



**Garrion People's Housing Co-operative  
(GPHC)**

**Model Publication Scheme and Guide to  
Information 2019**

**Reviewed October 2019**

**Due for next review October 2020**

## Garrion People's Housing Co-operative (GPHC)

### GUIDE TO INFORMATION

#### At a glance – terms used in this document

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002  <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>
EIRs	Environmental Information Regulations (Scotland) 2004  <i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i>
SIC	The Scottish Information Commissioner  <i>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.</i>
MPS	Model Publication Scheme  <i>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)</i>
Guide to Information	<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>
Classes of Information	<i>Nine broad categories describing the types of information authorities should publish (if they hold it).</i>

## **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.

**Garrion People's Housing Co-operative (GPHC)** has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS), and this Guide has been approved by the SIC.

## **Formats other than online**

All of the information listed 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, unfortunately we may have to charge a small fee to provide this. 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.

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

<b>Format</b>	<b>Charge</b>
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	£1
Posted document/CD Rom	Cost of postage incurred

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:

**Paul Murphy**

**Garrion People's Housing Cooperative**

**70 Smith Avenue**

**Wishaw**

**ML2 0LD**

**Email: [enquiries@gphc.org.uk](mailto:enquiries@gphc.org.uk)**

**Tel 01698 687222**

**Website: [www.gphc.org.uk](http://www.gphc.org.uk)**

### **Information that we cannot publish**

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.

### **For how long will information be published?**

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.

### **Copyright and re-use**

Where we hold the copyright on our published information, the information may be copied or reproduced without formal permission, provided that:

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

### **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:

**Paul Murphy**

**Garrion People's Housing Co-operative (GPHC)**

**CentrePoint**

**70 Smith Avenue**

**Wishaw**

**ML2 0LD**

**Email: [enquiries@gphc.org.uk](mailto:enquiries@gphc.org.uk)**

**Tel 01698 687222**

**Website: [www.gphc.org.uk](http://www.gphc.org.uk)**

## **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.<sup>1</sup>

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.

## **About Garrion People’s Housing Cooperative (GPHC)**

Garrion People's Housing Co-operative Ltd is a community based Housing Co-operative operating in the Gowthrapple area of Wishaw offering a wide range of housing for rent and low cost home ownership to residents.

The Co-operative was formed in 1991 with a major programme of refurbishment to the housing stock transferred from Motherwell District Council. Development continued with 3 new house builds in 1996, 1999 and 2009, and CentrePoint , a new community centre for the people of Gowkthrapple was officially opened in May 2011 with multi-purpose meeting rooms.

There has also been the acquisition in 2001 of our sheltered housing development in Overtown and much more in the way of investment and working in the community and with other partners.

Services are provided from the main offices at CentrePoint, 70 Smith Avenue, Wishaw. Our team of staff are made up jointly from Garrion People’s Housing Co-operative and Forgewood Housing Co-operative. They carry out the day-to-day work of the Co-operative and support the Management Committee. Cathy Brien is the Director of the organisation and Paul Lennon is Depute Director.

## **VISION AND VALUES**

### **Mission Statement**

We are committed to providing an excellent service to our tenants and service users.

The Co-operative strives to achieve the best for tenants, residents and partners by putting our community at the centre of everything that we do in service, activities, assets and people.

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

## Vision

We will be the landlord of choice in our neighbourhood, working with our customers, communities and local stakeholders to create an area where people choose and are happy to live. Great service and value for money will be at our core and we will strive relentlessly to balance both.

## Values

The following values underpin all the work that we do:

- ✓ **Excellence** - We are committed to providing a quality, customer focused service that demonstrates value for money, delivered by an experienced staff. We will publicize information on how we are performing, welcoming challenge and feedback to continuously improve the effectiveness and relevance of the service we provide.
- ✓ **Accountability** - Our Committee as the governing body and our leadership team will provide strong strategic leadership and oversight, ensuring tenants' interests are protected and at the forefront of all that we do. We will ensure that our actions are transparent.
- ✓ **Partnership Working** - We will work collaboratively with all sections of the local community. This includes working collectively and individually with our customers and continuing to share our services with Forgewood Housing Co-operative and other housing associations and statutory voluntary sector partners working in Lanarkshire to improve the lives of our residents. We will continue to be a proactive member of the local community, seeking out new innovative ways to address issues that impact our residents.

