



**West
Granton**

Housing Co-op

Our tenants are paramount in everything we do

GUIDE TO INFORMATION

Produced by:

West Granton Housing Co-operative

Available through the
OFFICE OF THE INFORMATION COMMISSIONER
SCOTLAND (OSIC)

MODEL PUBLICATION SCHEME 2018

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Terms Used

| Term Used | Explanation |
|--------------------------|--|
| FOISA | The Freedom Of Information (Scotland) Act 2002 |
| EIRs | The Environmental Information (Scotland) Regulations 2004 |
| Model Publication Scheme | A standard framework for authorities to publish information under FOISA approved by the Scottish Information Commissioner |
| MPS | The Model Publication Scheme |
| Guide to Information | A guide that every public authority adopting the MPS must produce to help people access the information it makes available |
| MPS Principles | The six key principles with which all information published under the MPS must comply |
| Classes of Information | Nine broad categories describing the types of information authorities must publish (if they hold it) |

About West Granton Housing Co-operative

West Granton Housing Co-operative Limited (WGHC) was formed in 1990 by residents of the West Granton area of north Edinburgh to provide new rented housing in an area dominated by low demand council housing.

Initially deck access blocks in West Granton itself were demolished and a phased redevelopment of the area took place. We now own 372 properties and two play park areas. We are community based with all our stock based in North Edinburgh between the Forthquarter development at the Waterfront, Granton and Ferry Road Avenue.



Before WGHC: Deck access flats in West Granton prior to demolition in 1993.



After: our current stock: Granton Mill Drive (top left) Forthquarter (top right) Ferry Road Avenue (bottom left) and Granton Mains Avenue (bottom right).



Our Mission Statement

Our Tenants Are Paramount In Everything We Do

Our Values

- We aim to provide safe, secure, affordable homes
- We believe there is strength in community and will look to support this where we can
- We strive for sustainability and strength for the future
- Service – Consistency - Learning



Our Committee of Management (Board)

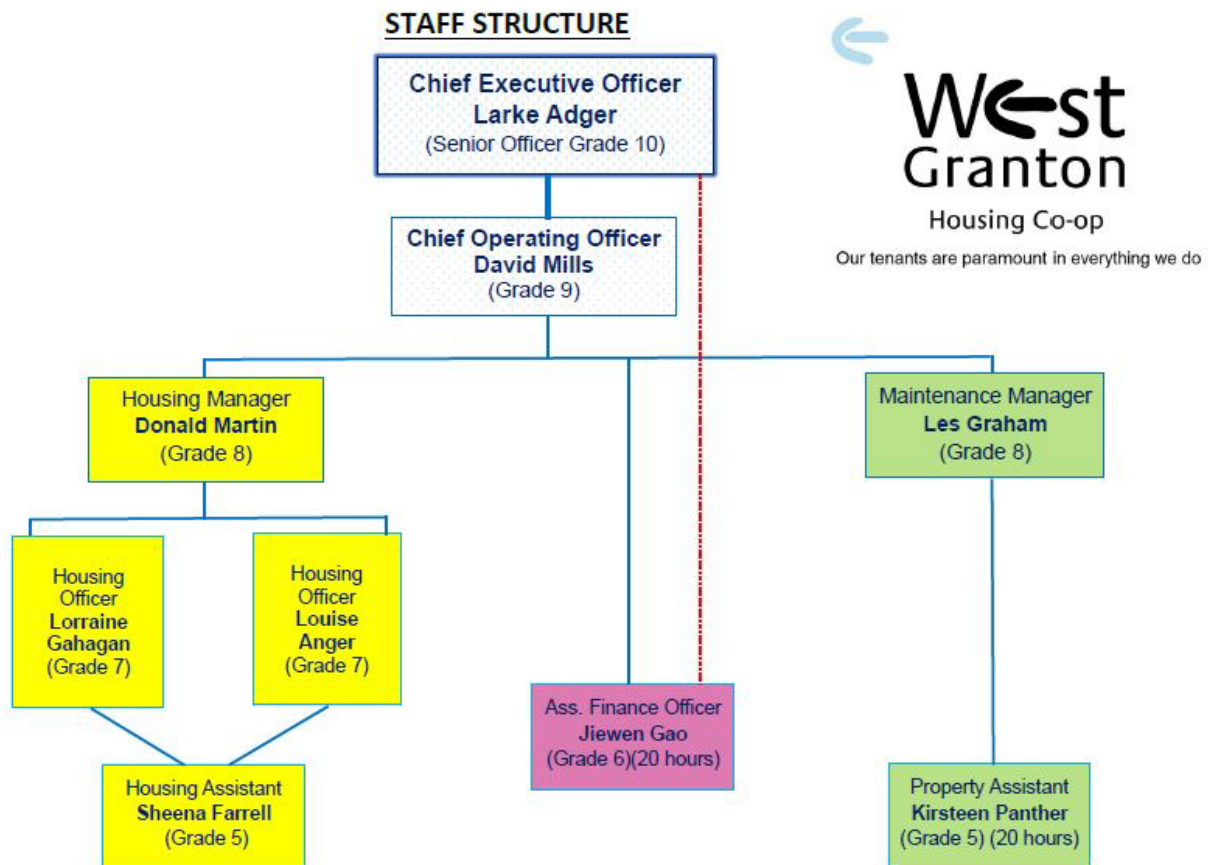
Our Committee of Management (Board of Directors) provide the strategic direction for West Granton Housing Co-operative and ensures that we try to attain and maintain the highest level of standards and performance. They meet at least ten times per year.

