**GUIDE TO INFORMATION**

**LAST REVIEWED: OCTOBER 2020**

**At a glance – terms used in this document**

| Term Used | Explanation |
|---|---|
| FOISA | Freedom of Information (Scotland) Act 2002<br><br>*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<br><br>*Those organisations covered by EIRs have a duty to respond to requests for environmental information* |
| SIC | The Scottish Information Commissioner<br><br>*Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.* |
| MPS | Model Publication Scheme<br><br>*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**<br><br>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 t**his information can be found in our Business Plan which can be found here) | |
| Mission Statement | Business Plan 2020/21<br>Addendum to Business Plan 2020/21 COVID-19<br>Strategic Delivery Plan 2020/21 |
| Vision | |
| Values | |
| Corporate Objectives | |
| Area(s) of operation | |
| Key activities; strategic/corporate plan(s) | |
| Customer Service Standards | Customer Service Standards |
| **Location and opening arrangements** | |
| Address | Website Contact Us Page |
| Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate) | |
| 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<br>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<br>• Names<br>• when they became a governing body member<br>• Professional biographical details<br>• office-bearing responsibilities<br>• when they became an office-bearer | Board Member Biographies |
| Description of the role of the Governing Body<br>• governance structure chart (including sub-committees and working groups);<br>• remits for governing body and any sub-committees | • Organisation Structure<br>• Board Remit<br><br>• 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 | ==Health and Safety Policy 2020 and Landlord Facilities H&S Policy 2020== *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<br>Audited Financial Returns to SHR<br>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.<br><br>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<br>Addendum to Business Plan 2020/21 COVID-19<br>Strategic Delivery Plan 2020/21<br><br>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**<br>*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/<br><br>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<br>Asset Management Strategy Appendix 1<br>Asset Management Strategy Appendix 2<br>Asset Management Strategy Appendix 3<br>Asset Management Strategy Appendix 4<br>Asset Management Strategy Appendix 5<br>Asset Management Strategy Appendix 6<br>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 | <mark>Health and Safety Policy 2020 and Landlord Facilities H&S Policy 2020</mark> *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**

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|---|---|
| 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/ <br> 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<br><br>Board Member Expenses are detailed in Note 24 of the 2020 Annual Accounts.<br>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.<br><br>Pension plan providers |
| **Class 5 – How we manage our resources**<br>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:<br><br>• recruitment<br>• performance management<br>• salary and grading<br>• promotion<br>• pensions<br>• discipline<br>• grievance<br>• staff development<br>• 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<br><br><br><br>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.<br>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:<br>SFHA<br>RIHAF<br>SHARE<br>IIP<br>SHN<br>SPA<br>Happy to Translate<br>TPAS<br>EVH |
| **Physical Resources** | |
| Management of our land and property assets, including environmental/sustainability reports | Business Plan 2020/21<br><br>Asset Management Strategy 2018<br>Asset Management Strategy Appendix 1<br>Asset Management Strategy Appendix 2<br>Asset Management Strategy Appendix 3<br>Asset Management Strategy Appendix 4 |
| General description of our land and property holdings | Asset Management Strategy Appendix 5<br>Asset Management Strategy Appendix 6<br>Asset Management Strategy Appendix 7 |

| Information | Where to access |
|---|---|
| Estate development plans | Business Plan 2020/21<br><br>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<br>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:<br>• responsive repairs<br>• landscape maintenance<br>• 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:-<br><br>Scottish Procurement Alliance<br>Development Services 2019-23<br>Landscaping Services 2018-22 |

| Information | Where to access |
|---|---|
| | External Painter work 2019-23<br>Gas Audit Inspections 2019-23<br>Electrical Inspections and Fire Safety Upgrades 2019-23<br>Kitchen Refurbishment 2019-23 |
| **Class 7 – How we are performing**<br>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**<br>*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**<br>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.*