

RUTHERGLEN AND CAMBUSLANG HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: March 2025

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.

Rutherglen and Cambuslang Housing Association 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:

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

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:

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 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:

Aspire Business Centre, 16 Farmeloa Road, Rutherglen, South Lanarkshire G73 1DL

info@randcha.co.uk

0141 647 4917

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.¹

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
Class 1 - About Rutherglen and Cambuslang Housing Association	
<i>Information about Rutherglen and Cambuslang Housing association, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
Descriptions of who we are	
Mission Statement	https://www.randcha.co.uk/page/our-priorities
Vision	https://www.randcha.co.uk/page/our-priorities
Values	https://www.randcha.co.uk/page/our-priorities
Corporate Objectives	https://www.randcha.co.uk/page/our-priorities
Area(s) of operation – Housing Stock	https://www.randcha.co.uk/page/contact-location
Key activities; strategic/corporate plan(s)	https://www.randcha.co.uk/page/our-priorities
Business Plan (or summary)	https://www.randcha.co.uk/page/our-priorities
Location and opening arrangements	
Address	https://www.randcha.co.uk/page/contact-location
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://www.randcha.co.uk/page/contact-location
Opening times	https://www.randcha.co.uk/page/contact-location
General contact arrangements	https://www.randcha.co.uk/page/contact-location
Contact details for making a complaint	https://www.randcha.co.uk/page/feedback-and-complaints
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT

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

Information	Where to access
Charging Schedule for Published Information	THIS DOCUMENT -See Page 2
Contact details and advice on making an FOI request	https://www.randcha.co.uk/page/contact-location
Freedom of Information policies and procedures	https://www.randcha.co.uk/page/freedom-of-information-1
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT -See Page 2
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> • Names • when they became a governing body member • office-bearing responsibilities • when they became an office-bearer 	https://www.randcha.co.uk/page/our-committee
Description of the role of the Governing Body <ul style="list-style-type: none"> • governance structure chart (including sub-committees and working groups); • remits for governing body and any sub-committees 	Our Group Structure Our Standing Orders
How to become part of the governing body	https://www.randcha.co.uk/page/our-committee
About our staff	
List of senior management team, including professional biography and contact details	https://www.randcha.co.uk/page/our-staff
Organisational structure – staff structure	https://www.randcha.co.uk/page/our-priorities
Governance Documents and Corporate Policies	
Rules/Articles	https://www.randcha.co.uk/page/organisation-and-governance
Standing Orders	https://www.randcha.co.uk/page/organisation-and-governance
Membership Policy	https://www.randcha.co.uk/page/organisation-and-governance

Information	Where to access
Staff and Committee expenses information	https://www.randcha.co.uk/page/audited-accounts
Equalities Policy	https://www.randcha.co.uk/page/equal-opportunities
Health and Safety Policy	On Request
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	SHR Landlord Performance RCHA
Assurance Statement	SHR Landlord Performance RCHA
Annual Return on Charter Submission to SHR	SHR Landlord Performance RCHA
Financial Returns to SHR	SHR Landlord Performance RCHA
Charter report to tenants	https://www.randcha.co.uk/news/autumn-newsletter-1
External Audit arrangements	WB Internal Auditors CT External Auditors
Group Details	
Details of our subsidiaries/parent organisation	https://www.randcha.co.uk/page/our-priorities
Key Partnerships	
Strategic agreements with other organisations	Scottish Government SHR SL Council
Class 2 – How we deliver our functions and services <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
How to use our services	
List of services provided – requires information	Housing Services
How to report a repair	https://www.randcha.co.uk/page/reporting-emergencies
Right to Repair information	Repairs & Maintenance Policy
How to apply for a house	https://www.randcha.co.uk/page/allocations-and-transfers
How to get information about tenancy support	https://www.randcha.co.uk/page/contact-location
How to make a complaint	https://www.randcha.co.uk/page/feedback-and-complaints
How to speak to a housing officer	https://www.randcha.co.uk/page/contact-location

Information	Where to access
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Tenant Satisfaction Results Summary
Policies and Procedures	
Allocations Policy	https://www.randcha.co.uk/page/downloads
Adaptations Anti-social behaviour Asbestos Management Asset Management Customer Care Policy Privacy Policy Freedom of information and EI Policy Estate Management H&S Policy & procedures Legionnaires Risk Management Sustainability Tenant Engagement Tenant Sustainment	www.randcha.co.uk
Anti-Social Behaviour and Estate Management Policy	https://www.randcha.co.uk/page/downloads
Arrears Management Policy	https://www.randcha.co.uk/page/downloads
Data Protection Policy	https://www.randcha.co.uk/page/data-protection-and-privacy
Equality and Diversity Policy	https://www.randcha.co.uk/page/equal-opportunities
Procurement Policy	https://www.randcha.co.uk/page/asset-management
Rent Setting Policy	https://www.randcha.co.uk/page/downloads
Repairs Policy	Repairs & Maintenance Policy
Resident Participation Policy	
<p>Class 3 – How we take decisions and what we have decided <i>Information about the decisions we take, how we make decisions and how we involve others.</i></p>	
Governing Body Meetings	
Governing body meeting minutes Governing body meeting reports/papers Governing Body Agenda's	https://www.randcha.co.uk/page/minutes-of-meetings
Consultation and Participation	

Information	Where to access
Tenant Participation Strategy	
Consultation reports noting the outcome of any recent consultations with tenants/others	https://www.randcha.co.uk/page/tenants-satisfaction
Class 4 – What we spend and how we spend it <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>	
Information about our accounts and budgets	
Description of funding sources	Annual Accounts 2023/24
Audited accounts	Annual Accounts 2023/24
Budget allocation to key service areas	https://www.randcha.co.uk/page/our-priorities
Our programme of work and projects	
Capital works programme/plans information (annual programme figure)	https://www.randcha.co.uk/page/our-priorities
Spending relating to Staff and Governing Body	
Senior staff/governing body member expenses	Annual Accounts 2023/24
Pay and grading structure	https://www.randcha.co.uk/page/our-staff
General information about staff pension scheme	Annual Accounts 2023/24
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	https://www.randcha.co.uk/page/our-staff
Staffing structure	https://www.randcha.co.uk/page/our-staff
Trade Union information	
Physical Resources	
General description of our land and property holdings	https://www.randcha.co.uk/page/housing
Information Resources	

Information	Where to access
Records management policy and records management plan, including records retention schedule	https://www.randcha.co.uk/page/data-protection-and-privacy
Data protection or privacy policy	https://www.randcha.co.uk/page/data-protection-and-privacy
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 regulated procurement contracts awarded (value, scope, duration)	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA17003
Our Procurement	
Procurement Policy and procedures	https://www.randcha.co.uk/page/asset-management
Information on how to tender for work and invitations to tender	https://www.randcha.co.uk/page/asset-management
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA17003
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	
ARC report to tenants	
Performance Standards/indicators	https://www.randcha.co.uk/page/our-priorities
Benchmarking information	https://www.randcha.co.uk/page/our-priorities
Complaints policy, guidance and forms	https://www.randcha.co.uk/page/feedback-and-complaints
Class 8 – Our commercial publications <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 Rutherglen and Cambuslang Housing Association as we do not produce any publications for sale.	Not applicable
Class 9 – Our open data	

Information	Where to access
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 Rutherglen and Cambuslang Housing Association	Not applicable