

Guide to Information

Viewpoint guide to information.

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VIEWPOINT
joy in later years

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Terms used in this document

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

INTRODUCTION

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all housing associations in Scotland 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.

Viewpoint 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:

Format	Charge
Online	Free
View at our office	Free
Print in black and white	10p per A4 sheet
Print in colour	20p per A4 sheet
CD Rom	£0.50
Posted document/CD Rom	Cost of postage incurred

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:

dpo@viewpoint.org.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 **[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:

Viewpoint

Business Support

4 South Oswald Road

Edinburgh

EH9 2HG

DPO@viewpoint.org.uk

01316625136

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.

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 information
Class 1 – About Viewpoint Housing Association	
Description of who we are	
Mission Statement	Online - click here
Vision	Online - click here
Values	Online - click here
Corporate Objectives	Online - click here
Area of operation	Online - click here
Key activities; strategic / corporate plan(s)	Online - click here
Customer Code/ Charter	Online - click here

Information	Where to access information
Location and Opening Arrangements	
Address	Online - click here
Telephone number and email address for general enquiries	Online - click here
Opening times	Online - click here
General contact arrangements	Online - click here
Contact details for making a complaint	Online - click here
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This document
Charging Schedule for Published Information	Online click here
Contact details and advice on making an FOI request	Click here for information how to make a request or send an email to: dpo@viewpoint.org.uk
Freedom of Information & environmental policy and procedures	Online - click here
Charging Schedule for environmental information provided in response to requests made under EIRs	Online - click here
About our Governing Body	
List of governing Body Members	Online - click here
Description of the role of the Governing Body	Online - click here
How to become part of the Governing Body	Online - click here
About our Staff	
List of senior management team, including professional biography and contact details	Online - click here
Organisational structure	Online - click here
Governance Documents and Corporate Policies	
Rules/Articles	Online - click here

Information	Where to access information
Standing Orders	Online - click here
Membership Policy	Online - click here
Code of Conduct for Staff	Online - click here
Code of Conduct for Governing Body Members	Online - click here
Entitlements Payments and Benefits Policy	Online - click here
Register of interest	On request - click here to request information
Equalities Policy	Online - click here
Health and Safety Policy	Online - click here
Sustainability Policy	Online - click here
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Online - click here
Assurance Statement	Online - click here
Annual Return on Charter Submission to SHR	Online - click here
Financial Returns to SHR	Online - click here
Charter report to tenants	Online - click here filter publications by category: Performance Reports
Internal and External Audit arrangements	Online - click here
Key Partnership	
Strategic agreements with other organisations	On request - click here to request information

Information	Where to access information
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	Online - click here
How to report a repair	Online - click here
Right to Repair information	Online - click here
How to apply for a house	Online - click here
How to get information about tenancy support	Online - click here
How to make a complaint	Online - click here
How to speak to a housing officer	Online - click here
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Online - click here
Policies and Procedures	
Allocations Policy	Online - click here
Adaptations Policy	Online - click here
Anti-Social Behaviour Policy	Online - click here
Asbestos Management Policy	Online - click here
Arrears Management Policy	Online - click here
Asset Management	Online - click here
Stock condition information	On request - click here to request information
Customer Care Policy	Online - click here
Data Protection Policy	Online - click here
Equality and Diversity Policy	Online - click here
Health and Safety Policy and procedures	Online - click here
Legionnaires Inspection/Prevention Policy	Online - click here
Procurement Policy	Online - click here
Risk Management Policy	Online - click here

Information	Where to access information
Rent Setting Policy	Online - click here
Repairs Policy	Online - click here
Sustainability Policy	Online - click here
Tenant Engagement Policy	Online - click here
Unacceptable Actions Policy	Online - click here
Internal procedures relating to above	On request - click here to request information
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	Online - click here filter publications by category: Board Minutes and Agendas
Governing body meeting reports/papers	Online - click here filter publications by category: Board Minutes and Agendas
Governing body agendas	Online - click here filter publications by category: Board Minutes and Agendas
Consultation and Participation	
Tenant Participation Strategy	Online - click here
Consultation reports	Online - click here filter publications by category: consultation reports

Information	Where to access information
Tenant Scrutiny Panel composition	On request - click here to request information
Registered Tenant Organisations	On request - click here to request information
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 about our accounts and budgets	
Description of funding sources	Online - click here
Audited accounts	Online - click here
Budget policies and procedures	Online - click here
Budget allocation to key service areas	Online - click here
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Online - click here filter publications by category: Board Minutes and Agendas
Capital works programme/plans information (annual programme figure)	Online - click here filter publications by category: Board Minutes and Agendas
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Online - click here
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Online - click here
Board member remuneration other than expenses	Online - click here

Information	Where to access information
Pay and grading structure	On request - click here to request information
General information about staff pension scheme	On request - click here to request information
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human Resources	
Staffing structure	Online - click here
Recruitment	Online - click here
Performance Management	Online - click here
Salary and Grading	On request - click here to request information
Promotion	Online - click here
Discipline	Online - click here
Grievance Policy	Online - click here
Maintenance and retention of staff records	Online - click here
Internal procedures relating to above (where available)	On request - click here to request information
Summary of professional organisations/trade bodies of which we are a member	On request - click here to request information
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	On request - click here to request information

Information	Where to access information
General description of our land and property holdings	Online - Click here
Estate development plans	On request - click here to request information
Information Resources	
Records management policy and records management plan, including records retention schedule	Online - Click here
Data protection or privacy policy	Online - Click here
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 	On request - click here to request information
Information about regulated procurement contracts awarded (value, scope, duration)	On request - click here to request information
List of suppliers and contractors used by organisation	Online - Click here
Our Procurement	
Procurement Policy and procedures	Online - Click here
Information on how to tender for work and invitations to tender	Online - Click here
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	On request - click here to request information

Information	Where to access information
Links to procurement information we publish on PCS	Online - Click here
Framework Agreements	On request - click here to request 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	Online - Click here filter publications by category: annual reports
ARC report to tenants	Online - Click here filter publications by category: Performance Reports
Performance Standards/indicators	Online - Click here filter publications by category: Performance Reports
Benchmarking information	Online - Click here filter publications by category: Performance Reports
Complaints policy, guidance and forms	Online - Click here
Complaints reports	Online - Click here filter publications by category: Performance Reports
Tenant scrutiny reports	On request - click here to request information

Information	Where to access information
<p>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</p>	
<p>This class does not apply to Viewpoint Housing Association as we do not produce any publications for sale.</p>	<p>N/A</p>
<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 license.</p>	
<p>This class does not apply to Viewpoint Housing Association.</p>	<p>N/A</p>