GUIDE TO INFORMATION

LAST REVIEWED: November 2023

At a glance – terms used in this document

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

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.

Rural Stirling Housing Association (RSHA) 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
Photocopying / Computer Print-outs	• 10p per black and white A4 page • 20p per colour A4 Page • Specialist copying or print-outs will be charged at cost to the Association.
Electronic Format	• CD Rom: 50p per disc • Memory Stick: from £4.99 to £19.99, depending on the amount of information. A £4.99 memory stick is likely to be sufficient in most circumstances.
Postage and Packaging	• Recharged by the Association to the applicant at the cost of sending information to the applicant by First Class Royal Mail • Packaging to be recharged at cost to the Association.
Pre-printed publications	• Cost to the Association to have the publication printed (on a per copy basis)

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 our Data Protection Officer at

rshadpo@infolawsolutions.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, 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:

By Post: Data Protection Officer, Rural Stirling Housing Association, Stirling Road, Doune, Perthshire, FK16 6AA

By Email: rshadpo@infolawsolutions.co.uk

Telephone: 07852 905779

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 Rural Stirling Housing Association (RSHA) *Information about RSHA, 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	Business Plan 2020 – 24 (updated March 2023)
Vision	Business Plan 2023 – 24 Appendix 1 – Strategic Delivery Plan
Values	Business Plan 2023 – 24 Addendum – Sensitivity Charts
Corporate Objectives	
Area(s) of operation	RSG Strategic Plan 2020-23 (updated March 2023)
Key activities; strategic/corporate plan(s)	
Business Plan (or summary)	
Customer Code/Charter **[DELETE IF YOU DO NOT HAVE SOMETHING SIMILAR IN PLACE]**	Customer Services Standards
Location and opening arrangements	
Address	Stirling Road, Doune, Perthshire FK16 6AA
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	01786 8411011 enquiries@rsha.org.uk
Opening Times	Monday to Thursday – 9am to 5pm Friday 9am to 4pm • Office is closed to the public on a Monday and Friday but staff can be contacted by phone or email • Office is closed Wednesday mornings and re-opens at 1pm
General contact arrangements	As above
local/area office contact details	As above
Contact details for making a complaint	https://www.rsha.org.uk/your-views/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	Access to Information Charging Statement

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

Information	Where to access
Contact details and advice on making an FOI request	**By Post:** Data Protection Officer, Rural Stirling Housing Association, Stirling Road, Doune, Perthshire, FK16 6AA **By Email:** rshadpo@infolawsolutions.co.uk **Telephone:** 07852 905779 Information Request Form
Freedom of Information policies and procedures	Access to Information Policy and Procedures
Charging Schedule for environmental information provided in response to requests made under EIRs	Access to Information Charging Statement
About our Governing Body	
List of Governing Body Members • Names • when they became a governing body member • Professional biographical details • office-bearing responsibilities • when they became an office-bearer	• Mark Griffiths • Fiona Boath • Linda Anderson • Kenneth Butler • Lorna Cameron • Andrew Faulk • Susan Macmillan • Margaret Vass, OBE • Howard Dales • Lynda McColl • Richard McElfatrick • Alison Smith • Mark Sinclair Further information can be found HERE
Description of the role of the Governing Body • governance structure chart (including sub-committees and working groups); • remits for governing body and any sub-committees	• Organisation Structure • Board Remits • Audit & Risk Committee Remit • Working Group Remit
How to become part of the governing body	Information on how to become a Board Member
About our staff	
List of senior management team, including professional biography and contact details	• Donna Birrell – Chief Executive Officer • Gerry Casey – Deputy CEO/Director of Finance & Corporate Services • Craig Wood – Director of Housing and Property Services Full Staff information available HERE
Organisational structure	Organisational Structure
Governance Documents and Corporate Policies	
Rules/Articles	Rules of the Association

