

PROSPECT COMMUNITY HOUSING GUIDE TO INFORMATION

LAST REVIEWED: [OCTOBER 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.

Prospect Community Housing 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:

Black & White Photocopying

Size of Paper	Pence per sheet
A4	10p
A3	20p

Colour Photocopying

Size of Paper	Pence per sheet
A4	10p
A3	20p

Alternative Formats

Format	Charge
Computer Disks	50p per CD ROM

Postage Costs

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

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:

Leigh Pettigrew: 0131 272 5010 leigh.pettigrew@prospectch.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:

Leigh Pettigrew

leigh.pettigrew@prospectch.org.uk

0131 272 5010

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 PROSPECT	
<i>Information about [Prospect Community Housing], 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.prospectch.org.uk/about-us/corporate
Vision	http://www.prospectch.org.uk/about-us/corporate
Values	http://www.prospectch.org.uk/about-us/corporate
Corporate Objectives	http://www.prospectch.org.uk/about-us/publications
Area(s) of operation	http://www.prospectch.org.uk/about-us/corporate
Key activities; strategic/corporate plan(s)	http://www.prospectch.org.uk/about-us/publications/filter:about+prospect#publications
Business Plan (or summary)	http://www.prospectch.org.uk/about-us/publications/filter:about+prospect#publications
Location and opening arrangements	
Address	http://www.prospectch.org.uk/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	http://www.prospectch.org.uk/
opening times	https://www.google.com/search?q=prospect+community+housing+association+ltd&rlz=1C1GCEU_en-GBGB822GB822&oq=prospect&aqs=chrome.0.69i59j69i57j0j69i60l3.2747j1j8&sourceid=chrome&ie=UTF-8
General contact arrangements	http://www.prospectch.org.uk/contact-us
local/area office contact details	http://www.prospectch.org.uk/contact-us
Contact details for making a complaint	http://www.prospectch.org.uk/contact-us
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (PAGE 2)

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

Information	Where to access
Contact details and advice on making an FOI request	http://www.prospectch.org.uk/help-and-advice/faqs/filter:information+request
Freedom of Information policies and procedures	AVAILABLE FROM 11 NOVEMBER 2019
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (PAGE 2)
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.prospectch.org.uk/about-us/team
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.prospectch.org.uk/about-us/publications/filter:about+prospect#publications
How to become part of the governing body	http://www.prospectch.org.uk/about-us/corporate
About our staff	
List of senior management team, including professional biography and contact details	http://www.prospectch.org.uk/about-us/team
Organisational structure	http://www.prospectch.org.uk/about-us/team
Governance Documents and Corporate Policies	
Rules/Articles	http://www.prospectch.org.uk/about-us/publications/filter:about+prospect#publications
Standing Orders	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Membership Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Code of Conduct for Staff	http://www.prospectch.org.uk/about-us/publications/filter:about+prospect#publications
Code of Conduct for Governing Body Members	http://www.prospectch.org.uk/about-us/publications/filter:about+prospect#publications

Information	Where to access
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Register of Interests	http://www.prospectch.org.uk/about-us/publications/filter:about+prospect#publications
Equalities Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Health and Safety Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Sustainability Policy	No Specific Policy
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.scottishhousingregulator.gov.uk/
Assurance Statement	http://www.prospectch.org.uk/about-us/publications/filter:about+prospect#publications
Annual Return on Charter Submission to SHR	http://www.prospectch.org.uk/about-us/publications/filter:how+we+are+performing#publications
Financial Returns to SHR	https://www.scottishhousingregulator.gov.uk/landlord-performance/national-reports/financial-analysis
Charter report to tenants	http://www.prospectch.org.uk/about-us/publications/filter:how+we+are+performing#publications
Internal and External Audit arrangements	Internal Auditor: Quinn Internal Audit Services External Auditor: Scott Moncrieff
Key Partnerships	
Strategic agreements with other organisations	EDINDEX Common Housing Register https://keytochoice.co.uk/how-it-works/ ARCHIE Alliance of Registered Co-operatives & Housing Associations Independent in Edinburgh
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.prospectch.org.uk/
How to report a repair	http://www.prospectch.org.uk/tenants/rent-and-repairs-portal
Right to Repair information	http://www.prospectch.org.uk/help-and-advice/caring-for-your-home

