

The Water Industry Commission for Scotland (WICS)

GUIDE TO INFORMATION AVAILABLE THROUGH OUR PUBLICATION SCHEME

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available
- tell the public how to access the information and what it might cost.

The Water Industry Commission for Scotland has adopted the **Model Publication Scheme 2011** produced by the Scottish Information Commissioner. He has approved this scheme until 31 May 2015. You can see this scheme on our website at by clicking [here](#) or by contacting us at the address below.

The purpose of this Guide to Information is to:

- allow the public to see what information is available (and what is not available) in relation to each class,
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published

Availability and formats

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this).

Exempt information

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we will remove or redact the information before publication and explain why.

Copyright

Where the Water Industry Commission for Scotland 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 identified

Where the Water Industry Commission for Scotland does not hold the copyright in information we publish, we will make this clear.

Charges

This section explains when we may make a charge for our publications and how any charge will be calculated.

There is no charge to view information on our website or at our premises.

We may charge for providing information to you e.g., photocopying and postage, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

Our photocopying charge per sheet of paper is shown in the tables below:

Black and white photocopying

Size of paper	Pence per sheet of paper
A4	£0.10

Colour photocopying

Size of paper	Pence per sheet of paper
A4	£0.20

Information provided on CD-Rom will be charged at £0.50 per computer disc

Postage costs will be recharged at the rate we paid to send the information to you.

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 to you in relation to our published information.

Please note that this charging schedule does not apply to our commercial publications (see Class 8 below). These items are offered for sale through retail outlets such as book shops, academic journal websites or museum shops and their price reflects a 'market value' which may include the cost of production.

Contact us

You can contact us for assistance with any aspect of this publication scheme:

Water Industry Commission for Scotland
First Floor
Moray House
Forthside Way
Stirling
FK8 1QZ

Email us: foi@watercommission.co.uk

Tel no: 01786 430200

We will also advise you 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.

The classes of information that we publish

We publish information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available.

CLASS 1: ABOUT THE AUTHORITY

Class description:

Information about the authority, who we are, where to find us, how to contact us, how we are managed and our external relations

The information we publish under this class	How to access it
Legislation	
Ministerial Guidance	www.watercommission.co.uk/view_Ministerial_Guidance.aspx
Water Services etc (Scotland) Act 2005	www.legislation.gov.uk/asp/2005/3/contents
Water Service etc (Scotland) Act 2002	www.legislation.gov.uk/asp/2002/3/contents
About us	
Registered office and contact details	www.watercommission.co.uk/view_Registered_Office.aspx www.watercommission.co.uk/view_Our%20offices.aspx
Biographies of Commission Members	www.watercommission.co.uk/view_who_is_who.aspx
Role and Remit	www.watercommission.co.uk/UserFiles/Documents/Number%202.pdf
Corporate Plan	www.watercommission.co.uk/UserFiles/Documents/Corporate%20Plan%202010_2015%20FINAL.pdf
Governance	www.watercommission.co.uk/view_Governance_2.aspx www.watercommission.co.uk/UserFiles/Documents/Mision%20StrategyGovernance.pdf
Code of conduct	www.watercommission.co.uk/UserFiles/Documents/CodeofConduct.pdf
Register of interests	www.watercommission.co.uk/UserFiles/Documents/Register%20of%20interests%20summary%202010.pdf
Requesting information	www.watercommission.co.uk/view_Freedom_of_information.aspx
Publication scheme	www.watercommission.co.uk/UserFiles/Documents/Publication%20Scheme%20v5%20-%202021Apr%202010.pdf
External relations	www.watercommission.co.uk/view_Who_we_work_with.aspx www.watercommission.co.uk/UserFiles/Documents/InfoNote3_1.pdf
Contact details	www.watercommission.co.uk/view_Contact_Us.aspx
Customer care/complaints	www.watercommission.co.uk/view_How%20to%20complain.aspx
Keeping others informed	
Press releases	www.watercommission.co.uk/view_Press_Releases_2011.aspx
Speeches	www.watercommission.co.uk/view_Speeches.aspx

