

SHIRE HOUSING ASSOCIATION: GUIDE TO INFORMATION

LAST REVIEWED: 31 OCTOBER 2019

At a glance – terms used in this document

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

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

Shire Housing Association 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	5p per A4 sheet
Print in colour	10p per A4 sheet
CD Rom	£1 per CD Rom
Posted document/CD Rom	Cost of postage incurred

Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

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.

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:

Freedom of Information Officer
Shire Housing Association
Netherthird House
Cumnock
KA18 3DB

Tel: 01290 421130
Email: info@shirehousing.com

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 Board minutes, 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:

Shire Housing Association
Netherthird House
Cumnock
KA18 3DB

Tel: 01290 421130

Email: info@shirehousing.com

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.¹

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

Information	Where to access
Class 1 - About Shire Housing Association	
<i>Information about Shire Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
Descriptions of who we are	
Mission Statement Vision Values Business Plan Summary Key activities; strategic/corporate plan Corporate Objectives	https://shirehousing.co.uk/wp-content/uploads/2018/03/Business-Plan-Summary-2017-20.pdf
Areas of operation	https://shirehousing.co.uk/the-association/
Customer Code/Charter	https://shirehousing.co.uk/our-services/service-standards/
Location and opening arrangements	
Address Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate) Opening times General contact arrangements	https://shirehousing.co.uk/contact-us/
Contact details for making a complaint	https://shirehousing.co.uk/our-services/making-a-complaint/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 2)
Contact details and advice on making an FOI request	https://shirehousing.co.uk/foi/

¹ In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.

Information	Where to access
Freedom of Information policies and procedures	https://shirehousing.co.uk/wp-content/uploads/2019/10/Freedom-of-Information-and-Environmental-Information-Policy-.pdf
Charging Schedule for environmental information provided in response to requests made under EIRs	https://shirehousing.co.uk/wp-content/uploads/2019/10/Freedom-of-Information-and-Environmental-Information-Policy-.pdf
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 	https://shirehousing.co.uk/about-us/board-members/
Description of the role of the Governing Body <ul style="list-style-type: none"> • governance structure; • remits for governing body and any sub-committees 	https://shirehousing.co.uk/wp-content/uploads/2019/10/Standing-Orders.pdf
How to become part of the governing body	https://shirehousing.co.uk/voluntary-board-member-opportunity/
About our staff	
List of senior management team, including professional biography and contact details	https://shirehousing.co.uk/staff-members/
Organisational structure	https://shirehousing.co.uk/wp-content/uploads/2019/10/Staff-Structure.pdf
Governance Documents and Corporate Policies	
Rules/Articles	https://shirehousing.co.uk/wp-content/uploads/2019/10/Association-Rules.pdf
Membership Policy	
Standing Orders	https://shirehousing.co.uk/wp-content/uploads/2019/10/Standing-Orders.pdf
Code of Conduct for Staff	https://shirehousing.co.uk/wp-content/uploads/2019/10/CODE-OF-CONDUCT-FOR-STAFF.pdf
Code of Conduct for Governing Body Members	https://shirehousing.co.uk/wp-content/uploads/2019/10/Code-of-Conduct-for-Governing-Body-Members.pdf

Information	Where to access
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://shirehousing.co.uk/wp-content/uploads/2019/10/Board-Expenses-Policy.pdf
Register of Interests	Available on request.
Equalities Policy	https://shirehousing.co.uk/wp-content/uploads/2019/10/Equality-and-Diversity-Policy.pdf
Health and Safety Policy	https://shirehousing.co.uk/wp-content/uploads/2019/10/HS-Manual-.pdf
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://shirehousing.co.uk/wp-content/uploads/2019/10/2019.20-SHR-Engagement-Plan.pdf
Assurance Statement	https://shirehousing.co.uk/wp-content/uploads/2019/10/Assurance-Statement-October-2019.pdf
Annual Return on Charter Submission to SHR	https://directory.scottishhousingregulator.gov.uk/Pages/Datasets-and-Reports.aspx
Financial Returns to SHR	https://directory.scottishhousingregulator.gov.uk/Pages/Datasets-and-Reports.aspx
Charter report to tenants	https://shirehousing.co.uk/knowledgebase_category/annual-performance-reports/
Internal and External Audit arrangements	Page 1 of the financial statements https://shirehousing.co.uk/knowledgebase_category/financial-statements/
Key Partnerships	
Strategic agreements with other organisations	https://www.east-ayrshire.gov.uk/Resources/PDF/C/CommonAllocationPolicy.pdf
Class 2 – How we deliver our functions and services <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
How to use our services	
List of services provided	https://shirehousing.co.uk/our-services/housing-management/
How to report a repair	https://shirehousing.co.uk/our-services/repairs-maintenance/
Right to Repair information	

Information	Where to access
How to apply for a house	https://shirehousing.co.uk/becoming-a-tenant/
How to get information about tenancy support	https://shirehousing.co.uk/information/financial-information/
How to make a complaint	https://shirehousing.co.uk/our-services/making-a-complaint/
How to speak to a housing officer	https://shirehousing.co.uk/contact-us/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://shirehousing.co.uk/our-services/service-standards/
Policies and Procedures	
Allocations Policy	https://www.east-ayrshire.gov.uk/Resources/PDF/C/CommonAllocationPolicy.pdf
Anti-Social Behaviour Policy	https://shirehousing.co.uk/wp-content/uploads/2019/10/Anti-Social-Behaviour-Policy.pdf
Asbestos Management Policy	https://shirehousing.co.uk/wp-content/uploads/2019/10/Asbestos-Policy-and-Survey-Strategy.pdf
Arrears Management Policy	https://shirehousing.co.uk/wp-content/uploads/2017/09/Rent-Arrears.pdf
Asset Management Policy (including stock condition information)	https://shirehousing.co.uk/wp-content/uploads/2019/10/Asset-Management-Policy.pdf
Customer Service Policy	https://shirehousing.co.uk/wp-content/uploads/2019/10/Customer-Services-Policy.pdf
Data Protection Policy	https://shirehousing.co.uk/wp-content/uploads/2019/08/Data-Protection-Policy.pdf
Equality and Diversity Policy	https://shirehousing.co.uk/wp-content/uploads/2019/10/Equality-and-Diversity-Policy.pdf
Estate Management Policy	https://shirehousing.co.uk/wp-content/uploads/2019/10/Estate-Management-Policy.pdf

