

ALMOND HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: AUGUST 2024

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:

Anila Ali

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:

Anila Ali

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	Our Mission, Vision and Values Business Strategy	
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	Phone lines: 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	Office drop in: Tuesday: 10.30am to 12.30pm Thursday: 3.30pm to 5.30pm
Contact details for making a complaint	enquiries@almondha.org.uk	

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

Information	Where to access
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Contact details and advice on making an FOI request	Freedom of Information
Freedom of Information policies and procedures	Freedom of Information Policy
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 Board of Management AEL Board of Management
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 Board of Management AEL Board of Management Role Descriptions for Governing Body Members
How to become part of the governing body	Board Recruitment Pack
About our staff	
List of senior management team, including professional biography and contact details Organisational structure	Organisational Structure
Governance Documents and Corporate Policies	
Rules/Articles	Model Rules
Standing Orders	AHA Standing Orders AEL Standing Orders

Information	Where to access
Membership Policy	Membership Policy
Code of Conduct for Staff	Staff Code of Conduct
Code of Conduct for Governing Body Members	AHA Board Members Code of Conduct AEL Board Members Code of Conduct
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Entitlements, Payments and Benefits Policy
Register of Interests	Available in hard copy from our office
Equalities Policy	AHA Equality and Diversity Policy AEL Equality & Diversity Policy
Health and Safety Policy	AHA Health & Safety Manual AEL Health, Safety and Welfare Policy
Sustainability Policy	Sustainability policy (almondha.org.uk)
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Engagement Plan
Assurance Statement	Annual Assurance Statement
Annual Return on Charter Submission to SHR	Almond Housing Association Ltd Scottish Housing Regulator
Financial Returns to SHR	Financial Statements
Charter report to tenants	Charter Report to Tenants
Group Details	
Details of our subsidiaries/parent organisation	Almond Enterprises Limited
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	Almond Housing Association

Information	Where to access
	Almond Enterprises Ltd
How to report a repair	Report a Repair
Right to Repair information	Right to repair scheme
How to apply for a house	Apply for a house
How to get information about tenancy support	Information for Tenants
How to make a complaint	Making a complaint
How to speak to a housing officer	Your Housing Officer
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Your views
Policies and Procedures	
Allocations Policy	Allocations Policy
Adaptations Policy	Aids and Adaptations Policy
Anti-Social Behaviour Policy	Anti-Social Behaviour Policy
Asbestos Management Policy	Asbestos Policy & Procedures
Arrears Management Policy	Rent Collection Policy
Asset Management Policy (including stock condition information)	Asset Management Policy
Customer Care Policy	Customer Service & Communication Policy
Data Protection Policy	Openness & Confidentiality Policy
Equality and Diversity Policy	AHA Equality and Diversity Policy AEL Equality and Diversity Policy
Estate Management Policy	Tenancy & Estate Management Policy
Health and Safety Policy and procedures	

Information	Where to access
	AEL Health, Safety & Welfare Policy
Legionnaires Inspection/Prevention Policy	Legionella Control Procedure
Procurement Policy	Procurement of Good and Services Policy
Risk Management Policy	AHA Risk Management Strategy AEL Risk Management Policy
Rent Setting Policy	Rent Setting Policy
Repairs Policy	Right to Repair Procedure
Sustainability Policy	Sustainability Policy
Tenant Engagement Policy	Tenant Participation Policy
Tenancy Sustainment Policy	
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	Board Meeting Minutes
Governing body meeting reports/papers	Available in hard copy from our office for both AHA and AEL.
Governing body agendas	Board Meeting Agendas
Consultation and Participation	
Tenant Participation Strategy	Community Impact Strategy (Tenant Participation Strategy)
Consultation reports noting the outcome of any recent consultations with tenants/others	Available in hard copy from our office
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	Financial Statements
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

Information	Where to access
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 procedure
Governing body member expenses at category level e.g. travel, subsistence and accommodation	Board Member Expenses Procedure AEL Directors Expenses
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	Organisational Structure
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 	Recruitment and Selection Policy Disciplinary and Appeals Policy Grievance and Dispute Policy Learning and Development Policy Other HR policies are available in hard copy from our office for both AHA and AEL.
Internal procedures relating to the above (where	Available in hard copy from our office

Information	Where to access
available)	
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 property assets, including environmental/sustainability reports	Available in hard copy from our office
General description of our land and property holdings	Our Properties
Estate development plans	Not applicable
Information Resources	
Records management policy and records management plan, including records retention schedule	AHA Records Management Policy AEL Retention of documents
Data protection or privacy policy	AHA Openness and Confidentiality Policy AEL Confidentiality Policy Board Privacy Notice Tenants Privacy Notice Employee Privacy Notice
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:	Available in hard copy from our office

Information	Where to access
<ul style="list-style-type: none"> • 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)	Available in hard copy from our office
Information about regulated procurement contracts awarded (value, scope, duration)	Procurement Reports
Our Procurement	
Procurement Policy and procedures	Procurement Policy
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	Annual Procurement Report
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland
Framework Agreements	Public Contracts Scotland
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	Annual Report
ARC report to tenants	Charter Report to Tenants
Complaints policy, guidance and forms	Complaints
Complaints reports or equivalent to show how complaints are handled and influence service delivery	Complaints Report
Class 8 – Our commercial publications	

Information	Where to access
<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