

ng homes and ng2 GUIDE TO INFORMATION

LAST REVIEWED: 2nd November 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	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.

ng homes and ng2 have 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 per CD-ROM
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: Senior Corporate Services Officer, Corporate Services Department, ng homes, 50 Reidhouse Street, Springburn, Glasgow G21 4LS, Telephone: 0141 560 6000

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 **Board or Sub-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:

Senior Corporate Services Officer

ng homes

Corporate Services Department

50 Reidhouse Street

Glasgow G21 4LS

Email: foi@nghomes.net

Tel: 0141 560 6000

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	Where to access
Class 1 - About ng homes and ng2		
<i>Information about ng homes - 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		ng2
	ng homes	
Vision and Values	https://nghomes.net/our-vision-and-values/	https://nghomes.net/our-vision-and-values/
Corporate Objectives	https://nghomes.net/business-plan/	ng2 Business Plan: https://nghomes.net/ng2-business-plan/
Area(s) of operation	https://nghomes.net/about-us/	https://nghomes.net/about-us/
Key activities; strategic/corporate plan(s)	Business Plan: https://nghomes.net/business-plan/ Physical Regeneration Strategy: https://nghomes.net/policies-and-strategies/ Asset Management Strategy: https://nghomes.net/policies-and-strategies/ Procurement Strategy: https://nghomes.net/policies-and-strategies/	ng2 Business Plan: https://nghomes.net/ng2-business-plan/ https://nghomes.net/ng2/
Customer Care Policy	https://nghomes.net/policies-and-strategies/	Not held

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

Information	Where to access	Where to access
Location and opening arrangements	ng homes	ng 2
Address and contact details	https://nghomes.net/app-contact-us/	https://nghomes.net/contact-us-ng2/
Opening times	https://nghomes.net/app-contact-us/	N/A
Local/area office contact details	https://nghomes.net/app-contact-us/	https://nghomes.net/contact-us-ng2/
Contact details for making a complaint	https://nghomes.net/complaints/	https://nghomes.net/complaints/
Information relating to Freedom of Information	ng homes	ng 2
Publication Scheme and Guide to Information	THIS DOCUMENT	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 2)	THIS DOCUMENT (See Page 2)
Contact details and advice on making an FOI request	https://nghomes.net/freedom-of-information/ This document – see Page 3	https://nghomes.net/freedom-of-information/ This document – see Page 3
Freedom of Information policies and procedures	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Charging Schedule for environmental information provided in response to requests made under EIRs	https://nghomes.net/upload/download_document/f69642bc-b8f0-11e9-a230-005056a3/	https://nghomes.net/upload/download_document/f69642bc-b8f0-11e9-a230-005056a3/
About our Governing Body	ng homes	ng 2
List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body 	Board Member Bios: https://nghomes.net/board-members/	https://nghomes.net/ng2-board-members/ https://nghomes.net/role-of-ng2-board/

Information	Where to access	Where to access
<ul style="list-style-type: none"> • member • Professional biographical details • office-bearing responsibilities • when they became an office-bearer 	Board member role description: https://nghomes.net/roles-for-board-members/	
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 	https://nghomes.net/governance/ Standing Orders: https://nghomes.net/policies-and-strategies/	https://nghomes.net/role-of-ng2-board/
How to become part of the governing body	https://nghomes.net/governance/ Become an Association Member: https://nghomes.net/become-a-member/ Membership Policy: https://nghomes.net/policies-and-strategies/ Rules: https://nghomes.net/policies-and-strategies/	ng2 Board members are appointed by the ng homes Board. https://nghomes.net/ng2/

Information	Where to access	Where to access
About our staff	ng homes	ng 2
List of senior management team, including professional biography and contact details	https://nghomes.net/directors/	Managed within the group
Organisational structure	https://nghomes.net/data/Staffing_Structure_as_of_07.01.22_2022_01_14_11_52_35.pdf	https://nghomes.net/data/Staffing_Structure_as_of_07.01.22_2022_01_14_11_52_35.pdf
Governance Documents and Corporate Policies	ng homes	ng 2
Rules/Articles	https://nghomes.net/policies-and-strategies/	https://nghomes.net/memorandum-and-articles-of-association-of-ng2-limited/
Standing Orders	https://nghomes.net/policies-and-strategies/	https://nghomes.net/memorandum-and-articles-of-association-of-ng2-limited/
Membership Policy	https://nghomes.net/policies-and-strategies/	N/A
Code of Conduct for Staff	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Code of Conduct for Governing Body Members	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Payments and Benefits Policy	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Register of Interests	https://nghomes.net/register-of-interests/	https://nghomes.net/ng2-register-of-interests/
Equalities Policy	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Health and Safety Policy	This item is currently being reviewed.	This item is currently being reviewed.

