



Guide to Information

The Caledonia Group Publication Scheme

Useful terms related to this document:

Term used	Explanation
FOISA	<p>The Freedom of Information (Scotland) Act 2002</p> <p>Places a duty on housing associations to publish certain information, respond to requests for information, and provide advice and assistance to those making requests.</p>
EIRs	<p>Environmental Information (Scotland) Regulations 2004</p> <p>Organisations covered by EIRs have a duty to respond to requests for environmental information.</p>
SIC	<p>Scottish Information Commissioner</p> <p>The body responsible for ensuring compliance with FOISA and EIRs.</p>
Model Publication Scheme or MPS	<p>A standard framework, approved by the Scottish Information Commissioner, that details the information that should be published (if it is held).</p>
Guide to Information	<p>A guide that all organisations adopting the MPS must produce to help people access the information that is made available.</p>
Classes of Information	<p>Nine broad categories describing the types of information authorities must publish (if the information is held).</p>

Guide to Information available through the Caledonia Group Publication Scheme

The Freedom of Information (Scotland) Act 2002 requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available;
- tell the public how to access the information and what it might cost.

Caledonia Housing Association and Cordale Housing Association have adopted the **Model Publication Scheme**, and this Guide has been approved by the Scottish Information Commissioner. You can see this scheme by clicking on the following link: [Model Publication Scheme](#) or by contacting us at the address below if you prefer a copy to be provided to you in another format.

The purpose of this Guide to Information is to:

- allow the public to see what information is available (and what is not available) in relation to each class;
- state what charges may be applied;
- explain how to find the information easily;
- provide contact details for enquiries and to get help with accessing the information; and
- explain how to request information we hold that has not been published

The Guide is split into the following six sections:

- Availability and formats
- Exempt information
- Copyright
- Charges
- Advice and assistance – contacting us
- The Classes of Information that we publish

If you prefer, you can contact us on 0800 678 1228 to ask for a hard copy of the Guide to be posted to you.

Availability and Formats

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this - see charges below).

Exempt Information

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we will remove or 'black out' the information before publication and explain why.

Copyright

Where Caledonia Housing Association and Cordale Housing 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 Caledonia Group does not hold the copyright in information we publish, we will make this clear.

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 which is not routinely made publicly available, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

Our full [Charging for Information Policy](#), published through this Guide to Information, details the charges that may apply and how these are calculated.

Advice & Assistance - Contacting Us

You can contact us for assistance with any aspect of this publication scheme in the following ways:



Email: info@caledoniaha.co.uk

Email: info@cordalehousing.org.uk

Website: [Contact us](#)

Website: [Contact us](#)

Tel: 0800 678 1228

Tel: 0800 678 1228

The classes of information that we publish

We publish information that we hold in line with the nine broad categories of information set out under the Model Publication Scheme (if the information is held). Once information is published under a class, we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

We will regularly and routinely update this Guide and ensure that the date that it was last reviewed is clearly stated.

Class 1	About the authority: Information about the authority, who we are, where to find us, how to contact us, how we are managed and our external relations	
	<u>General information about Us</u>	
	Caledonia	Cordale
	About Us	About Us
	Office addresses, contact details and opening hours	Office addresses, contact details and opening hours
	Company & Charity registration and registered office details	Company & Charity registration and registered office details
	Register of social landlords - directory entry (external site)	Register of social landlords - directory entry (external site)
	Access to Information	Access to Information
	Publication Scheme and Guide to Information	Publication Scheme and Guide to Information
	Group Charging for Information Policy	Group Charging for Information Policy
	Requesting Access to Personal Data	Requesting Access to Personal Data
	How to make a Freedom of Information (FOI) request	How to make a Freedom of Information (FOI) request
	Privacy Notice	Privacy Notice
	How to make a complaint - Our complaints handling procedure	How to make a complaint - Our complaints handling procedure
	Social media profile - Twitter	Social media profile - Twitter
	Social media profile - Facebook	Social media profile - Facebook
	<u>How we are run</u>	
	Governance Structure and Terms of Reference (Group Standing Orders)	Governance Structure and Terms of Reference (Group Standing Orders)
	Management Board - overview	Management Committee - overview
	Board Members - Backgrounds	Committee Members - Backgrounds
	Code of Conduct for Governing Body Members	Code of Conduct for Governing Body Members
	Our Executive Management Team	Our Executive Management Team

