

TRAFALGAR HOUSING ASSOCIATION GUIDE TO INFORMATION LIST

REVIEWED: 30th June 2022

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	<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>
Term Used	Explanation
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.

Trafalgar 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	50p
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:

Trafalgar Housing Association
430A Trafalgar Housing Association
Glasgow
G81 4DX
0141 952 4676
Email: foi@trafalgarha.co.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 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:

Trafalgar Housing Association
430A Dumbarton Road
Clydebank
G81 4DX
0141 952 4676
E-mail: foi@trafalgarha.co.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.¹

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

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
<p>Class 1 - About Trafalgar Housing Association <i>Information about Trafalgar Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.</i></p>	
<p>Descriptions of who we are</p>	
Mission Statement	https://trafalgarha.co.uk/vision-values/
Corporate Objectives	https://trafalgarha.co.uk/strategic-objectives-/
Area(s) of operation	https://www.trafalgarha.co.uk/properties/
Key activities; strategic/corporate plan(s)	https://trafalgarha.co.uk/strategic-objectives-/
Business Plan (or summary)	https://trafalgarha.co.uk/data/Trafalgar_Housing_Association_Business_Plan_(April_22)_2022_04_25_15_20_53.pdf
<p>Location and opening arrangements</p>	

Address	430A Dumbarton Road Clydebank, G81 4DX
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Telephone number and email address for general enquiries (and dedicated lines where appropriate)	0141 952 4676 admin@trafalgarha.co.uk
Opening times	Our Business Hours are Monday – Friday 09:30 - 16.00 (By Appointment Only, No Walk-Ins)
General contact	https://trafalgarha.co.uk/contact-us/

Information	Where to access
Office contact details	0141 952 4676
Contact details for making a complaint	https://www.trafalgarha.co.uk/complaints/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This document
Charging Schedule for Published Information	As above
Contact details and advice on making an FOI request	foi@trafalgarha.co.uk
Freedom of Information policies and procedures	https://www.trafalgarha.co.uk/data/FOI_POLICY_APPROVED_27.1.20_2021_08_05_13_45_24.pdf
Charging Schedule for environmental information provided in response to requests made under EIRs	On this document

About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member Professional biographical details office-bearing responsibilities • when they became an office-bearer 	https://www.trafalgarha.co.uk/management-committee/
Description of the role of the Governing Body	https://trafalgarha.co.uk/data/Role Description for Governing Body Members 2022 06 30 09 39 23.pdf

Information	Where to access
<ul style="list-style-type: none"> governance structure chart (including subcommittees and working groups); remits for governing body and any sub-committees 	Available on request.
How to become part of the governing body	https://www.trafalgarha.co.uk/becoming-a-general-member/

About our staff	
List of senior management team, including professional biography and contact details	Paul McShane Director admin@trafalgarha.co.uk
Organisational structure	Available on request.
Governance Documents and Corporate Policies	
Rules/Articles	https://www.trafalgarha.co.uk/data/Trafalgar Rules Revised 29 June 2020 2020 09 21 12 48 42.pdf
Standing Orders	https://trafalgarha.co.uk/data/STANDING ORDERS 2019 11 27 14 10 45 (2) 2021 08 20 12 02 05.pdf
Membership Policy	https://trafalgarha.co.uk/data/MEMBERSHIP POLICY 2019 11 27 14 09 10 (2) 2021 08 20 12 00 42.pdf
Code of Conduct for Staff	https://trafalgarha.co.uk/data/CODE OF CONDUCT FOR STAFF 2014 2019 11 27 14 07 42 2021 08 20 11 54 04.pdf
Code of Conduct for Governing Body Members	https://www.trafalgarha.co.uk/data/CODE OF GOVERNANCE 2021 10 18 14 06 33.pdf

Information	Where to access
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Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://trafalgarha.co.uk/data/MODEL_ENTITLEMENTS_PAYMENTS_AND_BENEFITS_POLICY June 2015 2019 11 27 14 09 45 (2) 2021 08 20 12 01 17.pdf
Register of Interests	Available on request
Equalities Policy	https://trafalgarha.co.uk/data/Equality_Human_Rights_Policy Aproved 02.03.22 (Review March 2025) 2022 03 10 16 06 29.pdf
Health and Safety Policy	https://trafalgarha.co.uk/data/Health and Safety Policy Aproved 25.05.22 2022 06 21 15 36 55.pdf
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.housingregulator.gov.scot/landlord-performance/landlords/trafalgar-housing-association-ltd/engagement-plan-from-31-march-2021-to-30-march-2022
Assurance Statement	https://www.trafalgarha.co.uk/data/Assurance Statement 2021 2021 12 06 12 57 11.pdf
Annual Return on Charter Submission to SHR	https://www.housingregulator.gov.scot/comparison-tool?landlord=2597
Financial Returns to SHR	https://www.housingregulator.gov.scot/landlord-performance/landlords/trafalgar-housing-association-ltd

