

SCOTTISH WATER

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.

Scottish Water has adopted the **Model Publication Scheme 2015** produced by the Scottish Information Commissioner. This scheme has the Commissioner's approval until 31 May 2019. You can see this scheme online at <https://www.scottishwater.co.uk/about-us/freedom-of-information/freedom-of-information/publication-schemes-for-trading-scottish-water-companies>.

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 Scottish Water 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 Scottish Water 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

A3 10 pence (if over 50 pages)

A4 10 pence (if over 50 pages)

Colour photocopying

Size of paper Pence per sheet of paper

A3 10 pence (if over 50 pages)

A4 10 pence (if over 50 pages)

Information provided on CD-Rom will be charged at the rate notified to you in advance, per computer disc.

We will recharge any postage costs 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:

FOI Team, Scottish Water, 55 Buckstone Terrace, Edinburgh, EH10 7XH

FOI@scottishwater.co.uk

0800 0778 778 (please ask to be put through to Richard Duncan)

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. If you would like to see previous versions, you may make a request to us for that information.

CLASS 1: ABOUT SCOTTISH WATER

Class description:

Information about Scottish Water, 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
Authority names, address and contact details for headquarters and principal offices	https://www.scottishwater.co.uk/contact-us
Organisational structure, roles and responsibilities of senior officers.	https://www.scottishwater.co.uk/about-us/management-team/executive-leadership-team https://www.scottishwater.co.uk/about-us/management-team/scottish-water-board-members
Business opening hours.	Corporate office hours are Monday to Friday 9am to 5pm. Customer contact centre is open 24 hours on 0800 0778 778. At the bottom of every page on the website
Contact details for customer care and complaints functions.	At the bottom of every page on the website http://www.scottishwater.co.uk/contact-us
Publication scheme and guide to information. Charging schedule for published information.	http://www.scottishwater.co.uk/about-us/freedom-of-information/freedom-of-information
Contact details and advice about how to request information from the authority.	http://www.scottishwater.co.uk/about-us/freedom-of-information/freedom-of-information
Charging schedule for environmental information under the Environmental Information (Scotland) Regulations 2004	http://www.scottishwater.co.uk/App_Data/MediaFiles/F/B/5/{FB5C94F0-965A-422E-B517-7D658FFD98C1}ENVIRONMENTALPOLICYR EV.pdf
Constitution	
Legal framework of Scottish Water.	https://www.scottishwater.co.uk/about-us/governance/governance/governance-documents Annual reports: http://www.scottishwater.co.uk/about-us/publications/key-publications
The Board of Scottish Water.	https://www.scottishwater.co.uk/business/about-us/management-team/scottish-water-board-members

The Management Team at Scottish Water.	https://www.scottishwater.co.uk/about-us/management-team/executive-leadership-team
Board Members' Code of Conduct.	https://www.scottishwater.co.uk/about-us/governance/governance/governance-documents/code-of-conduct
Board Members' Register of Interests.	https://www.scottishwater.co.uk/about-us/governance/governance/governance-documents/register-of-declared-interest
Corporate Planning	
SW's vision, can be found in our Delivery Plan 2015 – 2021	https://www.scottishwater.co.uk/about-us/publications/delivery-plan/ This is expected to appear on the website by 30 June 2015
Corporate strategies including, sustainable development, corporate responsibility and SW's carbon plan.	Climate Change and Carbon Plan http://www.scottishwater.co.uk/about-us/corporate-responsibility/climate-change/climate-change-documents https://www.scottishwater.co.uk/about-us/corporate-responsibility/climate-change/climate-change-documents/sustainability-report-2014
Corporate policies – Access to Land, Additional Support, our services- your rights, Data Protection	http://www.scottishwater.co.uk/legal/access-to-land http://www.scottishwater.co.uk/legal/personal-data-policy https://www.scottishwater.co.uk/contact-us/our-promise-to-you/our-services-your-rights
External Relations	
Accountability relationships, including reports to regulators.	http://www.watercommission.co.uk/view_Publications_Main.aspx Annual Report: http://www.scottishwater.co.uk/about-us/publications/key-publications
Strategic agreements with other bodies.	www.scottishwater.co.uk/mgsdp

