



Trust Housing Association Ltd

GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME

Last Updated: September 2020

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



Availability and 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.

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.

Copyright and 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.

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.

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

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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.

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	https://www.trustha.org.uk/about-us/our-values-strategy/
Our Vision & Values	https://www.trustha.org.uk/about-us/our-values-strategy/
Our Corporate Objectives	https://www.trustha.org.uk/media/uploads/documents/Buisness Strategy Summary Jan 18.pdf
Our Areas Of Operation	https://www.trustha.org.uk/our-homes/find-home/
Our Bright Future Strategy	https://www.trustha.org.uk/media/uploads/documents/Buisness Strategy Summary Jan 18.pdf
Our Business Plan	https://www.trustha.org.uk/media/uploads/documents/1.1.7 THA Business Plan 2019-20.pdf
General Information	
Our Address	https://www.trustha.org.uk/contact-us/
Our Contact Details	https://www.trustha.org.uk/contact-us/
Our Opening Hours	https://www.trustha.org.uk/contact-us/
Our Customer Care/Complaints Contact Details	https://www.trustha.org.uk/our-tenants/feedback-complaints/
Our Office Locations	https://www.trustha.org.uk/contact-us/
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	https://www.trustha.org.uk/about-us/freedom-information
Freedom Of Information Policy	https://www.trustha.org.uk/media/uploads/documents/1.3.4 Freedom of Information Policy.pdf
Charging Schedule For Environmental Information Requests	https://www.trustha.org.uk/about-us/freedom-information



Our Staff	
Organisation Structure	https://www.trustha.org.uk/media/uploads/documents/1.4.1_Trust_Organisational_Structure_2019.pdf
Job Description – Chief Executive	https://www.trustha.org.uk/media/uploads/documents/1.4.1_Chief_Executive_Job_Description.docx
Job Description – Director of Finance & Business Services	https://www.trustha.org.uk/media/uploads/documents/1.4.1_Director_of_Finance_and_Business_Services_Job_Description.pdf
Job Description – Director of Asset Management Services	https://www.trustha.org.uk/media/uploads/documents/1.4.1_Director_of_Asset_Management_Job_Description.pdf
Job Description – Director of Customer Services	https://www.trustha.org.uk/media/uploads/documents/1.4.1_Director_of_Customer_Services_Job_Description.docx
Executive Team Profiles	https://www.trustha.org.uk/about-us/executive-team/
Our Board	
Board Member Profiles	https://www.trustha.org.uk/about-us/board-members/
Governance Structural Diagram	https://www.trustha.org.uk/media/uploads/documents/1.5.2_Governance_-_Structural_Diagram.pdf
Remit of Trust Board	https://www.trustha.org.uk/media/uploads/documents/1.5.3a_Trust_Board_Final_Remmit_2017.pdf
Remit of Audit & Performance Committee	https://www.trustha.org.uk/media/uploads/documents/1.5.3b_Audit_Performance_Final_Remmit_2017.pdf
Corporate Policies	
Trust's Governing Rules	https://www.trustha.org.uk/media/uploads/documents/1.6.1_Trust_Governing_Rules_2017.pdf
Standing Orders Final Remit	https://www.trustha.org.uk/media/uploads/documents/1.6.2_Standing_Orders_Final_Remmit_2017.pdf
Membership Policy	https://www.trustha.org.uk/media/uploads/documents/1.6.3_CE008_-_Membership_Policy_2016.pdf
Code Of Conduct – Board Members	https://www.trustha.org.uk/media/uploads/documents/1.6.5_SFHA_Code_of_Conduct_for_Governing_Body_Members.pdf
Board Register Of Interests	https://www.trustha.org.uk/media/uploads/documents/1.6.6_Board_Register_of_Interests_2019.pdf
Equality Diversity & Inclusion Policy	https://www.trustha.org.uk/media/uploads/documents/1.6.7 EDI001 - Equality Diversity and Inclusion Policy 2018.pdf
Health & Safety At Work Policy	https://www.trustha.org.uk/media/uploads/documents/1.6.8_HS007_-_Health_and_Safety_at_Work_Policy_2017.pdf
Sustainability Policy	https://www.trustha.org.uk/media/uploads/documents/1.6.9_AMP020_-_Sustainability_2016.pdf
Regulators	
Scottish Housing Regulator Engagement Plan	https://www.trustha.org.uk/media/uploads/documents/1.7.1_SHR_Engagement_Plan_-_Trust.pdf
Trust Annual Assurance Statement	https://www.trustha.org.uk/media/uploads/signed_trust_annual_assurance_statement_-_2018-19.pdf
Annual Return On Charter Submission To Scottish Housing Regulator	https://directory.scottishhousingregulator.gov.uk/Pages/landlord.aspx?LAtoZNameQS=086DA976-CFA9-E311-93F1-005056B555E6
Scottish Housing Regulator – Annual Financial Statement Return 2018/19	https://www.trustha.org.uk/media/uploads/documents/1.7.4_SHR_Annual_Financial_Statement_Return_-_2018-19.pdf



