

John Bishop Competition

Fancy a good night out to cheer you up as winter sets in? We have a pair of front stalls tickets to see the fantastic John Bishop in his Sold Out show at the Pavilion Theatre on Friday 15 November. To be in the draw for tickets just answer the questions below and get your entry to us by noon on Thursday 14 November. You can email your answers to Michael@blochairn.org if that would be easier.

1. What's John's middle name?
2. How old is John?
3. John is a former footballer. True or False
4. What year did John first perform stand up comedy?
5. What is the title of John's autobiography?



LifeLink (www.lifelink.org.uk) (Tel: 552 4434)

Self harming and thoughts of suicide are more common than you think.
You are not alone.
Contact LifeLink. Phone 552 4434



Useful Phone Numbers

| | |
|---|---------------------------------|
| Heating/Hot Water Emergencies (James Frew Ltd) | 01294 468 113 / 0870 242 5037 |
| All Other Emergencies (City Building) | 0800 595 595 |
| Blochairn Housing Association (Staff on Call) | 07976 569 939 |
| Housing Benefit & Council Tax Revenue Centre | 287 5050 |
| Scottish Power | 0800 027 0072 |
| Scottish Power Emergencies | 0800 092 92 90 |
| Scottish Gas (Escapes) | 0800 111 999 |
| Clean Glasgow | 0300 343 7027 |
| City Council - Pest Control and Cleansing | 287 9700 |
| Police SCOTLAND | 101 (in an Emergency, dial 999) |
| CCTV Cameras - Street Watch | 287 9999 |
| Social Work Services Emergencies | 0800 811 505 |
| Scottish Environmental Protection Agency (SEPA) | 945 6350 or 0800 80 70 60 |
| THISTLE Tenants Risks Contents Insurance | 0845 601 7007 |

Contact Details

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|--|------------------------|----------|
| Michael Carberry (Director) | michael@blochairn.org | 553 0023 |
| Angela MacDonald (Housing Services Officer) | angela@blochairn.org | 553 0022 |
| Danielle Murphy (Housing Services Assistant) | danielle@blochairn.org | 553 0021 |
| Carol Niven (Finance Assistant) | carol@blochairn.org | 553 0020 |
| General | admin@blochairn.org | 553 1601 |
| Freedom of Information | foi@blochairn.org | 553 1601 |

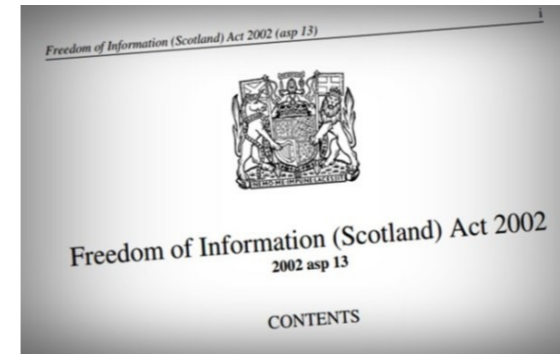
Scottish Charity No. SCO40816

Property Factor No. PF000257

November 2019

Blochairn Housing Association Newsletter

Freedom of Information



From 11 November 2019, housing associations are classified as public authorities under the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004. Freedom of Information legislation places duties on housing associations to publish information, provide advice and assistance and to respond to requests for information. See inside for more on our Guide to Information or visit our web site at www.blochairn.org. You can also visit the Scottish Information Commissioner's web site at www.itspublicknowledge.info.

Assurance Statement



Under new regulations, housing associations had to submit an Annual Assurance Statement to the Scottish Housing Regulator by 31 October 2019. Blochairn Housing Association's first Annual Assurance Statement is inside on page 3

You can also find it on our web site at www.blochairn.org and on the Regulator's web site at www.housingregulator.gov.scot.



Web Site

If you haven't already done so please visit our web site at www.blochairn.org. You'll find lots of useful information about the Association and its history. There are links to other organisations, such as, ALLPAY (that you can use to pay your rent) and links to forms you can use to contact us, for example, to report a repair. You can link to our Facebook page and there is a 'Noticeboard' feature with details of upcoming events. We have added a page on Freedom of Information with links to policies and procedures and much more. We will continue to add information to make sure our web site is a comprehensive guide to all things Blochairn. And our mobile phone APP will be available soon. We hope you find the web site useful. Please let us know what you think.



