GUIDE TO INFORMATION

LAST REVIEWED: 1st April 2021 Interim update Handling Complaints Procedure

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:

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 the 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 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 us:

For attention of the DPO

Rural Stirling Housing Association, Stirling Road, Doune, Perthshire FK16 6AA

rshadpo@infolawsolutions.co.uk

Direct Dial 07397 806981

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 RSHA Information about RSHA who we are, where to find us, how to contact us, how we are managed and our external relations can be found by visiting our website www.rsha.org.uk	
Descriptions of who we are (all of this information can be found in our Business Plan which can be found here)	
Mission Statement Vision Values Corporate Objectives Area(s) of operation Key activities; strategic/corporate plan(s)	Business Plan 2020/21 Addendum to Business Plan 2020/21 COVID-19 Strategic Delivery Plan 2020/21
Customer Service Standards	Customer Service Standards
Location and opening arrangements	
Address Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Website Contact Us Page
Opening times	
General contact arrangements	
Local/area office contact details	Not applicable to RSHA
Contact details for making a complaint	Complaints, Comments and Feedback
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	**THIS DOCUMENT**
Charging Schedule for Published Information	Charging Statement
Information Request Form, Contact details and advice on making an FOI request	Information Request Form

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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
Freedom of Information policies and procedures	Group Access to Information Policy and Procedures 2019 Group Records Management Policy 2019
Charging Schedule for environmental information provided in response to requests made under EIRs	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	Board Member Biographies
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 Remit • Audit and Risk Committee 2020
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	Staff team and contact details
Organisational structure	Organisation Structure
Governance Documents and Corporate Policies	
Rules/Articles	Rules of the Association
Standing Orders	Standing Orders
Membership Policy	Membership Policy
Code of Conduct for Staff	Code of Conduct for Staff 2019
Code of Conduct for Governing Body Members	Code of Conduct for Board Members 2020
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for	Group Entitlements, Payments and Benefits Policy 2020

Information	Where to access
payments for expenses and subsistence)	
Register of Interests	*Available on Request*
Equalities Opportunities Policy	*Currently under review. We anticipate this being available later in 2020 in the interim please contact CEO for more information.*
Health and Safety Policy	<mark>Health and Safety Policy 2020 and Landlord Facilities H&S Policy 2020</mark> *We anticipate these documents being available from end of November.*
Sustainability Policy	Sustainability Policy 2019.
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	https://directory.scottishhousingregulator.gov.uk/Pages/LandlordSummary.aspx?LAtoZNameQS=0F347F70-CFA9-E311-93F1-005056B555E6
Financial Returns to SHR	5 Year Financial Plans Audited Financial Returns to SHR Loan Portfolio Return
Charter report to tenants	https://www.rsha.org.uk/about-us/
Internal and External Audit arrangements	The Internal Audit function is outsourced and re-tendered on a three-year basis. The current appointment is due to end on 31st March 2023 with the new three-year term commencing on 1st April 2023. Wylie & Bisset LLP is the current provider. 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 Venachar our subsidiary can be found on our website and in our Group Strategic Plan and current Business Plans	Business Plan 2020/21 Addendum to Business Plan 2020/21 COVID-19 Strategic Delivery Plan 2020/21 Venachar Business Plan 2020/21
Key Partnerships	
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 2020/21

Information	Where to access
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	List of services
How to report a repair	How to report a repair
Right to Repair information	Right to Repair information
How to apply for a house	Find a home
How to get information about tenancy support	Support services for tenants
How to make a complaint	Complaints, Comments and Feedback
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	https://www.rsha.org.uk/about-us/ Customer Engagement, Participation & Scrutiny Strategy currently being developed. We anticipate this being available later in 2020 in the interim please contact our Housing Services Manager for more information.
Policies Procedures and Key Strategic Documents	
Allocations Policy	Allocations Policy 2019
Adaptations Policy	Adaptations Policy 2020
Anti-Social Behaviour Policy	Anti-social Behaviour and Neighbour Nuisance Policy 2019
Asbestos Management Policy	Asbestos Management Policy
Arrears Management Policy	Arrears Management Policy
Asset Management Strategy (including stock condition information)	Asset Management Strategy 2018 Asset Management Strategy Appendix 1 Asset Management Strategy Appendix 2 Asset Management Strategy Appendix 3 Asset Management Strategy Appendix 4 Asset Management Strategy Appendix 5 Asset Management Strategy Appendix 6 Asset Management Strategy Appendix 7
Data Protection Policy	Data Protection Policy 2018
Environmental Information Regulations Policy (EIR)	Group Access to Information Policy and Procedures 2019