## Our Committee

We have a Management Committee who are elected members of the Co-operative. It is the responsibility of the Committee to undertake the strategy, setting of policy and overall direction of the Co-operative. They also monitor the operational activities of the organisation. Committee members are voluntary and unpaid. They meet at least six times per year.

The Committee is made up of tenants and other individuals. There are members duly elected at the Co-operative's Annual General Meeting (AGM) of shareholders held in September each year.

Our Committee make the key decisions about the Co-operative and provide challenge and oversight over our staff team to ensure that all decisions and activity are in the best interests of our tenants.

## Class 1 - About Garrion People's Housing Cooperative

*Information about Garrion People's Housing Cooperative, who we are, where to find us, how to contact us, how we are managed and our external relations.*

<b>Descriptions of who we are</b>	
Mission Statement	Online - Introduction
Vision	Online - Introduction
Values	Online - Introduction
Corporate Objectives	Online - Introduction
Area(s) of operation	Council Ward: Wishaw (Ward 21)
Key activities; strategic/corporate plan(s)	Online – Latest News
Business Plan (or summary)	Under Review
Customer Code/Charter	Under Review
<b>Location and opening arrangements</b>	
Address	CentrePoint, 70 Smith Avenue, Wishaw, ML2 0LD
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	01698 687222 enquiries@gphc.org.uk
opening times	9am - 4.30pm
General contact arrangements	Website – Contact us
Website	www.gphc.org.uk
Contact details for making a complaint	paulm@gphc.org.uk
<b>Information relating to Freedom of Information</b>	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 2)
Contact details and advice on making an FOI request	paulm@gphc.org.uk
Freedom of Information policies and procedures	Under Review
Charging Schedule for environmental information provided in response to requests made under EIRs	On Request
<b>About our Governing Body</b>	
List of Governing Body Members <ul style="list-style-type: none"> <li>Names</li> <li>when they became a governing body member</li> <li>Professional biographical details</li> <li>office-bearing responsibilities</li> <li>when they became an office-bearer</li> </ul>	Online – Management Committee
Description of the role of the Governing Body <ul style="list-style-type: none"> <li>governance structure chart (including sub-committees and working groups);</li> <li>remits for governing body and any sub-committees</li> </ul>	Online – Policies – Standing Orders

How to become part of the governing body	Online - Membership
<b>About our staff</b>	
List of senior management team, including professional biography and contact details	Online – Management Staff
Organisational structure	Online – Management Staff
<b>Governance Documents and Corporate Policies</b>	
Rules/Articles	On Website - Policies
Standing Orders	On Website - Policies
Membership Policy	On Website - Policies
Code of Conduct for Staff	On Website - Policies
Code of Conduct for Governing Body Members	On Website - Policies
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	On Website - Policies
Register of Interests	On Website - Policies
Equalities Policy	On Website - Policies
Health and Safety Policy	On Request
Sustainability Policy	Under Review
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	SHR Website
Assurance Statement	On Website – Policies / SHR Website
Annual Return on Charter Submission to SHR	SHR Website
Financial Returns to SHR	SHR Website
Charter report to tenants	SHR Website
Internal and External Audit arrangements	Quinn Internal Audit / French Duncan
<b>Group Details</b>	
	None
<b>Key Partnerships</b>	
Strategic agreements with other organisations	On Request
<b>Class 2 – How we deliver our functions and services</b> <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
<b>How to use our services</b>	
List of services provided	On Website