Chief Executive blog	www.watercommission.co.uk/blogs/
Publications	www.watercommission.co.uk/view_Publications_Main.aspx
Consultation responses	www.watercommission.co.uk/view_WICS%20consultation%20responses.aspx
Register for regular electronic updates from the Water Industry Commission for Scotland	www.watercommission.co.uk/view_Email_Update.aspx
Vacancies	www.watercommission.co.uk/view_Careers.aspx
Micro-site set up to keep non-household customers informed about changes in competitive retail market and current licensed providers	www.scotlandontap.gov.uk

CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

Class description:

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

The information we publish under this class	How to access it
Work of Water Industry Commission for Scotland	www.watercommission.co.uk/view_Our_Work.aspx
Information notes, a series of brief notes that describe our work, duties and issues that may interest customers	www.watercommission.co.uk/view_Information_notes.aspx
Price Review Process 2015-20. Relevant documents will be published in the period leading up until 2015. In addition, Commission board papers relating to the above will be available following	www.watercommission.co.uk/view_Future_Prices.aspx www.watercommission.co.uk/view_Price_Setting_2015-20.aspx

publication of the final determination.	
Scottish Water's performance – annual report on progress in the Scottish Water industry	www.watercommission.co.uk/view_Scottish_Waters_Performance.aspx
Strategic Review of Charges 2010-15 – Final Determination	www.watercommission.co.uk/UserFiles/Documents/Final%20Determination%20document.pdf
Household customer information	www.watercommission.co.uk/view_HouseholdCustomers.aspx
Business customer – information	www.watercommission.co.uk/view_BusinessCustomers.aspx
Information for non-household customers about opportunities available under the competitive retail market	www.watercommission.co.uk/view_Customer_Information.aspx
How the market works - New suppliers	www.watercommission.co.uk/view_Whos_who_in_the_market.aspx
Types of licences available and how to apply	www.watercommission.co.uk/view_Types_of_licence.aspx
Current suppliers –who is licensed to supply in the market and which entities are going through the application process.	www.watercommission.co.uk/view_Current_suppliers.aspx Further information can also be found on the following website: www.scotlandontap.gov.uk

CLASS 3: HOW THE AUTHORITY TAKES DECISIONS AND WHAT IT HAS DECIDED

Class description:

Information about the decisions we take, how we make decisions and how we involve others

The information we publish under this class	How to access it
Minutes of Commission meetings	www.watercommission.co.uk/view_Minutes.aspx

Commission Papers – relate to the core regulatory and statutory functions of the Commission	Decisions regarding publication of Commission Papers will be made on a case-by-case basis, depending on the Commission Paper(s) in question. Contact us for details. Papers can be accessed here
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CLASS 4: WHAT THE AUTHORITY 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 actually been spent.

The information we publish under this class	How to access it
Financial information	www.watercommission.co.uk/view_Financial_Information.aspx
Financial reviews are contained within our Annual Reports	www.watercommission.co.uk/view_Annual_reports.aspx
Expenditure disclosure	www.watercommission.co.uk/UserFiles/Documents/Expenditure%20disclosure.pdf

CLASS 5: HOW THE AUTHORITY MANAGES ITS HUMAN, PHYSICAL AND INFORMATION RESOURCES

Class description:

Information about how we manage the human, physical and information resources of the authority

The information we publish under this class	How to access it
Publication Scheme	www.watercommission.co.uk/view_Freedom_of_information.aspx
Office policies	Contact us for details

CLASS 6: HOW THE AUTHORITY PROCURES GOODS AND SERVICES FROM EXTERNAL PROVIDERS

Class description:

Information about how we procure goods and services, and our contracts with external providers

The information we publish under this class	How to access it
	Please contact us for details

CLASS 7: HOW OUR AUTHORITY IS PERFORMING**Class description:**

Information about how the authority performs as an organisation, and how well it delivers its functions and services

The information we publish under this class

Annual Report

How to access it

www.watercommission.co.uk/view_Annual_reports.aspx

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.

The information we publish under this class

We do not publish any commercial publications

How to access it