

REIDVALE HOUSING ASSOCIATION - GUIDE TO INFORMATION

At a glance – terms used in this document

Term Used	Explanation
FOISA	<p>Freedom of Information (Scotland) Act 2002</p> <p>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.</p>
EIRs	<p>Environmental Information Regulations (Scotland) 2004</p> <p>Those organisations covered by EIRs have a duty to respond to requests for environmental information</p>
SIC	<p>The Scottish Information Commissioner</p> <p>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.</p>
MPS	<p>Model Publication Scheme</p> <p>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)</p>
Guide to Information	<p>A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available</p>
Classes of Information	<p>Nine broad categories describing the types of information authorities should publish (if they hold it).</p>

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 the path to where you can find all of the information listed online.

Reidvale Housing Association (RHA) has 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 20p per A3 sheet
Print in colour	20p per A4 sheet 40p A3 sheet
CD Rom	£0.50
Posted document / CD	Cost of 1 st class 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:

Jacqui Anderson

Tel: 0141 554 2406

Email: j.anderson@reidvale.org.uk

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 minutes, containing sensitive information, 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:

Jacqui Anderson, Data Protection Officer, Reidvale Housing Association, 13 Whitevale Street, Glasgow G31 1QW

Tel: 0141 554 2406

Email: j.anderson@reidvale.org.uk

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.

The details of all the information we hold under each of the classes that apply to our organisation, and the path to access this information when available online, are outlined below.

Information	Where to access
Class 1- About Reidvale Housing Association	
Information about Reidvale Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.	
Descriptions of who we are	
Mission Statement	Information available on request
Vision	Information available on request
Values	Information available on request
Corporate Objectives	Information available on request
Area(s) of operation	Information available on request
Key activities; strategic/corporate plan(s)	Information available on request
Business Plan (or summary)	Information available on request
Customer Code/Charter	Information available on request
Location and opening arrangements	
Address	www.reidvale.org.uk/contact-us/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	www.reidvale.org.uk/contact-us/
Opening times	www.reidvale.org.uk/contact-us/
General contact arrangements	www.reidvale.org.uk/contact-us/
Local/area office contact details	www.reidvale.org.uk/contact-us/
Contact details for making a complaint	www.reidvale.org.uk/make-a-complaint/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	https://reidvale.org.uk/freedom-of-information-and-environmental-information-policy
Charging Schedule for Published Information	https://reidvale.org.uk/freedom-of-information-and-environmental-information-policy

Contact details and advice on making an FOI request	www.reidvale.org.uk/freedom-of-information-and-environmental-information-policy
Freedom of Information policies and procedures	www.reidvale.org.uk/freedom-of-information-and-environmental-information-policy
Charging Schedule for environmental information provided in response to requests made under EIRs	www.reidvale.org.uk/publication-scheme-and-guide-to-information
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> • Names • when they became a governing body member • Professional biographical details • office-bearing responsibilities • when they became an office-bearer 	www.reidvale.org.uk/committee-members/
Description of the role of the Governing Body <ul style="list-style-type: none"> • governance structure chart (including sub-committees and working groups): • remit for governing body and any subcommittees 	Information available on request
How to become part of the governing body	Information available on request
About our staff	
List of senior management team	www.reidvale.org.uk/staff-members/
Organisational structure	Information available on request
Governance Documents and Corporate Policies	
Rules / Articles	Information available on request
Standing Orders	Information available on request
Membership Policy	Information available on request
Code of Conduct for Staff	Information available on request
Code of Conduct for Governing Body Members	Information available on request
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Information available on request
Register of Interests	Information available on request
Equalities Policy	Information available on request
Health and Safety Policy	Information available on request
Sustainability Policy	Information available on request

Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	www.reidvale.org.uk/future-plans/
Assurance Statement	www.reidvale.org.uk/performance/
Annual Return on Charter Submission to SHR	www.reidvale.org.uk/performance/
Financial Returns to SHR	Information available on request
Charter report to tenants	www.reidvale.org.uk/performance/
Internal and External Audit arrangements	Information available on request
Group Details	
Details of our subsidiaries/parent organisation	Not applicable
Key Partnerships	
Strategic agreements with other organisations	Information available on request