Charter report to tenants	https://www.trafalgarha.co.uk/data/Trafalgar_HA_Annual_Report_2020_2021_2021_12_22_09_37_38.pdf
Internal and External Audit arrangements	Internal audit services are carried out by: Henderson Loggie External audit services are carried out by: Alexander Sloan
Group Details	
Key Partnerships	
Class 2 – How we deliver our functions and services	

Information	Where to access
<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	https://www.trafalgarha.co.uk/about-us/
How to report a repair	https://www.trafalgarha.co.uk/reporting-a-repair/
Right to Repair information	https://trafalgarha.co.uk/our-repairs-service/

How to apply for a house	https://www.trafalgarha.co.uk/apply-for-a-house/
How to get information about tenancy support	https://www.trafalgarha.co.uk/contact-us/
How to make a complaint	https://www.trafalgarha.co.uk/complaints/

How to speak to a housing officer	https://www.trafalgarha.co.uk/contact-us/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://trafalgarha.co.uk/join-the-residents-panel/
Policies and Procedures	
Allocations Policy	https://trafalgarha.co.uk/data/ALLOCATION POLICY (approved 25.4.19) 2021 09 20 12 30 29.pdf
Adaptations Policy	https://trafalgarha.co.uk/data/Adaptations Policy 2021 2022 01 14 15 31 14.pdf
Anti-Social Behaviour Policy	https://trafalgarha.co.uk/data/Anti Social Behaviour Policy October 2019 2021 09 20 12 30 03.pdf

Health and Safety Policy and procedures	https://trafalgarha.co.uk/data/Health and Safety Policy Approved 25.05.22 2022 06 21 15 36 55.pdf
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Arrears Management Policy	https://trafalgarha.co.uk/data/ARREARS MANAGEMENT POLICY (approved 29.5.19) 2019 11 27 14 01 02 2021 08 20 11 59 21.pdf
Asset Management Policy (including stock condition information)	Currently under review. To be published once approved.
Data Protection Policy	https://trafalgarha.co.uk/data/Data Protection Policy (1) 2021 09 20 12 29 42.pdf
Environmental Information Regulations Policy (EIR)	https://www.trafalgarha.co.uk/data/EIR POLICY APPROVED 27.1.20 2021 08 05 13 45 51.pdf
Equality and Diversity Policy	https://trafalgarha.co.uk/data/Equality Human Rights Policy Approved_02.03.22_(Review_March_2025)_2022_03_

	10_16_06_29.pdf
Estate Management Policy	https://trafalgarha.co.uk/data/ESTATE_MANAGEMENT_POLICY (approved 29.5.19) 2019 11 27 14 01 11 2021 08 20 12 00 16.pdf

Procurement Policy	https://trafalgarha.co.uk/data/PROCUREMENT_POLICY May 19 2019 11 27 14 00 51 2021 08 20 12 01 29.pdf
Risk Management Policy	https://trafalgarha.co.uk/data/Risk_Management_Policy Aproved 02.03.22 (Review March 2024) No Reg. 2022 03 10 16 59 00.pdf
Repairs Policy	https://trafalgarha.co.uk/data/Maintenance_Policy Aproved 26.07.17 Amended 26 May 2021 2022 01 18 10 44 25.pdf
Tenant Engagement Policy	(1) 2021_08_20_12_02_20.pdf https://trafalgarha.co.uk/data/TENANT_PARTICIPATION_POLICY (approved 29.5.19) 2019 11 27 14 01 26
Internal procedures relating to above (where available)	Available on request

Class 3 – How we take decisions and what we have decided

Information	Where to access
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Information about the decisions we take, how we make decisions and how we involve others.

Governing Body Meetings

Governing body meeting minutes	https://trafalgarha.co.uk/documents/
Governing body meeting reports/papers	Available on request.

Governing body agendas	Available on request.
Consultation and Participation	
Tenant Participation Strategy	https://trafalgarha.co.uk/data/TENANT PARTICIPATION POLICY (approved 29.5.19) 2019 11 27 14 01 26 (1) 2021 08 20 12 02 20.pdf
Consultation reports noting the outcome of any recent consultations with tenants/others	Available on request.
Residents Panel	https://trafalgarha.co.uk/join-the-residents-panel/

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	https://www.housingregulator.gov.scot/landlord-performance/landlords/trafalgar-housing-association-ltd
Audited accounts	https://www.housingregulator.gov.scot/landlord-performance/landlords/trafalgar-housing-association-ltd
Budget procedures	Available on request
Budget allocation to key service areas	Available on request
Our programme of work and projects	

Information	Where to access
Brief details of any project funding and how it's being spent	Available on request
Capital works programme/plans information (annual programme figure)	Available on request
Spending relating to Staff and Governing Body	

Expenses policies and procedures	https://trafalgarha.co.uk/data/Committee Member Expenses 2019 11 27 14 09 22 (1) 2021 08 20 11 59 4 9.pdf
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Available on request
Board member remuneration other than expenses	Available on request
Pay and grading structure (levels of pay rather than individual salaries)	Available on request
General information about staff pension scheme	https://trafalgarha.co.uk/data/Pensions Scheme 2019 12 03 14 07 28 (1) 2021 08 20 11 54 15.pdf

