

GUIDE TO INFORMATION AND PUBLICATION SCHEME

The Freedom of Information (Scotland) Act 2002 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 produced by the Scottish Information Commissioner. This Guide to Information has been prepared to take account of the Model Publication Scheme 2018 which was produced and approved by the Scottish Information Commissioner on the 01 November 2018.

You can see the model publication scheme on the [Commissioner's website](#). You can obtain our documentation on our website, or by contacting us at the address below:

The Water Industry Commission for Scotland
First Floor
Moray House
Forthside Way
Stirling
FK8 1QZ
Email Us: foi@watercommission.co.uk.

The purpose of this Guide to Information is to:

- Allow you to see what information is available (and what is not available) in relation to each class.
- State what charges may be applied.
- Explain how you can 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.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This Guide to Information also contains details of the environmental information that we routinely make available.

Terms Used in this Guide

FOISA	The Freedom of Information (Scotland) Act 2002. This act gives you the right to ask for and receive information from The Water Industry Commission for Scotland.
MPS	The Water Industry Commission for Scotland adopt the Model Publication Scheme as a standard framework for publishing information under Section 23 of the FOISA.

GUIDE TO INFORMATION AND PUBLICATION SCHEME

Guide to Information	This Guide, which helps to support individuals to access information that is held by The Water Industry Commission for Scotland.
Classes of Information	The nine categories of information that are published by The Water Industry Commission for Scotland under the MPS.
Open Data	Data made available by The Water Industry Commission for Scotland, as described by the Scottish Government's Open Data Resource Pack and available under an open licence.

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 FOISA (for example sensitive personal information or a trade secret), we may remove or redact the information before publication, but we will 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 for published information

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.

GUIDE TO INFORMATION AND PUBLICATION SCHEME

We may charge for providing information to you e.g., photocopying and postage, but we will charge you no more than it 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
A3	6
A4	3

Colour photocopying	
A3	58
A4	29

Information provided on CD-ROM will be charged at £1.99. Information provided on memory stick will be recharged at cost per memory stick.

Postage costs will be recharged at the rate we pay to send the information to you by First Class Royal Mail.

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 any other costs on to you in relation to our published information.

Charges for unpublished information

This section explains that we may charge for providing information that is unpublished, but to which access can be obtained by submitting a FOISA or EIRs request to us.

The approach to charging fees here depends on whether the request has been made under FOISA or the EIRs.

In the case of FOISA requests, the following can be charged to the person making the request:

- the direct and indirect costs in locating, retrieving and providing the information;
- the cost of editing or redacting documents once a decision is made to disclose or redact parts;
- the cost for making summary or digesting of information, if this is what is requested; and
- postage and packaging

We cannot charge for deciding whether or not we hold the information or for deciding whether any exemptions apply, including the cost of obtaining legal advice.

GUIDE TO INFORMATION AND PUBLICATION SCHEME

The total cost is calculated based on the number of hours required to locate and retrieve the information, with a limit of £15 per person per hour for staff time, together with the costs associated with providing the information (as outlined above). The hourly rate implies a fully loaded staff cost including overheads of less than £30k per year, which equates to an annual salary of not more than £15k.

If the total cost is less than £100, then we cannot charge for responding to the request. If the total cost of the request exceeds £600, we can refuse the request. If the total cost is more than £100, but less than £600, we can charge the applicant 10% of the total of the cost. Therefore, the maximum cost is £50 per request (10% x (£600 - £100)).

In the case of EIRs requests, we will charge the actual costs associated with locating, retrieving and providing the environmental information, which represents the actual cost to us of employing the member(s) of staff involved in handling and responding to the request and actual cost of providing the environmental information in the requested format and by the requested means.

If a charge is to be made, a fees notice will be issued within 20 working days of receipt of the request, setting out the projected cost. The fees notice must be paid within three months.

If we determine that the actual costs associated with the request are less than what was charged to and paid by you, we will refund the overpayment of the fee to you.

If we determine that the actual costs associated with the request exceed what was charged to and paid by you, we may not seek an additional fee payment from you.

Contact us

You can contact us for assistance with any aspect of this publication scheme at the address above. We will also be pleased to advise and assist any individual seeking to make a request for information, whether it is published or not.

If you are dissatisfied with any aspect of this publication scheme you are entitled to raise this with us, and if necessary, make a complaint. You can find our complaints process here: https://www.watercommission.co.uk/view_Complaints.aspx

Last review date: December 2019

GUIDE TO INFORMATION AND 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 years, if not online, upon request.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

CLASS 1	About the Water Industry Commission for Scotland
	<p>Information about the Water Industry Commission for Scotland, who we are, where to find us, how to contact us, how we are managed and our external relations.</p> <p>Ministerial Guidance: https://www.watercommission.co.uk/view_Ministerial_Guidance_15_20.aspx</p> <p>Water Services etc (Scotland) Act 2005: http://www.legislation.gov.uk/asp/2005/3/contents</p> <p>Water Services etc (Scotland) Act 2002: http://www.legislation.gov.uk/asp/2002/3/contents</p> <p>Our registered office and contact details: https://www.watercommission.co.uk/view_Registered_Office.aspx https://www.watercommission.co.uk/view_Our%20offices.aspx</p> <p>Biographies of Commission Members: https://www.watercommission.co.uk/view_who_is_who.aspx</p> <p>Our role and remit: https://www.watercommission.co.uk/view_Our%20role%20and%20remit.aspx</p> <p>Governance arrangements and Corporate Plan: https://www.watercommission.co.uk/view_Governance.aspx</p> <p>Code of conduct: https://www.watercommission.co.uk/UserFiles/Documents/CodeofConduct.pdf</p> <p>Register of Interests: https://www.watercommission.co.uk/view_Governance.aspx</p> <p>Requesting information: https://www.watercommission.co.uk/view_Freedom_of_information.aspx</p> <p>Publication scheme and guide to information: https://www.watercommission.co.uk/view_Freedom_of_information.aspx</p>