Information	Where to access
Class 2 – How we deliver our functions and services	
Information about our work, our strategy and policies for delivering services and information for our service users.	
How to use our services	
List of services provided	www.reidvale.org.uk
How to report a repair	www.reidvale.org.uk/reporting-a-repair/
Right to Repair information	www.reidvale.org.uk/right-to-repair/
How to apply for a house	www.reidvale.org.uk/apply-for-a-house/
How to get information about tenancy support	www.reidvale.org.uk/my-home/
How to make a complaint	www.reidvale.org.uk/make-a-complaint/
How to speak to a housing officer	www.reidvale.org.uk/contact-us/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Information available on request
Policies and Procedures	
Allocations Policy	www.reidvale.org.uk/documents/
Adaptations Policy	www.reidvale.org.uk/documents/
Anti-Social Behaviour Policy	www.reidvale.org.uk/documents/
Asbestos Management Policy	Information available on request
Arrears Management Policy	www.reidvale.org.uk/documents/
Asset Management Policy (including stock condition information)	Information available on request
Customer Care Policy	Information available on request
Privacy Policy	www.reidvale.org.uk/documents/
Equality and Diversity Policy	Information available on request
Estate Service Policy	Information available on request
Health and Safety Policy and procedures	Information available on request
Legionnaires Inspection/Prevention Policy	Information available on request
Procurement Policy	Information available on request
Risk Management Policy	Information available on request
Rent Setting Policy	Information available on request
Repairs Policy	Information available on request
Sustainability Policy	Information available on request
Tenant Engagement Policy	Information available on request
Tenancy Sustainment Policy	Information available on request
Internal procedures relating to above (where available)	Information available on request
Information	Where to access
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.	
Governing Body Meetings	
Governing body meeting minutes	www.reidvale.org.uk/documents/
Governing body meeting reports/papers	Information available on request
Governing body agendas	Information available on request
Consultation and Participation	
Tenant Participation Strategy	Information available on request
Consultation reports noting the outcome of any recent consultations with tenants/others	Information available on request

Information	Where to access
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).	
Information about our accounts and budgets	
Description of funding sources	www.reidvale.org.uk/documents/
Audited accounts	www.reidvale.org.uk/documents/
Budget policies and procedures	Information available on request
Budget allocation to key service areas	Information available on request
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Information available on request
Capital works programme/plans information (annual programme figure)	Information available on request

Spending relating to Staff and Governing Body	
Expenses policies and procedures	Information available on request
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Information available on request
Board member remuneration other than expenses	Information available on request
Pay and grading structure (levels of pay rather than individual salaries)	Information available on request
General information about staff pension scheme	Information available on request

Information	Where to access
Class 5 – How we manage our resources	
Information about how we manage our human, physical and information resources	
Human resources	
Strategy and management of human resources	Information available on request
Staffing structure	Information available on request
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	Information available on request
Internal procedures relating to the above (where available)	Information available on request
Summary of professional organisations/trade bodies of which we are a member	Information available on request
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Information available on request
General description of our land and property holdings	Information available on request
Estate development plans	Information available on request

Information Resources	
Records management policy and records management plan, including records retention schedule	Information available on request
Data protection or privacy policy	www.reidvale.org.uk/documents/

Information	Where to access
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	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	Information available on request
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Information available on request
Information about regulated procurement contracts awarded (value, scope, duration)	Information available on request
Our Procurement	
Procurement Policy and procedures	Information available on request
Information on how to tender for work and invitations to tender	Information available on request
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Information available on request
Links to procurement information we publish on Public Contracts Scotland website	Information available on request
Framework Agreements	Information available on request

Information	Where to access
Class 7 – How we are performing	
Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	www.reidvale.org.uk/documents/
ARC report to tenants	www.reidvale.org.uk/performance/
Performance Standards/indicators	www.reidvale.org.uk/performance/
Benchmarking information	Information available on request
Complaints policy, guidance and forms	www.reidvale.org.uk/documents/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	www.reidvale.org.uk/documents/

Information	Where to access
Class 8 – Our commercial publications	
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	
This class does not apply to Reidvale Housing Association as we do not produce any publications for sale	Not applicable

Information	Where to access
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 Reidvale Housing Association	Not applicable