pdf?1588676494
Links to procurement information we publish on Public Contracts Scotland website	All available through Public contracts Scotland
Framework Agreements	We do not currently manage any framework agreements

Class 7: How we are performing

Information about how we perform as an organisation, and how well we deliver our functions and services.

The information we publish under Class 7	How to access it
Annual Report- ARC report to tenants	<p>2018/19 https://www.qcha.org.uk/assets/000/000/145/Annual_performance_report_2018-19_FINAL_original.pdf?1588669419</p> <p>2017/18 https://www.qcha.org.uk/assets/000/000/163/Annual_Performance_Report_2017-18_-_final_version_original.pdf?1588676820</p>
Performance & Benchmarking Information	https://www.qcha.org.uk/assets/000/000/145/Annual_performance_report_2018-19_FINAL_original.pdf?1588669419
Complaints policy, guidance and	https://www.qcha.org.uk/assets/000/000/21

forms	6/Complaint_Handline_Procedure_original.pdf?1597765041
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	2018-19 https://www.qcha.org.uk/assets/000/000/218/05.0_Q1_Annual_complaints_18-19_original_original.pdf?1597765477
Tenant scrutiny reports	https://www.qcha.org.uk/assets/000/000/164/Scrutiny_Report - June 2018_original.pdf?1588677076

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.

Queens Cross Housing Association does not create items for sale on a commercial basis; therefore we do not hold or publish any information under this class.

Class 9: Our Open Data

Open data made available by the authority as described by the Scottish Government's Open Data Resource Pack and available under an open licence.

Queens Cross Housing Association does not hold or publish any information under this class.

5. How to put in an FOI request

You can put in a FOI request by using the online form on our website or by writing to us at 45 Firhill Road (see back page for details) or by sending us an email on FOI@qcha.org.uk

6. How we respond to an FOI request

Step 1: Acknowledge your request with a letter

We will send an acknowledgment letter by either post or email, providing an interpretation of the information requested to ensure it is clear that the request has not be misinterpreted. If necessary, we may contact the person requesting the information for clarification.

Step 2: Assess the request

Step 3: Consider response

Step 4: Consult with colleagues

Step 5: Prepare & Issue response

The timescale for responding to an FOI request is twenty working days. The twenty working day timescale commences on the day the association receives the request. There are no extensions for the timescale.

7. Right of Review/Appeal

If an individual is dissatisfied with the initial response to their request provided by the association, they can request a review. The review will be conducted by someone different from the person who made the initial decision and they may decide to overturn, change or uphold the initial response. The association will have twenty working days to provide a response where a review is requested.

If an individual remains dissatisfied following the outcome of any review then they may appeal to the Scottish Information Commissioner within six months.

**Scottish Information Commissioner,
Kinburn Castle,
Doubledykes Road,
St Andrews, Fife
KY16 9DS**
Telephone: 01334 464610
e-mail: enquiries@itspublicknowledge.info

8. Monitoring and Review

- 8.1 This document will be reviewed annually by the Business Strategy Team. The next review date is October 2021

Contact Us



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Email

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Visit

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Telephone: **0808 143 2002**

Mail: **contactus@qcha.org.uk**

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