



Affordable homes.
Exceptional care.

Guide to Information

Available Through the
Model Publication Scheme

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|--------------|-------------------------|
| Last Review | July 2024 |
| Next Review | July 2025 |
| Lead Officer | Data Protection Officer |



Investors
in Diversity
Gold UK
Leaders in Diversity

Until
August
2024

PROUD TO BE
FREDiE



1. Introduction

The Freedom of Information (Scotland) Act 2002 requires Scottish public authorities to produce and maintain a publication scheme. For the purpose of Freedom of Information all Registered Social Landlords in Scotland are considered to be public authorities. Authorities are required to:

- Publish the classes of information that they make routinely available
- Tell the public how to access the information and whether information is available free of charge or on payment of a fee

Trust Housing Association (Trust) has adopted the Model Publication Scheme produced by the Scottish Information Commissioner. More information about the Model Publication Scheme can be found on the Commissioner's website www.itspubliknowledge.info/PublicationSchemeGuidance or you can contact Trust using the contact details below:

Freedom of Information
Trust Housing Association Ltd.
12 New Mart Road
Edinburgh, EH14 1RL

foi@trustha.org.uk
0131 444 1200

The purpose of this guide is to:

- Advise the public what information is available (and what is not available) for review, in relation to each class
- State what charges may be applied for the provision of information
- Explain how to find published information
- Provide contact details for enquiries and to assist with accessing the information
- Advise how to request information that has not been published

2. Availability & Formats

The information we publish through the model scheme is, wherever possible, available on our website. However, we do offer alternative arrangements for those who do not want to, or cannot, access the information online or by attending our premises to view it in person. Information can be provided in hard copy format, though there may be a fee charged.

3. Exempt Information

We will publish the information we hold that falls within the classes of information detailed below. If any document contains information that is exempt under Freedom of Information law (e.g. sensitive personal data or trade secrets), we may remove or redact the information prior to publication, though we will explain why the information has been removed.

4. Copyright & Re-use

Where Trust 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 acknowledged

Where Trust does not hold copyright in information we publish, we will make this clear.

5. Charges

This section explains when we may charge a fee for our publications and how we will calculate the fee.

There is no charge to view information on our website or at our premise.

We may charge for providing information in hard copy format, but we will not charge any more than it has cost us to provide the information (e.g. photocopying and postage). We will always advise you of the fee ahead of time and the information will be provided on receipt of payment.

Our photocopying charge per sheet of paper is shown in the table below.

| Size of paper | Cost per single sided copy (black and white) | Cost per single sided copy (colour) |
|---------------|--|-------------------------------------|
| A4 | 10p | 30p |

We will recharge any postage costs at the rate we pay to send the information.

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 in relation to our published information.

6. Contact Us

You can contact us for assistance with any aspect of this publication scheme:

Freedom of Information
Trust Housing Association Ltd
12 New Mart Road
Edinburgh
EH14 1RL

foi@trustha.org.uk
0131 444 1200

We will also be pleased to advise how to ask for information that we do not publish, or how to complain if you are dissatisfied with any aspect of this publication scheme.

7. Classes of Published Information

We routinely publish information that we hold within the following classes. Once information is published, we will continue to make it available for the current and previous two financial years (April to March each year).

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

Class 1: About Trust Housing Association Ltd.

Class description:

Information about Trust Housing, who we are, where to find us, how to contact us, how we are managed and our external relations.

Information we publish

How to access it

Who We Are

Our Mission Statement

[Our strategy | Trust Housing Association \(trustha.org.uk\)](#)

Our Vision & Values

[Purpose, Culture & Values | Trust Housing Association \(trustha.org.uk\)](#)

Our Corporate Objectives & Business Plan

[The Time Is Now 2021-24](#)

Our Areas of Operation

[Location search | Trust Housing Association \(trustha.org.uk\)](#)

General Information

Our Address

[Contact us | Trust Housing Association \(trustha.org.uk\)](#)

Our Contact Details

[Contact us | Trust Housing Association \(trustha.org.uk\)](#)

Our Opening Hours

[Contact us | Trust Housing Association \(trustha.org.uk\)](#)

Our Customer Care/Complaints Contact Details

[Feedback & complaints | Trust Housing Association \(trustha.org.uk\)](#)

Our Office Locations

[Contact us | Trust Housing Association \(trustha.org.uk\)](#)

Freedom of Information

Our Guide to Information Available to the Public

This document

Charging Schedule for Published Information

This document

Contact Details & Guidance on How to Make a FOI Request

[Freedom of Information | Trust Housing Association \(trustha.org.uk\)](#)

Freedom of Information & Environmental Information Policy

Please find this policy under the drop-down menu with the following initials here: [DP02](#)

