

Orkney Housing Association Guide to Information

(Last Reviewed: 18.01.22)

Terms used:

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>

About Orkney Housing Association

We are the only Registered Social Landlord in Orkney, founded in 1985 to deliver quality, affordable homes to those in need. We are a Charity Registered in Scotland, (SC031734), registered with the Scottish Housing Regulator (HAL 164) and registered with the Financial Conduct Authority (2201 R(S)).

We have a stock of 955 rented and shared ownership properties located throughout the mainland, rural areas and islands of Orkney. We provide all aspects of housing information and advice and property management for our tenants and carry out regular surveys to ensure we maintain quality and satisfaction levels.

We value our people, and invest in training and development, to ensure that our staff are equipped with the skills and knowledge to provide great customer service within a well-run Association with strong governance and financial management.

Management Committee (MC) are our voluntary, strategic governing body elected from our General Membership consisting of between 7 and 15 members. They are an experienced and skilled group of individuals, committed to our values and overseeing the delivery of our Corporate Outcomes.

Introduction to our Guide to Information

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 the key information that we publish and how it can be accessed. This Guide to Information is our Publication Scheme and contains links to where the information listed can be found online.

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Orkney Housing Association has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been approved by the SIC.

The purpose of this Guide to Information is to:

- Allow the public to see what information is available (and what is not available) for Orkney Housing Association in relation to each class in the Model Publication Scheme 2018.
- State what charges may be applied.
- Explain how to find the information easily.
- Provide contact details for enquiries and to get help with access to the information.
- Explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

The Model Publication Scheme Principles

The MPS imposes 6 principles which govern the way we must make our information available through our Guide to Information:

- Principle 1: Availability and formats
- Principle 2: Exempt information
- Principle 3: Copyright and re-use
- Principle 4: Charges
- Principle 5: Advice and assistance
- Principle 6: Duration

Principle One: Availability & Formats

The information published through the MPS is, wherever possible, available on our website. In the Classes of Information section, select the class required.

We offer alternative arrangements for people who do not want to, or cannot access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see “Principle 4: Charges”).

To request published information in a format other than online, or arrange a visit to view information, please contact us as detailed below.

Principle 2: Exempt Information

Whilst we will endeavour to make all the information detailed available, in rare cases there may be some information that we cannot make available. For example, there may be instances where parts of Management Committee Minutes could reveal personal detail where disclosure would contravene the data protection principles, or information about contracts where disclosure would damage someone's commercial

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interests. In such cases, any details would be removed prior to publication, indicating where and why we have done so.

Principle 3: 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

Principle 4: Charges

This section explains when we may make a charge for our publications and how any charge will be calculated.

We may charge for providing information to you, but we will charge no more than it costs us to do so. We will always tell you what the cost is before providing the information to you. 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	2p per A4 sheet; 4p per A3 sheet
Print in colour	4p per A4 sheet; 6p per A3 sheet
Computer Discs	50p per CD-ROM
Postage Costs	Actual cost of postage incurred – Royal Mail 1 st or 2 nd Class

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run. We do not pass on any other costs to you in relation to our published information.

Charges for information which is not available under the scheme:

If you submit a request to us for information which is not available in this Guide the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be

(3) Continued

released. Charges may be made for locating, retrieving and providing information to you.

- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have 3 months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for Environmental Information

Environmental information is provided under the EIRs rather than FOISA. The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you eg photocopying and postage. If we decide to impose a charge, we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated based on the actual cost to the Association of providing the information as detailed above except where it would cost more than £600 to provide the information to you. In this instance we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Charge for request for your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request. We must provide a copy of the information free of charge. However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests. The fee must be based on the administrative cost of providing the information. Further information on GDPR can be found on the Information Commissioner's Office website.

Principle 5: Advice & Assistance

All enquiries, feedback and complaints relating to this Guide to Information, or any other aspect of Freedom of Information, Data Protection and the EIRs should be directed to:

Suzu Boardman, Communications & Engagement Officer
Orkney Housing Association, 39a Victoria Street, Kirkwall, KW15 1DN
T: 01856 875253 ext 205
E: foi@ohal.org.uk

Principle 6: Duration

We aim where possible, to publish information for at least the current and previous 2 financial years. Only the current version of documents will be listed.