The Committee consists of a maximum of 15 fully elected members.

West Granton Housing Co-operative's Committee is made up entirely of tenants as the Co-operative is a tenant led organisation. Under its constitution, only tenants can be members, unless co-opted on to the Committee by agreement.

Organisation Structure

The Committee of Management have overall responsibility for the governance of the organisation and set the overall strategy for the business as well as monitor its activities. The CEO is charged with the task of implementing their decisions, along with the support of the Senior Management Team and staff. The West Granton Housing Co-operative staff structure is shown below:



Introduction to West Granton Housing Co-operative Guide to Information

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public 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. 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

West Granton Housing Co-operative has been designated as a Scottish Public Authority by an order made under section 5 of the Act, known as the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2013.

West Granton Housing Co-operative has adopted the:

[Model Publication Scheme 2018](#)

which has been produced and approved by the Scottish Information Commissioner.



The MPS is a standard framework for Scottish public authorities to publish the information they hold.

You can see this scheme on our website at: Click [here](#) to access or by contacting us at the address in the Contact Us section if you prefer a copy to be provided to you in another format.

It is also available on the Scottish Information Commissioner's website. Click [here](#) to access.

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for West Granton Housing Co-operative in relation to each class in the Model Publication Scheme 2018
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with access to the information
- explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

The Model Publication Scheme Principles

Model Publication Scheme



The Model Publication Scheme 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

Principle One: Availability and formats

The information published through the Model Publication Scheme is, wherever possible, available on our website. In the Classes of Information section, select the class required.

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 “Principle 4: Charges”).



Principle Two: 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 Scotland’s freedom of information laws (for example sensitive personal information or a trade secret), we will remove or redact (black out) the information before publication and explain why.

Principle Three: Copyright and re-use

Where West Granton Housing Co-operative 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 West Granton Housing Co-operative does not hold copyright in information we publish, we will make this clear.

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 side of paper is shown in the tables below:

Black & White Photocopying

| Size of Paper | Pence per sheet |
|---------------|-----------------|
| A4 | 15p |
| A3 | 25p |

Colour Photocopying

| Size of Paper | Pence per sheet |
|---------------|-----------------|
| A4 | 25p |
| A3 | 40p |

Alternative Formats

| Format | Charge |
|----------------|------------------------|
| Computer Discs | £1.00 per CD-ROM |
| Memory Stick | £8.00 per Memory Stick |

Postage Costs

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

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run.

We do not pass on any other costs to you in relation to our published information.

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 West Granton Housing Co-operative of providing the information.

- Photocopying is charged at 15p per A4 sheet for black and white copying, 25p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge. Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500. Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost. If you wish to make an Environmental Information Request using our online form click [here](#).

→ Charge for request for your own personal data

There is usually no charge* for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request.

If you wish to make a Subject Access Request using our online form click [here](#).

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

Contact Details

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

West Granton Housing Co-operative
26 Granton Mill Crescent, Edinburgh
EH4 4UT

T: 0131 551 5035

E: mail@westgrantonhc.co.uk



We will also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of the publication scheme. If you wish to make a request for information not contained in the publication scheme, you can complete our online FOI online request form by clicking [here](#).

Principle 6: Duration

Once published through the Guide to Information, 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 West Granton Housing Co-operative under section 1(1) of FOISA).

Records Management Policy

West Granton Housing Co-operative 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. West Granton Housing Co-operative Records Management Policy can be found in Classes of Information - Class 5.



Classes of Information

The classes of information that we publish

We publish all the information that we hold within the following classes. 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.

The classes are:

- Class 1: About West Granton Housing Co-operative
- 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

Class 1
About Our Organisation
West Granton Housing Co-operative

Information about West Granton Housing Co-operative, who we are, where to find us, how to contact us, how we are managed and our external relations.

| The information we publish under Class 1: | How to access it |
|--|---|
| Our Committee of Management | Online; The Committee of Management |
| Our Staff Structure | Online; Staff |
| Contact Details | Online; Contact Us |
| News | Online; Home Page of Website |
| Model Publication Scheme 2018 | Online; Publications Page |
| Rules of the Co-operative | Online; Publications Page |
| How to make a request for personal information | Online; Contact Us |
| How to make a freedom of information request | Online; Contact us |
| How to complain or make a comment | Online; Contact Us |
| Guide to Information | Online; Publications Page |

| | |
|--|--|
| West Granton Housing Co-operative Information Charging Guide | Guide to Information; Charges Page |
| Annual Report & Financial statement | Online; Publications Page |