Charging Schedule for Environmental Information Requests

Please refer to section 12.7 of [DP02](#)

| Our Staff | |
|---|---|
| Organisation Structure | Organisation Structure |
| Executive Team Profiles | Our people Trust Housing Association (trustha.org.uk) |
| Our Board | |
| Board Member Profiles | Our people Trust Housing Association (trustha.org.uk) |
| Governance Structural Diagram | Governance Structural Diagram |
| Remit of Trust Board | Trust Board Remit |
| Remit of Audit & Performance Committee | Audit Performance Committee Remit |
| Corporate Policies | |
| Trust's Governing Rules | Trust Housing Association Rules |
| Standing Orders Final Remit | Trust Housing Association Standing Orders |
| Membership Policy | Trust Housing Association Membership Policy |
| Code Of Conduct – Board Members | SFHA Code of Conduct for Governing Body Members |
| Board Register of Interests | Board Register of Interests |
| Equality Diversity & Inclusion Policy | Please find this policy under the drop-down menu with the following initials here: HR029 |
| Health & Safety Policy | Please find this policy under the drop-down menu with the following initials here: HS007 |
| Sustainability Policy | Please find this policy under the drop-down menu with the following initials here: AMP020 |
| Regulators | |
| Scottish Housing Regulator Engagement Plan | Scottish Housing Regulator Engagement Plan |
| Trust Annual Assurance Statement | Annual Assurance Statement |
| Annual Return on Charter Submission to Scottish Housing Regulator | Trust Housing Association Ltd Scottish Housing Regulator |
| Scottish Housing Regulator Returns | Please see SHR Returns section under How We're Performing |
| Charter Report to Tenants | Annual Performance Reports |
| Internal & External Audit Arrangements | Please refer to our Annual Accounts & Review |
| Subsidiaries | |
| Our Subsidiary Company - Trust Enterprises Limited (TEL) | TEL operates our Mid-Market Rent properties: Mid-Market Rent Housing |

Class 2: How Trust Delivers its Functions and Services

Class description:

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

| Information we publish | How to access it |
|--|---|
| Our Services | |
| Find Out More About Our Properties | Find a home Trust Housing Association (trustha.org.uk) |
| Report a Repair | Repairs & maintenance Trust Housing Association (trustha.org.uk) |
| The Right to Repair | Repairs & maintenance Trust Housing Association (trustha.org.uk) |
| Apply For a Home Now | Location search Trust Housing Association (trustha.org.uk) |
| How Can We Help? | Your home & services Trust Housing Association (trustha.org.uk) |
| Easy Guide to Benefits | Benefits advice service Trust Housing Association (trustha.org.uk) |
| How To Make a Complaint | Feedback & complaints Trust Housing Association (trustha.org.uk) |
| Speak To a Customer Partner | Your Customer Partner Trust Housing Association (trustha.org.uk) |
| Customer Engagement Strategy | Get involved Trust Housing Association (trustha.org.uk) |
| Our Policies | |
| Allocations Policy | Please find this policy under the drop-down menu with the following initials here: CS002 |
| Medical Adaptations Policy | Please find this policy under the drop-down menu with the following initials here: AMP015 |
| Anti-Social Behaviour Policy | Please find this policy under the drop-down menu with the following initials here: CS015 |
| Asbestos Management Policy | Please find this policy under the drop-down menu with the following initials here: AMP002 |
| Arrears Monitoring & Management Policy | Please find this policy under the drop-down menu with the following initials here: CS016 |
| Asset Management Planning Policy | Please find this policy under the drop-down menu with the following initials here: AMP009 |
| Data Protection Policy | Please find this policy under the drop-down menu with the following initials here: DP01 |
| Equality, Diversity & Inclusion Policy | Please find this policy at the bottom of this page: HR029 – Equality, Diversity & Inclusion Policy |
| Estate Management Policy | Please find this policy under the drop-down menu with the following initials here: CS017 |
| Health & Safety Policy | Please find this policy under the drop-down menu with the following initials here: HS007 |
| Procurement Policy | Please find this policy under the drop-down menu with the following initials here: PR01 |

| | |
|-------------------------|---|
| Rent Setting Policy | Please find this policy under the drop-down menu with the following initials here: FP26 |
| Reactive Repairs Policy | Please find this policy under the drop-down menu with the following initials here: AMP011 |
| Right to Repairs Policy | Please find this policy under the drop-down menu with the following initials here: AMP004 |
| Sustainability Policy | Please find this policy under the drop-down menu with the following initials here: AMP020 |

Class 3: How Trust Makes Decisions and What It Has Decided

Class description:

Information about the decisions we make, how we make decisions and how we involve others.

