



Publication Scheme – Guide to Information Policy

V1.3 – January 2020

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Consultation Required	Yes		No	x
Equalities Impact Assessment	Yes		No	x
Added to Website	Yes	x	No	

SSHC Reference	
SHR Reference	

Related Documents

- **Access to information Policy and Procedures**
- **Record Management Policy and Procedures**

Translation Statement

If you have any difficulties reading this information or need further help understanding our processes please contact us. We can make this document available in a variety of formats. All you need to do is let us know what you need and we will try to assist.

Compliance

This policy has been drafted to ensure that it complies with current legislation and industry good practice.

Equality & Diversity

Fyne Homes is committed to providing services which embrace diversity and which promote equality of opportunity. As an employer we are also committed to equality and diversity within our workforce. Our goal is to ensure that these commitments, reinforced by our Values, are embedded in our day-to-day working practices.

Openness & Confidentiality

Fyne Homes believes that its members, tenants and other interested parties should have access to information on how it conducts itself. This means that unless information requested is considered commercially sensitive or personally confidential it will be made available on request.

General Data Protection Regulations

Fyne Homes recognises that the General Data Protection Regulations are an important piece of legislation to protect the rights of individuals in respect to any personal information that we may keep about them, whether on computer or in manual systems. We will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Transparency Statements

At a glance – 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>

1. Introduction

- 1.1 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.
- 1.2 Fyne Homes has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#) and this Guide has been approved by the SIC.

2. Legal framework

- The Freedom of Information (Scotland) Act 2002 (FOISA)

3. The Information that we make available to you

- 3.1 Under the MPS, the information we provide must be listed under certain “classes” of information. These are the categories of information that are detailed on the table at Appendix 1.
- 3.2 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.
- 3.3 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 on the table at Appendix 1

4. Formats other than online

- 4.1 All of the information listed at *Appendix 1* 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).
- 4.2 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.
- 4.3 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 ;20p per A3 sheet
Print in colour	20p per A4 sheet; 40 per A3 sheet
CD Rom	£0.50
Posted document/CD Rom	Cost of postage incurred

4.4 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: Margaret Thomson, Corporate Manager

5. Information that we cannot publish

5.1 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 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.

6. For how long will information be published?

6.1 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.

7. Copyright and re-use

7.1 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

8. Contact us

8.1 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:

Fyne Homes Ltd, 81-89 Victoria Street, Rothesay, Bute PA20 OAP
Email: postmaster@fynehomes.co.uk
Tel: 0345 607 7117

9. Reviewing process

9.1 This policy will be reviewed in line with the respective current Fyne Homes' policies, and/or where a change in legislation arises

9.2 If there is a procedural delay in the policy revision then the relative legislation in force at the time will prevail.

Version number	Revision Date	Part of doc revised	Reason for revision	Approved by
1			New Policy	Mgt Comm

Appendix 1 – Information Available

Information	Where to access
Class 1 - About Fyne Homes Ltd <i>Information about Fyne Homes, 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 /vision/values/ Corporate objectives	https://fynehomes.org.uk/about-us/mission-and-vision/
Area(s) of operation	https://fynehomes.org.uk/our-homes/
Key activities; strategic/corporate plan(s)	https://fynehomes.org.uk/downloads/corporate-plan/
Customer Code/Charter	https://www.gov.scot/publications/scottish-social-housing-charter-april-2017/
Location and opening arrangements	
Address, Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://fynehomes.org.uk/ Contact information is available at the bottom of all website pages
Opening times /General contact arrangements/ Local/area office contact details	https://fynehomes.org.uk/contact-us/offices/
Contact details for making a complaint	https://fynehomes.org.uk/contact-us/complaints/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 4)
Contact details and advice on making an FOI request	https://www.fynehomes.org.uk/about-us/freedom-of-information/
Freedom of Information policies and procedures	https://www.fynehomes.org.uk/uploads/2019-10-21-12-42-18-C20AccesstoInformatonV110-70556.pdf
Charging Schedule for environmental information provided in response to requests made under EIRs	https://www.fynehomes.org.uk/uploads/2019-10-21-12-42-18-C20AccesstoInformatonV110-70556.pdf

