

FORTH HOUSING ASSOCIATION
GUIDE TO INFORMATION
LAST REVIEWED: October 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.

Forth Housing Association 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:

The fees imposed by the Association are as follows:

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).

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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:

email: forthdpo@infolawsolutions.co.uk or **Direct dial:** 07378 635 275

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 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:

Daradjeet Jagpal

Data Protection Officer (DPO)

Forth Housing Association Limited

Direct dial: 07378 635 275

email: forthdpo@infolawsolutions.co.uk

website: www.forthha.org.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 Forth Housing Association	
<i>Information about Forth Housing Association, 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	https://www.forthha.org.uk/downloads/
Vision	https://www.forthha.org.uk/downloads/
Values	https://www.forthha.org.uk/downloads/
Corporate Objectives	https://www.forthha.org.uk/downloads/
Area(s) of operation	https://www.forthha.org.uk/downloads/
Key activities; strategic/corporate plan(s)	https://www.forthha.org.uk/downloads/
Business Plan (or summary)	https://www.forthha.org.uk/downloads/
Location and opening arrangements	
Address	https://www.forthha.org.uk/contact-us/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://www.forthha.org.uk/contact-us/
opening times	https://www.forthha.org.uk/contact-us/
General contact arrangements	https://www.forthha.org.uk/contact-us/
local/area office contact details	https://www.forthha.org.uk/contact-us/

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 for making a complaint	https://www.forthha.org.uk/about-us/complaints/
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	Daradjeet Jagpal e mail: forthdpo@infolawsolutions.co.uk
Freedom of Information policies and procedures	https://www.forthha.org.uk/about-us/freedomofinformation/
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 <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 	https://www.forthha.org.uk/about-us/management-committee/management-committee-members/
Description of the role of the Governing Body <ul style="list-style-type: none"> governance structure chart (including 	https://www.forthha.org.uk/downloads/

Information	Where to access
sub-committees and working groups); <ul style="list-style-type: none"> • remits for governing body and any sub-committees 	
How to become part of the governing body	https://www.forthha.org.uk/about-us/membership/
About our staff	
List of senior management team, including professional biography and contact details	https://www.forthha.org.uk/contact-us/
Organisational structure	Business Plan 2019-22 https://www.forthha.org.uk/downloads/
Governance Documents and Corporate Policies	
Rules/Articles	https://www.forthha.org.uk/downloads/
Standing Orders	https://www.forthha.org.uk/downloads/
Membership Policy	https://www.forthha.org.uk/downloads/
Code of Conduct for Staff	https://www.forthha.org.uk/downloads/
Code of Conduct for Governing Body Members	https://www.forthha.org.uk/downloads/
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.forthha.org.uk/downloads/
Register of Interests	https://www.forthha.org.uk/downloads/
Equalities Policy	https://www.forthha.org.uk/downloads/

Information	Where to access
Health and Safety Policy	https://www.forthha.org.uk/downloads/
Sustainability Policy	https://www.forthha.org.uk/downloads/
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.forthha.org.uk/downloads/
Assurance Statement	https://www.forthha.org.uk/downloads/
Annual Return on Charter Submission to SHR	https://www.forthha.org.uk/get-involved/social-housing-charter/
Financial Returns to SHR	https://www.forthha.org.uk/get-involved/social-housing-charter/
Charter report to tenants	https://www.forthha.org.uk/get-involved/performance-and-scrutiny/
Internal and External Audit arrangements	<p>Internal Auditors: Alex Cameron, Managing Director, 55 Lady Place, Livingston, EH54 6TB Email: alex@quinn-internal-audit.co.uk</p> <p>External Auditors: French Duncan LLP, 133 Finnieston Street, Glasgow, G3 8HB</p>
Key Partnerships	
Strategic agreements with other organisations	<p>Section 5 Protocol MAPPA Data Sharing Agreement (Agreements are with Stirling Council)</p>
<p>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></p>	
How to use our services	
List of services provided	https://www.forthha.org.uk/
How to report a repair	https://www.forthha.org.uk/repairs/how-to-report-a-repair/
Right to Repair information	https://www.forthha.org.uk/repairs/category-of-repair-response-times/
How to apply for a house	https://www.forthha.org.uk/your-home/apply-for-a-house/

Information	Where to access
How to get information about tenancy support	https://www.forthha.org.uk/your-home/
How to make a complaint	https://www.forthha.org.uk/about-us/complaints/
How to speak to a housing officer	https://www.forthha.org.uk/about-us/staff-details/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.forthha.org.uk/get-involved/participation/
Policies and Procedures	
Allocations Policy	https://www.forthha.org.uk/downloads/
Adaptations Policy	https://www.forthha.org.uk/downloads/
Anti-Social Behaviour Policy	https://www.forthha.org.uk/downloads/
Asbestos Management Policy	Asbestos Plan https://www.forthha.org.uk/downloads/
Arrears Management Policy	https://www.forthha.org.uk/downloads/
Customer Care Policy	https://www.forthha.org.uk/downloads/
Data Protection Policy	https://www.forthha.org.uk/downloads/
Equality and Diversity Policy	https://www.forthha.org.uk/downloads/
Estate Management Policy	https://www.forthha.org.uk/downloads/
Health and Safety Policy and procedures	https://www.forthha.org.uk/downloads/
Legionnaires Inspection/Prevention Policy	https://www.forthha.org.uk/downloads/

