

ALMOND HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: APRIL 2022

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.

Almond Housing Association and its subsidiary, **Almond Enterprises Ltd**, have 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 sheet
Print in colour	20p per sheet
Posted document	Postage costs will be recharged to you at the rate we paid to send the information to you.

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:

Aileen Carson

01506 439291

enquiries@almondha.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 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:

Aileen Carson

Email: enquiries@almondha.org.uk

Tel: 01506 439291

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. Where Almond Enterprises Ltd has a relevant publication, information on how to access it is included underneath the information on Almond Housing Association’s publication. If no information for Almond Enterprises Ltd is included, this is because it is not applicable.

Information	Where to access
Class 1 – About Almond Housing Association <i>Information about Almond Housing Association, 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 and values	https://www.almondha.org.uk/uploads/2019-11-07-10-12-02-BusinessPlan201920002pdf-48349.pdf
Corporate Objectives	As above
Area(s) of operation	As above
Key activities; strategic/corporate plan(s)	As above
Business Plan (or summary)	As above
Location and opening arrangements	
Address	New Almond House 44 Etive Walk Livingston EH54 5AB
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	01506 439291 enquiries@almondha.org.uk
Opening times	Monday: 8.30am to 5pm Tuesday: 8.30am to 5pm Wednesday: 8.30am to 3.30pm Thursday: 8.30am to 5pm Friday: 8.30am to 3.30pm

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 for making a complaint	enquiries@almondha.org.uk
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Contact details and advice on making an FOI request	https://www.almondha.org.uk/about-us/freedom-of-information/
Freedom of Information policies and procedures	Available in August 2020
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> Names Professional biographical details office-bearing responsibilities 	AHA https://www.almondha.org.uk/about-us/board-of-management/ AEL https://www.almondha.org.uk/about-us/almond-enterprises-ltd/
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 	AHA https://www.almondha.org.uk/about-us/board-of-management/ AEL https://www.almondha.org.uk/about-us/almond-enterprises-ltd/
How to become part of the governing body	https://www.almondha.org.uk/uploads/2019-05-02-14-30-59-190411AlmondHAreruitment-43555.pdf

Information	Where to access
About our staff	
List of senior management team, including professional biography and contact details Organisational structure	https://www.almondha.org.uk/about-us/organisational-structure/
Governance Documents and Corporate Policies	
Rules/Articles	2022-03-28-15-32-40-ModelRules2020pdf-41746.pdf (almondha.org.uk)
Standing Orders	AHA ALMOND HOUSING ASSOCIATION LIMITED (almondha.org.uk) AEL https://www.almondha.org.uk/uploads/2020-06-26-14-14-32-AELStandingOrderspdf-38119.pdf
Membership Policy	https://www.almondha.org.uk/uploads/2020-08-21-11-33-51-MembershipPolicypdf-35626.pdf
Code of Conduct for Staff	Model Code of Conduct for Staff (almondha.org.uk)
Code of Conduct for Governing Body Members	AHA 2022-03-28-15-33-50-BoardMembersCodeofConduct-85431.pdf (almondha.org.uk) AEL https://www.almondha.org.uk/uploads/2020-06-26-14-11-49-AELBoardCodeofConductpdf-44387.pdf
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.almondha.org.uk/uploads/2020-08-21-11-34-12-PaymentsEntitlementsBenef-31014.pdf
Register of Interests	Available in hard copy from our office
Equalities Policy	AHA 2022-03-28-15-35-14-EqualityDiversityPolicypdf-99805.pdf (almondha.org.uk) AEL AEL Equalities Policy (almondha.org.uk)

