



# **Argyll Community Housing Association**

## **Guide to information available through the Scottish Information Commissioner's Model Publication Scheme approved 01 November 2018**

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# ARGYLL COMMUNITY HOUSING ASSOCIATION

## GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2018

### 1. BACKGROUND

The Freedom of Information (Scotland) Act 2002 (the Act) requires that all public authorities 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. Argyll Community Housing Association was designated (with other Registered Social Landlords) as a public authority with effect from 11<sup>th</sup> November 2019.

Argyll Community Housing Association (ACHA) has adopted the Scottish Information Commissioner's (SiC) **Model Publication Scheme (MPS) 2018**.

The purpose of this Guide to Information is to:

- allow the public to see what information is available (and what is not available) in relation to each class of information;
- state what charges may be applied;
- explain how to find the information easily;
- provide contact details for enquiries and to get help with accessing the information; and
- explain how to request information we hold that has not been published.

### 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 to request information that we publish in a format other than online or arrange a visit to our office to view information, please contact:

Freedom of Information Office  
Department of Finance and IT  
Argyll Community Housing Association  
Dalriada House  
Lochgilphead, PA31 8JL  
Tel: 0800 0282755  
e-mail: [foi@acha.co.uk](mailto:foi@acha.co.uk)

### INFORMATION THAT WE CANNOT PUBLISH

Whilst we 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.

## **EXEMPT INFORMATION**

We will publish the information we hold that falls within the classes of information (see section 6). If a document contains information that is exempt under, or is not covered by, Scotland's freedom of information laws (for example sensitive personal information or the provision of services for owners and occupiers of houses), we may remove or redact the information before publication but we will explain why.

## **3. 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

## **4. GENERAL INFORMATION AND KEY CONTACT DETAILS**

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:

Freedom of Information Office  
Department of Finance and IT  
Argyll Community Housing Association  
Dalriada House  
Lochgilphead, PA31 8JL  
Tel: 0800 0282755  
e-mail: [foi@acha.co.uk](mailto:foi@acha.co.uk)

## **5. CHARGING INFORMATION**

Argyll Community Housing Association are entitled to charge for providing information. However, as a good will gesture, we have decided to not charge at this time for any Freedom of Information enquires.

## **6. ASKING FOR A REVIEW**

You have a legal right to access information, and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights will only apply to requests made in writing or another recordable format. If you are unhappy with our responses to your request you can ask us to review it, and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

If you have asked us for information that is not available under this scheme, and are dissatisfied with the way in which your request for information has been dealt with, you are entitled to request a review by writing to:

Director of Finance and IT  
Argyll Community Housing Association  
Dalriada House  
Lochgilphead  
Argyll  
PA31 8JL  
Email: [foi@acha.co.uk](mailto:foi@acha.co.uk)

Your request for review must state your name and address for correspondence, specify the request for information to which your request for review relates, and why you are dissatisfied with the response.

You must make your request for review no later than 40 working days after the expiry of the 20 working day period for response to your initial request or no later than 40 working days after the receipt by you of the information provided, or any notification of refusal or partial refusal if same is provided by ACHA outwith the 20 working day period for response.

If you make an application for review and remain dissatisfied with the way in which the review has been dealt with you are entitled to make an application to the Scottish Information Commissioner for a further review.

The Commissioner's website has a guide to this process, and an enquiry service operates on Monday to Friday from 9:00am to 5:00pm. The Scottish Information Commissioner's office can be contacted as follows:

**Scottish Information Commissioner**

Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS  
Tel: 01334 464610  
Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)  
Website: [www.itspublicknowledge.info](http://www.itspublicknowledge.info)

**REQUESTS FOR YOUR OWN PERSONAL DATA UNDER THE GENERAL DATA PROTECTION REGULATION (2016/679)**

We do not charge any fee for processing requests under the General Data Protection Regulation which came into force in May 2018.

## **7. CLASSES OF INFORMATION**

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.

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.