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The Information that we make available to you – "Classes of Information"

Under the MPS, the information we provide must be listed under certain "classes" of information - these are the categories of information detailed below. As FOI applies to other bodies and sectors across Scotland, eg the Scottish Government and Local Authorities, not all of the categories apply to housing associations/co-operatives.¹ The classes are:

Class 1: About Orkney Housing Association Limited

Class 2: How we deliver our functions and services

Class 3: How we take decisions and what we have decided

Class 4: What we spend and how we spend it

Class 5: How we manage our human, physical and information resources

Class 6: How we procure goods and services from external providers

Class 7: How we are performing

Class 8: *Our commercial publications - not applicable*

Class 9: *Our open data - not applicable*

Details of the information held within each of the classes, applicable to our organisation, and hyperlinks to access this information where available, are outlined below:

Class 1 - About Orkney Housing Association	
<i>Information about Orkney Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
Information	Where to access
Descriptions of who we are	
Mission Statement	Business Plan – Website https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf
Vision	Business Plan – Website https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf
Values	Business Plan – Website https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf
Corporate Objectives	Business Plan – Website https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf
Area(s) of operation	Business Plan – Website https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf Property Map – Website https://www.ohal.org.uk/housing/property-map/ OHAL & OIC Property Map - Website https://www.ohal.org.uk/docs/id27-Orkney Map and Housing Stock.pdf
Key activities; strategic/ corporate plan(s)	Business Plan – Website https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf
Business Plan	Business Plan – Website https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf
Location and opening arrangements	
Address	Website - https://www.ohal.org.uk/about-us/contact-us/

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

(3) Continued

Telephone number and e-mail address for general enquiries	Website - https://www.ohal.org.uk/about-us/contact-us/
Opening times	Website - https://www.ohal.org.uk/about-us/contact-us/
General contact arrangements	Website - https://www.ohal.org.uk/about-us/contact-us/
How to make a complaint	Website - https://www.ohal.org.uk/tenants/make-complaint/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	Website - THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 3)
Contact details and advice on making an FOI request	THIS DOCUMENT (See Page 4)
Freedom of Information policies and procedures	Website - https://www.ohal.org.uk/docs/id201-FOI%20&%20EIR..pdf
Charging Schedule for environmental information provided in response to requests made under EIRs	Website – THIS DOCUMENT (See Page 3)
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 	Website - https://www.ohal.org.uk/about-us/management-committee-staff/

(3) Continued

<p>Description of the role of the Governing Body</p> <ul style="list-style-type: none"> governance structure chart (including sub-committees and working groups); remits for governing body and any sub-committees 	<p>Website – Business Plan: https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf Website – Standing Orders for Committee Business https://ohal.org.uk/docs/id187-Standing%20Orders...pdf</p>
<p>How to become part of the governing body</p>	<p>Website - https://www.ohal.org.uk/tenants/get-involved/</p>
<p>About our staff</p>	
<p>List of senior management team, including professional biography and contact details</p>	<p>Website - https://www.ohal.org.uk/about-us/management-committee-staff/</p>
<p>Organisational structure</p>	<p>Business plan – Website https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf</p>
<p>Governance Documents and Corporate Policies</p>	
<p>Rules/Articles</p>	<p>Website - https://www.ohal.org.uk/docs/id90-Rules%20for%20WEB.pdf</p>
<p>Standing Orders</p>	<p>Website - https://www.ohal.org.uk/docs/id124-Standing%20Orders%20Policy.pdf</p>
<p>Membership Policy</p>	<p>Website - https://www.ohal.org.uk/docs/id74-Membership...pdf</p>
<p>Code of Conduct for Staff</p>	<p>Website - Model Code of Conduct for RSL Governing Body Members (ohal.org.uk)</p>
<p>Code of Conduct for Governing Body Members</p>	<p>Website - Model Code of Conduct for RSL Governing Body Members (ohal.org.uk)</p>
<p>Entitlements Payments and Benefits Policy</p>	<p>Website - Model Entitlements, Payments & Benefits Policy (ohal.org.uk)</p>
<p>Register of Interests</p>	<p>MC & Senior Staff – to be published</p>
<p>Equality, Diversity & Human Rights Policy</p>	<p>Website - id291-Equality, Diversity & Human Rights.pdf (ohal.org.uk)</p>
<p>Health and Safety Statement</p>	<p>Website - https://www.ohal.org.uk/docs/id169-OHAL%20H&S%20Statement.pdf</p>
<p>Sustainability Policy</p>	<p>Website - https://www.ohal.org.uk/docs/id37-Sustainability..pdf</p>