Information	Where to access
About our Governing Body	
List of Governing Body Members Names <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 	https://fynehomes.org.uk/about-us/committee-structure/ https://fynehomes.org.uk/about-us/committee-structure/committee-members/
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 	https://www.fynehomes.org.uk/uploads/2019-10-17-14-53-03-GroupStructurepdf-30710.pdf https://www.fynehomes.org.uk/uploads/2019-10-17-13-49-26-C14CommStructDelAuthRespV-68137.pdf
How to become part of the governing body	https://fynehomes.org.uk/get-involved/membership-committee-information/
About our staff	
List of senior management team, including professional biography and contact details	https://fynehomes.org.uk/about-us/staff-photos/senior-management/
Organisational structure	https://fynehomes.org.uk/about-us/staff-photos/
Governance Documents and Corporate Policies	
Rules/Articles	https://fynehomes.org.uk/downloads/association-rules/
Standing Orders	https://fynehomes.org.uk/uploads/2019-09-20-15-21-07-C03StandingOrdersPolicyV3-45158.pdf
Membership Policy	https://fynehomes.org.uk/uploads/2016-11-08-17-09-46-C01MembershipPolicyV60716-68584.pdf
Code of Conduct for Staff	https://fynehomes.org.uk/uploads/2019-06-25-15-18-59-HR13CodeofConductforStaff-17429.pdf
Code of Conduct for Governing Body Members	https://fynehomes.org.uk/uploads/2019-06-25-15-18-08-

Information	Where to access
	C15CodeofConductforManage-39568.pdf
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://fynehomes.org.uk/uploads/2019-06-25-15-15-04-C31ENTITLEMENTSPAYMENTSAN-57849.pdf
Register of Interests	On request
Equalities Policy	https://fynehomes.org.uk/uploads/2015-05-29-16-56-30-C05EqualityandDiversityPo-95388.pdf
Health and Safety Policy	https://fynehomes.org.uk/uploads/2019-06-25-14-59-25-C12HEALTHSAFETYV50718pdf-75953.pdf
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://directory.scottishhousingregulator.gov.uk/2019%20Documents/Fyne%20Homes%20EP.pdf
Assurance Statement	https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=D737885E-CFA9-E311-93F1-005056B555E6
Annual Return on Charter Submission to SHR	https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=D737885E-CFA9-E311-93F1-005056B555E6
Financial Returns to SHR	https://www.fynehomes.org.uk/uploads/2019-10-17-15-58-49-FyneHomes20182019AFSpdf-10964.pdf
Charter report to tenants	https://fynehomes.org.uk/uploads/2019-09-20-15-34-38-AnnRep2019A42pdf-14997.pdf
Internal and External Audit arrangements	Internal and external audits are carried for the association by Scott Moncrieff https://www.scott-moncrieff.com/
Group Details	
Details of our subsidiaries/parent organisation	https://fynehomes.org.uk/about-us/fyne-group/
Key Partnerships	

Information	Where to access
Strategic agreements with other organisations	In progress
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	https://fynehomes.org.uk/tenant-info/ https://fynehomes.org.uk/owners/ https://fynehomes.org.uk/fyneheat/
How to report a repair	https://fynehomes.org.uk/tenant-info/report-a-repair/
Right to Repair information	https://fynehomes.org.uk/uploads/2016-11-08-17-15-33-M09RighttoRepairPolicyV40-52643.pdf
How to apply for a house	https://fynehomes.org.uk/our-homes/apply-for-a-house/
How to get information about tenancy support	https://fynehomes.org.uk/tenant-info/money-skills-argyll/
How to make a complaint	https://fynehomes.org.uk/contact-us/complaints/
How to speak to a housing officer	https://fynehomes.org.uk/contact-us/housing-contact/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://fynehomes.org.uk/get-involved/tenant-participation/ https://fynehomes.org.uk/get-involved/consultations/
Policies and Procedures	
Allocations Policy	https://fynehomes.org.uk/uploads/2015-04-08-12-23-47-CHRAAllocationsPolicypdf-77956.pdf
Anti-Social Behaviour Policy	https://www.fynehomes.org.uk/uploads/2019-11-29-12-48-07-H05NeighbourDisputesHaras-98247.pdf

