

HOMES FOR LIFE: GUIDE TO INFORMATION

LAST REVIEWED: 8th November 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.

Homes for Life 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
Photocopying- in black and white	10p per A4 sheet
Photocopying- in colour	20p per A4 sheet
Pre-printed publications	Cost to HFL of publication per copy
Electronic- CD Rom	50p per disc
Electronic- Memory Stick	£5-20, depending on the amount of information required. A £5 memory stick is likely to be sufficient in most circumstances.
Postage & packing	Cost to HFL of packaging and postage

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:

Alison Gorrie, Corporate Services Officer, Homes for Life, 57 Market Street, Haddington EH41 3JG Tel 01620 829 300 or email FOI@homesforlife.co.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, if we were to publish certain minutes or reports, 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 check out our web site at www.homesforlife.co.uk , or contact:

Alison Gorrie, Corporate Services Officer, Homes for Life, 57 Market Street, Haddington EH41 3JG Tel 01620 829 300 or email FOI@homesforlife.co.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.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 Homes for Life	
<i>Information about Homes for Life, 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	About Us
Vision	
Values	
Corporate Objectives	Business Plan
Area(s) of operation	
Key activities	
Business Plan (or summary)	Business Plan
Customer Code/Charter	Currently out to tenant consultation
Location and opening arrangements	
Address	Address
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)
opening times	opening times
General contact arrangements	General contact arrangements
local/area office contact details	local/area office contact details
Contact details for making a complaint	Complaints Procedure
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	AVAILABLE FROM 11 NOVEMBER 2019
Freedom of Information policies and procedures	AVAILABLE FROM 11 NOVEMBER 2019
Charging Schedule for environmental information provided in response to requests made under EIRs	
About our Governing Body	

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

Information	Where to access
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 	Governing Body Members
Description of the role of the Governing Body <ul style="list-style-type: none"> governance structure chart (including sub-committees and working groups); remits for governing body and any sub-committees 	Role of the Governing Body Standing Orders
How to become part of the governing body	Director Application
About our staff	
List of senior management team, including professional biography and contact details	Staff
Organisational structure	Organisational structure
Governance Documents and Corporate Policies	
Rules/Articles	Rules/Articles
Standing Orders	Standing Orders
Membership Policy	Membership Policy
Code of Conduct for Staff	Code of Conduct for Staff
Code of Conduct for Governing Body Members	Code of Conduct for Governing Body Members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Entitlements Payments and Benefits Policy
Register of Interests	Register of Interests
Equalities Policy	Equalities Policy
Health and Safety Policy	Health and Safety Policy
Sustainability Policy	- under review
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Engagement plan with Scottish Housing Regulator
Assurance Statement	Assurance Statement
Annual Return on Charter Submission to SHR	Annual Return on Charter Submission to SHR
Financial Returns to SHR	Financial Returns to SHR
Charter report to tenants	Charter report to tenants

Information	Where to access
Internal and External Audit arrangements	Internal and External Audit arrangements
Group Details	
Details of our subsidiary organisation	Dormant
Key Partnerships	
Strategic agreements with other organisations	Castlerock Edinvar host Homehunt adverts for Allocations
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	List of services provided
How to report a repair	How to report a repair
Right to Repair information	Right to Repair information
How to apply for a house	How to apply for a house
How to get information about tenancy support	How to get information about tenancy support
How to make a complaint	How to make a complaint
How to speak to a housing officer	How to speak to a housing officer
How we consult with tenants and other customers to inform and improve service delivery and develop new services	How we consult with tenants and other customers to inform and improve service delivery and develop new services
Policies and Procedures	
Allocations Policy	Allocations Policy
Anti-Social Behaviour Policy	Anti-Social Behaviour Policy
Asbestos Management Policy	Asbestos Policy
Arrears Management Policy	Arrears Management Policy
Customer Care Policy	New policy -out for consultation with tenants
Data Protection Policy	Privacy Policy – under review
Freedom of Information & Environmental Information Regulations Policy	AVAILABLE FROM 11 NOVEMBER 2019
Equality and Diversity Policy	Equality and Diversity Policy
Estate Management Policy	Estate Management Policy currently out for consultation
Health and Safety Policy and procedures	Health & Safety Policy

Information	Where to access
Procurement Policy	Under Review
Risk Management Policy	Risk Register
Rent Setting Policy	Rent Setting Policy
Repairs Policy	Under Review
Sustainability Policy	Under Review
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	
Governing body meeting minutes	Governing body meeting minutes
Governing body meeting reports/papers	To follow
Governing body agendas	To follow
Consultation and Participation	
Tenant Participation Strategy	Tenant Participation Strategy
Consultation reports noting the outcome of any recent consultations with tenants & other customers (where applicable)	Consultations
Registered Tenant Organisations	None
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	
Description of funding sources	Audited Accounts
Audited accounts	Audited Accounts
Budget allocation to key service areas	
Capital works programme/plans information	5 Year planned Maintenance Plan
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Expenses policies
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	EVH Terms and Conditions
Board member remuneration other than expenses	To Follow
Pay and grading structure (levels of pay rather than individual salaries)	EVH Payscales
General information about staff pension scheme	Pension Scheme
Class 5 – How we manage our resources <i>Information about how we manage our human, physical and information resources</i>	
Human resources	
Staffing structure	Staffing structure

Information	Where to access
Human resources policies	EVH Terms & Conditions
Summary of professional organisations/trade bodies of which we are a member	Scottish Federation of Housing Associations (SFHA) Glasgow and West of Scotland Forum (GWSF) Employers in Voluntary Housing (EVH) Scottish Housing Association Resources for Education (SHARE) Tenants Information Service (TIS) Scotland Excel
Physical Resources	
General description of our land and property holdings	Stock Profile
Information Resources	
Records management policy and records management plan, including records retention schedule	Privacy Policy
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 	
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Entitlements Payments and Benefits Policy
Information about regulated procurement contracts awarded (value, scope, duration)	
Our Procurement	
Procurement Policy and procedures	Under Review
Information on how to tender for work and invitations to tender	To follow
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	To follow
Links to procurement information we publish on Public Contracts Scotland website	To follow
Framework Agreements	Scotland Excel members
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	Annual Report
ARC report to tenants	ARC report to tenants
Performance Standards/indicators	Performance Standards/indicators
Benchmarking information	Benchmarking information
Complaints policy, guidance and forms	Complaints policy, guidance and forms
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Annual Report
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 currently apply to Homes for Life 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 currently apply to Homes for Life .	Not applicable