

**LOCHALSH & SKYE HOUSING ASSOCIATION
GUIDE TO INFORMATION
AVAILABLE THROUGH THE
MODEL PUBLICATION SCHEME 2018**



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Terms Used in the Model Publication Scheme

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.

Lochalsh & Skye Housing Association has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme](#) (MPS) and this Guide has been approved by the SIC.

About Us

Buidheann Tigheadas Loch Aillse agus an Eilein Sgitheanaich Limited, also known as Lochalsh and Skye Housing Association, was set up in 1983 as an independent non-profit making housing organisation to develop, manage and maintain housing for rent. Since that time there has been a sustained and significant growth in the size and geographical spread of the Association's own housing stock within Skye and Lochalsh and we have considerably extended the range of housing options and related services we provide to meet the needs of a wide range of clients.

Our main activities currently include:-

- Affordable Rented, Shared Ownership and Shared Equity Housing development
- Care and Repair Services
- Handyperson Services
- Technology Enabled Care Services
- Disabled Adaptations
- Property and Technical Services
- Project Management Services
- Rent Collection and Arrears Control Services
- Factoring Services
- Energy Advice Services
- Housing Information and Advice Services

The Association is registered with the following:-

- The Financial Conduct Authority under the Co-operative and Community Benefit Societies Act 2014, No. 2132 RS
- The Scottish Housing Regulator as a Registered Social Landlord, No. 324
- The Office of the Scottish Charity Regulator as a Charity, No. SC038019
- The Scottish Government as a Property Factor, No. PF 000139

The Association operates under Rules based on the Scottish Federation of Housing Associations' Charitable Model Rules (Scotland) 2020.

Aims and Objectives

The Association's aims are:-

- To work in partnership to provide access to high quality affordable housing solutions and related services and to contribute to the improvement of the social, economic and cultural wellbeing of the whole community.

Our Strategic Objectives which support these aims are:-

- To provide access to a wide range of high quality affordable housing solutions for those in need in both the rental and home ownership sectors.
- To ensure that remote and rural settlements with housing needs are supported by our housing investment activities.
- To promote energy efficiency and to assist in the reduction of carbon emissions and the eradication of fuel poverty.
- To deliver high quality services and standards across the whole range of our activities.
- To work within a policy framework and financial environment which deliver cost efficiency, financial viability and value for money.
- To ensure accountability, openness and compliance in the governance of the Association's activities.
- To support all of the work of the Association by the efficient and effective use of financial, human and information resources.
- To provide equality of opportunity and access to all our services and activities.

Key Principles

The Key Principles which support our Strategic Objectives are:-

- To strive to ensure that the cost of housing solutions is affordable to the level of income of our client groups.
- To help create balanced, successful and sustainable communities through the provision of solutions that best meet local needs.
- To help support our Board and staff members to achieve their collective and individual ambitions to develop the Association as an efficient, effective and successful organisation.
- To act as excellent employers to our staff and to maximise their potential through investment in training and development.
- To promote best practice in all companies and organisations who provide services to the Association.
- To promote effective tenant involvement and ensure that tenants have the maximum opportunity to influence service provision, policies and procedures that affect them.
- To foster a culture which ensures that all staff and Board members deal with our customers in accordance with our Customer Services Charter commitments, which are:-

- To treat everyone fairly, equally and sensitively
- To be courteous, friendly and efficient
- To be as open, informative and accessible as possible whilst respecting confidentiality
- To strive to improve our service standards by reviewing them regularly and using feedback from our customers
- To monitor our performance against our targets and publishing the results.
- To promote and actively participate in good partnership working with all our stakeholders to help achieve our aims and objectives.

The Board

The management of the Association is controlled by a voluntary, unpaid Board which can consist of up to 15 persons (including co-opted persons). One third of the elected members are required to stand down from the Board each year though they can be nominated for re-election if they so wish.

Meetings of the Board are normally held monthly and the main responsibilities of the Board include:-

- setting the Association's Aims and Objectives
- agreeing strategies to achieve the Aims and Objectives
- considering and approving policies and procedures
- ensuring compliance with the Regulatory Framework
- ensuring adequate resources are in place to deliver the activities of the Association
- taking legal responsibility for the Association and its actions.

