LOREBURN HOUSING ASSOCIATION GUIDE TO INFORMATION

Reviewed: October 2024

Glossary of Terms

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002 *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.*
EIRs	Environmental Information Regulations (Scotland) 2004 *Those organisations covered by EIRs have a duty to respond to requests for environmental information*
SIC	The Scottish Information Commissioner *Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.*
MPS	Model Publication Scheme *Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)*
Guide to Information	*A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available*
Classes of Information	*Nine broad categories describing the types of information authorities should publish (if they hold it).*

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 the information listed online.

Loreburn Housing Association 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 make arrangements to receive or view the information.

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
Viewing in Person (wherever possible)	Free
Print in black and white	5p per A4 sheet
Print in colour	10p per A4 sheet
CD Rom	50p
Posted document/CD Rom	Cost of postage incurred

If you would like to request information that we publish in a format other than online, or to discuss viewing the information in person, please contact our Head of Governance & Assurance:

Rebecca Wilson: tel. 01387 321356 or email- rebeccaw@loreburn.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 Management 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.

<u>Copyright and re-use</u>

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

<u>Contact us</u>

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:

Rebecca Wilson (Head of Governance & Assurance)

Email rebeccaw@loreburn.org.uk

Telephone 01387 321356

You can also write to us at Loreburn Housing Association, 27 Moffat Road, Dumfries, DG1 1NN

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 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/cooperatives.

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	Where to access
Class 1 - About Loreburn Housing Association *Information about* **Loreburn Housing Association***, 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	Corporate Plan
Vision	Corporate Plan
Values	Corporate Plan
Corporate Objectives	Corporate Plan
Area(s) of operation	Corporate Plan
Key activities; strategic/corporate plan(s)	Corporate Plan
Location and opening arrangements	
Address	Contact Us
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Contact Us
Opening times	Contact Us
General contact arrangements	Contact Us
Registered Office	Contact Us
Contact details for making a complaint	Make a Complaint
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This Document
Charging Schedule for Published Information	This Document (See Page 2)
Contact details and advice on making an FOI request	Freedom of Information Policy
Freedom of Information policies and procedures	Freedom of Information Policy
Charging Schedule for environmental information provided in response to requests made under EIRs	Freedom of Information Policy

About our Governing Body	
List of Governing Body Members • Names • when they became a governing body member • Professional biographical details • office-bearing responsibilities when they became an office bearer	Management Committee Membership Management Committee Information
Description of the role of the Governing Body • governance structure chart (including sub-committees and working groups); • remits for governing body and any sub-committees	Governance Structure Remits of Governing Body Member
How to become part of the governing body	Governing Body Recruitment Policy
About our staff	
List of senior management team, including professional biography and contact details	Loreburn Executive Team
Organisational structure	Available upon request.
Governance Documents and Corporate Policies	
Rules/Articles	Loreburn Rules
Standing Orders	Standing Orders Policy
Membership Policy	Membership Policy
Code of Conduct for Staff	Staff Code of Conduct – Policy currently under review
Code of Conduct for Governing Body Members	Governing Body 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 upon request
Equalities Policy	Equality and Diversity Policy
Health and Safety Policy	Health and Safety Policy
Relationship with Regulators	

Engagement plan with Scottish Housing Regulator	Engagement Plan
Assurance Statement	Assurance Statement

Information	Where to access
Annual Return on Charter Submission to SHR	Annual Return
Financial Returns to SHR	Financial Returns
Charter report to tenants	Annual Report
Group Details	
Details of our subsidiaries/parent organisation	D&G Homes
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	What We Do
How to report a repair	Report a Repair
Right to Repair information	Right to Repair Information contained within Tenants Handbook
How to apply for accommodation	Homes to Rent Loreburn Lettings
How to get information about tenancy support	Your Neighbourhood Officer Manage my Home Help & Advice
How to make a complaint	Make a Complaint
How to contact a Neighbourhood Officer	Contacting a Neighbourhood Officer Contact Us
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Customer Excellence Strategy
Policies and Procedures	
Allocations Policy	Choice Based Letting Policy – Policy currently under review

Adaptations Policy	[Aids and Adaptation Policy](#)
Anti-Social Behaviour Policy	[Anti-Social Behaviour Policy](#)
Asbestos Management Policy	[Asbestos Management Policy](#)
Arrears Management Policy	[Income Maximisation Policy](#)

Information	Where to access
Asset Management Policy (including stock condition information)	[Asset Management Strategy](#)
Privacy Policy	[Privacy Policy](#)
Equality and Diversity Policy	[Equality and Diversity Policy](#)
Estate Management Policy	[Estate Management Policy](#)
Health and Safety Policy and procedures	[Health & Safety Policy Statement](#)
Legionnaires Inspection/Prevention Policy	[Legionella Policy](#)
Procurement Policy	[Procurement & Value for Money Policy](#) – Policy currently under review
Risk Management Policy	[Risk Management Policy](#) – Policy currently under review
Rent Setting Policy	Policy currently under Review
Repairs Policy	[Reactive Repairs Policy](#)
Tenant Engagement Policy	[Customer Excellence Strategy](#)
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	See individual copies of [Management Committee Minutes](#) within Resource Library
Governing body meeting reports/papers	Available upon request
Governing body agendas	Available upon request
Minutes of Annual & Special General Meetings	Available to Members upon request
Consultation and Participation	

Tenant Participation Strategy	Customer Excellence Strategy

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

Audited accounts	Financial Returns
Budget allocation to key service areas	Financial Returns

Our programme of work and projects

Capital works programme/plans information (annual programme figure)	Planned Investments

Information	Where to access
Spending relating to Staff and Governing Body	
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Travel Subsistence Policy
Pay and grading structure (levels of pay rather than individual salaries)	Salary Grades

Class 5 – How we manage our resources
Information about how we manage our human, physical and information resources

Human resources

Staffing structure	Available upon request

Human resources policies, covering:
  • recruitment
  • performance management
  • discipline
  • grievance
  • staff development
  • Maintenance and retention of staff records
	Recruitment Policy – Policy currently under review
	
	Performance Management Policy
	
	Discipline Policy
	
	Grievance Policy
	
	Learning & Development Policy – Policy currently under review
	
	Privacy Policy

Summary of professional organisations/trade bodies of which we are a member	SFHA: https://www.sfha.co.uk/ TPAS: https://www.tpasscotland.org.uk/

Physical Resources	
General description of our land and property holdings	[Corporate Plan](#)
Information Resources	
Records management policy and records management plan, including records retention schedule	[Privacy Policy](#)
Data protection or privacy policy	[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	[In-House Repairs](#) [Repairs, Improvements & Alterations](#)
List of suppliers and contractors used by organisation.	[Contracts Register](#)
Information about regulated procurement contracts awarded (value, scope, duration)	[Contracts Register](#) [Annual Procurement Report](#)
Our Procurement	
Procurement Policy and procedures	[Procurement & Value for Money Policy](#) – Policy currently under review
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	[Contracts Register](#)
Links to procurement information we publish on Public Contracts Scotland website	PCS: https://www.publiccontractsscotland.gov.uk/
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	[Landlord Report](#)
Performance Standards/indicators	[Published Performance Indicators](#) Annual Return on the Charter: https://www.housingregulator.gov.scot/landlord performance/landlords/loreburn- housingassociation-ltd [Annual Report](#) All other strategic performance indicator information is available upon request
Benchmarking information	[Benchmarking information](#)
Complaints policy, guidance and forms	[Complaint Management Policy](#)

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
This class does not apply to Loreburn Housing Association 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 Loreburn Housing Association.	Not applicable