Scottish Housing Regulator – Five Year Financial Plan 2018/19	https://www.trustha.org.uk/media/uploads/documents/1.7.4_SHR_Five_Year_Financial_Plans_-_2018-19.pdf
Scottish Housing Regulator – Loan Portfolio Return 2018/19	https://www.trustha.org.uk/media/uploads/documents/1.7.4_SHR_Loan_Portfolio_Return_2018-19.pdf
Charter Report To Tenants	https://www.trustha.org.uk/media/uploads/trust_performance_report_18-19_web_optimised.pdf
Internal & External Audit Arrangements	https://www.trustha.org.uk/media/uploads/documents/Accounts_and_review_digital_version.pdf
Subsidiaries	
Our Subsidiary Company - Trust Enterprises Limited	https://www.trustha.org.uk/about-us/trust-enterprises-ltd/
Partnerships	
Our Strategic Allocations Agreements - Homes for You/EdIndex	https://www.trustha.org.uk/our-homes/apply-now/

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	https://www.trustha.org.uk/our-homes/
Report A Repair	https://www.trustha.org.uk/our-tenants/report-repair/
The Right To Repair	https://www.trustha.org.uk/our-tenants/report-repair/
Apply For A Home Now	https://www.trustha.org.uk/our-homes/apply-now/
How Can We Help?	https://www.trustha.org.uk/our-tenants/
Easy Guide To Benefits	https://www.trustha.org.uk/our-tenants/benefits-made-easy/
How To Make A Complaint	https://www.trustha.org.uk/our-tenants/feedback-complaints/
Speak To An Area/Service Manager	https://www.trustha.org.uk/our-tenants/areaservice-managers/
Customer Involvement Strategy	https://www.trustha.org.uk/media/uploads/documents/THA_Customer_Involvement_0909_Digital.pdf
Our Policies	



Joint Allocations Policy	https://www.trustha.org.uk/media/uploads/documents/2.2.1_CS002 - Joint Allocations Policy 2019.pdf
Medical Adaptations Policy	https://www.trustha.org.uk/media/uploads/documents/2.2.2_AMP015 - Medical Adaptations 2013.pdf
Anti-Social Behaviour Policy	https://www.trustha.org.uk/media/uploads/documents/2.2.3_CS015 - Anti Social Behaviour policy Nov 2017.pdf
Asbestos Management Policy	https://www.trustha.org.uk/media/uploads/documents/2.2.4_AMP002 - Asbestos Management 2013.pdf
Arrears Monitoring & Management Policy	https://www.trustha.org.uk/media/uploads/documents/2.2.5_CS016 - Arrears Monitoring Management Policy 2018.pdf
Asset Management Planning Policy	https://www.trustha.org.uk/media/uploads/documents/2.2.6_AMP009 - Asset Management Planning 2013.pdf
Data Protection Policy	https://www.trustha.org.uk/media/uploads/documents/2.2.8_DP01 - Data Protection Policy 2019.pdf
Equality, Diversity & Inclusion Policy	https://www.trustha.org.uk/media/uploads/documents/1.6.7_EDI001 - Equality Diversity and Inclusion Policy 2018.pdf
Estate Management Policy	https://www.trustha.org.uk/media/uploads/documents/2.2.11_CS017 - Estate Management Quality Assurance Policy 2016.pdf
Health & Safety At Work Policy	https://www.trustha.org.uk/media/uploads/documents/1.6.8_HS007 - Health and Safety at Work Policy 2017.pdf
Procurement Policy	https://www.trustha.org.uk/media/uploads/documents/2.2.13_AMP007 - Procurement 2016.pdf
Rent Setting Policy	https://www.trustha.org.uk/media/uploads/documents/2.2.15_FP26 - Rent Setting 2018.pdf
Reactive Repairs Policy	https://www.trustha.org.uk/media/uploads/documents/AMP011 - Reactive Repairs Policy 2016.pdf
Right To Repair Policy	https://www.trustha.org.uk/media/uploads/documents/AMP004 - Right to Repair Policy 2013.pdf
Sustainability Policy	https://www.trustha.org.uk/media/uploads/documents/1.6.9_AMP020 - Sustainability 2016.pdf
Tenant Engagement Policy	https://www.trustha.org.uk/media/uploads/documents/THA_Customer_Involvement_0909_Digital.pdf

