



REIDVALE HOUSING ASSOCIATION

Freedom of Information and Environmental Information Policy

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1. Introduction

The Freedom of Information (Scotland) Act 2002 (“FOISA”) and the Environmental Information (Scotland) Regulations 2004 (“EIR”) place a general obligation on Scottish Public Authorities to allow the public access to information that they hold. Both FOISA and EIR are overseen by the Scottish Information Commissioner (“SIC”).

From 11 November 2019 Reidvale Housing Association will be designated as Scottish Public Authority and will need to make information available in accordance with FOISA and EIR.

This is the Freedom of Information and Environmental Information Policy of Reidvale Housing Association. The policy will:

- provide a general understanding of FOISA and EIR; and
- outline where responsibility lies for complying with the legal duties of Reidvale Housing Association under FOISA and EIR

Policy Statement

Reidvale Housing Association is committed to the underlying principles of openness and transparency underpinning FOISA and EIR and complying fully with the requirements of said legislation. To this end Reidvale Housing Association will:

- follow the relevant Scottish Ministers Codes of Practice relating to FOISA and EIR, as well as any relevant guidance issued by SIC;
- take into account the needs of individuals when presenting information under FOISA and EIR;
- make all employees aware of their responsibilities under the FOISA and EIR and support them in fulfilling those responsibilities;
- publish a wide range of information through our Publication Scheme;
- monitor compliance with FOISA and EIR with a view to continuous improvement;
- respect data protection in accordance with the GDPR and Data Protection Act 2018 when complying with FOISA and EIR;
- only withhold information where entitled to do so under FOISA and EIR and explain why information is withheld; and
- provide advice and assistance to individuals seeking to access information

2. Responsibilities

- 2.1 The Housing Manager has lead management responsibility for FOISA and EIR within Reidvale Housing Association. This will include effective implementation and regular review of this Policy
- 2.2 The Housing Manager will be responsible for:
- responding to requests under FOISA and EIR and who information requests should be forwarded to
 - collating information for sending out to requesters
 - making information available in accordance with our publication scheme
 - dealing with requests for review
- 2.3 The Maintenance Manager will assume responsibility for 2.2 in the absence of the Housing Manager
- 2.4 All employees are responsible for:
- familiarising themselves with this policy;
 - forwarding information requests received to the Housing Manager / Maintenance Manager as quickly as possible. If you are unsure how to recognise an information request you should seek guidance from the Housing Manager / Maintenance Manager;
 - seeking guidance from the Housing Manager / Maintenance Manager if they are unsure about any of the duties placed on Reidvale Housing Association by FOISA or EIR;
- 2.5 Employees should be aware that where an information request is received and an employee deletes or alters information held by Reidvale Housing Association with the intention of preventing disclosure of that information a criminal –offence is committed. Where employees are unsure if deletion or alteration of information may result in an offence they should seek guidance from the Housing Manager / Maintenance Manager.
- 2.6 Compliance with this policy is compulsory for all employees of Reidvale Housing Association. Any employee who fails to comply with this policy may be subject to disciplinary action.

3. Scope of the Policy

This policy applies to any information held by Reidvale Housing Association which relates to one or more of the functions set out above, regardless of format. This will include information created internally and information received from third parties. It will also relate to information which is held on behalf of Reidvale Housing Association.

This policy applies to all Reidvale Housing Association employees.

4. Background

Why is Reidvale Housing Association subject to FOISA and EIR?

Reidvale Housing Association is subject to both FOISA and EIR by virtue of the: Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2019 (the “Order”).

The Order came into effect on 11 November 2019 and brought all Registered Social Landlords (“RSLs”) and certain RSL subsidiaries under the scope of FOISA and the EIR.

What is subject to FOISA and EIR?

However, in accordance with the terms of the Order, not everything that Reidvale Housing Association does is subject to FOISA and EIR. Instead, Reidvale Housing Association is only subject to these regimes in respect of certain functions, namely ‘housing services’ (as defined in s.165 of the Housing (Scotland) Act 2010) which Reidvale Housing Association carries out – subject to some restrictions. Looking at the definition of ‘housing services’ and the restrictions which are set out in the Order the following functions carried out by Reidvale Housing Association are covered by FOISA and EIR:

- the prevention and alleviation of homelessness
- the management of social housing accommodation
- the provision and management of sites for gypsies and travellers; and
- the supply of information to the Scottish Housing Regulator (SHR) by an RSL or a connected body (i.e. a subsidiary) in relation to its financial wellbeing and standards of governance.

What is the difference between FOISA and EIR?

EIR provides a right of access to 'Environmental Information' held by Reidvale Housing Association. Environmental Information has a very wide definition which is set out in Regulations. Where a request under FOISA is received for Environmental Information it should be processed in accordance with EIR.

