

Guide to Information

Viewpoint guide to information.

Last Reviewed: 23/01/2025

VIEWPOINT
joy in later years

TABLE OF CONTENTS

Introduction	3
Formats other than online	Error! Bookmark not defined.
Information that we cannot publish	Error! Bookmark not defined.
Copyright and re-use	Error! Bookmark not defined.
Contact us	Error! Bookmark not defined.
The Information that we make available to you	7

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>

INTRODUCTION

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all housing associations in Scotland 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.

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

THE MODEL PUBLICATION SCHEME PRINCIPLES

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

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**”).

Advice and assistance:

If you have any difficulty identifying the information you want to access, then please [contact us](#) to help you.

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 Viewpoint 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 Viewpoint Housing Association 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:

Format	Charge
Online	Free
View at our office	Free
Print in black and white	10p per A4 sheet
Print in colour	20p per A4 sheet
CD Rom	£0.50
Posted document/CD Rom	Cost of postage incurred

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.

For charges in relation to Environmental Information, please see [here](#).

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:

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 also request it from [here](#).

Principle 6: Duration

Once published through the Guide to Information, the Information will be available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available (previous versions may be requested from Viewpoint Housing Association under section 1(1) of FOISA).

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.

- It is copied accurately
- It is not used in a misleading context
- The source of the material is identified

The Information that we make available to you

Under the MPS, the information we provide must be listed under certain “classes” of information. These are the categories of information that are detailed below. As FOI applies to other bodies and sectors across Scotland – such as Scottish Government and Councils for example –this means that not all of the categories in the MPS apply to housing associations/co-operatives.

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 information
Class 1 – About Viewpoint Housing Association	
Description of who we are	
Mission Statement	Online - click here
Vision	Online - click here
Values	Online - click here
Corporate Objectives	Online - click here
Area of operation	Online - click here
Key activities; strategic / corporate plan(s)	Online - click here
Customer Code/ Charter	Online - click here
Location and Opening Arrangements	
Address	Online - click here
Telephone number and email address for general enquiries	Online - click here
Opening times	Online - click here
General contact arrangements	Online - click here
Contact details for making a complaint	Online - click here
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This document
Charging Schedule for Published Information	Online click here

Information	Where to access information
Contact details and advice on making an FOI request	Click here for information how to make a request or send an email to: dpo@viewpoint.org.uk
Freedom of Information & environmental policy and procedures	Online - click here
Charging Schedule for environmental information provided in response to requests made under EIRs	Online - click here
About our Governing Body	
List of governing Body Members	Online - click here
Description of the role of the Governing Body	Online - click here
How to become part of the Governing Body	Online - click here
About our Staff	
List of senior management team, including professional biography and contact details	Online - click here
Organisational structure	Online - click here
Standing Orders	Online - click here
Membership Policy	Online - click here
Code of Conduct for Staff	Online - click here
Code of Conduct for Governing Body Members	Online - click here
Entitlements Payments and Benefits Policy	Online - click here
Register of interest	On request - click here to request information
Equalities Policy	Online - click here
Health and Safety Policy	Online - click here
Sustainability Policy	Suspended

Information	Where to access information
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Online - click here
Assurance Statement	Online - click here
Annual Return on Charter Submission to SHR	Online - click here
Financial Returns to SHR	Online - click here
Charter report to tenants	Online - click here
Internal and External Audit arrangements	Online - click here
Key Partnership	
Strategic agreements with other organisations	On request - click here to request information

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.	
How to use our services	
List of services provided	Online - click here
How to report a repair	Online - click here
Right to Repair information	Online - click here
How to apply for a house	Online - click here
How to get information about tenancy support	Online - click here
How to make a complaint	Online - click here
How to speak to a housing officer	Online - click here
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Online - click here

Information	Where to access information
Policies and Procedures	
Allocations Policy	Online - click here
Adaptations Policy	Online - click here
Anti-Social Behaviour Policy	Online - click here
Asbestos Management Policy	Online - click here
Arrears Management Policy	Online - click here
Asset Management	Online - click here
Stock condition information	On request - click here to request information
Customer Care Policy	Online - click here
Data Protection Policy	Online - click here
Equality and Diversity Policy	Online - click here
Health and Safety Policy and procedures	Online - click here
Legionnaires Inspection/Prevention Policy	Online - click here
Procurement Policy	Online - click here
Risk Management Policy	Online - click here
Governance Documents and Corporate Policies	
Rules/Articles	Online - click here
Rent Setting Policy	Online - click here
Repairs Policy	Online - click here
Sustainability Policy	Suspended
Unacceptable Actions Policy	Online - click here
Internal procedures relating to above	On request - click here to request information

