



Guide to Information

Bield Housing & Care Guide to Information

LAST REVIEWED: 04/11/2019

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>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it).</p>
Guide to Information	<p>A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available.</p>

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.

Bield Housing & Care 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:

Format	Charge
Online	Free
View at our office	Free
Print in black and white	10p per A4 sheet
Print in colour	45p per A4 sheet
CD Rom	50p per CD
Posted document / CD Rom	Cost of postage incurred - Royal Mail
* Costs are based on EIR Information Requests	

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 email: accesstoinfo@bield.co.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 Board or 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.

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:

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Bield Housing & Care
79 Hopetoun Street
Edinburgh
EH7 4QF

Email: accesstoinfo@bield.co.uk

Telephone: 0131 273 4000

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.

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
Class 1 - About Bield Housing & Care
Information about Bield Housing & Care who we are, where to find us, how to contact us, how we are managed and our external relations.
Descriptions of who we are
Mission Statement
Vision
Values
Corporate Objectives
Areas of operation
Key activities: strategic/corporate plan(s)
Business Plan (or summary)
Location and opening arrangements
Address
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)
Opening times
General contact arrangements
Local/area office contact details
Contact details for making a complaint
Information relating to Freedom of Information
Publication Scheme and Guide to Information <i>{This document}</i>
Charging Schedule for Published Information <i>{This document, See Page 3}</i>
Contact details and advice on making FOI request <i>{This document, See Page 4}</i>
Freedom of Information policies and procedures (Still to be approved by Board of Management by end of November 2019.)
Charging Schedule for environmental information provided in response to requests made under EIRs
About our Governing Body
List of Governing Body Members
<ul style="list-style-type: none">• Names• When they became a governing body member• When they became an office-bearer

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 (Board, Performance & Audit, Remuneration)
How to become part of the governing body
About our staff
List of senior management team, including professional biography and contact details
Organisation structure { <i>Under Review at Present</i> } Details will be published in due course, if you require information at this time please email accessstoinfo@bield.co.uk
Governance Documents and Corporate Policies
Rules / Articles
Standing Orders
Membership Policy
Code of Conduct for Staff
Code of Conduct for Governing Body Members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)
Register of Interests
Equalities Policy
Health and Safety Policy
Sustainability Policy
Relationship with Regulators
Engagement Plan with Scottish Housing Regulator
Assurance Statement
Annual Return on Charter Submission to SHR
ESSH Return Submission to SHR
Financial Returns to SHR
Charter Report to tenants
Internal and External Audit arrangements / Audit Needs Plan
Group Details
Details of our subsidiaries/parent organisation { <i>Not applicable</i> }
Key Partnerships
Strategic agreements with other organisations
Class 2 – How we deliver our functions and services
Information about our work, our strategy and policies for delivering services and information for our service users.
How to use our services
List of services provided
How to report a repair
Right to Repair information
How to apply for a house
How to get information about tenancy support

How to make a complaint
How to speak to a housing officer / How to speak to an owner services officer
How we consult with tenants and other customers to inform and improve service delivery and develop new services
Policies and Procedures
Allocations Policy Shared Ownership Allocation Policy
Adaptations Policy
Anti-Social Behaviour Policy
Asbestos Management Policy
Arrears Management Policy
Asset Management Policy (including stock condition information)
Customer Care Policy
Data Protection Policy
Environmental Information Regulations Policy (EIR)
Equality and Diversity Strategy
Estate Management Policy
Health and Safety Policy and Procedures
Procurement Strategy
Risk Management Policy
Rent Policy
Repairs Policy
Sustainability Policy
Tenant Engagement Strategy
Tenancy Sustainment Policy <i>{Bield do not have a Tenancy Sustainment Policy}</i>
Water Management Policy
Internal procedures relating to above. <i>Please email accesstoinfo@bield.co.uk if there are any internal procedures you wish to view.</i>
Class 3 – How we take decisions and what we have decided
Information about the decisions we take, how we make decisions and how we involve others.
Governing Body Meetings
Governing body meeting minutes - Board , Performance & Audit , Remuneration
Governing body meeting agendas / reports / papers - Board , Performance & Audit <i>Please email accesstoinfo@bield.co.uk if there are any reports or papers you wish to view.</i>
Governing body agendas - Board , Performance & Audit , Remuneration
Consultation and Participation
Tenant Engagement Strategy
Consultation reports noting the outcome of any recent consultations with tenants / others {None at present}
Tenant Scrutiny Panel Composition Partnership Forum Constitution
Registered Tenant Organisations <i>{There are no Registered Tenant Organisations}</i>
Owners Forum Constitution

