

PROSPECT COMMUNITY HOUSING GUIDE TO INFORMATION

LAST REVIEWED: [NOVEMBER 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 | Prospect Website |
| Vision | Prospect Website |
| Values | Prospect Website |
| Corporate Objectives | Prospect Website |
| Area(s) of operation | Prospect Website |
| Key activities; strategic/corporate plan(s) | Prospect Website |
| Business Plan (or summary) | Prospect Website |
| Location and opening arrangements | |
| Address | Prospect Website |
| Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate) | Prospect Website |
| opening times | Google Search |
| General contact arrangements | Prospect Website |
| local/area office contact details | Prospect Website |
| Contact details for making a complaint | Prospect Website |
| Information relating to Freedom of Information | |
| Publication Scheme and Guide to Information | THIS DOCUMENT |
| Charging Schedule for Published Information | THIS DOCUMENT (PAGE 2) |
| Contact details and advice on making an FOI request | Prospect Website |
| Freedom of Information policies and procedures | Prospect Website |
| Charging Schedule for environmental information provided in response to requests made under EIRs | 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 |
|---|----------------------------------|
| 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 | Prospect Website |
| 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 | Prospect Website |
| How to become part of the governing body | Prospect Website |
| About our staff | |
| List of senior management team, including professional biography and contact details | Prospect Website |
| Organisational structure | Prospect Website |
| Governance Documents and Corporate Policies | |
| Rules/Articles | Prospect Website |
| Standing Orders | Prospect Website |
| Membership Policy | Prospect Website |
| Code of Conduct for Staff | Prospect Website |
| Code of Conduct for Governing Body Members | Prospect Website |
| Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence) | Prospect Website |
| Register of Interests | Prospect Website |
| Equalities Policy | Prospect Website |
| Health and Safety Policy | Prospect Website |
| Sustainability Policy | No Specific Policy |

| Information | Where to access |
|---|---|
| Relationship with Regulators | |
| Engagement plan with Scottish Housing Regulator | Scottish Housing Regulator Website |
| Assurance Statement | Prospect Website |
| Annual Return on Charter Submission to SHR | Prospect Website |
| Financial Returns to SHR | Scottish Housing Regulator Landlord Reports |
| Charter report to tenants | Prospect Website |
| 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 | Prospect Website |
| How to report a repair | Prospect Your Account |
| Right to Repair information | Prospect Website |
| How to apply for a house | Prospect Website |
| How to get information about tenancy support | Prospect Website |
| How to make a complaint | Prospect Website |
| How to speak to a housing officer | Prospect Website |
| How we consult with tenants and other customers to inform and improve service delivery and develop new services | Prospect Website |
| Policies and Procedures | |
| Allocations Policy | Prospect Website |
| Adaptations Policy | Prospect Website |

| Information | Where to access |
|---|----------------------------------|
| Anti-Social Behaviour Policy | Prospect Website |
| Asbestos Management Policy | Available on request |
| Arrears Management Policy | Prospect Website |
| Asset Management Policy (including stock condition information) | Prospect Website |
| Customer Care Policy | No Specific Policy |
| Data Protection Policy | Prospect Website |
| Equality and Diversity Policy | Prospect Website |
| Estate Management Policy | Prospect Website |
| Health and Safety Policy and procedures | Prospect Website |
| Legionnaires Inspection/Prevention Policy | Available on request |
| Procurement Policy | Prospect Website |
| Risk Management Policy | Prospect Website |
| Rent Setting Policy | Prospect Website |
| Repairs Policy | Prospect Website |
| Sustainability Policy | No Specific Policy |
| Tenant Engagement Policy | Prospect Website |
| Tenancy Sustainment Policy | Prospect Website |
| 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 | Prospect Website |
| Governing body meeting reports/papers | Available on request |
| Governing body agendas | Available on request |
| Consultation and Participation | |
| Tenant Participation Strategy | Prospect Website |
| Consultation reports noting the outcome of any recent consultations with tenants/others | Prospect Website |

| Information | Where to access |
|---|--|
| 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 | Prospect Website |
| Audited accounts | Prospect Website |
| Budget policies and procedures | Available on request |
| Budget allocation to key service areas | Prospect Website |
| Our programme of work and projects | |
| Brief details of any project funding and how it's being spent | Prospect Website |
| Capital works programme/plans information (annual programme figure) | Prospect Website Planned Maintenance Section of Website |
| Spending relating to Staff and Governing Body | |
| Expenses policies and procedures | Prospect Website |
| Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation | Prospect Website Summary Information in Annual Accounts |
| Board member remuneration other than expenses | None |
| Pay and grading structure (levels of pay rather than individual salaries) | Prospect Website |
| 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 | Prospect Website |

| Information | Where to access |
|--|---|
| 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 | Prospect Website |
| Internal procedures relating to the above (where available) | Available on request |
| Trade Union information | Not applicable |
| 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 | Prospect Website |
| General description of our land and property holdings | Prospect Website |
| Estate development plans | Prospect Website |
| Information Resources | |
| Records management policy and records management plan, including records retention schedule | Prospect Website |
| Data protection or privacy policy | Prospect Website |

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:

- responsive repairs
- landscape maintenance
- planned/cyclical maintenance

[Prospect Website](#)

List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)

[Prospect Website](#)

Information about regulated procurement contracts awarded (value, scope, duration)

[Prospect Website](#)

Our Procurement

Procurement Policy and procedures

[Prospect Website](#)

Information on how to tender for work and invitations to tender

[Prospect Website](#)

Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value

[Prospect Website](#)

Links to procurement information we publish on Public Contracts Scotland website

[Public Contracts Scotland Website](#)

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

[Prospect Website](#)

ARC report to tenants

[Prospect Website](#)

Performance Standards/indicators

[Prospect Website](#)

Benchmarking information

[Prospect Website](#)

Complaints policy, guidance and forms

[Prospect Website](#)

Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).

[Prospect Website](#)

Tenant scrutiny reports

[Prospect Website](#)

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

This class does not apply to **PROSPECT** 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.

This class does not apply to **PROSPECT**

Not applicable