Information	Where to access
Standing Orders	Standing Orders – October 2023
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 Board Members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Entitlement Payments and Benefits Policy
Register of Interests	RSHA Board of Management Register of Interests 2023-24
Equalities Policy	Group Equality, Diversity and Human Rights Policy 2022 Policy Equality Impact Assessment
Health and Safety Policy	Health & Safety Policy Statement 2023 Landlord Facilities, Health & Safety Policy Statement 2023
Sustainability Policy	Group Sustainability Policy 2022 Policy Equality Impact Assessment
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	SHR Engagement Plan - 2023
Assurance Statement	Annual Assurance Statements
Annual Return on Charter Submission to SHR	Annual Return on the Charter 2022-23 Scottish Social Housing Charter – November 2022
Financial Returns to SHR	Annual Accounts to 31 March 20203
Charter report to tenants	Annual Performance Report 2022-23
Internal and External Audit arrangements	The Internal Audit function is outsourced and re-tendered on a three-year basis. Wylie & Bisset LLP is the current provider having won the tender which will be effective from 1 April 2023 to 31 March 2026. The External Audit function is re-tendered at least every 5 years with the option to extend by 1 year. The current appointment is due to end after the audit of the 31 March 2023 accounts or 31 March 2024 accounts if extended by 1 year. Alexander Sloan is the current provider.
Group Details	
Details of our subsidiaries/parent organisation	Details of Venachar Ltd, our subsidiary, can be found on our website and in our Group Strategic Plan and current Business Plans. Business Plan 2020 – 24 (updated March 2023) Business Plan 2023 – 24 Appendix 1 – Strategic Delivery Plan Business Plan 2023 – 24 Addendum – Sensitivity Charts RSG Strategic Plan 2020-23 (updated March 2023) Venachar Ltd Business Plan 2023-24 Venachar Ltd Budget 2023-24
Key Partnerships	

Information	Where to access
Strategic agreements with other organisations	We have no formal or constitutional agreements in place but we do work with a range of partners. We have a close (but non-constitutional) relationship with our partners in the StrathFor Housing Alliance – Forth HA, and Ochil View HA. Further information is available in our current Business Plan 2020 – 24 (updated March 2023)

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	Our Services
How to report a repair	Reporting a Repair
Right to Repair information	Right to Repair
How to apply for a house	Apply for a House
How to get information about tenancy support	Tenant Services
How to make a complaint	Comments, Complaints and Compliments
How to speak to a housing officer	Housing Officer Information
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Customer Engagement, Participation & Scrutiny Strategy 2021-2024

Policies and Procedures

Allocations Policy	Group Allocations Policy 2022 Equality Impact Assessment for Allocations Policy 2022
Adaptations Policy	Adaptation Policy February 2023 Equality Impact Assessment for Adaptation Policy February 2023
Anti-Social Behaviour Policy	Group ASB and Neighbour Nuisance Policy Equalities Impact Assessment ASB Policy
Asbestos Management Policy	Asbestos in Tenancies Policy 2021
Arrears Management Policy	Group Rent Arrears Prevention and Recovery Policy 2022 Equalities Impact Assessment
Asset Management Policy (including stock condition information)	Group Asset Management Policy – February 2023 Asset Management Strategy 2021 Asset Management Strategy 2021 – Appendix 1 Asset Management Strategy 2021 – Appendix 2 Asset Management Strategy 2021 – Appendix 3
Customer Care Policy	Customer Engagement, Participation and Scrutiny Strategy 2021
Data Protection Policy	Group Data Protection Policy
Equality and Diversity Policy	Group Equality, Diversity and Human Rights Policy 2022 Equality Impact Assessment

Information	Where to access
Estate Management Policy	Estate Management Policy 2021
Health and Safety Policy and procedures	Health & Safety Policy 2023 Health and Safety Information to Tenants and Tenancy Agreements Policy 2023 Health & Safety information to Tenants and Tenancy Agreements Equality Impact Assessment
Legionnaires Inspection/Prevention Policy	Group Water Systems and legionella Policy 2022
Procurement Policy	Group Policy for Sustainable Procurement of Goods, Services and Works 2022 Annual Procurement Strategy 2022-23 Annual Procurement Report 2022-23 Annual Procurement Report 2022-23 – Appendix 1
Risk Management Policy	Group Risk Management Policy - 2022
Rent Setting Policy	Group Rents Policy - 2023
Repairs Policy	Group Reactive Maintenance Policy 2023 Equality Impact Assessment
Sustainability Policy	Group Sustainability Policy 2022 Policy Equality Impact Assessment
Tenancy Sustainment Policy	We do not have a Tenancy Sustainment Policy. Tenancy sustainment measures are included in each of the housing services policies listed above.
Internal procedures relating to above (where available)	Available on request.