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
Code of Practice: sets out information on the services that we provide and the commitments that we make to you through our guaranteed service standards.	https://www.scottishwater.co.uk/contact-us/our-promise-to-you/our-services-your-rights
WIC reports on how we deliver our services	http://www.watercommission.co.uk/view_Scottish_Water_Customer_Service.aspx
FOI Appeals Policy	http://www.scottishwater.co.uk/App_Data/Media/Files/A/F/B/{AFB8EB33-ED59-44D0-915C-C649AA2E3BC0}FOIAppealsInformation.doc
Customer Charter: A summarised version of our Code of Practice	https://www.scottishwater.co.uk/contact-us/our-promise-to-you/our-services-your-rights

CLASS 3: HOW SCOTTISH WATER 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
Description of functions, including statutory basis for them, where applicable.	https://www.scottishwater.co.uk/about-us/governance/governance
How to apply for a licence, warrant, grant etc where it is a function of the authority to approve.	http://www.scottishwater.co.uk/business/our-services/compliance/trade-effluent/trade-effluent-documents
How to report a concern to Scottish Water.	http://www.scottishwater.co.uk/contact-us/report-a-problem
Statutory registers.	http://www.scottishwater.co.uk/business/our-services/compliance/trade-effluent
Fees and charges for performance of some of the authority's functions where applicable.	https://www.scottishwater.co.uk/you-and-your-home/your-charges/2015-2016-charges
Services	
List of services distinct from our functions to supply water and waste water services in Scotland, including statutory basis for them, where applicable.	http://www.scottishwater.co.uk/business
Service fees and charges.	http://www.scottishwater.co.uk/business

CLASS 4: WHAT SCOTTISH WATER 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 statements, including annual accounts and quarterly budget statements	Annual reports: http://www.scottishwater.co.uk/about-us/publications/key-publications WIC reports available on website: http://www.watercommission.co.uk/view_Performance%20reports.aspx

CLASS 5: HOW SCOTTISH WATER MANAGES ITS HUMAN, PHYSICAL AND INFORMATION RESOURCES**Class description:**

Information about how we manage the human, physical and information resources of Scottish Water.

The information we publish under this class	How to access it
Sustainable Development Policy	http://www2.scottishwater.co.uk/portal/page/portal/SWE_PGP_ABOUT_US/SWE_PGE_ABOUT_US/SWE_AU_SD
Environmental Policy	http://www.scottishwater.co.uk/App_Data/MediaFiles/F/B/5/{FB5C94F0-965A-422E-B517-7D658FFD98C1}ENVIRONMENTALPOLICYREV.pdf
Physical Resources	
Health and Safety Policy	http://www.scottishwater.co.uk/App_Data/MediaFiles/9/B/B/{9BBD5467-974A-4F52-9B3B-C950CF4ECCAF}FrameworkZeroToleranceSWPolicyStatementApr2011.pdf
Information Resources	
Records Management Policy	http://www.scottishwater.co.uk/App_Data/MediaFiles/6/7/C/{67C06CAA-A283-4A67-AC4D-686A11CB652F}RecordsMgtPolicy.doc

CLASS 6: HOW SCOTTISH WATER 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
Supplier Development Information	http://www.scottishwater.co.uk/supplierdevelopment

General Procurement Information	http://www.scottishwater.co.uk/procurement
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CLASS 7: HOW SCOTTISH WATER IS PERFORMING

Class description:

Information about how Scottish Water performs as an organisation, and how well it delivers its functions and services.

The information we publish under this class	How to access it
Performance Reporting	
External reports e.g., annual report, performance statements required by statute (e.g., section 32 of the Public Service Reform (Scotland) Act 2010 if applicable	Annual reports: http://www.scottishwater.co.uk/about-us/publications/key-publications WIC reports available on website: http://www.watercommission.co.uk/view_Performance%20reports.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	How to access it
No information held under this class (dormant company)	N/A