

MILNBANK HOUSING ASSOCIATION - GUIDE TO INFORMATION

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</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.

Milnbank Housing Association (MHA) 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 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 details in this guide are summarised below:

Format	Charge
Online	Free
View at our Office	Free
Print in Black and White	10p per A4 sheet 20p per A3 sheet
Print in colour	20p per A4 sheet 40p per A3 sheet
CD Rom	£0.50
Posted document/CD	Cost of 1 st class postage incurred

If you would like to request information that we publish in a format other than online, or arrange a view to our office to view information, please contact:

Pauline Hamilton
Tel: 0141 551 8131
e-mail: p.hamilton@milnbank.org.uk

Full details of our charging schedule for information can be found here:

http://www.milnbank.org.uk/uploads/254_FOI%20Charging%20Schedule.pdf

Information that we cannot publish

Whilst we 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 containing sensitive information, 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 eg. 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:

Pauline Hamilton, Data Protection Officer, Milnbank Housing Association, 53 Ballindalloch Drive, Glasgow, G31 3DQ

Tel: 0141 551 8131

e-mail: p.hamilton@milnbank.org.uk

The information that we make available to you

Under the Model Publication Scheme, the information we provide must be listed under certain "classes" of information. These are the categories of information that are detailed below. As Freedom of Information 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 Model Publication Scheme 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 links to access this information when available online, are outlined below:

Information	Where to access
Class 1 – About Milnbank Housing Association	
<i>Information about Milnbank 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	http://www.milnbank.org.uk/?id=256
Vision	http://www.milnbank.org.uk/?id=202
Values	http://www.milnbank.org.uk/?id=256
Corporate Objectives	http://www.milnbank.org.uk/?id=202
Area(s) of Operation	http://www.milnbank.org.uk/?id=33
Key activities; strategic/corporate plan(s)	http://www.milnbank.org.uk/?id=202
Business Plan (or summary)	http://www.milnbank.org.uk/?id=202
Customer Code/Charter	http://www.milnbank.org.uk/?id=169
Location and opening arrangements	
Address	http://www.milnbank.org.uk/?id=5
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	http://www.milnbank.org.uk/?id=5
Opening times	http://www.milnbank.org.uk/?id=5
General contact arrangements	http://www.milnbank.org.uk/?id=5
Local/area office contact details	http://www.milnbank.org.uk/?id=5
Contact details for making a complaint	http://www.milnbank.org.uk/?id=244

Information relating to Freedom of Information	
Publication Scheme and Guide to Information	http://www.milnbank.org.uk/uploads/254_GUIDE%20TO%20INFORMATION.pdf
Charging Schedule for Published Information	http://www.milnbank.org.uk/?id=254
Contact details and advice on making an FOI request	http://www.milnbank.org.uk/?id=254
Freedom of Information policies and procedures	http://www.milnbank.org.uk/?id=169
Charging Schedule for environmental information provided in response to requests made under EIRs	http://www.milnbank.org.uk/?id=254
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 	http://www.milnbank.org.uk/?id=107
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 	http://www.milnbank.org.uk/?id=107
How to become part of the governing body	http://www.milnbank.org.uk/?id=107
About our Staff	
List of senior management team, including professional biography and contact details	http://www.milnbank.org.uk/?id=157
Organisational structure	http://www.milnbank.org.uk/?id=260
Governance Documents and Corporate Policies	
Rules/Articles	http://www.milnbank.org.uk/?id=257
Standing Orders	http://www.milnbank.org.uk/?id=257
Code of Conduct for Staff	http://www.milnbank.org.uk/?id=257
Code of Conduct for Governing Body Members	http://www.milnbank.org.uk/?id=257
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	http://www.milnbank.org.uk/?id=257
Register of Interests	http://www.milnbank.org.uk/?id=257
Equalities Policy	http://www.milnbank.org.uk/?id=169
Health and Safety Policy	http://www.milnbank.org.uk/?id=169
Sustainability Policy	http://www.milnbank.org.uk/?id=202

Relationship with Regulators	
Engagement Plan with Scottish Housing Regulator	http://www.milnbank.org.uk/?id=257
Assurance Statement	http://www.milnbank.org.uk/?id=257
Annual Return on the Charter Submission to SHR	http://www.milnbank.org.uk/?id=257
Financial Returns to SHR	Information available on request
Charter Report to tenants	http://www.milnbank.org.uk/?id=171
Internal and External Audit arrangements	http://www.milnbank.org.uk/?id=257

Group Details	
Details of our subsidiaries/parent organisation	MPS http://www.milnbank.org.uk/?id=88 MCE http://www.milnbank.org.uk/?id=25
Key Partnerships	
Strategic agreements with other organisations	http://www.milnbank.org.uk/?id=258

