



OSPREY HOUSING GUIDE TO INFORMATION	
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Prepared by	Corporate Services Team
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**OSPREY HOUSING
GUIDE TO INFORMATION
LAST REVIEWED: OCTOBER 2019**

At a glance – terms used in this document

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	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).

GUIDE TO INFORMATION

1. 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.

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

2. 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	20p per A4 sheet
CD Rom	50p
Posted document/CD Rom	Cost of postage incurred

Charges for information which is not available under the scheme are available in Appendix 1 of this document.

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:

Corporate Services
22 Abercrombie Court

Arnhill Business Park
Westhill
Aberdeenshire
AB32 6FE

3. 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 Governing Bodies 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.

4. 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.

5. 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.

6. 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:

Corporate Services
22 Abercrombie Court
Arnhill Business Park
Westhill
Aberdeenshire
AB32 6FE

Email: Enquiries@ospreyhousing.org.uk
Telephone: 01224548000

7. 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	Where to access
Class 1 - About Osprey Housing	
<i>Information about Osprey Housing, 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	https://www.ospreyhousing.org.uk/class1
Vision	https://www.ospreyhousing.org.uk/class1
Values	https://www.ospreyhousing.org.uk/class1
Corporate Objectives	https://www.ospreyhousing.org.uk/class1
Area(s) of operation	https://www.ospreyhousing.org.uk/class1
Key activities; strategic/corporate plan(s)	https://www.ospreyhousing.org.uk/class1
Business Plan (or summary)	https://www.ospreyhousing.org.uk/class1
Customer Code/Charter	https://www.ospreyhousing.org.uk/class1
Location and Opening Arrangements	
Address	https://www.ospreyhousing.org.uk/class1
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://www.ospreyhousing.org.uk/class1
opening times	https://www.ospreyhousing.org.uk/class1
General contact arrangements	https://www.ospreyhousing.org.uk/class1
local/area office contact details	https://www.ospreyhousing.org.uk/class1
Contact details for making a complaint	https://www.ospreyhousing.org.uk/class1
Information relating to Freedom of Information	

Information	Where to access
Publication Scheme and Guide to Information	https://www.ospreyhousing.org.uk/class1
Charging Schedule for Published Information	https://www.ospreyhousing.org.uk/class1
Contact details and advice on making an FOI request	https://www.ospreyhousing.org.uk/foi-request-form
Freedom of Information policies and procedures	https://www.ospreyhousing.org.uk/class1
Charging Schedule for environmental information provided in response to requests made under EIRs	https://www.ospreyhousing.org.uk/class1
About our Governing Body	
<p>List of Governing Body Members</p> <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 	https://www.ospreyhousing.org.uk/class1
<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 	https://www.ospreyhousing.org.uk/class1
How to become part of the Governing Body	https://www.ospreyhousing.org.uk/class1
About our Staff	
List of senior management team, including professional biography and contact details	https://www.ospreyhousing.org.uk/class1

Information	Where to access
Organisational structure	https://www.ospreyhousing.org.uk/class1
Governance Documents and Corporate Policies	
Rules/Articles	https://www.ospreyhousing.org.uk/class1
Standing Orders	https://www.ospreyhousing.org.uk/class1
Membership Policy	https://www.ospreyhousing.org.uk/class1
Code of Conduct for Staff	https://www.ospreyhousing.org.uk/class1
Code of Conduct for Governing Body Members	https://www.ospreyhousing.org.uk/class1
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.ospreyhousing.org.uk/class1
Register of Interests	https://www.ospreyhousing.org.uk/class1
Equalities Policy	https://www.ospreyhousing.org.uk/class1
Health and Safety Policy	https://www.ospreyhousing.org.uk/class1
Sustainability Policy	https://www.ospreyhousing.org.uk/class1
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.ospreyhousing.org.uk/class1
Assurance Statement	https://www.ospreyhousing.org.uk/class1
Annual Return on Charter Submission to SHR	https://www.ospreyhousing.org.uk/class1
Financial Returns to SHR	https://www.ospreyhousing.org.uk/class1
Charter report to tenants	https://www.ospreyhousing.org.uk/class1
Internal and External Audit arrangements	https://www.ospreyhousing.org.uk/class1
Group Details	
Details of our subsidiaries/parent organisation	https://www.ospreyhousing.org.uk/class1
Key Partnerships	
Strategic agreements with other organisations	https://www.ospreyhousing.org.uk/class1
Class 2 – How we deliver our functions and services	

Information	Where to access
<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.ospreyhousing.org.uk/class2
How to report a repair	https://www.ospreyhousing.org.uk/class2
Right to Repair information	https://www.ospreyhousing.org.uk/class2
How to apply for a house	https://www.ospreyhousing.org.uk/class2
How to get information about tenancy support	https://www.ospreyhousing.org.uk/class2
How to make a complaint	https://www.ospreyhousing.org.uk/class2
How to speak to a housing officer	https://www.ospreyhousing.org.uk/class2
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.ospreyhousing.org.uk/class2
Policies and Procedures	
Allocations Policy	https://www.ospreyhousing.org.uk/class2
Adaptations Policy	https://www.ospreyhousing.org.uk/class2
Anti-Social Behaviour Policy	https://www.ospreyhousing.org.uk/class2
Asbestos Management Policy	https://www.ospreyhousing.org.uk/class2
Arrears Management Policy	https://www.ospreyhousing.org.uk/class2
Asset Management Policy (including stock condition information)	https://www.ospreyhousing.org.uk/class2
Data Protection Policy	https://www.ospreyhousing.org.uk/class2
Equality and Diversity Policy	https://www.ospreyhousing.org.uk/class2
Estate Management Policy	https://www.ospreyhousing.org.uk/class2
Health and Safety Policy and Procedures	https://www.ospreyhousing.org.uk/class2