<b>CLASS 1: ABOUT ARGYLL COMMUNITY HOUSING ASSOCIATION</b>	
<b>Class description:</b> Information about Argyll Community Housing Association - who we are, where to find us, how to contact us, how we are managed and our external relations	
<b>Descriptions of who we are</b>	
About ACHA	<a href="https://www.acha.co.uk/about/">https://www.acha.co.uk/about/</a>
Aims, Vision, Values & Objectives	<a href="https://www.acha.co.uk/about-aims/">https://www.acha.co.uk/about-aims/</a>
Corporate Plan	<a href="https://www.acha.co.uk/news-policies/">https://www.acha.co.uk/news-policies/</a>
<b>Location and opening arrangements</b>	
Address	<a href="https://www.acha.co.uk/contact/">https://www.acha.co.uk/contact/</a>
Telephone number and email address for general enquiries	<a href="https://www.acha.co.uk/contact/">https://www.acha.co.uk/contact/</a>
Opening times	<a href="https://www.acha.co.uk/contact/">https://www.acha.co.uk/contact/</a>
General contact arrangements	<a href="https://www.acha.co.uk/contact/">https://www.acha.co.uk/contact/</a>
Local/area office contact details	<a href="https://www.acha.co.uk/contact/">https://www.acha.co.uk/contact/</a>
Contact details for making a complaint	<a href="https://www.acha.co.uk/services-complaint-suggestion/">https://www.acha.co.uk/services-complaint-suggestion/</a>
Information relating to Freedom of Information	<a href="https://www.acha.co.uk/about-foi/">https://www.acha.co.uk/about-foi/</a>
Publication Scheme and Guide to Information	<a href="https://www.acha.co.uk/about-foi/">https://www.acha.co.uk/about-foi/</a>
Contact details and advice on making an FOI request	<a href="https://www.acha.co.uk/about-foi/">https://www.acha.co.uk/about-foi/</a>
<b>About our Governing Body</b>	
List of Board Members <ul style="list-style-type: none"> <li>Names and Office bearing responsibilities</li> <li>When they became a Board member</li> <li></li> </ul>	<a href="https://www.acha.co.uk/about-board/">https://www.acha.co.uk/about-board/</a>  <a href="https://www.acha.co.uk/get-involved-management-minutes/?cat=123">https://www.acha.co.uk/get-involved-management-minutes/?cat=123</a>
<ul style="list-style-type: none"> <li>Description of the Governing Body</li> <li>Governance Structure</li> <li>Remits for Board and any sub-committees</li> </ul>	<a href="https://www.acha.co.uk/about-area-committees/">https://www.acha.co.uk/about-area-committees/</a>  <a href="https://www.acha.co.uk/get-involved-governance/">https://www.acha.co.uk/get-involved-governance/</a>  <a href="https://www.acha.co.uk/news-policies/">https://www.acha.co.uk/news-policies/</a>
How to become part of the governing body	<a href="https://www.acha.co.uk/get-involved/">https://www.acha.co.uk/get-involved/</a>
<b>About our Staff</b>	
Senior Management Team	<a href="https://www.acha.co.uk/about-management/">https://www.acha.co.uk/about-management/</a>
Organisational Structure	<a href="https://www.acha.co.uk/about-management/">https://www.acha.co.uk/about-management/</a>
Governance Documents and Corporate Policies <ul style="list-style-type: none"> <li>Schedule of Delegated Authority and Financial</li> </ul>	<a href="https://www.acha.co.uk/news-policies/">https://www.acha.co.uk/news-policies/</a>

Regulations	
Rules	<a href="https://www.acha.co.uk/about-rules/">https://www.acha.co.uk/about-rules/</a>
Standing Orders	<a href="https://www.acha.co.uk/news-policies/">https://www.acha.co.uk/news-policies/</a>
Membership Policy	<a href="https://www.acha.co.uk/news-policies/">https://www.acha.co.uk/news-policies/</a>
Code of Conduct for Staff	<a href="https://www.acha.co.uk/files/group_employee_code_of_conduct.pdf">https://www.acha.co.uk/files/group_employee_code_of_conduct.pdf</a>
Code of Conduct for Governing Body Members	<a href="https://www.acha.co.uk/news-policies/">https://www.acha.co.uk/news-policies/</a>
Payment and Benefit Policy	<a href="https://www.acha.co.uk/news-policies/">https://www.acha.co.uk/news-policies/</a>
Equal Opportunities Policy	<a href="https://www.acha.co.uk/news-policies/">https://www.acha.co.uk/news-policies/</a>
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	<a href="https://www.acha.co.uk/about-engagement-plan/">https://www.acha.co.uk/about-engagement-plan/</a>
Assurance Statement	<a href="https://www.acha.co.uk/about-performance/">https://www.acha.co.uk/about-performance/</a>
Financial Returns to SHR	<a href="https://www.acha.co.uk/news-financial-statements/">https://www.acha.co.uk/news-financial-statements/</a>
Charter report to tenants	<a href="https://www.acha.co.uk/news-landlord-report/">https://www.acha.co.uk/news-landlord-report/</a>
Internal and External Audit arrangements	<a href="https://www.acha.co.uk/news-financial-statements/">https://www.acha.co.uk/news-financial-statements/</a>
<b>Group Details</b>	
Details of our subsidiaries	<a href="https://www.acha.co.uk/ahfa/">https://www.acha.co.uk/ahfa/</a>



## CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

### Class description:

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

### General

Our Services	<a href="https://www.acha.co.uk/services/">https://www.acha.co.uk/services/</a>
How to report a repair	<a href="https://www.acha.co.uk/services-reporting-repairs/">https://www.acha.co.uk/services-reporting-repairs/</a>
How to apply for a house	<a href="https://www.acha.co.uk/services-apply-for-home/">https://www.acha.co.uk/services-apply-for-home/</a>
How to make a complaint	<a href="https://www.acha.co.uk/services-complaint-suggestion/">https://www.acha.co.uk/services-complaint-suggestion/</a>
How we consult with tenants to inform and improve service delivery and develop new services	<a href="https://www.acha.co.uk/get-involved-your-voice/">https://www.acha.co.uk/get-involved-your-voice/</a>

### Policies and Procedures

Allocations Policy	<a href="https://www.acha.co.uk/news-policies/">https://www.acha.co.uk/news-policies/</a>
Anti-Social Behaviour Policy	
Asbestos Management Policy	
Arrears Monitoring and Management Policy	
Asset Management Strategy	
Customer Care Charter	
Data Protection Policy/ Data Retention Policy	<a href="https://www.acha.co.uk/about-data-protection-gdpr/">https://www.acha.co.uk/about-data-protection-gdpr/</a>
Estate Management Policy	<a href="https://www.acha.co.uk/news-policies/">https://www.acha.co.uk/news-policies/</a>
Gypsy Travellers Strategy	
Procurement Policy	
Procurement Strategy	
Repairs and Maintenance Policy	
Risk Management Policy	
Tenant Participation Strategy	
Void Management Policy	

### CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED

**Class description:**

Information about the decisions we take, how we make decisions and how we involve others

Governing Body Meetings

- Board of Management Minutes
- Area Committee minutes

<https://www.acha.co.uk/get-involved-management-minutes/>

<https://www.acha.co.uk/get-involved-area-minutes/>

Tenant Participation Strategy

<https://www.acha.co.uk/get-involved-tenant-participatio/>

### CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT

**Class description:**

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).

Budget and Financial information

- Financial Statements

<https://www.acha.co.uk/news-financial-statements/>

Performance Report

<https://www.acha.co.uk/news-landlord-report/>

### CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES

**Class description:**

Information about how we manage the human, physical and information resources

- Staffing Structure
- Working for ACHA
- Working for AHFA

<https://www.acha.co.uk/about-management/>

<https://recruitment.acha.co.uk/Home.aspx?MenuID=S0Aov7UuFIE=>

<https://recruitment.acha.co.uk/Home.aspx?MenuID=tN4milfKIGk=>

**Physical Resources**

Management of land and property assets

<https://www.acha.co.uk/news-policies/>

Estate Management Policy

<https://www.acha.co.uk/news-policies/>

**Information resources**

- Data Protection
- FOI

<https://www.acha.co.uk/about-data-protection-gdpr/>

<https://www.acha.co.uk/about-foi/>

**CLASS 6: HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS****Class description:**

Information about how we procure works, goods and services, and our contracts with external providers

Procurement Policy  
Procurement Strategy

<https://www.acha.co.uk/news-policies/>

**CLASS 7: HOW WE ARE PERFORMING****Class description:**

Information about how we perform as an organisation, and how well we deliver our functions and services

Annual Report

<https://www.acha.co.uk/news-landlord-report/>

Annual Complaints Report

<https://www.acha.co.uk/services-complaint-suggestion/>

**CLASS 8: OUR COMMERCIAL PUBLICATIONS****Class description:**

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 does not apply to Argyll Community Housing Associations as we do not produce any publications for sale

Not applicable

**CLASS 9: OUR Open data****Class description:**

Open data made available by us under the Scottish Government's Open Data Resource Pack and available under an open licence.

This does not apply to Argyll Community Housing Associations as we do not produce any publications for sale

Not applicable