Class 4 – What we spend and how we spend it

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).

Information about our accounts and budgets

[Description of funding sources](#)

[Audited accounts](#)

[Budget policies and procedures](#)

[Budget allocation to key service areas](#)

Our programme of work and projects

[Brief details on any project funding and how it's being spent](#)

[Capital works programme/plans information \(annual programme figure\)](#)

Spending relating to Staff and Governing Body

Expenses policies and procedures

[Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation](#)

Board member remuneration other than expenses *{Not applicable}*

Pay and grading structure (levels of pay rather than individual salaries) *{Under review at Present}*

[General information about staff pension scheme](#)

Class 5 – What we manage our resources

Information about how we manage our human, physical and information resources.

Human resources

Strategy and management of human resources *{People Strategy under review at present}*

Staffing structure *{Under review at present}*

Human resources policies, covering:

- [recruitment](#)
- [performance management](#)
- [salary and grading](#)
- promotion *{Bield do not have a Promotion Policy}*
- [pensions](#)
- [discipline](#)
- [grievance](#)
- [staff development](#)
- [Maintenance and retention of staff records](#)

Internal procedures relating to the above.

Please email accesstoinfo@bield.co.uk if there are any internal procedures you wish to view.

Trade Union information - Bield do not have a collective agreement with a Trade Union.

Summary of professional organisations / trade bodies of which we are a member:

- OSCR, Scottish Charity Regulator (SC006878)
- Scottish Housing Regulator (HEP71)
- Co-operative and Community Benefit Societies (1692R(S))
- SFHA, Scottish Federation of Housing Associations
- Quality Scotland
- Scotland's Housing Network
- IIP, Investors in People (Silver Accreditation)
- HTT, Happy to Translate

- TSA, Telecare Services Association (BR24)
- Registered Property Factor (Owner Services) (PFO0146)
- Care Inspectorate (Care and Support Services)

Physical Resources

Management of our land and property assets, including environmental/sustainability reports (Due to an organisational restructure, Individual locations can be available on request.)

[General description of our land and property holdings](#)

Estate development plans

Please email accessstoinfo@biold.co.uk if there are any Estate Development Plans you wish to view.

Information Resources

[Records management policy](#) and [records management plan](#), including records retention schedule

[Data protection or 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:

- [responsive repairs](#)
- [landscape maintenance](#)
- [planned/cyclical maintenance](#)

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

[Information about regulated procurement contracts awarded \(value, scope, duration\)](#)

Our Procurement

[Procurement Policy and procedures](#)

[Information on how to tender for work and invitations to tender](#)

Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value - [Public Contracts Scotland : Annual Procurement Update](#)

[Links to procurement information we publish on Public Contracts Scotland website](#)

[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](#)

ARC report to tenants
Performance Standards/indicators
Benchmarking information
Complaints policy, guidance and forms
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).
Tenant scrutiny reports Ending your Tenancy / Life of a Repair / Life of a Complaint
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 eg bookshop, museum or research journal.
This class does not apply to Bield Housing & Care as we do not produce any publications for sale.
Class 9 – Our open data
Open data made available by us under the Scottish Government’s Open Data Resource Pak and available under open licence.
This class does not apply to Bield Housing & Care.