Information	Where to access
Health and Safety Policy and procedures Legionnaires Inspection/Prevention Policy	https://shirehousing.co.uk/wp-content/uploads/2019/10/HS-Manual-.pdf
Procurement Policy	https://shirehousing.co.uk/wp-content/uploads/2019/10/Contract-and-Procurement-Policy.pdf
Risk Management Policy	https://shirehousing.co.uk/wp-content/uploads/2019/10/Risk-Management-Policy.pdf
Rent Setting Policy	https://shirehousing.co.uk/wp-content/uploads/2017/09/Summary-Rent-Policy.pdf
Repairs Policy	https://shirehousing.co.uk/wp-content/uploads/2019/10/Repairs-Maintenance-Policy.pdf
Tenancy Sustainment Policy	https://shirehousing.co.uk/wp-content/uploads/2019/10/Tenancy-Management-Policy.pdf
Class 3 – How we take decisions and what we have decided <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
Governing Body Meetings	
Board meeting minutes	https://shirehousing.co.uk/knowledgebase_category/management-board/
Consultation and Participation	
Tenant Participation Strategy	https://shirehousing.co.uk/wp-content/uploads/2019/10/Tenant-Participation-Strategy.pdf
Consultation reports noting the outcome of any recent consultations with tenants/others	https://shirehousing.co.uk/knowledgebase_category/consultations/
Tenant Scrutiny Panel composition	We have 17 Tenant Panel members. Information can be found in our Newsletters https://shirehousing.co.uk/knowledgebase_category/newsletters/
Class 4 – What we spend and how we spend it <i>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).</i>	
Information about our accounts and budgets	
Audited accounts	https://shirehousing.co.uk/knowledgebase_category/financial-statements/
Budget policies and procedures Budget allocation to key service areas	Delegated authority within https://shirehousing.co.uk/wp-content/uploads/2019/10/Standing-Orders.pdf

Information	Where to access
Our programme of work and projects	
Capital works programme	https://shirehousing.co.uk/wp-content/uploads/2019/10/Home-Improvements.pdf
Spending relating to Staff and Governing Body	
Expenses policies and procedures	https://shirehousing.co.uk/wp-content/uploads/2019/10/Board-Expenses-Policy.pdf
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	All expenses related to travel - contained within the financial statements. https://shirehousing.co.uk/knowledgebase_category/financial-statements/
Board member remuneration other than expenses	Not applicable.
Pay and grading structure (levels of pay rather than individual salaries)	Determined by EVH – available on request.
General information about staff pension scheme	Contained within the financial statements. https://shirehousing.co.uk/knowledgebase_category/financial-statements/
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 and associated policies.	Shire Housing Association is a member of EVH. All of our Human Resources policies come from this organisation. These are available on request.
Staffing structure	https://shirehousing.co.uk/wp-content/uploads/2019/10/Staff-Structure.pdf
Summary of professional organisations/trade bodies of which we are a member	https://shirehousing.co.uk/wp-content/uploads/2019/10/Corporate-memberships-register.pdf
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://shirehousing.co.uk/wp-content/uploads/2019/10/Asset-Management-Policy.pdf
General description of our land and property holdings	https://shirehousing.co.uk/the-association/

Information	Where to access
Estate development plans	https://shirehousing.co.uk/owner-information/
Information Resources	
Data protection or privacy policy including retention policy	https://shirehousing.co.uk/wp-content/uploads/2019/08/Data-Protection-Policy.pdf
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 	https://shirehousing.co.uk/our-services/repairs-maintenance/
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://shirehousing.co.uk/wp-content/uploads/2019/10/Supplier-list-September-2019.pdf
Information about regulated procurement contracts awarded (value, scope, duration)	https://shirehousing.co.uk/wp-content/uploads/2019/10/Contract-Regsiter.pdf
Our Procurement	
Procurement Policy and procedures Information on how to tender for work and invitations to tender	https://shirehousing.co.uk/wp-content/uploads/2019/10/Contract-and-Procurement-Policy.pdf
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://shirehousing.co.uk/wp-content/uploads/2019/10/Contract-Regsiter.pdf
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/search/search_mainpage.aspx
Framework Agreements	https://www.publiccontractsscotland.gov.uk/search/how/search_view.aspx?ID=JUN357999 https://www.publiccontractsscotland.gov.uk/search/how/search_view.aspx?ID=APR352290

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 ARC report to tenants Performance Standards/indicators Benchmarking Information	https://shirehousing.co.uk/knowledgebase_category/annual-performance-reports/
Complaints policy, guidance and forms	https://shirehousing.co.uk/our-services/making-a-complaint/
Complaints reports or equivalent to show how complaints are handled and influence service delivery.	Included in our Annual Report https://shirehousing.co.uk/wp-content/uploads/2019/09/Annual-Report-Final-Version.
Class 8 – Our commercial publications <i>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</i>	
This class does not apply to Shire Housing Association as we do not produce any publications for sale.	Not applicable
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 Shire Housing Association.	Not applicable