

## HOMES FOR LIFE: GUIDE TO INFORMATION

LAST REVIEWED: 8<sup>th</sup> 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:

<b>Format</b>	<b>Charge</b>
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](mailto: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](http://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](mailto: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.<sup>1</sup>

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.

<b>Information</b>	<b>Where to access</b>
<b>Class 1 - About Homes for Life</b>	
<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>	
<b>Descriptions of who we are</b>	
Mission Statement	<a href="#">About Us</a>
Vision	
Values	
Corporate Objectives	<a href="#">Business Plan</a>
Area(s) of operation	
Key activities	
Business Plan (or summary)	<a href="#">Business Plan</a>
Customer Code/Charter	Currently out to tenant consultation
<b>Location and opening arrangements</b>	
Address	<a href="#">Address</a>
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	<a href="#">Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)</a>
opening times	<a href="#">opening times</a>
General contact arrangements	<a href="#">General contact arrangements</a>
local/area office contact details	<a href="#">local/area office contact details</a>
Contact details for making a complaint	<a href="#">Complaints Procedure</a>
<b>Information relating to Freedom of Information</b>	
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	
<b>About our Governing Body</b>	

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

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

Information	Where to access
Internal and External Audit arrangements	<a href="#">Internal and External Audit arrangements</a>
<b>Group Details</b>	
Details of our subsidiary organisation	Dormant
<b>Key Partnerships</b>	
Strategic agreements with other organisations	Castlerock Edinvar host Homehunt adverts for Allocations
<b>Class 2 – How we deliver our functions and services</b> <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
<b>How to use our services</b>	
List of services provided	<a href="#">List of services provided</a>
How to report a repair	<a href="#">How to report a repair</a>
Right to Repair information	<a href="#">Right to Repair information</a>
How to apply for a house	<a href="#">How to apply for a house</a>
How to get information about tenancy support	<a href="#">How to get information about tenancy support</a>
How to make a complaint	<a href="#">How to make a complaint</a>
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	<a href="#">How we consult with tenants and other customers to inform and improve service delivery and develop new services</a>
<b>Policies and Procedures</b>	
Allocations Policy	<a href="#">Allocations Policy</a>
Anti-Social Behaviour Policy	<a href="#">Anti-Social Behaviour Policy</a>
Asbestos Management Policy	<a href="#">Asbestos Policy</a>
Arrears Management Policy	<a href="#">Arrears Management Policy</a>
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	<a href="#">Equality and Diversity Policy</a>
Estate Management Policy	<a href="#">Estate Management Policy</a> currently out for consultation
Health and Safety Policy and procedures	<a href="#">Health &amp; Safety Policy</a>

Information	Where to access
Procurement Policy	Under Review
Risk Management Policy	<a href="#">Risk Register</a>
Rent Setting Policy	<a href="#">Rent Setting Policy</a>
Repairs Policy	Under Review
Sustainability Policy	Under Review
<b>Class 3 – How we take decisions and what we have decided</b> <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
<b>Governing Body Meetings</b>	
Governing body meeting minutes	<a href="#">Governing body meeting minutes</a>
Governing body meeting reports/papers	To follow
Governing body agendas	To follow
<b>Consultation and Participation</b>	
Tenant Participation Strategy	<a href="#">Tenant Participation Strategy</a>
Consultation reports noting the outcome of any recent consultations with tenants & other customers (where applicable)	<a href="#">Consultations</a>
Registered Tenant Organisations	None
<b>Class 4 – What we spend and how we spend it</b> <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>	
<b>Information about our accounts and budgets</b>	
Description of funding sources	<a href="#">Audited Accounts</a>
Audited accounts	<a href="#">Audited Accounts</a>
Budget allocation to key service areas	
Capital works programme/plans information	<a href="#">5 Year planned Maintenance Plan</a>
<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	<a href="#">Expenses policies</a>
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	<a href="#">EVH Terms and Conditions</a>
Board member remuneration other than expenses	To Follow
Pay and grading structure (levels of pay rather than individual salaries)	<a href="#">EVH Payscales</a>
General information about staff pension scheme	<a href="#">Pension Scheme</a>
<b>Class 5 – How we manage our resources</b> <i>Information about how we manage our human, physical and information resources</i>	
<b>Human resources</b>	
Staffing structure	<a href="#">Staffing structure</a>

Information	Where to access
Human resources policies	<a href="#">EVH Terms &amp; Conditions</a>
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
<b>Physical Resources</b>	
General description of our land and property holdings	<a href="#">Stock Profile</a>
<b>Information Resources</b>	
Records management policy and records management plan, including records retention schedule	<a href="#">Privacy Policy</a>
<b>Class 6 - How we procure goods and services from external providers</b> Information about how we procure works, goods and services, and our contracts with external providers.	



<b>Our Contractors and suppliers</b>	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> <li>• responsive repairs</li> <li>• landscape maintenance</li> <li>• planned/cyclical maintenance</li> </ul>	
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	<a href="#">Entitlements Payments and Benefits Policy</a>
Information about regulated procurement contracts awarded (value, scope, duration)	
<b>Our Procurement</b>	
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
<b>Class 7 – How we are performing</b>	
Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	<a href="#">Annual Report</a>
ARC report to tenants	<a href="#">ARC report to tenants</a>
Performance Standards/indicators	Performance Standards/indicators
Benchmarking information	<a href="#">Benchmarking information</a>
Complaints policy, guidance and forms	<a href="#">Complaints policy, guidance and forms</a>
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	<a href="#">Annual Report</a>
<b>Class 8 – Our commercial publications</b>	
<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
<b>Class 9 – Our open data</b>	
Open data made available by us under the Scottish Government's <a href="#">Open Data Resource Pack</a> and available under open licence.	
This class does not currently apply to Homes for Life .	Not applicable