GUIDE TO INFORMATION AND PUBLICATION SCHEME

External Relations:

https://www.watercommission.co.uk/view_Who_we_work_with.aspx

Complaints:

https://www.watercommission.co.uk/view_Complaints.aspx

Speeches and presentations:

https://www.watercommission.co.uk/view_Speeches.aspx

Publications:

https://www.watercommission.co.uk/view_Publications_Main.aspx

Consultation Responses:

https://www.watercommission.co.uk/view_WICS%20consultation%20responses.aspx

Vacancies:

https://www.watercommission.co.uk/view_Careers.aspx

Micro-site set up to keep non-household customers informed about changes in the competitive retail market and current licensed providers:

www.scotlandontap.gov.uk

CLASS 2

How we deliver our functions and services

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

Our work:

https://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 and stakeholders:

https://www.watercommission.co.uk/view_Information_notes.aspx

Strategic Review of Charges:

https://www.watercommission.co.uk/view_Price%20Setting.aspx

Scottish Water's performance:

https://www.watercommission.co.uk/view_Monitoring_Performance.aspx

Household customer information:

https://www.watercommission.co.uk/view_HouseholdCustomers.aspx

Business customer information:

https://www.watercommission.co.uk/view_BusinessCustomers.aspx

GUIDE TO INFORMATION AND PUBLICATION SCHEME

Competition for non-household customers:

https://www.watercommission.co.uk/view_Competition.aspx

New suppliers to the market:

https://www.watercommission.co.uk/view_New_suppliers.aspx

How to become a supplier:

https://www.watercommission.co.uk/view_How_to_become_a_supplier.aspx

Current suppliers:

https://www.watercommission.co.uk/view_Current_suppliers.aspx

CLASS 3

How we take decisions and what we have decided

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

Commission Meeting Notes:

https://www.watercommission.co.uk/view_Minutes.aspx

Commission papers: decisions regarding publication of commission paper will be made on a case by case basis, depending on the paper in question. Contact us for more details.

Price setting 2021-27 (includes our decision papers):

https://www.watercommission.co.uk/view_Price_Setting_2021_27.aspx

Consultations and decisions relating to the competitive retail market:

https://www.watercommission.co.uk/view_Earlier%20consultations.aspx

CLASS 4

What we spend and how we spend it

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.

Financial information:

https://www.watercommission.co.uk/view_Financial_Information.aspx

Financial reviews contained within our annual reports:

https://www.watercommission.co.uk/view_Annual_reports.aspx

Expenditure disclosure:

https://www.watercommission.co.uk/view_Corporate.aspx

Financial Policies and guidelines available on request.

Senior staff salaries:

https://www.watercommission.co.uk/view_Governance.aspx

GUIDE TO INFORMATION AND PUBLICATION SCHEME

CLASS 5	How we manage our human, physical and information resources
Information about how we manage the human, physical and information resources of the Water Industry Commission for Scotland.	
<i>Human resources:</i>	
Who's who: https://www.watercommission.co.uk/view_who_is_who.aspx	
Managerial organigram – under development.	
Biographies of Commission Members: https://www.watercommission.co.uk/view_who_is_who.aspx	
Recruitment: https://www.watercommission.co.uk/view_Careers.aspx	
Office policies: please contact us for information on our policies.	
Unacceptable actions policy available upon request.	
<i>Physical resources:</i>	
Incident Management Plan available upon request.	
<i>Information resources:</i>	
Complaints Handling Procedure: https://www.watercommission.co.uk/view_Complaints.aspx	
Records Management Plan available upon request.	
Records Management Policy (includes access to information and data protection) available upon request.	
Corporate website transparency statement: https://www.watercommission.co.uk/view_Privacy.aspx .	
Recruitment transparency statement: https://www.watercommission.co.uk/UserFiles/documents/GDPR_Transparency%20Statement%20-%20Employment%20Applicant.pdf .	
Scotland on tap transparency statement: https://www.scotlandontap.gov.uk/privacy-policy/privacy-policy	
We also have transparency statements for the following categories:	

GUIDE TO INFORMATION AND PUBLICATION SCHEME

<ul style="list-style-type: none"> • Employees and Commission Members • Complaint Handling and Access to Information • Licence Applicants and Licenced Providers <p>Please ask us if you require a copy of any other transparency statement.</p>	
CLASS 6	How we procure goods and services from external providers
<p>Information about how we procure goods and services, and our contracts with external providers.</p> <p>Public Contracts Scotland buyer details page: https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=A10543</p>	
CLASS 7	How we are performing
<p>Information about how we perform as an organisation, and how we deliver our functions and services.</p> <p>Annual reports: https://www.watercommission.co.uk/view_Annual_reports.aspx</p> <p>Reporting to the Scottish Public Services Ombudsman – under development.</p> <p>Reporting to the National Records of Scotland available upon request.</p>	
CLASS 8	Our commercial publications
<p>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.</p> <p>We do not operate on a commercial basis and therefore have nothing to disclose under class 8.</p>	
CLASS 9	Our open data
<p>Open data made available by the Water Industry Commission for Scotland as described by the Scottish Government’s Open Data Resource Pack and available under an open license.</p> <p>We are undergoing a new website project which will take open data into account. In the meantime, please contact us if you require assistance in any way.</p>	