Class 5 – How we manage our resources

Information	Where to access
Information about how we manage our human, physical and information resources	
Human resources	
Staffing structure	https://trafalgarha.co.uk/data/Staffing Structure 2022 03 31 15 15 21.pdf

<p>Human resources policies, covering:</p> <ul style="list-style-type: none"> • pensions • discipline • grievance • staff development 	<p>https://trafalgarha.co.uk/data/Pensions Scheme 2019 12 03 14 07 28 (1) 2021 08 20 11 54 15.pdf</p> <p>https://trafalgarha.co.uk/data/Disciplinary Procedures 2019 11 27 12 08 18.pdf</p> <p>https://trafalgarha.co.uk/data/Greivance Procedures 2019 11 27 12 13 51.pdf</p> <p>https://trafalgarha.co.uk/data/Staff Training & Development 2019 11 27 12 14 14.pdf</p>
<p>Internal procedures relating to the above (where available)</p>	<p>Available on request</p>
<p>Trade Union information</p>	<p>https://trafalgarha.co.uk/data/Trade Union Membership 2019 11 27 12 14 26.pdf</p>

Information	Where to access
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Summary of professional organisations/trade bodies of which we are a member	Scottish Federation of Housing Associations (SFHA) https://www.sfha.co.uk/ Glasgow West of Scotland Forum (GWSF) http://gwsf.org.uk/ Scottish Housing Association Resource and Education (SHARE) https://www.share.org.uk/ Scotland's Housing Network (SHN) http://www.scotlandshousingnetwork.org/
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://trafalgarha.co.uk/data/ESTATE MANAGEMENT POLICY (approved 29.5.19) 2019 11 27 14 01 11 2021 08 20 12 00 16.pdf
General description of our land and property holdings	https://www.housingregulator.gov.scot/landlord-performance/landlords/trafalgar-housing-association-ltd
Information Resources	
Records management policy and records management plan, including records retention schedule	Available on request

Data protection or privacy policy	https://trafalgarha.co.uk/data/Data Protection Policy (1) 2021 09 20 12 29 42.pdf
Class 6 - How we procure goods and services from external providers	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	https://trafalgarha.co.uk/data/LIST OF APPROVED CONTRACTORS FOR 2020 2021[2] 2021 09 07 16 43 09.pdf
Information about regulated procurement contracts awarded (value, scope, duration)	Available on request.
Our Procurement	

Procurement Policy and procedures	https://trafalgarha.co.uk/data/PROCUREMENT_POLICY_0_12_01_29.pdf May_19_2019_11_27_14_00_51_2021_08_2
Information on how to tender for work and invitations to tender	https://www.publiccontractsscotland.gov.uk/Default.aspx

Information	Where to access
Information about how we procure works, goods and services, and our contracts with external providers.	
Our Contractors and suppliers	
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Available on request
Links to procurement information we publish on	https://www.publiccontractsscotland.gov.uk/Default.aspx
Information	Where to access
Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/Default.aspx
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	https://trafalgarha.co.uk/data/Trafalgar_HA_Annual_Report_2020_2021_2021_12_22_09_37_38.pdf
ARC report to tenants	https://trafalgarha.co.uk/data/Trafalgar_HA_Annual_Report_2020_2021_2021_12_22_09_37_38.pdf
Performance Standards/indicators	https://trafalgarha.co.uk/data/Trafalgar_HA_Annual_Report_2020_2021_2021_12_22_09_37_38.pdf

Benchmarking information	https://trafalgarha.co.uk/data/Trafalgar HA Annual Report 2020 2021 2021 12 22 09 37 38.pdf https://www.housingregulator.gov.scot/comparison-tool?landlord=2597
Complaints policy, guidance and forms	https://trafalgarha.co.uk/data/Complaints_Policy____Approved_02.03.22_(Review_March_2025)_2022_03_10_16_05_24.pdf
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Available on request
Newsletters	https://trafalgarha.co.uk/data/Trafalgar Housing Association Spring 2022 Newsletter 2022 05 09 15 52 07.pdf https://trafalgarha.co.uk/data/Trafalgar Winter Newsletter 2021 12 06 11 27 08.pdf https://trafalgarha.co.uk/data/trafalgar summer21news Final 2021 08 20 11 35 42.pdf https://trafalgarha.co.uk/data/Winter 2020 Newsletter 2020 12 22 15 12 25.pdf https://trafalgarha.co.uk/data/winter 2018 newsletter 2019 12 03 14 08 13.pdf https://trafalgarha.co.uk/data/summer 2018 2019 12 03 14 07 56.pdf https://trafalgarha.co.uk/data/ck/1q/ck1qrxpqcuf_fyohieggjqztqffbfhxt.pdf

Information	Where to access
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<p>This class does not apply to Trafalgar Housing Association as we do not produce any publications for sale.</p>	<p>Not applicable</p>
<p>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.</p>	
<p>This class does not apply to Trafalgar Housing Association</p>	<p>Not applicable</p>

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

