

Building homes,
independence
and aspirations



Home in Scotland Limited

Guide to Information 2020

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How to use this document

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The information in this document applies to colleagues working in all parts of the UK unless stated otherwise. Some sections have been marked with an England, Scotland or Wales flag to highlight information which is specific or relevant to that country.



Important information is marked by this warning triangle. This document may be updated at any time. Always refer to Home World for the latest version and avoid printing or saving your own copy

1. At a glance – terms used in this document

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

2. Back Ground

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.

Home Group in Scotland has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS), and this Guide has been approved by the SIC.

3. 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 on 0345 141 4663 and our Customer Service Adviser will pass your details to your local office so that a colleague can call you to arrange an appointment for you to come and view the information you want to see at a mutually convenient time.

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
Online	Free of charge
View at our office	Free of charge
Print in black and white	Free of charge
Print in colour	Free of charge
CD Rom	Free of charge
Posted document/CD Rom	Free of charge

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 www.homegroup.org.uk/contactus

4. Information that we cannot publish

Whilst we will try to make all the information we have detailed available, in rare cases there may be some information that we cannot make available, such as where the information is confidential or commercially sensitive or where it could reveal personal details about an individual. When this is the case, we will remove the information we will not be providing and highlight where and why we have done so.

5. 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.

6. 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

7. 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:

Customer Service Centre, Quorum Business Park
0345 141 4663

You can contact Home Group via all methods listed on the [Contact us page on the Home Group website](#).

8. Information 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 Home in Scotland Ltd:	Our legal structure
<i>Information about Home in Scotland Ltd, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	

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

Information	Where to access
Descriptions of who we are	
Mission Statement	Building Homes, Independence & Aspirations
Vision	N/A
Values	Accountable, Caring , Energised and Commercial
Corporate Objectives	N/A
Area(s) of operation	We operate across 5 local authority areas: Dundee, Glasgow, Edinburgh, Fife, Dumfries and Galloway. For information on specific locations within these areas, please contact our Customer Service Centre.
Key activities; strategic/corporate plan(s)	We are currently updating our corporate strategy. This will be published on the website once completed.
Business Plan (or summary)	Available upon request
Customer Code/Charter	Customer Promise Annual charter performance - Our regulators in Scotland
Location and opening arrangements	
Address	Get in touch
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Get in touch
opening times	Get in touch
General contact arrangements	Get in touch
local/area office contact details	Get in touch
Contact details for making a complaint	Compliments and complaints
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	FOI Scotland
Charging Schedule for Published Information	FOI Scotland
Contact details and advice on making an FOI request	FOI Scotland
Freedom of Information policies and procedures	FOI Scotland
Charging Schedule for environmental information provided in response to requests made under EIRs	Home Group in Scotland will not charge for EIRs

Information	Where to access
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 	Home Group Scotland Board How we are regulated Our regulators in Scotland
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 	Our board and legal structure Governance
How to become part of the governing body	Join our board
About our staff	
List of senior management team, including professional biography and contact details	Executive Team
Organisational structure	Available upon request
Governance Documents and Corporate Policies	
Rules/Articles	Home Group in Scotland registered rules - Governance
Standing Orders	Home Group in Scotland operation manual - Governance
Membership Policy	No policy held by Home Group in Scotland
Code of Conduct for Staff	Governance Standards - Governance

Information	Where to access
Code of Conduct for Governing Body Members	Governance Standards - Governance
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Gifts and Hospitality - Governance
Register of Interests	Home Group Scotland Board
Equalities Policy	Equalities, Diversity and Inclusion Policy - Policies
Health and Safety Policy	Health and Safety Policy - Policies
Sustainability Policy	Environmental Policy - Policies
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Home Group in Scotland Engagement plan - Our regulators in Scotland
Assurance Statement	Home Group in Scotland annual assurance statement - Our regulators in Scotland
Annual Return on Charter Submission to SHR	Annual charter performance - Our regulators in Scotland
Financial Returns to SHR	Available upon request
Charter report to tenants	Customer charter report - Our regulators in Scotland
Internal and External Audit arrangements	Internal audit charter and protocol - Our regulators in Scotland
Group Details	
Details of our subsidiaries/parent organisation	Home in Scotland Ltd is the subsidiary. Details of Home Group, Parent Organisation here – About Us
Key Partnerships	
Strategic agreements with other organisations	Nominations and Section 5 Protocol ASB Protocol MAPPA Protocol All document will be held by Local Authority area and available on request
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>	

Information	Where to access
How to use our services	
List of services provided	All services relating to the promotion and alleviation of homelessness and management of Social Housing accommodation including income management; management of waiting list and allocation of properties; repairs and maintenance; estate management and response to ASB issues.
How to report a repair	Maintenance and repairs
Right to Repair information	Emergency information
How to apply for a house	Homes to rent For housing in Dundee, Fife and Glasgow, applications should be made to our direct housing waiting list. For housing in Edinburgh, application is via Edindex, and housing in Dumfries and Galloway is via D&G4Homes
How to get information about tenancy support	Your tenancy Whilst we do not provide a tenancy support service within Home in Scotland Ltd, we will signpost to relevant local services. Our website also directs customers to national support groups
How to make a complaint	Compliments and complaints
How to speak to a housing officer	Our Customer Service Centre will respond to all first line enquiries. However, if you need contact with a Housing Manager to discuss your query in more detail, the Customer Service Advisor will pass your details to the local office and your Housing Manager will contact you to arrange to visit you at a time convenient to yourself.
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Throughout the year we may consult on a number of areas such as Rent and Service Charges; and Policy Reviews. We undertake this is a number of ways including direct mailing and survey-monkey. We also involve our Viewpoint Team to inform and improve service delivery. If you would like more information please contact us .
Policies and Procedures	
Allocations Policy	Referrals and allocations policy - Policies
Adaptations Policy	Aids and adaptations
Anti-Social Behaviour Policy	Tackling anti social behaviour policy - Policies
Asbestos Management Policy	Available upon request