How to report a repair	On Website
Right to Repair information	On Website
How to apply for a house	On Website
How to get information about tenancy support	On Request
How to make a complaint	On Website
How to speak to a housing officer	On Website
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Under Review
<b>Policies and Procedures</b>	
Allocations Policy	On Website - Policies
Adaptations Policy	Under Review
Anti-Social Behaviour Policy	Under Review
A Guide to Dealing with Anti-Social Behaviour and Neighbour Nuisance	On Website – Leaflets, Forms and Booklets
Asbestos Management Policy	On Request
Arrears Management Policy	On Website - Policies
Asset Management Policy (including stock condition information)	Under Review
Customer Care Policy	Under Review
Data Protection Policy	On Website - Policies
Equality, Diversity & Inclusion Policy	On Website - Policies
Estate Management Policy	Under Review
Health and Safety Policy and procedures	On Request
Legionnaires Inspection/Prevention Policy	On Request
Procurement Policy	On Website - Policies
Risk Management Policy	On Website - Policies
Rent Setting Policy	On Request
Repairs Policy	On Website - Policies
Sustainability Policy	Under Review

Tenant Engagement Policy	Under Review
Tenancy Sustainment Policy	On Request
Internal procedures relating to above (where available)	On Request
<b>Class 3 – How we take decisions and what we have decided</b> <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
<b>Governing Body Meetings</b>	
Governing body meeting minutes	On Request
Governing body meeting reports/papers	On Request
Governing body agendas	On Request
<b>Consultation and Participation</b>	
Tenant Participation Strategy	Under Review
Consultation reports noting the outcome of any recent consultations with tenants/others	On Request
<b>Class 4 – What we spend and how we spend it</b> <i>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).</i>	
<b>Information about our accounts and budgets</b>	
Description of funding sources	On Request
Audited accounts	SHR Website
Budget policies and procedures	On Request
Budget allocation to key service areas	On Request
<b>Our programme of work and projects</b>	
<b>Brief details of any project funding</b> and how it's being spent	On Request
<b>Capital works programme/plans</b> information (annual programme figure)	On Request
<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	On Request
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	On Request
Board member remuneration other than expenses	N/A
Pay and grading structure (levels of pay rather than individual salaries)	The Co-op use the EVH (Employers in Voluntary Housing) pay and grading scales.
General information about staff pension scheme	The Co-op is a member of The Pension Trust.

**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	On Request
Staffing structure	On Website – Management Staff
Human resources policies, covering: <ul style="list-style-type: none"><li>• recruitment</li><li>• performance management</li><li>• salary and grading</li><li>• promotion</li><li>• pensions</li><li>• discipline</li><li>• grievance</li><li>• staff development</li><li>• Maintenance and retention of staff records</li></ul>	On Request
Internal procedures relating to the above (where available)	On Request
Trade Union information	On Request
Summary of professional organisations/trade bodies of which we are a member	On Request

**Physical Resources**

Management of our land and property assets, including environmental/sustainability reports	On Request
General description of our land and property holdings	On Request
Estate development plans	On Request

**Information Resources**

Records management policy and records management plan, including records retention schedule	On Request
Data protection or privacy policy	On Website - Policies

<b>Class 6 - How we procure goods and services from external providers</b>	
Information about how we procure works, goods and services, and our contracts with external providers.	
<b>Our Contractors and suppliers</b>	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> <li>• responsive repairs</li> <li>• landscape maintenance</li> <li>• planned/cyclical maintenance</li> </ul>	On Request
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	On Website – Policies - Entitlements Payments and Benefits Policy
Information about regulated procurement contracts awarded (value, scope, duration)	On Request
<b>Our Procurement</b>	
Procurement Policy and procedures	On Website - Policies
Information on how to tender for work and invitations to tender	On Website
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	On Request – Tendering Register in operation
Links to procurement information we publish on Public Contracts Scotland website	On Request
Framework Agreements	Member of Procurement for Housing
<b>Class 7 – How we are performing</b>	
Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	On Website - Reports
ARC report to tenants	On Website – Reports included in Annual Reports
Performance Standards/indicators	SHR Website
Benchmarking information	On Request
Complaints policy, guidance and forms	On Website - Policies
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	On Request
<b>Class 8 – Our commercial publications</b>	
<i>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</i>	
This class does not apply to Garrion People's Housing Cooperative 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.

This class does not apply to Garrion People's Housing Cooperative

Not applicable