

Freedom Of Information Request Response

Ref No.	FOISA 2026-4
Date Received	28/08/2026
Date Responded	24/09/2026
Title	Reasonable adjustments, accessible communication and communication management

Request	Dear Riverside Scotland Freedom of Information Team, I am making a request for information under the Freedom of Information (Scotland) Act 2002. I have copied Gary Naylor in accordance with the communication arrangements notified to me on 14 August 2026. This request is for generic policies, procedures, guidance, templates and operational instructions applicable to Riverside Scotland's management of social housing. I am making a separate Subject Access Request concerning my personal data, so I am not requesting customer-specific records or correspondence through this request. 1. Scope For each category below, please provide: • the version in force as at 28 August 2026; and • any materially different version which was in force between 1 January and 28 August 2026. Where a Riverside Group-wide document applied to Riverside Scotland, one copy is sufficient together with any Scotland-specific supplement or instruction. I do not require duplicate copies of unchanged documents. 2. Reasonable adjustments and accessibility Please provide the principal policies, procedures, staff guidance, operational instructions and blank assessment tools governing how Riverside Scotland identifies, records, implements, communicates and reviews disability-related needs and reasonable adjustments. This includes the policy referred to in Riverside material as the Tailored Services & Reasonable Adjustments Policy and/or Tailored Services & Vulnerable and Reasonable Adjustments Policy, together with associated operative guidance. Please include guidance relevant to recording communication requirements, distinguishing preferences from disability-related adjustments where applicable, reviewing or changing adjustment records, and communicating relevant requirements between teams or to contractors.
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	3. Accessible communication and participation Please provide the principal policies, staff guidance or training material governing accessible communication and participation for disabled Riverside Scotland customers, including written communication, alternatives to telephone or face-to-face engagement, appointment or visit adjustments, and support or representation. 4. Communication management and Unacceptable Behaviour Please provide the complete operative policy, procedure and principal guidance governing formal or informal management of customer communication or contact, including any Unacceptable Behaviour, communication-management, contact-restriction, single-point-of-contact or informal/pre-formal arrangements. Please include guidance covering the criteria for introducing such measures, authorisation and recording, disability and reasonable-adjustment considerations, proportionality and alternatives, notification, duration and review, and any appeal or reconsideration arrangements. Please also provide blank or generic versions of any standard warning, decision, restriction, review or appeal notice, and any incident, decision, communication-management, restriction or review log/register template used for these arrangements. Where held, please also provide any Equality Impact Assessment, Equality Analysis or equivalent organisational assessment relating to the operative 2026 reasonable-adjustment, Unacceptable Behaviour or communication-management framework. 5. Riverside Scotland complaints framework Please provide the complaints-handling procedure and principal operative staff guidance applying to Riverside Scotland social-housing customers during 2026, including any Scotland-specific material concerning: • application of the SPSO complaints framework; • reasonable adjustments or accessible communication within complaints; and • the interaction between complaints and Unacceptable Behaviour, managed engagement or communication restrictions. 6. Disclosure If one document answers more than one section, one copy with a cross-reference is sufficient. Where only part of a wider document is responsive, an intelligible extract is sufficient. Where the exact requested information is already publicly available, I am content to receive a direct link to the specific operative document.
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	Where Riverside Scotland does not hold information falling within a numbered section, please identify that section in accordance with section 17 of FOISA. Where information is withheld under an exemption, please identify the exemption relied upon as required by FOISA. Please provide the information electronically in a searchable format where reasonably practicable. Please acknowledge receipt of this request. Kind regards
Response	Hello, We acknowledge your request for information under the Freedom of Information Scotland Act (FOISA), made on 28th August 2026 where you requested information regarding reasonable adjustments, accessible communication and communication management. As you will be aware disclosure of information held by a public authority under the FOISA is deemed to be a disclosure to the world at large for the purposes of the public interest. We can confirm we do hold some information relating to your request but other information does not exist. Some of this information is already otherwise reasonably obtainable. Please see the following https://www.riversidescotland.org.uk/about-riverside-scotland/policies/a/aids-and-adaptations-policy https://www.riversidescotland.org.uk/about-riverside-scotland/policies/c/community-safety-policy https://www.riversidescotland.org.uk/about-riverside-scotland/policies/u/unacceptable-behaviour-tenancy-enforcement-procedure https://www.riversidescotland.org.uk/about-riverside-scotland/policies/c/complaints-policy Some information in relation to operative guidance, training materials and operational instructions is exempt information under section 30(c) of the Act. This is due to the risks of cyber incidents due to responses to FOISA requests being responses to the public at large. Section 33(1)(b) and 35(1)(a) applies in respect of this information being exempt from public publication to prevent crime (cyber incidents) because disclosure could reveal exploitable weaknesses and facilitate cyber attacks.

In view of the above, we therefore exercise section 30(c) and 35(1)(a) under the FOISA, against disclosure at this time.

For the other information sought, please see the links above to the information we already publish.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 days of the date of receipt of your original response and should be forwarded to: foi@riverside.org.uk.

However, if you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision via the following details:

Email

enquiries@itspublicknowledge.info

Post

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone

01334 464610

Kind regards,

FOI
Riverside Scotland