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Relationship with Regulators	
Engagement Plan with SHR	Website - Orkney Housing Association Limited (OHAL) — Downloads
Assurance Statement	Website - 39a Victoria Street, Kirkwall, Orkney, KW15 1DN (ohal.org.uk)
Annual Return on Charter Submission to SHR	Published on the SHR website - https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LatoZNameQS=E2337F70-CFA9-E311-93F1-005056B555E6
Financial Returns to SHR	Website – Updated annually following our AGM Orkney Housing Association Limited (OHAL) — Downloads
Charter Report to tenants	Website - id285-ARC Report to Tenants 20-21.pdf (ohal.org.uk)
Internal and External Audit arrangements	Internal Auditor – The Internal Audit Association https://www.tiaa.co.uk External Auditor – Wylie & Bissett https://www.wyliebisset.com
Group Details	
Details of our subsidiaries/parent organisation	We have a subsidiary – OHAL Enterprises CIC (Community Interest Company), which is currently dormant so not relevant meantime.
Key Partnerships	
Strategic agreements with other organisations	Protocol for working with Orkney Islands Council for nominated households and homeless households is contained within our Rented Allocations Policy on our website - https://www.ohal.org.uk/docs/id42-Rented%20Allocations%20Policy%20-%20May%202019..pdf

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>	
Information	Where to access
How to use our services	
List of services provided	Website - https://www.ohal.org.uk/ (tenant tab)
How to report a repair	Website - https://www.ohal.org.uk/tenants/report-repair/
Right to Repair information	Website - https://www.ohal.org.uk/docs/id16-right_to_repair.pdf
How to apply for a house	Website - https://www.ohal.org.uk/housing/apply-rented/
How to get information about tenancy support	Website - https://www.ohal.org.uk/tenants/maintaining-tenancy/
How to make a complaint	Website - https://www.ohal.org.uk/tenants/make-complaint/
How to speak to a housing officer	Housing Service Officers contact details and patches to be published in 2020

(3) Continued

How we consult with tenants and other customers to inform and improve service delivery and develop new services	Website - https://www.ohal.org.uk/about-us/consultations-feedback/
Policies and Procedures	
Allocations Policy	Website - https://www.ohal.org.uk/docs/id42-Rented%20Allocations%20Policy%20-%20May%202019..pdf
Adaptations Policy	Website - https://www.ohal.org.uk/docs/id177-Adaptations.pdf
Anti-Social Behaviour Policy	Website - https://www.ohal.org.uk/docs/id189-Anti-Social%20Behaviour.pdf
Asbestos Management Plan	Website - https://www.ohal.org.uk/docs/id186-Asbestos%20Management%20Plan.pdf
Arrears Management Policy	Website - https://www.ohal.org.uk/docs/id36-Prevention%20of%20Rent%20Arrears%20and%20Debt%20Collection%20Policy.pdf
Asset Management Policy	Website - https://www.ohal.org.uk/docs/id179-Asset%20Management.pdf
Customer Engagement Policy	Website - https://www.ohal.org.uk/docs/id41-Customer%20Engagement..pdf
Data Protection Policy	id192-Data Protection and Privacy Policy...pdf (ohal.org.uk)
Environmental Information Regulations Policy (EIR)	Our guide to information we publish includes the environmental information we publish. Further information can be found on the SIC website http://www.itspublicknowledge.info/Law/EIRs/WhatIsEnvironmentalInformation.aspx
Equality, Diversity & Human Rights Policy	Website - id291-Equality, Diversity & Human Rights.pdf (ohal.org.uk)
Estate Management Policy	Website - https://www.ohal.org.uk/docs/id120-Estate%20Management..pdf
Health and Safety Policy and procedures	Statement on website - https://www.ohal.org.uk/docs/id169-OHAL%20H&S%20Statement.pdf
Legionnaires Inspection/Prevention Policy	Separate Policy to be adopted – Dec '19 then to website
Procurement Policy	Website - https://www.ohal.org.uk/docs/id170-OHAL%20Procurement%20Policy.pdf
Risk Management Policy	Website - https://www.ohal.org.uk/docs/id180-Risk%20Management.pdf
Rent Setting Policy	Website - https://www.ohal.org.uk/docs/id126-Rent%20Setting%20Policy.pdf

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Repairs Policy	Website - https://www.ohal.org.uk/docs/id40-Responsive%20Repairs%20Policy.pdf
Sustainability Policy	Website - https://www.ohal.org.uk/docs/id37-Sustainability..pdf
Customer Engagement Policy	Website - https://www.ohal.org.uk/docs/id41-Customer%20Engagement..pdf
Tenancy Sustainment Policy	Not applicable
Internal procedures relating to above (where available)	On request

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.