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 Minute - 05/12/19	https://www.trustha.org.uk/media/uploads/documents/Board Minute - 5 Dec 2019 - redacted.pdf
Audit & Performance Committee Minute - 05/12/19	https://www.trustha.org.uk/media/uploads/documents/Audit and Performance Minute - 5 Dec 2019.pdf
Consultations	
Customer Involvement Strategy	https://www.trustha.org.uk/media/uploads/documents/THA_Customer_Involvement_0909_Digital.pdf
Feedback Mechanisms – Nov 2019	https://www.trustha.org.uk/media/uploads/documents/3.2.2_Feedback_mechanisms_Nov_2019.pdf
Customer Panel Members 2019	https://www.trustha.org.uk/media/uploads/documents/3.2.3_Customer_Panel_members_2019.pdf



List of Registered Tenants Organisations – Sep 2019	https://www.trustha.org.uk/media/uploads/documents/3.2.4 List of RTOs September 2019.pdf
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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	https://www.trustha.org.uk/media/uploads/documents/Accounts and review digital version.pdf
Review & Accounts 2019/20	https://www.trustha.org.uk/media/uploads/documents/Accounts2019_20.pdf
Review & Accounts 2018/19	https://www.trustha.org.uk/media/uploads/documents/Accounts and review digital version.pdf
Review & Accounts 2017/18	https://www.trustha.org.uk/media/uploads/documents/accounts and review digital 09 18.pdf
Financial Planning & Management	https://www.trustha.org.uk/media/uploads/documents/4.1.3 FR02 Financial Planning and Management.pdf
Programme of Work & Projects	
Project Funding & How It's Being Spent	https://www.trustha.org.uk/media/uploads/documents/Accounts and review digital version.pdf
Proposed Capital Works Projects	https://www.trustha.org.uk/media/uploads/documents/4.2.2 Proposed Capital Works Projects 2019-20 1.pdf
Staff & Board Spending	
2018/19 Expenses Breakdown – Senior Staff & Board Members	https://www.trustha.org.uk/media/uploads/documents/4.3.2 4.3.3 2018-19 Expenses Breakdown.pdf
Pay & Grading Structure	https://www.trustha.org.uk/media/uploads/documents/4.3.4 Pay and Grading Structure April 2019.pdf
Our Pensions – The Pension Trust	https://www.trustha.org.uk/media/uploads/documents/4.3.5 SHAPS Defined Contribution Guide.pdf
Our Pensions – The People's Pension	https://www.trustha.org.uk/media/uploads/documents/4.3.5 The Peoples Pension Guide.pdf