Information	Where to access
Legionnaires Inspection/Prevention Policy	https://www.ospreyhousing.org.uk/class2
Procurement Policy	https://www.ospreyhousing.org.uk/class2
Risk Management Policy	https://www.ospreyhousing.org.uk/class2
Rent Setting Policy	https://www.ospreyhousing.org.uk/class2
Repairs Policy	
Sustainability Policy	https://www.ospreyhousing.org.uk/class2
Tenant Engagement Policy	https://www.ospreyhousing.org.uk/class2
Tenancy Sustainment Policy	https://www.ospreyhousing.org.uk/class2
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	https://www.ospreyhousing.org.uk/class3
Governing Body meeting reports/papers	https://www.ospreyhousing.org.uk/class3
Governing Body agendas	https://www.ospreyhousing.org.uk/class3
Consultation and Participation	
Tenant Participation Strategy	https://www.ospreyhousing.org.uk/class3
Consultation reports noting the outcome of any recent consultations with tenants/others	https://www.ospreyhousing.org.uk/class3
Tenant Scrutiny Panel composition	https://www.ospreyhousing.org.uk/class3
Registered Organisations Tenant	https://www.ospreyhousing.org.uk/class3
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	

Information	Where to access
Description of funding sources	https://www.ospreyhousing.org.uk/class4
Audited accounts	https://www.ospreyhousing.org.uk/class4
Budget policies and procedures	https://www.ospreyhousing.org.uk/class4
Budget allocation to key service areas	https://www.ospreyhousing.org.uk/class4
Our Programme of Work and Projects	
Brief details of any project funding and how it's being spent	https://www.ospreyhousing.org.uk/class4
Capital works programme/plans information (annual programme figure)	https://www.ospreyhousing.org.uk/class4
Spending relating to Staff and Governing Body	
Expenses policies and procedures	https://www.ospreyhousing.org.uk/class4
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	https://www.ospreyhousing.org.uk/class4
Board member remuneration other than expenses	https://www.ospreyhousing.org.uk/class4
Pay and grading structure (levels of pay rather than individual salaries)	https://www.ospreyhousing.org.uk/class4
General information about staff pension scheme	https://www.ospreyhousing.org.uk/class4
Class 5 – How we Manage our Resources <i>Information about how we manage our human, physical and information resources</i>	
Human Resources	
Strategy and management of human resources	https://www.ospreyhousing.org.uk/class5
Staffing structure	https://www.ospreyhousing.org.uk/class5
Human resources policies, covering:	https://www.ospreyhousing.org.uk/class5

Information	Where to access
<ul style="list-style-type: none"> recruitment performance management salary and grading pensions discipline grievance staff development maintenance and retention of staff records 	https://www.ospreyhousing.org.uk/class5
Summary of professional organisations/ trade bodies of which we are a member	https://www.ospreyhousing.org.uk/class5
Physical Resources	
Management of our land and property assets, including environmental/ sustainability reports	https://www.ospreyhousing.org.uk/class5
General description of our land and property holdings	https://www.ospreyhousing.org.uk/class5
Estate development plans	https://www.ospreyhousing.org.uk/class5
Information Resources	
Records management policy and records management plan, including records retention schedule	https://www.ospreyhousing.org.uk/class5
Privacy Policy	https://www.ospreyhousing.org.uk/class5
Class 6 - How we Procure Goods and Services from External Providers <i>Information about how we procure works, goods and services, and our contracts with external providers.</i>	
Our Contractors and Suppliers	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> responsive repairs 	https://www.ospreyhousing.org.uk/class6

Information	Where to access
<ul style="list-style-type: none"> • landscape maintenance • planned/cyclical maintenance 	
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://www.ospreyhousing.org.uk/class6
Information about regulated procurement contracts awarded (value, scope, duration)	https://www.ospreyhousing.org.uk/class6
Our Procurement	
Procurement Policy and procedures	https://www.ospreyhousing.org.uk/class6
Information on how to tender for work and invitations to tender	https://www.ospreyhousing.org.uk/class6
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://www.ospreyhousing.org.uk/class6
Links to procurement information we publish on Public Contracts Scotland website	https://www.ospreyhousing.org.uk/class6
Framework Agreements	https://www.ospreyhousing.org.uk/class6
Class 7 – How we are Performing <i>Information about how we perform as an organisation, and how well we deliver our functions and services</i>	
Annual Report	https://www.ospreyhousing.org.uk/class7
ARC report to tenants	https://www.ospreyhousing.org.uk/class7
Performance Standards/indicators	https://www.ospreyhousing.org.uk/class7

Information	Where to access
Benchmarking information	https://www.ospreyhousing.org.uk/class7
Complaints policy, guidance and forms	https://www.ospreyhousing.org.uk/class7
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes)	https://www.ospreyhousing.org.uk/class7
Tenant scrutiny reports	https://www.ospreyhousing.org.uk/class7
<p>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></p>	
This class does not apply to Osprey Housing as we do not produce any publications for sale.	Not applicable
<p>Class 9 – Our Open Data <i>Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence</i></p>	
This class does not apply to Osprey Housing	Not applicable

Appendix 1

Charges

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 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 three 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

This 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 e.g. 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 Osprey of providing the information.
- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.

- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour. The first £100 worth of information will be provided to you without charge. Where information costs between £100 and £600 to provide, you will 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. Where it would cost more than £600 to provide the information to you, however, 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.