Information	Where to access
Health and Safety Policy	2022-03-28-15-36-33-HealthandSafetyLandlordMa-92836.pdf (almondha.org.uk) AEL https://www.almondha.org.uk/uploads/2020-06-26-14-13-36-AELHealthSafetyWelfarePol-43773.pdf
Sustainability Policy	Sustainability policy (almondha.org.uk)
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=332B074C-CFA9-E311-93F1-005056B555E6
Assurance Statement	Almond Housing Association Ltd.pdf (scottishhousingregulator.gov.uk)
Annual Return on Charter Submission to SHR	Almond Housing Association Ltd Scottish Housing Regulator
Financial Returns to SHR	ALMOND HOUSING ASSOCIATION LIMITED (scottishhousingregulator.gov.uk)
Charter report to tenants	2021-10-20-09-24-43-housingcharterreport20211-42164.pdf (almondha.org.uk)
Group Details	
Details of our subsidiaries/parent organisation	https://www.almondha.org.uk/about-us/almond-enterprises-ltd-/
Key Partnerships	
Strategic agreements with other organisations	Not applicable
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://www.almondha.org.uk/ https://www.almondha.org.uk/about-us/almond-enterprises-ltd-/
How to report a repair	https://www.almondha.org.uk/repairs/repairs-and-maintenance/
Right to Repair information	https://www.almondha.org.uk/repairs/right-to-repair-scheme/
How to apply for a house	https://www.almondha.org.uk/our-homes/how-to-apply-for-a-house/

Information	Where to access
How to get information about tenancy support	HOS Helps in partnership with AHA (almondha.org.uk)
How to make a complaint	Complaints (almondha.org.uk)
How to speak to a housing officer	https://www.almondha.org.uk/information-for-tenants/your-housing-officer/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.almondha.org.uk/your-views/
Policies and Procedures	
Allocations Policy	2022-03-28-15-36-52-Allocationspolicypdf-10047.pdf (almondha.org.uk)
Adaptations Policy	https://www.almondha.org.uk/repairs/medical-adaptations/
Anti-Social Behaviour Policy	https://www.almondha.org.uk/uploads/2017-10-25-15-23-55-AntiSocialBehaviourpdf-99883.pdf
Asbestos Management Policy	https://www.almondha.org.uk/uploads/2020-08-21-11-32-00-AsbestosManagementPlanpdf-16526.pdf
Arrears Management Policy	https://www.almondha.org.uk/uploads/2020-08-21-11-34-59-RentCollectionPolicypdf-50791.pdf
Asset Management Policy (including stock condition information)	https://www.almondha.org.uk/uploads/2019-11-14-10-24-46-AM01AssetManagementpolicy-73748.docx
Customer Care Policy	https://www.almondha.org.uk/uploads/2017-10-30-17-24-33-CustomerServiceandCommuni-87678.pdf
Data Protection Policy	Data protection (almondha.org.uk)
Equality and Diversity Policy	<p>AHA 2022-03-28-15-35-14-EqualityDiversityPolicypdf-99805.pdf (almondha.org.uk)</p> <p>AEL https://www.almondha.org.uk/uploads/2020-06-26-14-13-10-AELEqualityDiversityPolic-94734.pdf</p>

Information	Where to access
Estate Management Policy	https://www.almondha.org.uk/uploads/2019-04-30-12-11-16-TenancyandEstateManagemen-70240.pdf
Health and Safety Policy and procedures	2020-08-21-11-32-54-HealthSafetyWelfarepdf-23529.pdf almondha.org.uk AEL https://www.almondha.org.uk/uploads/2020-06-26-14-13-36-AELHealthSafetyWelfarePol-43773.pdf
Legionnaires Inspection/Prevention Policy	https://www.almondha.org.uk/uploads/2020-08-21-11-33-36-LegionellaControlProcedur-65724.pdf
Procurement Policy	PROCUREMENT OF GOODS AND SERVICES (almondha.org.uk)
Risk Management Policy	AHA 2022-03-28-15-37-52-RiskManagementStrategypdf-41722.pdf almondha.org.uk AEL Risk Management (almondha.org.uk)
Rent Setting Policy	https://www.almondha.org.uk/uploads/2020-06-11-17-10-20-RentSettingPolicypdf-14241.pdf
Repairs Policy	https://www.almondha.org.uk/uploads/2020-08-21-11-35-14-RighttoRepairProcedurepdf-78673.pdf
Sustainability Policy	https://www.almondha.org.uk/uploads/2020-08-21-11-35-44-Sustainabilitypdf-84814.pdf
Tenant Engagement Policy	https://www.almondha.org.uk/uploads/2017-10-25-15-59-43-TenantParticipationpdf-32803.pdf
Tenancy Sustainment Policy	HOS Helps in partnership with AHA (almondha.org.uk)
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	Available in hard copy from our office for both AHA and AEL.
Governing body meeting reports/papers	Available in hard copy from our office for both AHA and AEL.
Governing body agendas	Available in hard copy from our office for both AHA and AEL.
Consultation and Participation	
Tenant Participation Strategy	https://www.almondha.org.uk/uploads/2017-10-25-15-59-43-TenantParticipationpdf-32803.pdf
Consultation reports noting the	Available in hard copy from our office