Information	Where to access
Procurement Policy	https://www.forthha.org.uk/downloads/
Risk Management Policy	https://www.forthha.org.uk/downloads/
Rent Setting Policy	https://www.forthha.org.uk/downloads/
Repairs Policy	https://www.forthha.org.uk/downloads/
Sustainability Policy	https://www.forthha.org.uk/downloads/
Tenant Engagement Policy	https://www.forthha.org.uk/downloads/
Rent Arrears Policy	https://www.forthha.org.uk/downloads/
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	https://www.forthha.org.uk/about-us/management-committee/
Governing body meeting reports/papers	https://www.forthha.org.uk/about-us/management-committee/
Governing body agendas	https://www.forthha.org.uk/about-us/management-committee/
Consultation and Participation	
Tenant Participation Strategy	In Business Plan 2019-22 https://www.forthha.org.uk/downloads/
Consultation reports noting the outcome of any recent consultations with tenants/others	https://www.forthha.org.uk/get-involved/tenants-view-forum/
Registered Tenant Organisations	https://www.forthha.org.uk/get-involved/participation/tenant-group-meeting-dates/
Class 4 – What we spend and how we spend it	

Information	Where to access
<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	Annual Accounts https://www.forthha.org.uk/downloads/
Audited accounts	https://www.forthha.org.uk/downloads/
Budget policies and procedures	Financial Procedures https://www.forthha.org.uk/downloads/
Budget allocation to key service areas	https://www.forthha.org.uk/downloads/
Our programme of work and projects	
Brief details of any project funding and how it's being spent	https://www.forthha.org.uk/developments/new-build-developments/
Capital works programme/plans information (annual programme figure)	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA14003
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Committee Member Expenses https://www.forthha.org.uk/downloads/
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Annual Accounts https://www.forthha.org.uk/downloads/
Pay and grading structure (levels of pay rather than individual salaries)	EVH Pay Grading https://www.evh.org.uk/
General information about staff pension scheme	EVH Terms and Conditions 2018 - SHAPS https://www.forthha.org.uk/downloads/
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Strategy and	Business Plan

Information	Where to access
management of human resources	https://www.forthha.org.uk/downloads/
Staffing structure	Business Plan https://www.forthha.org.uk/downloads/
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	HR04 Code of Conduct for Staff HR05 Dignity at Work EVH Terms & Conditions HR13 Staff Appraisal HR 16 Staff Training HR 29 Staff Recruitment https://www.forthha.org.uk/downloads/
Internal procedures relating to the above (where available)	PR.HR16 Staff Training Procedure https://www.forthha.org.uk/downloads/
Trade Union information	EVH Terms & Conditions https://www.forthha.org.uk/downloads/ Unite and Unison
Summary of professional organisations/trade bodies of which	https://www.evh.org.uk/ www.sfha.co.uk

Information	Where to access
we are a member	
Physical Resources	
General description of our land and property holdings	https://www.forthha.org.uk/developments/existing-developments/
Estate development plans	https://www.forthha.org.uk/developments/new-build-developments/
Information Resources	
Records management policy and records management plan, including records retention schedule	Data Retention Policy https://www.forthha.org.uk/downloads/
Data protection or privacy policy	https://www.forthha.org.uk/downloads/
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 	https://www.forthha.org.uk/repairs/contractual-information/
List of suppliers and contractors used by organisation (provided to staff	Entitlements, Payments and Benefits Policy https://www.forthha.org.uk/downloads/

Information	Where to access
under our Entitlements Payments and Benefits Policy)	
Information about regulated procurement contracts awarded (value, scope, duration)	Public Contracts Scotland https://www.forthha.org.uk/repairs/contractual-information/
Our Procurement	
Procurement Policy and procedures	https://www.forthha.org.uk/downloads/
Information on how to tender for work and invitations to tender	Procurement Policy https://www.forthha.org.uk/downloads/
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Public Contracts Scotland https://www.forthha.org.uk/repairs/contractual-information/
Links to procurement information we publish on Public Contracts Scotland website	https://www.forthha.org.uk/repairs/contractual-information/
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	https://www.forthha.org.uk/about-us/annual-reports/
ARC report to tenants	https://www.forthha.org.uk/get-involved/performance-and-scrutiny/
Performance Standards/indicators	https://www.forthha.org.uk/get-involved/social-housing-charter/
Benchmarking information	https://www.forthha.org.uk/get-involved/social-housing-charter/
Complaints policy, guidance and forms	https://www.forthha.org.uk/downloads/

Information	Where to access
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://www.forthha.org.uk/get-involved/performance-and-scrutiny/complaints-performance/
Tenant scrutiny reports	Tenants View Forum Record of Meetings https://www.forthha.org.uk/get-involved/tenants-view-forum/
Press releases	https://www.forthha.org.uk/news-stories/
Newsletters	https://www.forthha.org.uk/get-involved/tenants-newsletter/
Events	https://www.forthha.org.uk/news-stories/
Testimonials	
<p>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></p>	
This class does not apply to Forth Housing Association as we do not produce any publications for sale.	Not applicable
<p>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.</p>	
This class does not apply to Forth Housing Association	Not applicable

