OSPREY HOUSING MORAY GUIDE TO INFORMATION	
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OSPREY HOUSING MORAY
GUIDE TO INFORMATION
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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 Moray 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 this 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 *Information about Osprey Housing, 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	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Vision	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Values	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Corporate Objectives	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Area(s) of operation	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Key activities; strategic/corporate plan(s)	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Business Plan (or summary)	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Customer Code/Charter	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Location and Opening Arrangements	
Address	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
opening times	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
General contact arrangements	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
local/area office contact details	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Contact details for making a complaint	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Information relating to Freedom of Information	
Publication Scheme and	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html

Information	Where to access
Guide to Information	
Charging Schedule for Published Information	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Contact details and advice on making an FOI request	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Freedom of Information policies and procedures	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Charging Schedule for environmental information provided in response to requests made under EIRs	**AVAILABLE IN THIS DOCUMENT (Appendix 1)**
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	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
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	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
How to become part of the Governing Body	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
About our Staff	
List of senior management team, including professional biography and contact details	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Organisational structure	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html

Information	Where to access
Governance Documents and Corporate Policies	
Rules/Articles	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Standing Orders	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Membership Policy	
Code of Conduct for Staff	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Code of Conduct for Governing Body Members	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Register of Interests	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Equalities Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Health and Safety Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Sustainability Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	
Assurance Statement	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Annual Return on Charter Submission to SHR	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Financial Returns to SHR	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Charter report to tenants	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Internal and External Audit arrangements	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Group Details	
Details of our subsidiaries/parent organisation	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Key Partnerships	
Strategic agreements with other organisations	https://myohmedit.gwlapps.com/preview/myohmedit/class-1.html
Class 2 – How we deliver our functions and services	

Information	Where to access
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	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
How to report a repair	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Right to Repair information	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
How to apply for a house	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
How to get information about tenancy support	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
How to make a complaint	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
How to speak to a housing officer	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Policies and Procedures	
Allocations Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Adaptations Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Anti-Social Behaviour Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Asbestos Management Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Arrears Management Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Asset Management Policy (including stock condition information)	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Customer Care Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Data Protection Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Equality and Diversity Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Estate Management Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Health and Safety Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html

Information	Where to access
and Procedures	
Legionnaires Inspection/Prevention Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Procurement Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Risk Management Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Rent Setting Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Repairs Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Sustainability Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Tenant Engagement Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Tenancy Sustainment Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
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	https://myohmedit.gwlapps.com/preview/myohmedit/Class-3.html
Governing Body meeting reports/papers	https://myohmedit.gwlapps.com/preview/myohmedit/Class-3.html
Governing Body agendas	https://myohmedit.gwlapps.com/preview/myohmedit/Class-3.html
Consultation and Participation	
Tenant Participation Strategy	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Consultation reports noting the outcome of any recent consultations with tenants/others	
Tenant Scrutiny Panel composition	
Registered Tenant Organisations	
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	Where to access
Information about our Accounts and Budgets	
Description of funding sources	https://myohmedit.gwlapps.com/preview/myohmedit/class-4.html
Audited accounts	https://myohmedit.gwlapps.com/preview/myohmedit/class-4.html
Budget policies and procedures	https://myohmedit.gwlapps.com/preview/myohmedit/class-4.html
Budget allocation to key service areas	https://myohmedit.gwlapps.com/preview/myohmedit/class-4.html
Our Programme of Work and Projects	
Brief details of any project funding and how it's being spent	https://myohmedit.gwlapps.com/preview/myohmedit/class-4.html
Capital works programme/plans information (annual programme figure)	https://myohmedit.gwlapps.com/preview/myohmedit/class-4.html
Spending relating to Staff and Governing Body	
Expenses policies and procedures	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	https://myohmedit.gwlapps.com/preview/myohmedit/class-4.html
Board member remuneration other than expenses	https://myohmedit.gwlapps.com/preview/myohmedit/class-4.html
Pay and grading structure (levels of pay rather than individual salaries)	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
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	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Staffing structure	https://myohmedit.gwlapps.com/preview/myohmedit/class-5.html

Guide to Information- GCS 2.23.2 Version 1.0
Printed copies are UNCONTROLLED. It is the user's responsibility to verify printed material against the controlled document register.

Information	Where to access
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • maintenance and retention of staff records	https://myohmedit.gwlapps.com/preview/myohmedit/class-5.html
Summary of professional organisations/ trade bodies of which we are a member	https://myohmedit.gwlapps.com/preview/myohmedit/class-5.html
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	https://myohmedit.gwlapps.com/preview/myohmedit/class-5.html
Privacy Policy	https://myohmedit.gwlapps.com/preview/myohmedit/class-5.html

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	Where to access
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)	https://myohmedit.gwlapps.com/preview/myohmedit/class-6.html
Information about regulated procurement contracts awarded (value, scope, duration)	
Our 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	https://myohmedit.gwlapps.com/preview/myohmedit/class-7.html

Information	Where to access
ARC report to tenants	https://myohmedit.gwlapps.com/preview/myohmedit/class-7.html
Performance Standards/indicators	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
Benchmarking information	
Complaints policy, guidance and forms	https://myohmedit.gwlapps.com/preview/myohmedit/class-2.html
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.	**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 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.