Members of the Board are governed by the Scottish Federation of Housing Association's Code of Conduct for Governing Body Members.

Staff

The Board employ staff to provide information and advice to them and to carry out the day-to-day administration of the Association's activities. It is a particular responsibility of the Board to ensure that suitably qualified and experienced staff are in post and that the Association's levels of staffing are appropriate to the levels of activity undertaken by the Association.

All staff employed by the Association have comprehensive Job Descriptions which are regularly reviewed through the Staff Appraisal System and they are employed on Employers in Voluntary Housing Terms and Conditions of Employment. Staff are also governed by the Scottish Federation of Housing Association's Code of Conduct for Staff.

Introduction to Lochalsh & Skye Housing Association's Guide to Information

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and publish information in accordance with that scheme. The publication scheme must:

- publish the classes of information that the authority makes routinely available
- tell the public how to access the information and whether information is available free of charge or on payment

All RSLs are covered by the Freedom of Information (Scotland) Act 2002 as of 11 November 2019.

Lochalsh & Skye Housing Association has adopted the **Model Publication Scheme 2018** which has been produced and approved by the Scottish Information Commissioner. The MPS is a standard framework for Scottish public authorities to publish the information they hold.

It is also available on the Scottish Information Commissioner's website. Click [here](#) to access.

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for Lochalsh & Skye Housing Association in relation to each class in the Model Publication Scheme 2018
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with access to the information
- explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

The Model Publication Scheme Principles

The MPS imposes six principles which govern the way we must make our information available through our Guide to Information:

- Principle 1: Availability and formats
- Principle 2: Exempt information
- Principle 3: Copyright and re-use
- Principle 4: Charges
- Principle 5: Advice and assistance
- Principle 6: Duration

Principle One: Availability and formats

The information published through the Model Publication Scheme is, wherever possible, available on our website. In the Classes of Information section, select the class required.

We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see “Principle 4: Charges”).

Advice and assistance:

If you have any difficulty identifying the information you want to access, then please contact us to help you.

Lochalsh & Skye Housing Association
Morrison House
Portree
Isle of Skye
IV51 9EW

T: 01478 612035

E: Info@LSHA.co.uk

Principle Two: Exempt information

Whilst we will try to make all of the information we have detailed available, in some cases, there may be 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.

Principle Three: Copyright and re-use

Where Lochalsh & Skye Housing Association holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied or reproduced accurately

- It is not used in a misleading context, and
- The source of the material is identified

Principle Four: Charges

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises.

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:

Lochalsh & Skye Housing Association
Morrison House
Portree
Isle of Skye
IV51 9EW

T: 01478 612035

E: Info@LSHA.co.uk

Our photocopying charge per side of paper is shown in the table 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	£1.00
Posted document/CD Rom	Cost of postage incurred
USB stick	Cost of USB stick and the cost of postage incurred

Postage Costs

Postage costs will be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run.

We do not pass on any other costs to you in relation to our published information.

Charges for information which is not available under the scheme:

If you submit a request to us for information which is not available in this Guide the charges will be based on the following calculations:

General information requests

- We understand that not everyone will have online access and where this is the case you can contact us to view the information in our office (where this would be convenient) at no charge
- If you require printed copies we may have to charge a small fee to provide this. This fee will never exceed the cost of photocopying and postage
- We are not obliged to respond to requests which will cost us over £600 to process
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour
- We do not charge for the time taken to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you
- In the event that we decide to impose a charge, we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you

Charges for Environmental Information

Environmental information is provided under the EIRs rather than FOISA. The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you, e.g. photocopying and postage. If we decide to impose a charge, we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated based on the actual cost to Lochalsh & Skye Housing Association for providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Charge for request for your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request.

We must provide a copy of the information free of charge. However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive.

We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests.

The fee must be based on the administrative cost of providing the information.

Further information on GDPR can be found on the Information Commissioner's Office website. Click [here](#) to access.

