

PENTLAND HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: 7 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.

Pentland 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.

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:

Rachel Harness, Corporate Officer

Rachel@pentlandhousing.co.uk

01847 807112

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 committee/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:

Pentland Housing Association, 37-39 Traill Street, Thurso, Caithness, KW14 8EG

pha@pentlandhousing.co.uk

01847 892507

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 Pentland Housing Association	
<i>Information about Pentland 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	Business Plan 2019
Vision	About Us page
Values	Business Plan 2019
Corporate Objectives	Business Plan 2019
Area(s) of operation	Business Plan 2019
Key activities; strategic/corporate plan(s)	Business Plan 2019
Business Plan (or summary)	Business Plan 2019
Customer Code/Charter	Customer Service Charter
Location and opening arrangements	
Address	Contact Us page
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Contact Us page
opening times	Contact Us page
General contact arrangements	Contact Us page
local/area office contact details	Contact Us page
Contact details for making a complaint	Website “Grumble” button in the top right hand corner of page
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	AVAILABLE FROM NOVEMBER 2019
Freedom of Information policies and procedures	AVAILABLE FROM 11 NOVEMBER 2019
Charging Schedule for environmental information provided in response to requests	No schedule in place at present

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

Information	Where to access
made under EIRs	
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 	Our Board & Senior Management Team page Board Member Details
Description of the role of the Governing Body <ul style="list-style-type: none"> governance structure chart (including sub-committees and working groups); remits for governing body and any sub-committees 	Standing Orders Policy V4
How to become part of the governing body	Our Board & Senior Management Team page
About our staff	
List of senior management team, including professional biography and contact details	Our Board & Senior Management Team page
Organisational structure	Organisation Staff Chart
Governance Documents and Corporate Policies	
Rules/Articles	Rules and Articles
Standing Orders	Standing Orders Policy V4
Membership Policy	Association Membership Policy V8
Code of Conduct for Staff	Code of Conduct V2
Code of Conduct for Governing Body Members	Code of Conduct V4
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	EPB Policy V4
Register of Interests	Available on request
Equalities Policy	Equalities Policy V4
Health and Safety Policy	Health and Safety at Work Act Policy Statement V9
Sustainability Policy	Sustainability Policy V2
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Engagement Plan 2019
Assurance Statement	Assurance Statement 2019
Annual Return on Charter Submission to SHR	ARC Report 2019
Financial Returns to SHR	Available on request

Information	Where to access
Charter report to tenants	Annual Report & Health Check 2019
Internal and External Audit arrangements	Findlay's Chartered Accountants provides service provision for Pentland Housing Association
Group Details	
Details of our subsidiaries/parent organisation	Website "Other Services" tab on the menu brings you to the subsidiary pages on the website
Key Partnerships	
Strategic agreements with other organisations	We have a partnership agreement with the Big Lottery Money Matters project due to terminate at the end of November 2019
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>	
How to use our services	
List of services provided	Website "Other Services" tab on the menu brings you to the subsidiary pages on the website
How to report a repair	Report a Repair page
Right to Repair information	Right to Repair Policy V2
How to apply for a house	Available Properties page
How to get information about tenancy support	Housing Support Advice page
How to make a complaint	Complains Policy V51
How to speak to a housing officer	Contact Us page
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Tenant Participation page
Policies and Procedures	
Allocations Policy	HHR Allocations Policy
Adaptations Policy	Adaptations Policy V3
Anti-Social Behaviour Policy	Anti Social Behaviour Policy V3
Asbestos Management Policy	Being reviewed
Arrears Management Policy	Rent Arrears Policy V11