	<u>Corporate Group Policies & Procedures</u>	
	Caledonia	Cordale
	Group Policies & Strategies	Group Policies & Strategies
	<u>Our business planning</u>	
	Caledonia	Cordale
	Our aims and values - mission, vision & strategic objectives	Our aims and values – mission, vision & strategy objectives
	Our approach to Equality, Diversity & Inclusion	Our approach to Equality, Diversity & Inclusion
	Group Equality, Diversity & Inclusion Policy	Group Equality, Diversity & Inclusion Policy
	Group Health, Safety & Wellbeing Policy	Group Health, Safety & Wellbeing Policy
	Climate and Sustainability Strategy	Climate and Sustainability Strategy
	<u>Our relations with others</u>	
	Caledonia	Cordale
	SHR Engagement Plan (external site)	SHR Engagement Plan (external site)
	Caledonia Housing Support Services - Care Inspectorate (external site)	Who are Cordale and their partnership with Caledonia Housing Association
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.	
	Our core functions	
	Caledonia	Cordale
	How to apply for housing	How to apply for housing
		West Dunbartonshire Region Allocation Policy

Properties available to rent	Properties available to rent
Report A Repair	Report a Repair
Tenant Services	Who looks after my house?
Factoring Services	Factoring Services
Information for Owner Occupiers & Shared Equity Homes	
Providing new homes	Providing new homes
Profile of housing stock (available on public Directory of Social Landlords)	Profile of housing stock (available on public Directory of Social Landlords)
Service Complaints	Complaints
<u>Our Services</u>	
Caledonia	Cordale
Group Policies	Group Policies
<u>Other Information for Customers</u>	
Caledonia	Cordale
Care and Repair - Angus, Perth & Kinross	
Care and Repair Policy	
SCARF Partnership - Energy Advice for Tenants	SCARF Partnership - Energy Advice Service for Tenants
Hope Project (Dundee)	Housing Support Service
Community Anchor – supporting older people to improve the quality of their lives	Location of Guest Rooms and telephone numbers for making bookings
Welfare, Benefits & Money Advice Service	Benefits Advice Service
Alterations and Improvements	Alterations and Improvements

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.	
	<u>Governing body / membership meetings</u>	
	Caledonia	Cordale
	Minutes of Governing Body Member Meetings	Minutes of Management Committee meetings
		Annual General Meeting Minutes
	<u>Tenant engagement / public consultation</u>	
	Tenant newsletters	Tenant newsletters
	Tenant Participation Strategy	Tenant Participation Strategy
	Tenant Participation - How can I get involved?	Tenant Participation - How can I get involved?
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).	
	Caledonia	Cordale
	<u>Budget and financial statements</u>	<u>Budget and financial statements</u>
	Annual Accounts	Annual Accounts
	Quarterly Management Accounts - available on request	Quarterly Management Accounts - available on request
	<u>Remuneration and expenses – available on request</u>	<u>Remuneration and expenses – available on request</u>
	Summary of Expenses paid to Governing Body members by expense category	Summary of Expenses paid to Governing Body members by expense category
	Summary of Expenses paid to staff / senior officers - by expense category	Summary of Expenses paid to staff / senior officers - by expense category
	Expenses policies and procedures	Expenses policies and procedures