Whilst the obligation under FOISA and EIR are similar – there are some key differences that employees must be aware of when dealing with requests for information. Further guidance on the differences are available on SIC's website.

5. Legal Duties

Reidvale Housing Association has a number of legal duties which it must comply with under FOISA and EIR. These are set out in more detail below:

Responding to Information Requests

People have the right to request information from Reidvale Housing Association. Where the information requested is within the scope of the Order and Reidvale Housing Association holds that information it must release the information unless an exemption (under FOISA) or an exception (under EIR) applies. Reidvale Housing Association shall, when responding to requests for information from individuals, follow the Section 60 Code of Practice and any relevant guidance produced by SIC.

Reidvale Housing Association will aim to respond to information requests promptly, and in any event within 20 working days of receiving the request (except in some circumstances under EIR where Reidvale Housing Association is entitled to extend the timescale for responding by an additional 20 working days).

Where Reidvale Housing Association is providing an individual with the information they have requested they will, in so far as is reasonable to do so, provide information in the format that the individual has requested and will adhere to any duties under the Equality Act 2010. Where Reidvale Housing Association is refusing to provide information to individuals it will clearly explain to said individual what provision in FOISA or EIR allows Reidvale Housing Association to withhold that information and why Reidvale Housing Association believes that provision applies (including, where required, an explanation of how Reidvale Housing Association has carried out the Public Interest Test).

Where Reidvale Housing Association is asked to provide information which it does not hold, but Reidvale Housing Association knows that another Scottish Public Authority does hold the requested information – Reidvale Housing Association shall

provide contact details of said Authority to the individual requesting the information and explain that the individual may wish to request the information from that Scottish Public Authority. Where a request is being handled under EIR and these circumstances apply Reidvale Housing Association shall offer to transfer the individual's request to the other Scottish Public Authority.

Reidvale Housing Association may choose to charge for fulfilling information requests received from individuals. Any charges made by Reidvale Housing Association shall be made in accordance with:

- for requests being handled under FOISA: the Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004
- for requests being handled under EIR: the Schedule of Charges of Reidvale Housing Association.

Any fee charged by Reidvale Housing Association will be reasonable and will not exceed the costs to Reidvale Housing Association of providing requested information.

Responding to Requests for Review

Where someone has requested information from Reidvale Housing Association and:

- Reidvale Housing Association has failed to respond to the request within the 20 working day deadline (or extended deadline in respect of certain requests made under EIR); or
- the person requesting the information is unhappy with the response to the request (for example where information has been withheld under one of the exemptions or exceptions available under FOISA/EIR)

then they have the right to request that Reidvale Housing Association reviews the response to their request to determine whether or not the provisions of FOISA or EIR have been followed.

Where Reidvale Housing Association performs a review and determines that a response to a request is not in accordance with FOISA or EIR Reidvale Housing Association will take immediate steps to rectify this (which could, for example, include releasing information which was previously withheld).

Where Reidvale Housing Association performs a review and determines that a response to a request is is in accordance with FOISA or EIR then Reidvale Housing Association will notify the individual who asked for a review as quickly as possible.

In any event Reidvale Housing Association will handle all requests for review in accordance with the timescales set out in FOISA and EIR.

Where an individual is unhappy with the response to their review request they may appeal to SIC. If an appeal is made by SIC and a decision handed down by them both Reidvale Housing Association and the individual in question have a right to appeal to the courts on a point of law.

Provision of Advice and Assistance to Individuals

Reidvale Housing Association must provide individuals seeking to access information with advice and assistance. This advice and assistance will be provided with a view to ensuring that all barriers which may potentially prevent an individual from accessing information are removed. Reidvale Housing Association will comply with this duty by following the guidance contained in the Section 60 Code of Practice issued by Scottish Ministers.

Publication of Information

Reidvale Housing Association shall publish information in accordance with its Publication Scheme through its Guide to Information. The Guide to Information of Reidvale Housing Association will be available on its website and a paper format will also be available on request.

The online Guide to Information can be found at www.reidvale.org.uk

Data Protection

Reidvale Housing Association is committed to upholding its data protection obligations set out in the GDPR and the Data Protection Act 2018.

Under data protection laws, individuals have the right to request access to all of the information that Reidvale Housing Association holds about them. This and other rights that individuals have under data protection are not covered by this policy and you should refer to the Association's Privacy Policy when dealing with these rights.

Access to the Privacy Policy is available via the Association's website or a hard copy can be provided on request from the Association's office.

6. Policy Review / Access

- 6.1 The Association will review this policy at least every 5 years.
- 6.2 The review process will take account of legislative changes, policy and good practice guidance.
- 6.3 Access to the policy will be made available via the Association's website or a hard copy will be provided on request from the Association's office.
- 6.4 This policy was agreed by the Management Committee on 30TH October 2019.