Information	Where to access
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	http://www.milnbank.org.uk/?id=258
How to report a repair	http://www.milnbank.org.uk/?id=5
How to apply for a house	http://www.milnbank.org.uk/?id=34
How to get information about tenancy support	http://www.milnbank.org.uk/?id=224
How to make a complaint	http://www.milnbank.org.uk/?id=244
How to speak to a housing officer	http://www.milnbank.org.uk/?id=5
How we consult with tenants and other customers to inform and improve service delivery and develop new services	http://www.milnbank.org.uk/?id=202
Policies and Procedures	
Allocations Policy	http://www.milnbank.org.uk/?id=169
Adaptations Policy	http://www.milnbank.org.uk/?id=169
Anti-Social Behaviour Policy	http://www.milnbank.org.uk/?id=169
Asbestos Management Policy	http://www.milnbank.org.uk/?id=202
Arrears Management Policy	http://www.milnbank.org.uk/?id=169
Customer Care Policy	http://www.milnbank.org.uk/?id=169
Data Protection Policy	http://www.milnbank.org.uk/?id=169
Equality and Diversity Policy	http://www.milnbank.org.uk/?id=169
Health and Safety Policy and procedures	http://www.milnbank.org.uk/?id=169
Procurement Policy	http://www.milnbank.org.uk/?id=169
Risk Management Policy	http://www.milnbank.org.uk/?id=169
Rent Setting Policy	http://www.milnbank.org.uk/?id=169
Repairs Policy	http://www.milnbank.org.uk/?id=169
Sustainability Policy	http://www.milnbank.org.uk/?id=202

Tenant Engagement Policy	http://www.milnbank.org.uk/?id=169
Tenancy Sustainment Policy	http://www.milnbank.org.uk/?id=202
Internal procedures relating to above (where available)	Information available on request

Information	Where to access
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	http://milnbank.org.uk/?id=251
Governing body meeting reports/papers	Information available on request
Governing body agendas	Information available on request
Consultation and Participation	
Tenant Participation Strategy	http://www.milnbank.org.uk/?id=202
Consultation reports noting the outcome of any recent consultations with tenants/others	http://www.milnbank.org.uk/?id=247
Tenant Scrutiny Panel composition	http://www.milnbank.org.uk/?id=258
Registered Tenant Organisations	http://www.milnbank.org.uk/?id=227

Information	Where to access
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	http://www.milnbank.org.uk/?id=171
Audited accounts	http://www.milnbank.org.uk/?id=171
Budget policies and procedures	Information available on request
Budget allocation to key service areas	Information available on request
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Information available on request
Capital works programme/plans information (annual programme figure)	Information available on request
Spending relating to Staff and Governing Body	
Expenses policies and procedures	http://www.milnbank.org.uk/?id=257
Senior staff/governing body member expenses at category level eg. travel, subsistence and accommodation	Information available on request
Board member remuneration other than expenses	Information available on request

Pay and grading structure (levels of pay rather than individual salaries)	http://www.milnbank.org.uk/?id=259
General information about staff pension scheme	http://www.milnbank.org.uk/?id=259

Information	Where to access
Class 5– How we manage our resources	
<i>Information about how we manage our human, physical and information resources</i>	
Human Resources	
Strategy and management of human resources	Information available on request
Staffing structure	http://www.milnbank.org.uk/?id=260
Human resources policies, covering <ul style="list-style-type: none"> • Recruitment • Performance management • Salary and grading • Pensions • Discipline & Grievance • Staff development • Maintenance and retention of staff records 	http://www.milnbank.org.uk/?id=260 http://www.milnbank.org.uk/?id=260 http://www.milnbank.org.uk/?id=259 http://www.milnbank.org.uk/?id=259 http://www.milnbank.org.uk/?id=260 http://www.milnbank.org.uk/?id=260 http://www.milnbank.org.uk/?id=169 (GDPR Policy)
Internal procedures relating to the above (where available)	Information available on request
Summary of professional organisations/trade bodies of which we are a member	http://www.milnbank.org.uk/?id=260
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Information available on request
General description of our land and property holdings	http://www.milnbank.org.uk/?id=33
Estate development plans	Information available on request
Information Resources	
Records management policy and records management plan, including records retention schedule	http://www.milnbank.org.uk/?id=169 (in GDPR Policy)
Data protection or privacy policy	http://www.milnbank.org.uk/?id=142

Information	Where to access
Class 6– How we procure goods and services from external providers	
<i>Information about how we procure works, goods and services, and our contracts with external providers</i>	
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 	http://www.milnbank.org.uk/?id=120
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	http://www.milnbank.org.uk/?id=257
Information about regulated procurement contracts awarded (value, scope, duration)	Information available on request
Our Procurement	
Procurement Policy and procedures	http://www.milnbank.org.uk/?id=169
Information on how to tender for work and invitations to tender	Information available on request
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Information available on request
Links to procurement information we publish on Public Contracts Scotland website	Information available on request
Framework Agreements	Information available on request

Information	Where to access
Class 7– How we are performing	
<i>Information about how we perform as an organisation, and how well we deliver our functions and services</i>	
Annual Report	http://www.milnbank.org.uk/?id=171
ARC report to tenants	http://www.milnbank.org.uk/?id=171
Performance Standards/indicators	http://www.milnbank.org.uk/?id=171
Benchmarking information	http://www.milnbank.org.uk/?id=261
Complaints Policy, guidance and forms	http://www.milnbank.org.uk/?id=169
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes)	http://www.milnbank.org.uk/?id=244
Tenant Scrutiny reports	Information available on request

Information	Where to access
<p>Class 8 – Our commercial publications</p> <p><i>Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet eg. bookshop, museum or research journal</i></p>	
<p>This class does not apply to Milnbank Housing Association as we do not produce any publications for sale.</p>	<p>Not applicable</p>

Information	Where to access
<p>Class 9 – Our open data</p> <p><i>Open data made available to us under the Scottish Government’s Open Data Resource Pack and available under open licence.</i></p>	
<p>This class does not apply to Milnbank Housing Association</p>	<p>Not applicable</p>