Information	Where to access
Asbestos Management Policy	https://fynehomes.org.uk/uploads/2019-06-25-14-55-19-M02AsbestosPolicyV30316pd-72546.pdf
Arrears Management Policy	https://fynehomes.org.uk/uploads/2019-06-25-14-57-32-H23rentarrearspreventionp-37655.pdf
Asset Management Policy (including stock condition information)	https://fynehomes.org.uk/uploads/2019-09-20-14-20-24-AssetManagementStrategyV1-28306.pdf
Data Protection Policy	https://fynehomes.org.uk/uploads/2019-06-25-14-58-12-C04DataProtectionPolicyv5-71336.pdf
Equality and Diversity Policy	https://fynehomes.org.uk/uploads/2015-05-29-16-56-30-C05EqualityandDiversityPo-95388.pdf
Tenancy Management Policy	https://www.fynehomes.org.uk/uploads/2020-01-21-16-21-06-H34TenancyMangementPolicy-32531.pdf
Health and Safety Policy and procedures	https://fynehomes.org.uk/uploads/2019-06-25-14-59-25-C12HEALTHSAFETYV50718pdf-75953.pdf
Legionnaires Inspection/Prevention Policy	https://fynehomes.org.uk/uploads/2019-06-25-15-01-39-M14WaterSystemsManagement-57639.pdf
Procurement Policy	https://www.fynehomes.org.uk/uploads/2019-10-15-16-02-10-M11ProcurementPolicyV1101-95434.pdf
Risk Management Policy	https://fynehomes.org.uk/uploads/2019-06-25-15-02-13-C19RiskManagementPolycyvd-53181.pdf
Rent Setting Policy	https://fynehomes.org.uk/uploads/2019-06-10-15-37-10-H27RentalPolicyV60319pdf-96718.pdf
Repairs Policy	https://fynehomes.org.uk/uploads/2015-05-29-17-17-07-M01RepairsMaintPolicyV608-50855.pdf
Internal procedures relating to above (where 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>	

Information	Where to access
Governing Body Meetings	
Governing body meeting minutes/agendas	https://www.fynehomes.org.uk/downloads/management-committee-meeting/
Governing body meeting reports/papers	On request
Consultation and Participation	
Tenant Participation Strategy	https://www.fynehomes.org.uk/uploads/2019-11-29-14-23-38-H32TenantParticipationStr-98352.pdf
Consultation reports noting the outcome of any recent consultations with tenants/others	https://www.fynehomes.org.uk/get-involved/tenant-participation/
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	Scottish Government Grants, Argyll and Bute Council Strategic Housing Fund and Private Finance from various banks (Royal Bank of Scotland, Bank of Scotland, Santander, Clydesdale Bank, Scotwest, Triodos, RIEF and Whistletree(TSB) further detail can be found in the accounts below
Audited accounts	https://www.fynehomes.org.uk/downloads/useful-documents/
Budget policies and procedures	https://www.fynehomes.org.uk/uploads/2019-11-29-16-36-32-F06FinancialRegulationsPo-57840.pdf https://www.fynehomes.org.uk/uploads/2019-11-29-16-35-32-F03TreasuryManagementPoli-82529.pdf
Budget allocation to key service areas	https://www.fynehomes.org.uk/uploads/2019-10-21-11-56-51-201819MaintenanceBudgetpd-21531.pdf
Our programme of work and projects	