Information	Where to access	
Arrears Management Policy	Struggling to pay	
Asset Management Policy (including stock condition information)	Available upon request	
Customer Care Policy	No Policy held by Home Group in Scotland	
Data Protection Policy	How we manage your data	
Equality and Diversity Policy	Equality, diversity and inclusion policy - Policies	
Estate Management Policy	Neighbourhood and estate management policy - Policies	
Health and Safety Policy and procedures	Health and safety policy - Policies	
Legionnaires Inspection/Prevention Policy	Water Safety	
Procurement Policy	Procurement teams	
Risk Management Policy	Available upon request	
Rent Setting Policy	Rent setting summary statement - Policies	
Repairs Policy	Property Management policy - Policies	
Sustainability Policy	Environmental policy - Policies	
Tenant Engagement Policy	Get involved	
Tenancy Sustainment Policy	Tenancy Sustainment Framework - Policies	
Internal procedures relating to above (where available)	Allocations	Homes to rent
		Referrals and allocations - Policies
	Adaptations	Aids and adaptations
	Anti-Social Behaviour	Tackling anti-social behaviour policy - Policies
	Arrears Management	Struggling to pay Payments

Information		Where to access
	Data Protection	How we manage your data
	Equality and Diversity	Equality, diversity and inclusion policy - - Policies
	Health & Safety	Health and safety at Home Group
		Health and safety policy - Policies
	Legionnaires Inspection/ Prevention	Water Safety
	Procurement	Procurement teams
	Rent Setting	Understanding rent changes
	Repairs	Maintenance and repairs
	Sustainability	Corporate Social Responsibility
	Tenant Engagement	Get involved
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		Home Group Scotland Board
Governing body meeting reports/papers		Home Group Scotland Board
Governing body agendas	Available on request	
Consultation and Participation		
Tenant Participation Strategy		Get involved
Consultation reports noting the outcome of any recent consultations with tenants/others		Get involved
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		

Information	Where to access
Description of funding sources	How we are funded
Audited accounts	Available upon request
Budget policies and procedures	Available upon request
Budget allocation to key service areas	Available upon request
Projects	
Brief details of any project funding and how it's being spent	Available in minutes from Executive Meeting
Capital works programme/plans information (annual programme figure)	Available in minutes from Executive Meeting
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Board Member Expense Policy - Governance
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Governance
Board member remuneration other than expenses	Governance
Pay and grading structure (levels of pay rather than individual salaries)	Available upon request
General information about staff pension scheme	Finance reports and annual reviews
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	Available upon request

Information	Where to access
Staffing structure	Available upon request
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 	Available upon Request
Internal procedures relating to the above (where available)	Available upon Request
Trade Union information	Available upon Request
Summary of professional organisations/trade bodies of which we are a member	Chartered Institute of Housing Scottish Federation of Housing Associations Scottish Housing Network
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Available upon request
General description of our land and property holdings	Available upon request
Estate development	Available upon request

Information	Where to access
plans	
Information Resources	
Records management policy and records management plan, including records retention schedule	Available upon request
Data protection or privacy policy	Privacy policy - How we manage your data
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 	Responsive Repairs - Novus Property Solutions. Grounds Maintenance - Tivoli Group Planned Maintenance - Novus Property Solutions Cyclical Maintenance - Bell Group Fire Safety Servicing – DFP Water Safety - HSL Entry Door Systems and CCTV – Baydale Asbestos Testing – Resource and Environmental Consultants Communal Gas – Robert Heath Lift Servicing – Stannah Gas Audits – Morgan and Lambert Lift Insurance Inspections - Zurich
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Available upon request
Information about regulated procurement contracts awarded (value, scope, duration)	Available upon request
Our Procurement	
Procurement Policy and procedures	Procurement teams
Information on how to tender for work and invitations to tender	Procurement teams

Information	Where to access
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Available upon request
Links to procurement information we publish on Public Contracts Scotland website	Available upon request
Framework Agreements	Available upon request
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	Financial reports and annual reviews and performance information - Transparency
ARC report to tenants	Our regulators in Scotland
Performance Standards/indicators	Our regulators in Scotland
Benchmarking information	Available upon request
Complaints policy, guidance and forms	Compliments and complaints
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	
Tenant scrutiny reports	Get involved
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>	
This class does not apply to 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.	

Information	Where to access
This class does not apply to Home Group in Scotland	Not applicable

5. Version Control

At the end of each document it is important to include a version control box which is the audit trail of changes to the document. Ensure this is updated before uploading for colleagues. Changes to supporting resources must be approved by the document owner before being published.

Version Number	Effective Date	Amendment made by (name & job title)	Version approved by (name & job title)	Description of Changes
1.0	11/11/2019		FOI Project Board	Creation of document
2.0	19/12/2019	Rob Cullen	Risk and Compliance Team	Amendment of broken hyperlinks
3.0	30/01/2019	Leonie Churcher	Risk and Compliance Team	Amendment of broken hyperlinks and reformat of document
4.0	25/11/2020	Leonie Churcher	Risk and Compliance Team	New hyperlinks added and updated hyperlinks for new Home Group website