Information	Where to access
Asset Management Policy (including stock condition information)	Asset Management Strategy V1
Customer Care Policy	Customer Service Charter V2
Data Protection Policy	Data Protection Policy V5
Environmental Information Regulations Policy (EIR)	No policy in place
Equality and Diversity Policy	Equalities Policy V4
Estate Management Policy	Estate Management Policy V3
Health and Safety Policy and procedures	Health and Safety at Work Act Policy Statement V9
Legionnaires Inspection/Prevention Policy	Outside contractor carries out legionella annual inspection and reports back to PHA and there is a process in place for property sampling
Procurement Policy	Procurement Policy
Risk Management Policy	Risk Management Policy V6
Rent Setting Policy	Rent Setting Policy V12
Repairs Policy	Right to Repair Policy V2
Sustainability Policy	Sustainability Policy V2
Tenant Engagement Policy	Tenant Participation Strategy V7
Tenancy Sustainment Policy	No policy in place
Internal procedures relating to above (where available)	All policies have a procedure as back up for staff to follow. These are available in the office
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	Useful Documents page
Governing body meeting reports/papers	Available on request
Governing body agendas	Useful Documents page
Consultation and Participation	
Tenant Participation Strategy	Tenant Participation Strategy V7
Consultation reports noting the outcome of any recent consultations with tenants/others	No recent consultations with tenant or other however PHA are in the progress of investigating at TOE and consultations with progress as part of the process

Information	Where to access
Tenant Scrutiny Panel composition	Panel of Tenants in place that meet on a regular basis and programme set in place to review
Class 4 – What we spend and how we spend it <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	Nationwide Building Society
Audited accounts	Financial Accounts 2019
Budget policies and procedures	5 Year Budget Working Instruction Blank Budget letter
Budget allocation to key service areas	Available on request
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Energy Advise for Housing Association Tenants
Capital works programme/plans information (annual programme figure)	Capital Works Programme 2019/20
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Expenses Policy V19
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Staff and Board Training and Travel - £10746 as at 30 th September 2019
Board member remuneration other than expenses	None, we have voluntary Board Members
Pay and grading structure (levels of pay rather than individual salaries)	Pay and Grading Structure April 2019
General information about staff pension scheme	The pension trust SHAPS DC
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	PHA are members of EVH and source HR support through them
Staffing structure	Organisation Staff Chart

Information	Where to access
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 	Staff Recruitment, Selection and Induction Policy V5 EVH and PHA Statement of Terms and Conditions of Employment V9 Training Policy V4 Retention of Archive Policy V6
Internal procedures relating to the above (where available)	All policies have a procedure as back up for staff to follow. These are available in the office
Trade Union information	There is no trade union in house, staff member are to join any outside trade union as they wish
Summary of professional organisations/trade bodies of which we are a member	CIH, HHA, HILG, RIHAF, SFHA, EVH, HHR
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Available on request
General description of our land and property holdings	Various properties sizes for social housing rent and two land banks but no development programme as yet
Estate development plans	Available on request
Information Resources	
Records management policy and records management plan, including records retention schedule	Retention of Archive Policy V6
Data protection or privacy policy	Data Protection Policy V5
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:	Supplier detail and contractors available on request

Information	Where to access
<ul style="list-style-type: none"> responsive repairs landscape maintenance planned/cyclical maintenance 	
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Contractors List
Information about regulated procurement contracts awarded (value, scope, duration)	In the progress of reviewing tender process in line with new procurement policy in place and are carrying out procurement training for staff and contractors
Our Procurement	
Procurement Policy and procedures	Procurement Policy
Information on how to tender for work and invitations to tender	Tender Policy V6
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Available on request
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland website
Framework Agreements	Reviewing detail in progress
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 Report & Health Check 2019
ARC report to tenants	Annual Report & Health Check 2019
Performance Standards/indicators	PHA are members of the Scottish Housing Network and have an annual feedback session with Board and Staff in relation to our performance against our peers
Benchmarking information	PHA were part of a benchmarking group and are hoping to reinstate this to allow benchmarking against other housing association in a rural area
Complaints policy, guidance and forms	Complains Policy V51
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Reports are dealt with in line with SPSO and are reported to the Board on a quarterly basis under Governance. A plan is in place to set up our website to provide stats to tenants
Tenant scrutiny reports	With each meeting held minutes are taken for reference. The tenant scrutiny group meet with the Board to discuss changes that are required to be implemented
Press releases	All press releases are advertised in the local newspaper and community

Information	Where to access
	website as well as our own website and individual notification to tenants
Newsletters	Useful Documents page
<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 Pentland 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 Pentland Housing Association.	Not applicable