Facebook



The Association's Facebook page now has 773 "Followers". There's a mix of serious stuff but lots of humour as well. Check it out and enjoy! Make sure you click 'Like' and 'Follow'.



Freedom of Information: Guide to Information

The Freedom of Information (Scotland) Act 2002 (FOISA) requires all associations in Scotland to produce and maintain a publication scheme that details all of its published information and how to access it.



Our Guide to Information is on our web site at www.blochairn.org. Information on the web site is free to access. Not everyone will have online access and, if this is the case, contact us if you want to view information in our office. If you would like printed copies there might be a small fee to provide this.

There will be information that we cannot publish. For example, if published Management Committee minutes reveal personal details about an individual this could be a breach of Data Protection law. When this is the case we will remove any personal details before publication and highlight where we have done so.

We aim, where possible, to publish information for at least the current and previous two financial years. When we review a document, for example a policy, to avoid confusion we will only publish the current version.

Where we hold the copyright on our published information it may be copied or reproduced without formal permission provided that it is copied accurately; it is not used in a misleading context and the source of the material is identified.

FOISA requires that the information we provide must be listed under certain "classes".

These are:

- Class 1: About Blochairn Housing Association
- Class 2: How we deliver our functions and services
- Class 3: How we make decisions
- Class 4: What we spend and how we spend it
- Class 5: How we manage our resources
- Class 6: How we procure works, goods and services and our contracts with external providers
- Class 7: How we are performing
- Class 8: Our Commercial Publications
- Class 9: Our Open Data

So, for example, under Class 1, the format looks like this:

| | |
|--|---|
| Who we are | https://blochairn.org/about-us/ |
| Mission Statement; Vision; Values and Objectives | https://blochairn.org/mission-and-aims/ |
| Area of Operation | https://blochairn.org/houses/ |
| Key activities | https://blochairn.org/about-us/ |

If you have any queries about anything contained in our Guide to Information, or if there is some information that you cannot find that you would like to access, please contact us on 0141 553 1601 or email foi@blochairn.org.

Annual Assurance Statement

Introduction

As a registered social landlord (RSL), Blochairn Housing Association was required to submit an Annual Assurance Statement to the Scottish Housing Regulator before 31 October 2019. Our Annual Assurance Statement 2019 was considered and agreed by the Management Committee at its meeting on 29 October 2019.

Annual Assurance Statement

The Scottish Housing Regulator did not prescribe what the Annual Assurance Statement should look like. We have, therefore, developed a Statement that we think is appropriate for our organisation, given its size and structure, and for our tenants and other customers, whilst also meeting the Regulator's expectations.

We used the 'toolkit' recommended by the Scottish Federation of Housing Associations and added supporting evidence. Each section notes whether we, as a Management Committee, are sufficiently assured that we comply with Regulatory requirements and whether we are sufficiently confident that we can assure our tenants and other customers, as well as the Scottish Housing Regulator. Where we feel that we need to take further action this has been noted.

We can report that we received sufficient and appropriate assurance and that there are **no areas of material non-compliance** with regard to

- regulatory requirements set out in Chapter 3 of the Regulatory Framework
- relevant standards and outcomes in the Scottish Social Housing Charter
- relevant legislative duties
- Standards of Governance and Financial Management

There are a number of actions that we require to take to improve our performance and to give us further assurance. The most significant of these are

- Appoint an Internal Auditor from 1 January 2020 to begin a 3 year Internal Audit programme
- Refer policies under review for legal opinion, where appropriate
- Implement a programme of work to ensure compliance with new fire and smoke detection legislation which comes into force on 1 February 2021
- Consider how to assess and monitor our performance on Equalities and Human Rights and how to implement impact assessments. We await further guidance from the Scottish Government and the Scottish Housing Regulator
- Implement procedures to meet the requirements of Freedom of Information legislation as it relates to housing associations from 11 November 2019

Next steps

Our Annual Assurance Statement is publicly available on our web site at www.blochairn.org and on the Scottish Housing Regulator's web site at www.housingregulator.gov.scot. Any interested party can ask us for further information.

We will keep our Annual Assurance Statement under review, particularly in relation to where we feel that further action is required. Please contact us if you would like to be involved in our association or if you would like to receive more information.