	<u>Investments and pensions</u>	<u>Investments and pensions</u>
	Treasury Management Policy	Treasury Management Policy
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	
	Caledonia	Cordale
	<u>Human resources</u>	<u>Human resources</u>
	Current vacancies	Current vacancies
	Our Executive Management Team	Our Executive Management Team
	Organisation Chart	Organisation Chart
	Employee Wellbeing & Volunteering Opportunities	
	<u>Recruitment Policies</u>	<u>Recruitment Policies</u>
	Group Governing Body Recruitment, Development & Succession Planning Policy	Group Governing Body Recruitment, Development & Succession Planning Policy
	<u>Human Resource Policies</u>	<u>Human Resource Policies</u>
	Group Staff Code of Conduct Policy	Group Staff Code of Conduct Policy
	Group Whistleblowing Policy	Group Whistleblowing Policy
	Group Equality, Diversity & Inclusion Policy	Group Equality, Diversity & Inclusion Policy
	Group Health, Safety & Wellbeing Policy	Group Health, Safety & Wellbeing Policy
	Group No Smoking Policy	Group No Smoking Policy
	We also have a range of internal procedures and guidance that are available on request. These cover the following topics:	We also have a range of internal procedures and guidance that are available on request. These cover the following topics:
	Annual Leave; Childbirth and Adoption Leave; Flexi-time; Flexible Working;	Annual Leave; Childbirth and Adoption Leave; Flexi-time; Flexible Working;

	Working Time Regulations; TOIL and Overtime	Working Time Regulations; TOIL and Overtime
	Sickness Absence Management; Special Leave; Travel and Subsistence;	Sickness Absence Management; Special Leave; Travel and Subsistence;
	Disciplinary; Grievance; Dealing with Bullying and Harassment;	Disciplinary; Grievance; Dealing with Bullying and Harassment;
	Employment Reference; Induction; Probation; PVG and Criminal Records Check; Recruitment and Selection; Salary Placement; Redundancy	Employment Reference; Induction; Probation; PVG and Criminal Records Check; Recruitment and Selection; Salary Placement; Redundancy
	Capability; Staff competencies; Dress and Appearance;	Capability; Staff competencies; Dress and Appearance;
	Pensions; Health Benefits; Other ancillary benefits / services for staff	Pensions; Health Benefits; Other ancillary benefits / services for staff
	HR Strategy; Learning and Development; Adverse Weather;	HR Strategy; Learning and Development; Adverse Weather;
	Internal Secondments; Acting Up and Responsibility Allowances;	Internal Secondments; Acting Up and Responsibility Allowances;
	Caledonia	Cordale
	<u>Physical resources</u>	<u>Physical resources</u>
		Planned Maintenance - Summary Programme
	Group Asset Management Strategy	Group Asset Management Strategy
	Group Asbestos Policy and Management Plan	Group Asbestos Policy and Management Plan
	Group Complying with CDM Regulations Policy	Group Complying with CDM Regulations Policy
	Energy Efficiency Standard for Social Housing (ESSH)	Energy Efficiency Standard for Social Housing (ESSH)
	<u>Information resources</u>	<u>Information resources</u>
	Data Protection Policy	Data Protection Policy
	Document retention schedule	Document retention schedule

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.	
	Caledonia	Cordale
	<u>Policies and Procedures</u>	<u>Policies and Procedures</u>
	Group Procurement Policy	Group Procurement Policy
	Group Contractors Insolvency Policy	Group Contractors Insolvency Policy
	<u>Tenders and Contracts</u>	<u>Tenders and Contracts</u>
	Group Procurement Policy	Procuring goods and services
Class 7	How we are performing: Information about how we perform as an organisation, and how well we deliver our functions and services.	
	Caledonia	Cordale
	Our Performance	How our performance is regulated
	Annual Return on the Charter (ARC)	Annual Return on the Charter (ARC)
	Annual Performance Reports (Charter report to Tenants)	Annual Performance Reports (Charter report to Tenants)
	Annual Complaints Handling reports	Monthly and Annual Complaints Handling Reports
	Annual Report	Annual Report
	Quarterly Business Performance results - available on request	Quarterly Business Performance results - available on request
		Tenant Satisfaction Surveys – Results summary
	Performance against FOISA indicators - available on request	Performance against FOISA indicators - available on request
	Annual Assurance Statement	Annual Assurance Statement
	The Scottish Social Housing Charter (external link)	The Scottish Social Housing Charter
	<u>Equalities and Diversity</u>	<u>Equalities and Diversity</u>
	Summary Equalities Profiles - staff, tenants and Governing Body Members	Summary Equalities Profiles - staff, tenants and Governing Body Members

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.	
	Caledonia	Cordale
	No information held under this category	No information held under this category
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	
	Caledonia	Cordale
	No information held under this category	No information held under this category