Principle 5: Advice and Assistance

Contact Details

You can contact us for assistance about any aspect of this publication scheme or help to find and request information:

Lochalsh & Skye Housing Association
Morrison House
Portree
Isle of Skye
IV51 9EW

T: 01478 612035

E: FOI@LSHA.co.uk

We will also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of the publication scheme.

If you wish to make a request for information not contained in the publication scheme, you can write to us or send an email to FOI@LSHA.co.uk.

Our offices are open at the following times:

Monday – Friday: 9:00am – 5:00pm
Saturday & Sunday: Closed

Principle 6: Duration

Once published through the Guide to Information, the Information will be available for the current and previous two financial years. However, if information has been updated or superseded, only the current version will be available. Previous versions may be requested from Lochalsh & Skye Housing Association under section 1(1) of FOISA.

Records Management Policy

Lochalsh & Skye Housing Association regards its records as a major asset of the Company. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. Lochalsh & Skye Housing Association's Data Protection Policy and Retention Records can be found in Classes of Information - Class 5.

Classes of Information

The classes of information that we publish:-

We publish all the information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

The classes are:

Class 1: About Lochalsh & Skye Housing Association

Class 2: How we deliver our functions and services

Class 3: How we take decisions and what we have decided

Class 4: What we spend and how we spend it

Class 5: How we manage our human, physical and information resources

Class 6: How we procure goods and services from external providers

Class 7: How we are performing

Class 8: Our commercial publications – Not Applicable

Class 9: Our open data – Not Applicable

Guide to Information

We have developed a **Guide to Information** for this purpose and this also contains details of the environmental information that we routinely make available. Please see below.

Guide to Information	Where to access
Class 1 - About Lochalsh & Skye Housing Association <i>Information about Lochalsh & Skye 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	Our Values
Vision	Our Values
Values	Our Values
Corporate Objectives	What We Do
Area(s) of operation	What We Do
Key activities; strategic/corporate plan(s)	What We Do
Business Plan (or summary)	Business Plan
Customer Service Charter	Customer Services Charter
Location and opening arrangements	
Address	Contact Details
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Contact Details
opening times	Contact Details
General contact arrangements	Contact Details
local/area office contact details	Contact Details
Contact details for making a complaint	Making a Complaint
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	Principle Four: Charges
Contact details and advice on making an FOI request	Freedom of Information
Freedom of Information policies and procedures	Freedom of Information
Charging Schedule for environmental information provided in response to requests made under EIRs	Charges for Environmental Information
About our Governing Body	
List of Governing Body Members Names	Board Members

Guide to Information	Where to access
<ul style="list-style-type: none"> when they became a governing body member Professional biographical details office-bearing responsibilities when they became an office-bearer 	Register of Interests
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 	Governance Structure Chart Standing Orders
How to become part of the governing body	Membership of the Board
About our staff	
List of senior management team, including professional biography and contact details	Management Team Members
Organisational structure	Organisational Staff Structure
Governance Documents and Corporate Policies	
Rules/Articles	Rules/Articles
Standing Orders	Standing Orders
Membership Policy	Membership of the Association
Code of Conduct for Staff	Code of Conduct for Staff
Code of Conduct for Governing Body Members	Code of Conduct for Governing Body Members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	EPB Policy Board Expenses Policy
Register of Interests	Register of Interests
Equalities Policy	Equality & Diversity Policy
Health and Safety Policy	Health & Safety Policy Statement
Sustainability Policy	Sustainability Policy
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Regulatory Plan
Assurance Statement	Assurance Statement
Annual Return on Charter Submission to SHR	Performance Information
Financial Returns to SHR	Performance Information Financial Returns are on

Guide to Information	Where to access
	the Regulator's Portal and access is restricted. Available on request.
Charter report to tenants	Performance Information
Internal and External Audit arrangements	Internal Audit Plan External Audit Plan
Group Details	
Details of our subsidiaries/parent organisation	NWHCE Memorandum and Articles
Key Partnerships	
Strategic agreements with other organisations	NWHCE Independence Agreement Highland Housing Alliance (HHA) Memorandum and Articles The Highland Housing Register Agreement
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	Home Page LSHA Leaflet
How to report a repair	Report a Repair
Right to Repair information	Right to Repair
How to apply for a house	How to Apply for a House
How to get information about tenancy support	Tenancy Support
How to make a complaint	How to Make a Complaint
How to speak to a housing officer	Contact Form
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Tenant Consultations