Class 5: How Trust manages its human, physical and 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	https://www.trustha.org.uk/media/uploads/documents/Buisness Strategy Summary Jan 18.pdf
Our Staffing Structure	https://www.trustha.org.uk/media/uploads/documents/1.4.1 Trust Organisational Structure 2019.pdf
H.R. Guidelines: Adverse Weather – Office Staff	https://www.trustha.org.uk/media/uploads/documents/5.1.3 Guidance Note - Adverse Weather - Offices.pdf
H.R. Guidelines: Adverse Weather – Development Staff	https://www.trustha.org.uk/media/uploads/documents/5.1.3 Guidance Note - Adverse Weather - Developments.pdf
H.R. Guidelines: Absence Self Certification	https://www.trustha.org.uk/media/uploads/documents/5.1.3 Guidance Note - Absence Self Certification.pdf
H.R. Guidelines: Employee References	https://www.trustha.org.uk/media/uploads/documents/5.1.3 Guidance Note - Employment References.pdf
Trade Union Information	https://www.trustha.org.uk/media/uploads/documents/5.1.4 Trade Union Membership Note.pdf
Physical Resources	
Our Land and Property Holdings	https://www.trustha.org.uk/our-homes/find-home/
Estate Development Plans	https://www.trustha.org.uk/media/uploads/documents/5.2.3 Estate Development Plans Nov 2019.pdf
Information Resources	
Privacy Policy	https://www.trustha.org.uk/media/uploads/documents/Trust Housing Association - Privacy Policy 25 5 18.pdf

Class 6: How Trust procures goods and 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	https://www.trustha.org.uk/media/uploads/documents/6.1.1-3 Key Service Delivery Contractors.pdf
Our Suppliers/Contractors	https://www.trustha.org.uk/media/uploads/documents/6.1.4 Contractor - Suppliers List.pdf
Regulated Procurement Contracts Awarded	https://www.trustha.org.uk/media/uploads/documents/6.1.5 Regulated Contract list.pdf



Procurement	
Procurement Policy	https://www.trustha.org.uk/media/uploads/documents/2.2.13 AMP007 - Procurement 2016.pdf
Procurement Strategy	https://www.trustha.org.uk/media/uploads/documents/6.2.1 THA Procurement Strategy.pdf
How To Tender & Invitations To Tender	https://www.publiccontractsscotland.gov.uk/search/Search AuthProfile.aspx?ID=AA11262
Contracts Register	https://www.publiccontractsscotland.gov.uk/search/Search AuthProfile.aspx?ID=AA11262
Trust Information Published on Public Contracts Scotland	https://www.publiccontractsscotland.gov.uk/search/Search AuthProfile.aspx?ID=AA11262

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 2018/19	https://www.trustha.org.uk/media/uploads/trust_performance_report_18-19_web_optimised.pdf
Performance Report 2017/18	https://www.trustha.org.uk/media/uploads/perf_report_digita_version_oct_18.pdf
Scottish Housing Regulator Filing	https://directory.scottishhousingregulator.gov.uk/Pages/landlord.aspx?LAtoZNameQS=086DA976-CFA9-E311-93F1-005056B555E6
Performance Standards/indicators	https://www.trustha.org.uk/about-us/our-performance/
Benchmarking information	https://www.trustha.org.uk/media/uploads/trust_performance_report_18-19_web_optimised.pdf
Complaints Policy	https://www.trustha.org.uk/media/uploads/documents/7.1.5 CE003 - Complaints Policy 2019.pdf
Complaints Handling Procedure	https://www.trustha.org.uk/media/uploads/documents/CE003 - Complaints Handling Procedure 2019.pdf
Customer Panel Rents Report to Board - March 2018	https://www.trustha.org.uk/media/uploads/documents/March 2018 - Item 5 - Customer Panel - Rents Report to Board.pdf
Customer Panel Recommendations on Rent Scrutiny - March 2018	https://www.trustha.org.uk/media/uploads/documents/March 2018 - Appendix 1 - CP Recommendations on Rent Scrutiny.pdf
Customer Panel Findings & Recommendations - March 2019	https://www.trustha.org.uk/media/uploads/documents/March 2019 - Appendix 1 - Customer Panel findings and recommendations.pdf
Customer Panel Report to Board - March 2019	https://www.trustha.org.uk/media/uploads/documents/March 2019 - Item 5 - Customer Panel report to Board March 2019 1.pdf



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 licence.

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

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