| Information we publish | How to access it |
|--|---|
| Board Meetings | |
| Board Meeting Minutes | Please find Board Meeting Minutes under the drop-down menu within the relevant year here: Board Meeting Minutes (trustha.org.uk) |
| Audit & Performance Committee Minutes | Please find Board Meeting Minutes under the drop-down menu within the relevant year here: Governance & Decision Making Trust Housing Association (trustha.org.uk) |
| Consultations | |
| Customer Engagement Strategy | Get involved Trust Housing Association (trustha.org.uk) |
| Feedback Mechanisms | Get involved Trust Housing Association (trustha.org.uk) |
| Customer Representatives | Get involved Trust Housing Association (trustha.org.uk) |
| List of Registered Tenants Organisations | In development - please contact foi@trustha.org.uk for details. |
| Customer Engagement Policy – TBC | Get involved Trust Housing Association (trustha.org.uk) |

Class 4: What Trust Spends and How It spends It

Class description:

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 been spent.

| Information we publish | How to access it |
|---|--|
| Accounts & Budgets | |
| Description Of Funding Sources | Please refer to the 'Accounts' section of our Review & Accounts documents |
| Annual Review & Accounts | Annual Review & Accounts |
| Financial Planning & Management | FR02 |
| Programme of Work & Projects | |
| Project Funding & How It's Being Spent | Annual Review & Accounts |
| Proposed Capital Works Projects | Please email foi@trustha.org.uk for further information. |
| Employee & Board Spending | |
| Expenses – Board Members | Please find this policy under the drop-down menu with the following initials here: FP19 |
| Expenses – Employees | Please find this policy under the drop-down menu with the following initials here: FP23 |
| Pay & Grading Structure | Available by request, please contact foi@trustha.org.uk for details. |
| Our Pensions - TPT SHAPS Defined Contribution | SHAPS Defined Contribution Pension Guidance |
| Our Pensions – The People's Pension | Peoples Pension Guidance |

Class 5: How Trust Manages its Human, Physical & Information Resources

Class description:

Information about how we manage the human, physical and information resources of Trust.

| Information we publish | How to access it |
|---|--|
| Human Resources | |
| Strategy & Management of Human Resources | The Time Is Now |
| Staffing Structure | Time is Now Organisational Structure |
| Human Resources Policies | Trust has a full set of operational HR policies; these are available on request. Please email foi@trustha.org.uk to request specific policies. |
| Trade Union Information | Trust does not have a recognition agreement with a Trade Union. Any member of staff who wishes to join a trade union on an individual basis can choose to do so as an individual choice. Trust will enable staff to pay union fees through payroll deduction, if they choose to do so. |
| Summary of Professional Organisations/Trade Bodies of Which We Are a Member | Scottish Federation of Housing Associations: www.shfa.co.uk Chartered Institute of Housing: www.CIH.org Coalition of Care and Support Providers in Scotland: www.ccpScotland.org |
| Physical Resources | |
| Our Land and Property Holdings | Location search Trust Housing Association (trustha.org.uk) |
| Estate Development Plans | In development - please contact foi@trustha.org.uk for details. |
| Information Resources | |
| Data Protection Policy | Please find this policy under the drop-down menu with the following initials here: DP01 |

Class 6: How Trust Procures Goods & Services from External Providers

Class description:

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

| Information we publish | How to access it |
|--|---|
| Contractors/Suppliers | |
| Key Service Delivery Contractors | Key Service Delivery Contractors |
| Our Suppliers/Contractors | Contractor - Suppliers List |
| Regulated Procurement Contracts Awarded | Regulated Contracts Awarded |
| Procurement | |
| Procurement Policy | Please find this policy under the drop-down menu with the following initials here: PR01 |
| Procurement Strategy | Procurement Strategy |
| Procurement Annual Report | Procurement Annual Report |
| Supplier Code of Conduct | Supplier Code of Conduct |
| How to Tender & Invitations to Tender | Buyer View - Public Contracts Scotland |
| Contracts Register | Buyer View - Public Contracts Scotland |
| Trust Information Published on Public Contracts Scotland | Buyer View - Public Contracts Scotland |

Class 7: How Trust Is Performing

Class description:

Information about how Trust performs as an organisation, and how well it delivers its functions and services

Information we publish

How to access it

Performance

| | |
|-----------------------------------|--|
| Performance Report | Annual Performance Reports |
| Scottish Housing Regulator Filing | Trust Housing Association Ltd Scottish Housing Regulator |
| Performance Standards/indicators | How we're performing Trust Housing Association (trustha.org.uk) |
| Benchmarking information | How we're performing Trust Housing Association (trustha.org.uk) |
| Complaints Policy | Complaints Policy |
| Complaints Handling Procedure | Complaint Handling Procedure |
| Customer Representatives Meetings | Please email CustomerReps@trustha.org.uk if you would like further information. |

Class 8: Our Commercial Publications

Class description:

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.

| Information we publish | How to access it |
|---------------------------------------|------------------|
| No information held under this class. | |

Class 9: Our Open Data

Class description:

Open data made available by Trust as described by the Scottish Government's Open Data Resource Pack and available under an open license.

The Commissioner expects authorities to publish the following information, as a minimum:

- Trust's open data publication plan
- Open data sets and their metadata, or links to where they are accessible