Information	Where to access
How to apply for a house	http://www.prospectch.org.uk/become-a-tenant
How to get information about tenancy support	http://www.prospectch.org.uk/help-and-advice
How to make a complaint	http://www.prospectch.org.uk/contact-us?query=Feedback
How to speak to a housing officer	http://www.prospectch.org.uk/help-and-advice/faqs/filter:general+questions
How we consult with tenants and other customers to inform and improve service delivery and develop new services	http://www.prospectch.org.uk/tenants/get-involved
Policies and Procedures	
Allocations Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Adaptations Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Anti-Social Behaviour Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Asbestos Management Policy	Available on request
Arrears Management Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Asset Management Policy (including stock condition information)	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Customer Care Policy	No Specific Policy
Data Protection Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Equality and Diversity Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Estate Management Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Health and Safety Policy and procedures	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Legionnaires Inspection/Prevention Policy	Available on request
Procurement Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Risk Management Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Rent Setting Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications

Information	Where to access
Repairs Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Sustainability Policy	No Specific Policy
Tenant Engagement Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Tenancy Sustainment Policy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Internal procedures relating to above (where available)	Available on request
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://www.prospectch.org.uk/about-us/publications/filter:management+committee+minutes#publications
Governing body meeting reports/papers	Available on request
Governing body agendas	Available on request
Consultation and Participation	
Tenant Participation Strategy	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Consultation reports noting the outcome of any recent consultations with tenants/others	http://www.prospectch.org.uk/news
Tenant Scrutiny Panel composition	4 Tenants representing Westburn, Walkers and Clovenstone Areas.
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.prospectch.org.uk/about-us/publications/filter:how+we+are+performing#publications
Audited accounts	http://www.prospectch.org.uk/about-us/publications/filter:how+we+are+performing#publications
Budget policies and procedures	Available on request
Budget allocation to key service areas	http://www.prospectch.org.uk/about-us/publications/filter:how+we+are+performing#publications
Our programme of work and projects	
Brief details of any project funding and how it's being spent	http://www.prospectch.org.uk/about-us/community-projects

Information	Where to access
Capital works programme/plans information (annual programme figure)	http://www.prospectch.org.uk/about-us/publications/filter:how+we+are+performing#publications http://www.prospectch.org.uk/tenants/planned-maintenance
Spending relating to Staff and Governing Body	
Expenses policies and procedures	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	http://www.prospectch.org.uk/about-us/publications Summary Information in Annual Accounts
Board member remuneration other than expenses	None
Pay and grading structure (levels of pay rather than individual salaries)	http://www.prospectch.org.uk/about-us/publications/filter:about+prospect#publications
General information about staff pension scheme	Administered by SHAPS. Defined Contribution Scheme
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Staffing structure	http://www.prospectch.org.uk/about-us/team
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 	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Internal procedures relating to the above (where available)	Available on request
Trade Union information	Not applicable

Information	Where to access
Summary of professional organisations/trade bodies of which we are a member	Glasgow & West of Scotland Forum of HA's Scottish Federation of Housing Associations Employers in Voluntary Housing (EVH)
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	http://www.prospectch.org.uk/about-us/publications/filter:about+prospect#publications
General description of our land and property holdings	http://www.prospectch.org.uk/about-us/publications/filter:about+prospect#publications
Estate development plans	http://www.prospectch.org.uk/about-us/publications/filter:about+prospect#publications
Information Resources	
Records management policy and records management plan, including records retention schedule	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Data protection or privacy policy	http://www.prospectch.org.uk/cookie-and-privacy-policy http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
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 	http://www.prospectch.org.uk/about-us/publications/filter:procurement#publications
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	http://www.prospectch.org.uk/about-us/publications/filter:procurement#publications
Information about regulated procurement contracts awarded (value, scope, duration)	http://www.prospectch.org.uk/about-us/publications/filter:procurement#publications

Information	Where to access
Our Procurement	
Procurement Policy and procedures	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Information on how to tender for work and invitations to tender	http://www.prospectch.org.uk/about-us/publications/filter:key+policies#publications
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	http://www.prospectch.org.uk/about-us/publications/filter:procurement#publications
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/
Framework Agreements	None
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	http://www.prospectch.org.uk/about-us/publications/filter:how+we+are+performing#publications
ARC report to tenants	http://www.prospectch.org.uk/about-us/publications/filter:how+we+are+performing#publications
Performance Standards/indicators	http://www.prospectch.org.uk/about-us/publications/filter:how+we+are+performing#publications
Benchmarking information	http://www.prospectch.org.uk/about-us/publications/filter:how+we+are+performing#publications
Complaints policy, guidance and forms	http://www.prospectch.org.uk/about-us/publications
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	http://www.prospectch.org.uk/about-us/publications/filter:management+committee+minutes#publications
Tenant scrutiny reports	http://www.prospectch.org.uk/about-us/publications/filter:how+we+are+performing#publications
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 PROSPECT as we do not produce any publications for sale.	Not applicable
Class 9 – Our open data	

Information	Where to access
Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence.	
This class does not apply to PROSPECT	Not applicable