Information	Where to access	Where to access
Sustainability Policy	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Other Corporate Policies we publish on our website	Link to policies page https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Relationship with Regulators ng homes		ng 2
Engagement plan with Scottish Housing Regulator	https://www.housingregulator.gov.scot/landlord-performance/engagement-plans	N/A
Assurance Statement	https://nghomes.net/assurance-statement/ https://www.housingregulator.gov.scot/landlord-performance/landlords/north-glasgow-housing-association-ltd	N/A
Annual Return on Charter Submission to SHR	https://nghomes.net/annual-return-on-the-charter-arc/ ESSH report: https://nghomes.net/eessh-report/	N/A
Financial Returns to SHR	North Glasgow Housing Association Ltd Scottish Housing Regulator	N/A
Charter report to tenants	https://nghomes.net/landlord-report/	N/A
Internal and External Audit arrangements	Code of Audit Practice: https://nghomes.net/policies-and-strategies/	Section 2.2 to 2.8 of financial regulations: https://nghomes.net/policies-and-strategies/
Group Details ng homes		ng 2
Details of our subsidiaries/parent organisation	ng 2: https://nghomes.net/ng2/ https://beta.companieshouse.gov.uk/company/SC381740 ng property: https://nghomes.net/factoring-services/	Parent Company: ng homes: https://nghomes.net/

Information	Where to access	Where to access
	Design Services Glasgow Ltd: https://beta.companieshouse.gov.uk/company/SC359676 ng3: https://beta.companieshouse.gov.uk/company/SC378119	
Key Partnerships	ng homes	ng 2
Strategic agreements with other organisations	ng2: https://nghomes.net/data/ng2_Independence_Agreement_2020_02_10_10_26_35.pdf ng property and DSGL: https://nghomes.net/independence-agreements/	nghomes: https://nghomes.net/data/ng2_Independence_Agreement_2020_02_10_10_26_35.pdf
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	ng homes	ng 2
List of services provided	https://nghomes.net/tenants/ https://nghomes.net/services/	https://nghomes.net/services-ng2/
How to report a repair	https://nghomes.net/repairs/	https://nghomes.net/repairs/
Right to Repair information	https://nghomes.net/policies-and-strategies/	N/A
How to apply for a house	https://nghomes.net/apply-for-a-home-1/	N/A
How to make a complaint	https://nghomes.net/complaints/	https://nghomes.net/complaints/
How to speak to a housing officer	https://nghomes.net/contacting-your-housing-officer/	https://nghomes.net/contacting-your-housing-officer/

Information	Where to access	Where to access
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://nghomes.net/policies-and-strategies/ Website Tenant Consultation Page: https://nghomes.net/tenant-consultation/ Landlord Report Page 14: https://nghomes.net/landlord-report/	N/A
Policies and Procedures ng homes		ng 2
Allocations Policy	https://nghomes.net/policies-and-strategies/	N/A
Adaptations Policy	https://nghomes.net/policies-and-strategies/	N/A
Anti-Social Behaviour Policy	https://nghomes.net/policies-and-strategies/	N/A
Asbestos Management Policy	https://nghomes.net/policies-and-strategies/ Asset Management Strategy: https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Rent Collection Policy	https://nghomes.net/policies-and-strategies/	N/A
Asset Management Strategy (including stock condition information)	https://nghomes.net/policies-and-strategies/	N/A
Customer Care Policy	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Data Protection Policy	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Payments and Benefits Policy	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Gifts and Hospitality	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Declaration of Interest	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/

Information	Where to access	Where to access
Equality and Diversity Policy	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Health and Safety Policy and procedures	Currently being updated	Currently being updated
Legionnaires Inspection/Prevention Policy	Asset Management Strategy: https://nghomes.net/policies-and-strategies/	N/A
Procurement Strategy	https://nghomes.net/policies-and-strategies/	N/A
Risk Management Policy	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
Rent and Service Charge Policy	https://nghomes.net/policies-and-strategies/	N/A
Repairs Policy	Tenants Right to Repair Policy: https://nghomes.net/policies-and-strategies/ Maintenance Policy: https://nghomes.net/policies-and-strategies/	N/A
Sustainability Policy	https://nghomes.net/policies-and-strategies/	N/A
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	ng homes	ng 2
Governing body meeting minutes	https://nghomes.net/board-minutes/	https://nghomes.net/ng2-board-papers/
Governing body meeting reports/papers	https://nghomes.net/board-papers/	https://nghomes.net/ng2-board-papers/
Governing body agendas	https://nghomes.net/board-papers/	https://nghomes.net/ng2-board-papers/