Information	Where to access information
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 - click here filter publications by category: Board Minutes and Agendas
Governing body meeting reports/papers	Online - click here filter publications by category: Board Minutes and Agendas
Governing body agendas	Online - click here filter publications by category: Board Minutes and Agendas
Consultation and Participation	
Tenant Participation Strategy	Online - click here
Consultation reports	Online - click here filter publications by category: consultation reports
Tenant Scrutiny Panel composition	On request - click here to request information
Registered Tenant Organisations	On request - click here to request information

Information	Where to access information
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).	
Information about our accounts and budgets	
Description of funding sources	Online - click here
Audited accounts	Online - click here
Budget policies and procedures	Online - click here
Budget allocation to key service areas	Online - click here
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Online - click here filter publications by category: Board Minutes and Agendas
Capital works programme/plans information (annual programme figure)	Online - click here filter publications by category: Board Minutes and Agendas
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Online - click here
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Online - click here
Board member remuneration other than expenses	Online - click here
Pay and grading structure	On request – click here to request information
General information about staff pension scheme	On request – click here to request information

Information	Where to access information
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human Resources/Business Support	
Staffing structure	Online - click here
Recruitment	Online - click here
Performance Management	In review
Salary and Grading	On request - click here to request information
Promotion	Online - click here
Discipline	Online - click here
Grievance Policy	Online - click here
Maintenance and retention of staff records	Online - click here
Internal procedures relating to above (where available)	On request - click here to request information
Summary of professional organisations/trade bodies of which we are a member	On request - click here to request information
Access to Facilities policy	Online - click here
Access to Personal Files policy	On request - click here to request information
Adoption, Maternity, Paternity and Shared Parental Leave	On request - click here to request information
Alcohol, Drugs & Substance Abuse Policy	On request - click here to request information

Information	Where to access information
Attendance Management Policy	On request - click here to request information
CCTV Policy	Online - click here
Conflict of Interest Policy	On request - click here to request information
Disclosure Handling Policy	On request - click here to request information
Flexible Working Policy	On request - click here to request information
Hospitality Policy	On request - click here to request information
ICT Policy	On request - click here to request information
Job Evaluation Policy	On request - click here to request information
Learning Development and Qualifications Policy	On request - click here to request information
Leave of Absence Policy	On request - click here to request information

Information	Where to access information
Mobile Phone Policy	On request - click here to request information
Recognition Policy	On request - click here to request information
Redundancy Policy	On request - click here to request information
Resolution of Difference Policy	On request - click here to request information
Respect Policy	Online - click here
Retirement and Pension Policy	On request - click here to request information
Adult Support and Protection/ Safeguarding	Online - click here
Smoking Policy & Customer Statement	Online - click here
Social Media Policy	Online - click here
Staff Uniform Policy	On request - click here to request information
Stress Policy	Online - click here
Time off for Union Duties and Activities Policy	On request - click here to request information

Information	Where to access information
Transfer Policy	On request - click here to request information
Vehicle and Driving Policy	On request - click here to request information
Whistleblowing Policy	Online - Click here
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	On request - click here to request information
General description of our land and property holdings	Online - Click here
Estate development plans	On request - click here to request information
Information Resources	
Records management policy and records management plan, including records retention schedule	Online - Click here
Data protection or privacy policy	Online - Click here

Class 6 – How we procure goods and services from external providers Information about how we procure works, goods and services, and our contracts with external providers.	
Our Contractors and suppliers	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> - responsive repairs - landscape maintenance - planned/cyclical maintenance 	On request - click here to request information

Information	Where to access information
Information about regulated procurement contracts awarded (value, scope, duration)	On request - click here to request information
List of suppliers and contractors used by organisation	Online - Click here
Our Procurement	
Procurement Policy and procedures	Online - Click here
Information on how to tender for work and invitations to tender	Online - Click here
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	On request - click here to request information
Links to procurement information we publish on PCS	Online - Click here
Framework Agreements	On request - click here to request information

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 - Click here filter publications by category: annual reports
ARC report to tenants	Online - Click here filter publications by category: Performance Reports

Information	Where to access information
Performance Standards/indicators	Online - Click here filter publications by category: Performance Reports
Benchmarking information	Online - Click here filter publications by category: Performance Reports
Complaints policy, guidance and forms	Online - Click here
Complaints reports	Online - Click here
Tenant scrutiny reports	On request - click here to request information

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 **Viewpoint Housing Association** as we do not produce any publications for sale.

N/A

Class 9– Our open data

Open data made available by us under the Scottish Government’s Open Data Resource Pack and available under open license.

This class does not apply to **Viewpoint Housing Association**.

N/A