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	Minutes of Governing Body Meetings
Governing body meeting reports/papers	Available on request
Governing body agendas	Agendas for Governing Body Meetings

Consultation and Participation	
Tenant Participation Strategy	Customer Engagement, Participation and Scrutiny Strategy 2021 Customer Engagement, Participation and Scrutiny Strategy – Action Plan 2021
Consultation reports noting the outcome of any recent consultations with tenants/others	We carry out many of our consultations and engagement online and have been using CX Feedback to gather feedback from our tenants. In the early part of 2023 we carried out Customer Satisfaction Survey and the result were presented to our Board and an Action Plan created.

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	SHR Loan Portfolio Return 2023
Audited accounts	Annual Accounts to 31 March 2023
Budget policies and procedures	Financial Regulations
Budget allocation to key service areas	Annual Budget 2023-24

Our programme of work and projects	
Brief details of any project funding and how it's being spent	Annual Budget 2023-24
Capital works programme/plans information (annual programme figure)	Annual Budget 2023-24

Spending relating to Staff and Governing Body	
Expenses policies and procedures	Board and Staff Expenses Policy 2022 Board and Staff Expenses Policy Equality Impact Statement 2022 Entitlements, Payments and Benefits Policy 2021
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Board Expenses contained within Audited Accounts Page 31, point 23.
Board member remuneration other than expenses	Not applicable as all Board members are volunteers
Pay and grading structure (levels of pay rather than individual salaries)	EVH Pay Scales – 2023/24
General information about staff pension scheme	The Association operates a defined contribution scheme which is available to all staff members. The minimum employee contribution is 4% and the employer contribution is 9%. The provider is Royal London. Royal London Pension Plan Providers

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	Currently under review. We anticipate this being available in 2022. In the interim please contact our CEO for more information.
Staffing structure	Organisational Structure 2022

Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records	We are full members of Employers in Voluntary Housing (EVH) and follow EVH Terms and Conditions. These are only available to members. More information about EVH can be found by visiting their website EVH We hold and maintain personal records in accordance with our Group Data Retention Policy
Internal procedures relating to the above (where available)	Where we are unable to publish, these are available on request
Trade Union information	We recognise Unite Trade Union and staff employed by RSHA can become members of the union. Unite Trade Union
Summary of professional organisations/trade bodies of which we are a member	We subscribe to a number of different organisations which assist us in meeting our aims and objectives. Further information on the organisations can be found by visiting the websites below: SFHA IIP SPA Happy to Translate TPAS EVH
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Business Plan 2020 – 24 (updated March 2023) Business Plan 2023 – 24 Appendix 1 – Strategic Delivery Plan Business Plan 2023 – 24 Addendum – Sensitivity Charts RSG Strategic Plan 2020-23 (updated March 2023) Asset Management Policy – February 2023 Asset Management Strategy 2021
General description of our land and property holdings	Asset Management Strategy 2021 – Appendix 1 Asset Management Strategy 2021 – Appendix 2 Asset Management Strategy 2021 – Appendix 3
Estate development plans	Business Plan 2020 – 24 (updated March 2023) Stirling Council Local Housing Strategy
Information Resources	
Records management policy and records management plan, including records retention schedule	Group Data Retention Policy
Data protection or privacy policy	Group Data Protection Policy Group Data Retention 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: • responsive repairs • landscape maintenance • planned/cyclical maintenance	List of Contractors and Consultants – updated September 2023
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	List of Contractors and Consultants – updated September 2023
Information about regulated procurement contracts awarded (value, scope, duration)	Public Contracts Scotland
Our Procurement	
Procurement Policy and procedures	Annual Procurement Strategy 2023/24
Information on how to tender for work and invitations to tender	Sustainable Procurement of Goods, Services and Works Policy 2022
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Public Contracts Scotland
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland
Framework Agreements	Our current Frameworks are as follows:- • Scottish Procurement Alliance • Development Services 2023-26 • Landscaping Services 2022-26 • Gas Audit Inspections 2019-23 extended to 2024 • Electrical Inspections 2022-26

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 Performance Report 2022/23
ARC report to tenants	Annual Performance Report 2022/23 Newsletters
Performance Standards/indicators	Annual Performance Report 2022/23
Benchmarking information	Annual Performance Report 2022/23
Complaints policy, guidance and forms	Comments, Complaints and Compliments.

Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Annual Performance Report 2022/23 Annual Complaints Report 2022/23

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 Rural Stirling 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 Rural Stirling Housing Association.	Not applicable