

PROSPECT COMMUNITY HOUSING GUIDE TO INFORMATION

LAST REVIEWED: May 2026

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.

Prospect Community Housing 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:

Black & White Photocopying

Size of Paper	Pence per sheet
A4	10p
A3	20p

Colour Photocopying

Size of Paper	Pence per sheet
A4	10p
A3	20p

Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

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:

Leigh Pettigrew: 0131 272 5010 leigh.pettigrew@prospectch.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 **[committee/board]** 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:

Leigh Pettigrew

leigh.pettigrew@prospectch.org.uk

0131 272 5010

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 PROSPECT	
<i>Information about [Prospect Community Housing], 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	Prospect Website
Vision	Prospect Website
Values	Prospect Website
Corporate Objectives	Prospect Website
Area(s) of operation	Prospect Website
Key activities; strategic/corporate plan(s)	Prospect Website
Business Plan (or summary)	Prospect Website
Customer Charter	
Location and opening arrangements	
Address	Prospect Website
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Prospect Website
Opening times	Google Search
General contact arrangements	Prospect Website
local/area office contact details	Prospect Website
Contact details for making a complaint	Prospect Website
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (PAGE 2)
Contact details and advice on making an FOI request	Prospect Website
Freedom of Information policies and procedures	Prospect Website
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (PAGE 2)
About our Governing Body	
List of Governing Body Members Names	

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

Information	Where to access
- When they became a governing body member - Professional biographical details - Office-bearing responsibilities - When they became an office-bearer	Prospect Website
Description of the role of the Governing Body - governance structure chart (including sub-committees and working groups); - remits for governing body and any sub-committees	Prospect Website
How to become part of the governing body	Prospect Website
About our staff	
List of senior management team, including professional biography and contact details	Prospect Website
Organisational structure	Prospect Website
Governance Documents and Corporate Policies	
Rules/Articles	Prospect Website
Standing Orders	Prospect Website
Membership Policy	Prospect Website
Code of Conduct for Staff	Prospect Website
Code of Conduct for Governing Body Members	Prospect Website
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Prospect Website
Register of Interests	Prospect Website
Equalities Policy	Prospect Website
Health and Safety Policy	Prospect Website
Sustainability Policy	No Specific Policy
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Scottish Housing Regulator Website

Information	Where to access
Assurance Statement	Prospect Website
Annual Return on Charter Submission to SHR	Prospect Website
Financial Returns to SHR	Scottish Housing Regulator Landlord Reports
Charter report to tenants	Prospect Website
Internal and External Audit arrangements	Internal Auditor: External Auditor:
Key Partnerships	
Strategic agreements with other organisations	EDINDEX Common Housing Register Key to Choice - EdIndex housing ARCHIE Alliance of Registered Co-operatives & Housing Associations Independent in Edinburgh
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	Prospect Website
How to report a repair	Prospect My Account
Right to Repair information	Prospect Website
How to apply for a house	Prospect Website
How to get information about tenancy support	Prospect Website
How to make a complaint	Prospect Website
How to speak to a housing officer	Prospect Website
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Prospect Website
Policies and Procedures	
Allocations Policy	Prospect Website
Acceptable Actions Policy	Prospect Website
Allocations Policy	Prospect Website

Information	Where to access
Adaptations Policy	Prospect Website
Anti-Social Behaviour Policy	Prospect Website
Asbestos Management Policy	Prospect Website
Arrears Management Policy	Prospect Website
Asset Management Policy (including stock condition information)	Prospect Website
Customer Care Policy	Prospect Website
Development Policy	Prospect Website
Data Protection Policy	Prospect Website
Equality and Diversity Policy	Prospect Website
Estate Management Policy	Prospect Website
Health and Safety Policy and procedures	Prospect Website
Legionnaires Inspection/Prevention Policy	Prospect Website
Procurement Policy	Prospect Website
Risk Management Policy	Prospect Website
Rent Setting Policy	Prospect Website
Repairs Policy	Prospect Website
Sustainability Policy	No Specific Policy
Tenant Engagement Policy	Prospect Website
Tenancy Sustainment Policy	Prospect Website
Internal procedures relating to above (where available)	Available on request
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>	
Governing Body Meetings	
Governing body meeting minutes	Prospect Website
Governing body meeting reports/papers	Available on request
Governing body agendas	Available on request
Consultation and Participation	

Information	Where to access
Tenant Participation Strategy	Prospect Website
Consultation reports noting the outcome of any recent consultations with tenants/others	Prospect Website
Tenant Scrutiny Panel composition	4 Tenants representing Westburn, Walkers and Clovenstone Areas.
Registered Tenant Organisations	
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	Prospect Website
Audited accounts	Prospect Website
Budget policies and procedures	Available on request
Budget allocation to key service areas	Prospect Website
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Prospect Website
Capital works programme/plans information (annual programme figure)	Prospect Website Planned maintenance
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Prospect Website
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Prospect Website
Board member remuneration other than expenses	Summary Information in Annual Accounts None
Pay and grading structure (levels of pay rather than individual salaries)	Prospect Website
General information about staff pension scheme	Administered by SHAPS. Defined Contribution Scheme
Class 5 – How we manage our resources <i>Information about how we manage our human, physical and information resources</i>	
Human resources	
Staffing structure	Prospect Website

Information	Where to access
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records	Prospect Website
Internal procedures relating to the above (where available)	Available on request
Trade Union information	Not applicable
Summary of professional organisations/trade bodies of which we are a member	Glasgow & West of Scotland Forum of HA's Scottish Federation of Housing Associations Employers in Voluntary Housing (EVH)
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Prospect Website
General description of our land and property holdings	Prospect Website
Estate development plans	Prospect Website
Information Resources	
Records management policy and records management plan, including records retention schedule	Prospect Website
Data protection or privacy policy	Prospect Website

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 our key service delivery contractors who carry out:

- responsive repairs
- landscape maintenance
- planned/cyclical maintenance

[Prospect Website](#)

List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)

[Prospect Website](#)

Information about regulated procurement contracts awarded (value, scope, duration)

[Prospect Website](#)

Our Procurement

Procurement Policy and procedures

[Prospect Website](#)

Information on how to tender for work and invitations to tender

[Prospect Website](#)

Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value

[Prospect Website](#)

Links to procurement information we publish on Public Contracts Scotland website

[Public Contracts Scotland Website](#)

Framework Agreements

None

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

[Prospect Website](#)

ARC report to tenants

[Prospect Website](#)

Performance Standards/indicators

[Prospect Website](#)

Benchmarking information

[Prospect Website](#)

Complaints policy, guidance and forms

[Prospect Website](#)

Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).

[Prospect Website](#)

Tenant scrutiny reports

[Prospect Website](#)

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 PROSPECT 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 PROSPECT	Not applicable