GUIDE TO INFORMATION	
Policy Number	GCS-2.16 Version 2.0
Lead Officer	Clare Ruxton, Director of Corporate Services
Date of Review	October 2025
Date of Next Review	October 2026
Reviewed & Approved by	P&O Committee

OSPREY HOUSING GUIDE TO INFORMATION

LAST REVIEWED: OCTOBER 2025

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	*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).*

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

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: **Enquiries@OspreyHousing.org.uk**

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 confidential Committee/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.

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 are available online and are outlined in the Appendix below.

Appendix

Class 1 - About Osprey Housing *Information about Osprey, who we are, where to find us, how to contact us, how we are managed and our external relations.*
Information
Mission Statement
Vision
Values
Corporate Objectives
Area(s) of operation
Key activities; strategic/corporate plan
Business Plan (or summary)
Address
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)
Opening times
General contact arrangements
Contact details for making a complaint
Publication Scheme and Guide to Information
Charging Schedule for Published Information
Contact details and advice on making an FOI request
Freedom of Information policies and procedures
Charging Schedule for environmental information provided in response to requests made under EIRs
List of Governing Body Members • Names • when they became a governing body member • Professional biographical details • office-bearing responsibilities
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
How to become part of the governing body
List of senior management team, including professional biography and contact details
Organisational structure
Rules/Articles
Standing Orders

Membership Policy
Code of Conduct for Staff
Code of Conduct for Governing Body Members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)
Register of Interests
Equalities Strategy
Health and Safety Policy
Sustainability Policy
Engagement plan with Scottish Housing Regulator
Assurance Statement
Annual Return on Charter Submission to SHR
Financial Returns to SHR
Charter report to tenants
Internal and External Audit arrangements
Strategic agreements with other organisations

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.

List of services provided
How to report a repair
Right to Repair information
How to apply for a house
How to get information about tenancy support
How to make a complaint
How to speak to a housing officer
How we consult with tenants and other customers to inform and improve service delivery and develop new services
Allocations Policy
Adaptations Policy
Anti-Social Behaviour Policy
Asbestos Management Policy

Arrears Management Policy
Asset Management Policy (including stock condition information)
Customer Care Policy
Data Protection Policy
Equality and Diversity Policy
Estate Management Policy
Health and Safety Policy and procedures
Legionnaires Inspection/Prevention Policy
Procurement Policy
Risk Management Policy
Rent Setting Policy
Repairs Policy
Sustainability Policy
Tenant Engagement Policy
Tenancy Sustainment Policy

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 meeting minutes
Governing body meeting reports/papers
Governing body agendas
Tenant Participation Strategy
Consultation reports noting the outcome of any recent consultations with tenants/others
Tenant Scrutiny Panel composition **[DELETE IF NOT APPLICABLE]**
Registered Tenant Organisations **[DELETE IF NOT APPLICABLE]**

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).

Description of funding sources
Audited accounts
Budget policies and procedures
Budget allocation to key service areas
Brief details of any project funding and how it's being spent
Capital works programme/plans information (annual programme figure)
Expenses policies and procedures
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation
Board member remuneration other than expenses
Pay and grading structure (levels of pay rather than individual salaries)
General information about staff pension scheme

Class 5 – How we manage our resources Information about how we manage our human, physical and information resources
Human Resources
Strategy and management of human resources
Staffing structure
Human resources policies covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records
Internal procedures relating to the above (where available)
Summary of professional organisations/trade bodies of which we are a member
Physical Resources

Management of our land and property assets, including environmental/sustainability reports
General description of our land and property holdings
Estate development plans

Information Resources
Records management policy and records management plan, including records retention schedule
Data protection or 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.
Contractors and Suppliers
Information about our key service delivery contractors who carry out: - 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)
Information about regulated procurement contracts awarded (value, scope, duration)

Procurement
Procurement Policy and procedures
Information on how to tender for work and invitations to tender
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value
Links to procurement information we publish on Public Contracts Scotland website
Framework Agreements

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
ARC report to tenants
Performance Standards/indicators

Benchmarking information
Complaints policy, guidance and forms
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).
Tenant scrutiny reports

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

This class does not apply to Osprey Housing as we do not produce any publications for sale.

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 Osprey Housing