Information	Where to access
outcome of any recent consultations with tenants/others	
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	ALMOND HOUSING ASSOCIATION LIMITED (almondha.org.uk)
Audited accounts	As above AEL's accounts are available in hard copy from our office.
Budget policies and procedures	As above
Budget allocation to key service areas	As above
Our programme of work and projects	
Brief details of any project funding and how it's being spent	As above
Capital works programme/plans information (annual programme figure)	As above
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Staff expenses (almondha.org.uk)
Governing body member expenses at category level e.g. travel, subsistence and accommodation	https://www.almondha.org.uk/uploads/2020-08-21-11-32-14-BoardMembersExpensesProce-93248.pdf AEL https://www.almondha.org.uk/uploads/2020-06-26-14-12-52-AELDirectorsExpensesPolic-99051.pdf
General information about staff pension scheme	As above Information about AEL's staff pension scheme is available in hard copy from our office.
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Staffing structure	https://www.almondha.org.uk/uploads/2019-11-07-10-12-02-BusinessPlan201920002pdf-48349.pdf

Information	Where to access
<p>Human resources policies, covering:</p> <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	<p>Recruitment and Selection Policy https://www.almondha.org.uk/uploads/2020-03-03-15-19-16-HR08RecruitmentSelectionp-64505.pdf</p> <p>Disciplinary and Appeals Policy https://www.almondha.org.uk/uploads/2020-03-03-15-03-28-HR04DisciplineAppealspoli-94933.pdf</p> <p>Grievance and Dispute Policy https://www.almondha.org.uk/uploads/2020-03-03-15-03-42-HR06GrievanceDisputepolic-39617.pdf</p> <p>2022-03-28-15-39-21-LearningDevelopmentpolicy-45782.pdf almondha.org.uk</p> <p>Other HR policies are available in hard copy from our office for both AHA and AEL.</p>
Internal procedures relating to the above (where available)	Available in hard copy from our office
Trade Union information	Not applicable
Summary of professional organisations/trade bodies of which we are a member	Available in hard copy from our office
Physical Resources	
Management of our land and	Available in hard copy from our office

Information	Where to access
property assets, including environmental/sustainability reports	
General description of our land and property holdings	https://www.almondha.org.uk/our-homes/existing-properties/
Estate development plans	Not applicable
Information Resources	
Records management policy and records management plan, including records retention schedule	<p>AHA Records management (almondha.org.uk)</p> <p>AEL Retention of documents (almondha.org.uk)</p>
Data protection or privacy policy	<p>AHA Data protection (almondha.org.uk)</p> <p>AEL https://www.almondha.org.uk/uploads/2020-06-26-14-12-35-AELConfidentialityPolicy-50031.pdf</p>
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 	Available in hard copy from our office
List of suppliers and contractors	Available in hard copy from our office

Information	Where to access
used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	
Information about regulated procurement contracts awarded (value, scope, duration)	https://www.almondha.org.uk/uploads/2020-11-11-11-37-39-Annualprocurementreport20-35939.pdf
Our Procurement	
Procurement Policy and procedures	Almond Housing Association (almondha.org.uk)
Information on how to tender for work and invitations to tender	Available in hard copy from our office
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	2022-03-28-15-40-44-Annualprocurementreport20-61023.pdf (almondha.org.uk)
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10285
Framework Agreements	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10285
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	2021-09-29-14-33-36-AlmondAnnualReport2021WEB-44961.pdf (almondha.org.uk)
ARC report to tenants	2021-10-20-09-24-43-housingcharterreport20211-42164.pdf (almondha.org.uk)
Complaints policy, guidance and forms	https://www.almondha.org.uk/your-views/complaints/

Information	Where to access
Complaints reports or equivalent to show how complaints are handled and influence service delivery	Available in hard copy from our office for both AHA and AEL.
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 Almond Housing Association or Almond Enterprises Ltd 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 Almond Housing Association or Almond Enterprises Ltd.	Not applicable