Information	Where to access
Equality and Diversity Policy	*Currently under review. We anticipate this being available later in 2020 in the interim please contact our CEO for more information.*
Estate Management Policy	Estate Management Policy 2018
Health and Safety Policy and procedures	Health and Safety Policy 2020 and Landlord Facilities H&S Policy 2020 *We anticipate these documents being available from end of November.*
Legionnaires Inspection/Prevention Policy	Water Systems and Legionella Policy 2019
Sustainable Procurement Policy	Procurement Policy
Risk Management Policy	Risk Management Policy 2019.
How do we set our rents?	How we set our rents
Repairs Policy	Reactive Maintenance Policy
Sustainability Policy	Sustainability Policy 2019.
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)	*Where we are unable to publish these can be made 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	Board Minutes
Governing body meeting reports/papers	*Available on request.*
Governing body agendas	Board and Committee Agendas

Consultation and Participation

Tenant Participation Strategy	https://www.rsha.org.uk/about-us/ Customer Engagement, Participation & Scrutiny Strategy currently being developed. We anticipate this being available later in 2020 in the interim please contact our Housing Services Manager for more information.
Consultation reports noting the outcome of any recent consultations with tenants/others	A tenant's Gathering was hosted by RSHA on the 25.1.20 to consult on the performance of our current Contractors and the forthcoming Framework for Reactive Repairs and the impending 2020-21 rent increases. The results of recent tenant consultations on our Allocations Policy review and proposed rent increase 2020/21 are available on our web site.

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	Where to access
Information about our accounts and budgets	
Description of funding sources	SHR Loan Portfolio Return 2020
Audited accounts	Annual Audited Accounts 2019/20
Budget policies and procedures	Financial Regulations
Budget allocation to key service areas	Annual Budget 2020/21
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Annual Budget 2020/21
Capital works programme/plans information (annual programme figure)	Annual Budget 2020/21
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Board and Staff Expenses Policy 2019.
Senior staff (CEO, DCEO/FCSM, A&DM, HSM)/governing body member expenses at category level e.g. travel, subsistence and accommodation	Senior Staff Expenses 2020 Board Member Expenses are detailed in Note 24 of the 2020 Annual Accounts. Audited Accounts year ended 31/3/20
Board member remuneration other than expenses	Not applicable to RSHA all Board members are volunteers.
Pay and grading structure (levels of pay rather than individual salaries)	EVH Pay Scales are followed.
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. 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 late 2020/early 2021, in the interim please contact our CEO for more information.
Staffing structure	Organisation Structure

Information	Where to access
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 personnel records in accordance with our Data Retention Policy
Internal procedures relating to the above (where available)	*Where we are unable to publish these can be made 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 RIHAF SHARE IIP SHN SPA Happy to Translate TPAS EVH
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Business Plan 2020/21 Asset Management Strategy 2018 Asset Management Strategy Appendix 1 Asset Management Strategy Appendix 2 Asset Management Strategy Appendix 3 Asset Management Strategy Appendix 4
General description of our land and property holdings	Asset Management Strategy Appendix 5 Asset Management Strategy Appendix 6 Asset Management Strategy Appendix 7

Information	Where to access
Estate development plans	Business Plan 2020/21 Stirling Council SHIP and SHIP Tables
Information Resources	
Records management policy, including Data retention schedule	Group Records Management Policy
Data Protection Policy or privacy policy	Data Protection Policy 2018 Data Retention Policy 2018

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	Contractors we work with
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	List of Consultants and Contractors 2020
Information about regulated procurement contracts awarded (value, scope, duration)	https://www.publiccontractsscotland.gov.uk/
Our Procurement	
Sustainable Procurement Policy and procedures	Procurement Policy
Information on how to tender for work and invitations to tender	Procurement Policy
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://www.publiccontractsscotland.gov.uk/
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/
Framework Agreements	Our current Frameworks are as follows:- Scottish Procurement Alliance Development Services 2019-23 Landscaping Services 2018-22

Information	Where to access
	External Painter work 2019-23 Gas Audit Inspections 2019-23 Electrical Inspections and Fire Safety Upgrades 2019-23 Kitchen Refurbishment 2019-23
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 & Newsletters	Annual Report 2019/20 Newsletters
ARC report to tenants	Annual Report 2019/20
Performance Standards/indicators	Annual Report 2019/20
Benchmarking information	Annual Report 2019/20
Complaints policy, guidance and forms	Complaints, Comments and Feedback
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Annual Report 2019/20
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 RSHA 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 RSHA	Not applicable does not apply to RSLs

End of document.