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 report a repair | Online; Contact Us |
| Right to Repair information | Online; Publications Page |
| How to apply for a house | Online; What do you want to do |
| How to make a complaint | Online; Contact us |
| How to speak to a housing officer | Online; Contact us |
| Allocations Policy | Online; Publications Page |
| Appropriate Language Use Policy | Online; Publications Page |
| Code of Conduct for Governing Body Members | Online; Publications Page |
| Complaints Handling Policy | Online; Publications Page |
| Data Breach Notification Policy | Online; Publications Page |
| Data Protection Policy | Online; Publications Page |

| | |
|--|---|
| Data Retention Policy | Online; Publications Page |
| Data Subject Access Request Policy | Online; Publications Page |
| Debt Management Policy | Online; Publications Page |
| Environmental Information Regulations Policy | Online; Publications Page |
| Equalities & Diversity Policy | Online; Publications Page |
| Financial Regulations | Online; Publications Page |
| Freedom of Information Policy | Online; Publications Page |
| Governance Policy | Online; Publications Page |
| Health and Safety Policy | Online; Publications Page |
| Induction for New Committee Members | Online; Publications Page |
| Information Policy | Online; Publications Page |
| Maintenance Policy | Online; Publications Page |
| Procurement Strategy | Online; Publications Page |
| Rent Setting Policy | Online; Publications Page |
| Settlement Agreements Policy | Online; Publications Page |
| Tenant Allocations Consultation report | Online; Publications Page |
| Tenancy Management Policy | Online; Publications Page |
| Tenant Participation Strategy | Online; Publications Page |

| | |
|-----------------------------|---|
| Unacceptable Actions Policy | Online; Publications Page |
|-----------------------------|---|

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 |
|---|--|
| Public Consultations | Online; Publications Page |
| Board Agendas and Reports | Online; Publications Page |
| Approved Board Reports | Online; Publications Page |
| Approved Board Minutes | Online; Minutes of Committee |

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 includes: | How to access it |
|---|---|
| Senior Staff/Board Member expenses | On Request |
| Pension Arrangements | On Request |
| Pay & Grading Structure | On Request |
| Financial management and administration policies and procedures | On request |
| Annual Report & financial statements | Online; Publications Page |
| Audited Accounts | Online; Publications Page |

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 includes: | How to access it |
|--|------------------|
| Adoption, Maternity, Paternity and Shared Parental Leave | On Request |
| Alcohol Drugs & Substance Abuse | On Request |
| Attendance Management | On Request |
| Conflict of Interest | On Request |
| Disciplinary and Grievance | On Request |
| Equal Opportunities | On Request |
| Flexible Working | On Request |
| Information Communication & Technology | On Request |
| Leave of Absence | On Request |
| Lone Working | On Request |
| Salary Structure | On Request |
| Pension Regulations | On Request |
| Recruitment & Selection | On Request |
| Redundancy | On Request |
| Resolution of Difference Policy | On Request |
| Respect Policy | On Request |

| | |
|---|------------|
| Retirement and Pension Policy | On Request |
| Smoking | On Request |
| Stress | On Request |
| Time Off for Union Duties & Activities Policy | On Request |
| Travel & Expenses | On Request |
| Vehicle and Driving | On Request |
| Whistleblowing | On Request |
| Retention Schedule | On Request |
| Freedom of Information Procedures | On Request |
| Water Quality | On Request |
| Environmental Reports | On Request |
| Recycling | On Request |
| Agreement with Trade Unions | On Request |

Class 6

How We Procure Goods and Services from External Providers

Information about how we procure goods and services, and our contracts with external providers.

| The information we publish under Class 6 includes: | How to access it |
|---|---|
| Procurement Strategy | Online; Publications Page |
| Procurement Procedures Incorporated in Maintenance Policy & Financial Regulations | Online; Publications Page |
| Becoming an Approved Contractor or Consultant Maintenance Policy Page 30 | Online; Publications Page |

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 includes: | How to access it |
|---|--|
| Annual Report | Online; Publications Page |
| ARC Landlord Report to Tenants | Online; Publications Page |
| Performance Standards/indicators | On request |
| Benchmarking information | On request |
| Complaints policy and Guidance | Online; Publications Page |
| Complaints Form | Online; Contact Us |
| Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes). | Summary Report Online in Newsletter Full report on Request |

Class 8

Our Commercial Publications

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal.

| The information we publish under Class 8 includes: | How to access it |
|--|------------------|
| West Granton Housing Co-operative does not hold or publish any information under this class. | N/A |

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.

| The information we publish under Class 9 includes: | How to access it |
|--|------------------|
| West Granton Housing Co-operative does not hold or publish any information under this class. | N/A |