Information	Where to access	Where to access
Consultation and Participation	ng homes	ng 2
Tenant Participation Strategy	https://nghomes.net/policies-and-strategies/	N/A
Consultation reports noting the outcome of any recent consultations with tenants/others	https://nghomes.net/tenant-consultation/	N/A
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	ng homes	ng 2
Description of funding sources	Asset Management Strategy: https://nghomes.net/policies-and-strategies/ Keppochhill new build development: https://nghomes.net/keppochhill-development/	N/A
Audited accounts	https://nghomes.net/annual-accounts/	https://beta.companieshouse.gov.uk/company/SC381740/filing-history
Budget policies and procedures	https://nghomes.net/policies-and-strategies/	Financial Regulations: Section 2.11 - 2.13 https://nghomes.net/ng2-financial-regulations/
Budget allocation to key service areas	https://nghomes.net/budget-reports/	ng2 Business Plan Page 12: https://nghomes.net/ng2-business-plan/
Our programme of work and projects	ng homes	ng 2
Brief details of any project funding and how it's being spent	Asset Management Strategy: https://nghomes.net/policies-and-strategies/	N/A

Information	Where to access	Where to access
	5 year investment plan: All spend funded by rental income https://nghomes.net/1-5-year-investment-plan/ Keppochhill New Build Development: https://nghomes.net/keppochhill-development/	
Capital works programme/plans information (annual programme figure)	5 year investment plan: All spend funded by rental income https://nghomes.net/1-5-year-investment-plan/ Keppochhill New Build Development: https://nghomes.net/keppochhill-development/	N/A
Spending relating to Staff and Governing Body		ng 2
Expenses policies and procedures	https://nghomes.net/policies-and-strategies/	
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Being collated	Being collated
Board member remuneration other than expenses	No payments made	No payments made
Pay and grading structure (levels of pay rather than individual salaries)	https://nghomes.net/upload/download_document/60f10585-eb0a-11ec-b4a2-005056a3/file.pdf	Not held
General information about staff pension scheme	Scottish Housing Associations' Pension Scheme (SHAPS)s: http://www.tpt.org.uk/schemes/shaps-db-member/home	People's pension: https://thepeoplespension.co.uk/workplace-pension-contributions/

Information	Where to access	Where to access
	People's Pension: https://thepeoplespension.co.uk/workplace-pension-contributions/ Strathclyde Pension Fund: https://www.spfo.org.uk/index.aspx?articleid=14440	
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources		
Human resources	ng homes	ng 2
Staffing structure	https://nghomes.net/data/Staffing_Structure_as_of_07.01.22_2022_01_14_11_52_35.pdf	https://nghomes.net/data/Staffing_Structure_as_of_07.01.22_2022_01_14_11_52_35.pdf
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • discipline • grievance • staff development <ul style="list-style-type: none"> • Maintenance and retention of staff records <ul style="list-style-type: none"> • Attendance Management 	Recruitment Policy: https://nghomes.net/policies-and-strategies/ Discipline: Terms and conditions of Employment p 33, Grievance P38 https://nghomes.net/policies-and-strategies/ Learning Development and Further Education Policy: https://nghomes.net/policies-and-strategies/ Document Retention Schedule P12-24 of Data Protection Policy https://nghomes.net/policies-and-strategies/ Attendance Management Policy https://nghomes.net/policies-and-strategies/	Recruitment Policy: https://nghomes.net/policies-and-strategies/ ng2 disciplinary policy: https://nghomes.net/policies-and-strategies/ Learning Development and Further Education Policy: https://nghomes.net/policies-and-strategies/ Document Retention Schedule p12-24 of Data Protection Policy https://nghomes.net/policies-and-strategies/ Attendance Management Policy https://nghomes.net/policies-and-strategies/