Information	Where to access
Brief details of any project funding and how it's being spent	https://fynehomes.org.uk/our-homes/new-developments/Current-developments/
Capital works programme/plans information (annual programme figure)	https://www.fynehomes.org.uk/uploads/2019-10-21-11-56-51-201819MaintenanceBudgetpd-21531.pdf
Spending relating to Staff and Governing Body	
Expenses policies and procedures	https://fynehomes.org.uk/uploads/2019-09-20-14-26-05-C09ExpensesToCommitteeMem-18720.pdf
Governing body member/senior staff expenses at category level eg travel, subsistence and accommodation	On request
Pay and grading structure (levels of pay rather than individual salaries)	<p>Fyne Homes has adopted a bespoke pay and grading structure to better support reward and motivation of staff through market matched salaries and performance related pay.</p> <p>There are 10 discrete grades with pay ranging from a minimum of £16,380.00 to a maximum of £94,724.00 per annum depending on performance. Fyne Homes is a Living Wage Foundation accredited employer.</p>
General information about staff pensions scheme	<p>The Association participates in the Scottish Housing Association Pension Scheme and Strathclyde Pension Scheme</p> <p>Staff have the option to join the Scottish Life top-up scheme</p> <p>The association also operates a defined contribution auto enrolment scheme with Royal London.</p> <p>Further information regarding the pension schemes can be found in the notes section of the annual accounts.</p> <p>https://www.fynehomes.org.uk/uploads/2019-09-20-15-53-39-FyneHomesGroup31319pdf-46231.pdf</p>
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	

Information	Where to access
Human resources	
Strategy and management of human resources	https://www.fynehomes.org.uk/uploads/2019-10-17-11-31-01-HRStrategypdf-90023.pdf
Staffing structure	https://fynehomes.org.uk/about-us/staff-photos/
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management • discipline • grievance • employee training and development • Maintenance and retention of staff records 	https://www.fynehomes.org.uk/downloads/policies/human-resources-policies/
Internal procedures relating to the above (where available)	On request
Summary of professional organisations/trade bodies of which we are a member	Scottish Federation of Housing Associations (SFHA), Employers in Voluntary Housing(EVH), Chartered Institute of Housing(CIH), Tenant Participation Advisory Service(TPAS), Rural and Islands Housing Association Forum(RIHAF) Scottish Housing Network(SHN), Quality and Efficiency Forum (QEF), Energy Action Scotland(EAS), Living Wage, Gas Safe, CIPA,
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://fynehomes.org.uk/uploads/2019-09-20-14-20-24-AssetManagementStrategyV1-28306.pdf
General description of our land and property holdings	https://fynehomes.org.uk/uploads/2019-09-20-14-20-24-AssetManagementStrategyV1-28306.pdf
Information Resources	
Records management policy and records management plan, including records retention schedule	https://www.fynehomes.org.uk/uploads/2019-10-21-12-13-29-C21RecordsManagementPolic-29740.pdf

Information	Where to access
	In progress
Data protection or privacy policy	https://fynehomes.org.uk/privacy-policy/ https://fynehomes.org.uk/downloads/data-protection-statements/
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 	https://fynehomes.org.uk/uploads/2019-09-20-14-20-24-AssetManagementStrategyV1-28306.pdf
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	In progress
Information about regulated procurement contracts awarded (value, scope, duration)	https://fynehomes.org.uk/uploads/2019-09-20-14-20-24-AssetManagementStrategyV1-28306.pdf https://www.fynehomes.org.uk/uploads/2019-10-15-16-02-10-M11ProcurementPolicyV1101-95434.pdf
Our Procurement	
Procurement Policy and procedures	https://www.fynehomes.org.uk/uploads/2019-10-15-16-02-10-M11ProcurementPolicyV1101-95434.pdf
Information on how to tender for work and invitations to tender	As above
Register of contracts awarded which have gone through formal tendering, including name of supplier,	https://www.fynehomes.org.uk/uploads/2019-09-20-14-20-24-AssetManagementStrategyV1-28306.pdf

Information	Where to access
period of contract and value	
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/search/search_mainpage.aspx
Framework Agreements	Included in Asset Management Strategy https://www.fynehomes.org.uk/uploads/2019-09-20-14-20-24-AssetManagementStrategyV1-28306.pdf
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	
Performance Report	https://fynehomes.org.uk/downloads/annual-reports/
Performance Standards/indicators	As above
Complaints policy, guidance and forms	https://fynehomes.org.uk/contact-us/complaints/complaints-process/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://fynehomes.org.uk/downloads/annual-reports/
Tenant scrutiny reports	https://www.fynehomes.org.uk/get-involved/tenant-participation/Scrutiny-Group/
Newsletters	https://fynehomes.org.uk/downloads/newsletters/
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 Fyne Homes 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 Fyne Homes	Not applicable