Information	Where to access
Management Committee Meetings	
Approved Management Committee meeting minutes	Website - id266-20210331 Minutes REDACTED.pdf (ohal.org.uk)
Management Committee meeting reports/papers	On request
Management Committee agendas	On request
Consultation and Participation	
Tenant Participation Strategy	Website - id271-Tenant Participation Strategy 2021-2026.pdf (ohal.org.uk)
Consultation reports noting the outcome of any recent consultations with tenants/others	Website - https://www.ohal.org.uk/about-us/consultations-feedback/
Resident Panel information	Website - https://www.ohal.org.uk/tenants/get-involved/

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	Where to access
Information about our accounts and budgets	

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Description of funding sources	Website – Annual Accounts OHAL Annual Accounts
Audited accounts	Website – posted after every AGM OHAL Annual Accounts
Budget policies and procedures	Website - https://www.ohal.org.uk/docs/id181-Finance%20Policy.pdf
Budget allocation to key service areas	Not applicable
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Website – Annual Accounts OHAL Annual Accounts Website – Business Plan: https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf Website - id280-Annual Report WEB.pdf (ohal.org.uk)
Capital works programme/plans information (annual programme figure)	Website – Business Plan: https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf Website – New Build Development Plans https://www.ohal.org.uk/tenants/maintenance-schedules/ Website – Current Developments https://www.ohal.org.uk/housing/new-developments/
Spending relating to Staff and Governing Body	
Expenses Policy	Website - ORKNEY HOUSING ASSOCIATION LIMITED (ohal.org.uk)
Board member remuneration other than expenses	Not applicable
Pay and grading structure (levels of pay rather than individual salaries)	On request
General information about staff pension scheme	We offer a Defined Contribution Pension Scheme to all our staff run by The Pensions Trust http://www.tpt.org.uk

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	Website – Business Plan: https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf
Organisational Chart	Website – Business Plan: https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf

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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 	On request
Internal procedures relating to the above (where available)	On request
Trade Union information	On request
Summary of professional organisations/trade bodies of which we are a member	On request
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Website - https://www.ohal.org.uk/docs/id179-Asset%20Management.pdf
General description of our land and property holdings	Website – Business Plan: https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf
Estate development plans	Website – Business Plan: https://www.ohal.org.uk/docs/id262-BP - Revised 2021..pdf Website – New Build Development Plans https://www.ohal.org.uk/tenants/maintenance-schedules/
Information Resources	
Records management policy and records management plan,	Website - https://www.ohal.org.uk/docs/id143-Data%20Protection%20and%20Privacy%20Policy.pdf

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tendering, including name of supplier, period of contract and value	
Links to procurement information we publish on Public Contracts Scotland website	Link to Public Contracts Scotland website https://www.publiccontractsscotland.gov.uk
Framework Agreements	Not applicable

Class 7 – How we are performing

Information about how we perform as an organisation, and how well we deliver our functions and services

Information	Where to access
Annual Report	Website - id280-Annual Report WEB.pdf (ohal.org.uk)
ARC report to tenants	Website – contained within our Autumn/Winter newsletter id250-Rooftops Dec 20.pdf (ohal.org.uk)
Performance Standards/ indicators	Website – contained in Annual Report Orkney Housing Association Limited (OHAL) — Downloads Website - ARC reporting info in our Autumn/Winter newsletter id250-Rooftops Dec 20.pdf (ohal.org.uk)
Benchmarking information	Website - ARC reporting info in our Autumn/Winter newsletter Orkney Housing Association Limited (OHAL) — Downloads
Complaints policy, guidance and forms	Website - https://www.ohal.org.uk/tenants/make-complaint/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Website – contained in our Annual Report Orkney Housing Association Limited (OHAL) — Downloads
Tenant scrutiny reports	Website - https://www.ohal.org.uk/docs/id85-Paper%2061%20Resident%20Panel%20Report%20Att%201.pdf https://www.ohal.org.uk/docs/id145-Paper%2033%20RP%20Scrutiny%20Report%20Att%201.pdf

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

Information	Where to access
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This class does not apply to Orkney Housing Association as we do not produce any publications for sale.	Not applicable
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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.

Information	Where to access
This class does not apply to Orkney Housing Association.	Not applicable