Information	Where to access	Where to access
Trade Union information	Terms and Conditions of Employment: https://nghomes.net/policies-and-strategies/	N/A
Summary of professional organisations/trade bodies of which we are a member	Chartered Institute of Housing: http://www.cih.org/ Employers in Voluntary Housing: https://www.evh.org.uk/ Scottish Federation of Housing Associations: https://www.sfha.co.uk/ Glasgow and West of Scotland Forum of Housing Associations: http://gwsf.org.uk/ As part of our terms and conditions we also pay for staff membership of their relevant professional body for example, Chartered Institute of Personnel Development http://www.cih.org/	None
Physical Resources ng homes		ng 2
Management of our land and property assets, including environmental/sustainability reports	Physical Regeneration Strategy: https://nghomes.net/policies-and-strategies/ Asset Management Strategy: https://nghomes.net/policies-and-strategies/ Sustainability Policy:	N/A
General description of our land and property holdings	Asset Management Strategy: https://nghomes.net/policies-and-strategies/	N/A
Estate development	Asset Management Strategy: https://nghomes.net/policies-and-strategies/	N/A

Information	Where to access	Where to access
plans	5 year investment plan: All spend funded by rental income https://nghomes.net/1-5-year-investment-plan/	
Information Resources	ng homes	ng 2
Records retention schedule	Retention schedule: P12-23 of Data Protection Policy: https://nghomes.net/policies-and-strategies/	Retention schedule: P12-23 of Data Protection Policy: https://nghomes.net/policies-and-strategies/
Data protection or privacy policy	https://nghomes.net/policies-and-strategies/	https://nghomes.net/policies-and-strategies/
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	ng homes	ng 2
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	Responsive Repairs Contractors: https://nghomes.net/responsive-repairs-contractors/ ng2 (our wholly owned subsidiary): https://nghomes.net/ng2/ Public Contracts Scotland Link: https://www.publiccontractsscotland.gov.uk/search/Search AuthProfile.aspx?ID=AA20262	N/A

Information	Where to access	Where to access
List of suppliers and contractors used by organisation (provided to staff under our Declaration of Interest Policy)	https://nghomes.net/data/Contractor and Supplier List for ng homes and ng2 2019 11 01 15 46 33.pdf	https://nghomes.net/data/Contractor and Supplier List for ng homes and ng2 2019 11 01 15 46 33.pdf
Information about regulated procurement contracts awarded (value, scope, duration)	Public Contracts Scotland Link: https://www.publiccontractsscotland.gov.uk/search/Search AuthProfile.aspx?ID=AA20262	N/A
Our Procurement	ng homes	ng 2
Procurement Policy and procedures	Procurement Strategy: https://nghomes.net/policies-and-strategies/ Financial Regulations: https://nghomes.net/policies-and-strategies/	N/A
Information on how to tender for work and invitations to tender	Procurement Strategy: https://nghomes.net/policies-and-strategies/ Financial Regulations: https://nghomes.net/policies-and-strategies/ Public Contracts Scotland Link: https://www.publiccontractsscotland.gov.uk/search/Search AuthProfile.aspx?ID=AA20262	N/A
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Public Contracts Scotland: https://www.publiccontractsscotland.gov.uk/search/Search AuthProfile.aspx?ID=AA20262	N/A
Links to procurement information we publish	Public Contracts Scotland: https://www.publiccontractsscotland.gov.uk/search/Search	N/A

Information	Where to access	Where to access
on Public Contracts Scotland website	earch AuthProfile.aspx?ID=AA20262	
Framework Agreements	Public Contracts Scotland: https://www.publiccontractsscotland.gov.uk/search/Search AuthProfile.aspx?ID=AA20262	N/A
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services		
	ng homes	ng 2
Annual Report	Not held	Not held
ARC report to tenants	North Glasgow Housing Association Ltd Scottish Housing Regulator https://nghomes.net/annual-return-on-the-charter-arc/ ESSH: https://nghomes.net/eessh-report/ https://nghomes.net/landlord-report/	N/A
Performance Standards/indicators	KPI reports: https://nghomes.net/key-performance-indicators/	N/A
Benchmarking information	https://www.housingregulator.gov.scot/landlord-performance	N/A
Complaints policy, guidance and forms	https://nghomes.net/complaints/	https://nghomes.net/complaints/
Complaints and Compliments Reports	https://nghomes.net/complaints-and-compliments/	N/A

Information	Where to access	Where to access
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 ng homes group as we do not produce any publications for sale.	Not applicable	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 ng homes group	Not applicable	Not applicable