Guide to Information	Where to access
Policies and Procedures	
Allocations Policy (under review and out to consultation until 30/11/2020)	Highland Housing Register Allocations Policy
Adaptations Policy	Adaptations Policy
Anti-Social Behaviour Policy	Anti-Social Behaviour Policy
Asbestos Management Policy	Asbestos Management Policy
Asset Management Strategy (including stock condition information)	Asset Management Strategy
Customer Care Policy	Customer Services Charter
Data Protection or Privacy Policy	Privacy Policy
Environmental Information Regulations Policy (EIR) [DELETE IF COMBINED WITH FOI POLICY]	
Equality and Diversity Policy	Equality & Diversity Policy
Estate Management Policy	Estate Management Policy
Health and Safety Policy and procedures	Health & Safety Policy Statement
Legionnaires Inspection/Prevention Policy	Reported Regularly in Newsletters
Procurement Policy	Procurement Strategy
Rent Arrears: Prevention, Management & Recovery Policy	Rent Arrears Policy
Rent Setting Policy	Rent Setting Policy
Repairs Policy	Repairs Policy
Risk Management Policy	Risk Management Policy
Sustainability Policy	Sustainability Policy
Tenant Engagement Policy	Tenant Participation
Tenancy Sustainment Strategy	Tenancy Sustainment Strategy
Internal procedures relating to above (where available)	Tenancy Sustainment Extra Help Policy
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	

Guide to Information	Where to access
Governing body meeting minutes	Board Minutes
Governing body meeting reports/papers	Board Minutes
Governing body agendas	Board Agendas
Consultation and Participation	
Tenant Participation Strategy	Tenant Participation Strategy
Consultation reports noting the outcome of any recent consultations with tenants/others	Tenant Consultations
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	Financial Statements
Audited accounts	Financial Statements
Budget policies and procedures	Financial Plan
Budget allocation to key service areas	Financial Plan
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Financial Plan
Capital works programme/plans information (annual programme figure)	Development Strategy
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Board Expenses Policy
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Expenses Form
Board member remuneration other than expenses	N/A
Pay and grading structure (levels of pay rather than individual salaries)	EVH Pay and Grades
General information about staff pension scheme	SHAPS Staff Pension Guide
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	EVH Terms and Conditions

Guide to Information	Where to access
Staffing structure	Organisational Staff Structure
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 	EVH Terms and Conditions
Internal procedures relating to the above (where available)	N/A
Trade Union information	EVH Terms & Conditions
Summary of professional organisations/trade bodies of which we are a member	Professional Organisations
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Asset Management Strategy
General description of our land and property holdings	Our Properties
Estate development plans	Asset Management Strategy
Information Resources	
Records management policy and records management plan, including records retention schedule	GDPR Data retention
Data Protection or Privacy Policy	Privacy Policy
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 	Contracts Register
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	EPB Suppliers

Guide to Information	Where to access
Information about regulated procurement contracts awarded (value, scope, duration)	Contracts Register
Our Procurement	
Procurement Policy and procedures	Procurement Strategy
Information on how to tender for work and invitations to tender	Procurement Strategy
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Contracts Register
Links to procurement information we publish on Public Contracts Scotland website	Contracts Register
Framework Agreements	Framework Agreements
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 Reports
ARC report to tenants	ARC Reports
Performance Standards/indicators	Performance Targets
Benchmarking information	Peer Group report
Complaints policy, guidance and forms	Complaints Handling Procedure
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Complaints Reports Individual Reports available on request
Tenant scrutiny reports	Satisfaction Surveys Individual Reports available on request
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 Lochalsh & Skye Housing Association 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.	

Guide to Information	Where to access
This class does not apply to Lochalsh & Skye Housing Association	Not applicable