Riverside Scotland

Guide to Information

October 2021

Riverside Scotland - Guide to Information Last

Reviewed – October 2021

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, to respond to requests for information and to provide advice and assistance to those making requests for information.*
EIRs	Environmental Information Regulations (Scotland) 2004 *Deriving from European Directive 2003/4/EC on access to environmental information; those organisations covered by EIR 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 EIR 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).*

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.

Riverside Scotland has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS), and this Guide has been approved by the SIC.

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 at the Summary of Charging Schedule section.

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:

Paul Dillon at our office or by email: freedomofinformation@riverside.org.uk

Summary of Charging Schedules

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises. We may charge for providing information to you, but we will charge you no more than it costs us to do so. We will always tell you what the cost is before providing the information to you. Our photocopying charge per side of paper is shown in the tables below:

Black and White Photocopying

Size of Paper	Pence per sheet
A4	10p
A3	20p

Colour Photocopying

Size of Paper	Pence per sheet
A4	20p
A3	40p

Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run. We do not pass on any other costs to you in relation to our published information.

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 £20 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 are detailed within the EIR 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 Riverside Scotland 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 £20 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.

Charges for requesting for your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Right Of Access/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. Click here to access.

Information that we cannot publish

Whilst we strive to promote openness and transparency in rare cases there may be some information that we cannot make available. For example, if we were to publish certain Board minutes, it could reveal personal details about an individual and therefore would be a breach of our data protection obligations if we made this publicly available. Other exemptions, to name a few, include if the information is considered to be confidential or commercially valuable. When an exemption prevents us from disclosing certain information, we will always be transparent and granular in highlighting the reasons for this.

For how long will information be published?

We aim, where possible, to publish information for at least the current and previous two financial years from this point onwards. When we review any document – e.g. our policies – to avoid confusion we will only publish the current version once it has been updated.

Our Guide to Information will contain a 'last reviewed' date showing when the document was last reviewed, to ensure it contains the most up to date information.

We will update the contents of our Guide to Information on a quarterly basis.

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

<u>Contact us</u>

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 Requests

Riverside Scotland

44-46 Bank Street

Irvine

KA12 0LP

or

freedomofinformation@riverside.org.uk

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 FOISA 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.[1]

The classes of information and type of information contained within, applicable to our organisation and publically available, are outlined below:

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Class 1 - About Riverside Scotland *Information about Irvine Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.*	
Descriptions of who we are	
Purpose	https://www.riversidescotland.org.uk/about-us/how- were-doing/annual-reports/
Vision	https://www.riversidescotland.org.uk/about-us/how- were-doing/annual-reports/
Values	https://www.riversidescotland.org.uk/about-us/how- were-doing/annual-reports/
Corporate Objectives	https://www.riversidescotland.org.uk/about-us/how- were-doing/annual-reports/
Area(s) of operation	https://www.riversidescotland.org.uk/about-us/who- we-are/
Key activities; strategic/corporate plan(s)	https://www.riversidescotland.org.uk/about-us/
Business Plan (or summary)	Available on-line (see Published Information section)

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[1] *In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.*

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Location and opening arrangements	
Address	https://www.riversidescotland.org.uk/contact-us/
Telephone number	
Email address – general enquiries	
Opening times	
General contact details	
Contact details for making a complaint	
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Pages 3-4)
Contact details and advice on making a FOISA request	THIS DOCUMENT (See Page 7)
Freedom of Information and Environmental Information Policy	Available on-line (see Published Information section)
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (See Page 5)
About our Board	
List of Board Members • Names • When they became a Board member • Professional biographical details • Office-bearing responsibilities • When they became an office-bearer	https://www.riversidescotland.org.uk/about- us/board-member-profiles/
Description of the role of the Board • Governance structure chart (including Audit & Risk Committee); • Remits for Board and Audit & Risk Committee	Available on-line (see Published Information section) Available on-line (see Published Information section)

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
How to become part of the Board	https://www.riversidescotland.org.uk/your-neighbourhood/get-involved/ history/
About our staff	
List of senior management team, including professional biography and contact details	https://www.riversidescotland.org.uk/about-us/our- team/
Organisational structure	Available on-line (see Published Information section)
Governance Documents and Corporate Policies	
Rules	https://www.riversidescotland.org.uk/about-us/who- we-are/
Standing Orders	Available on-line (see Published Information section)
Membership Policy	https://www.riversidescotland.org.uk/about-us/board-minutes-and-information/
Code of Conduct for Employees	Available on-line (see Published Information section)
Code of Conduct for Board and Committee Members – Board Documents and Information section	https://www.riversidescotland.org.uk/about-us/board-minutes-and-information/ history/
Table 1 – Grant of Benefits	Appendix 1 of Code of Conduct for Board and Committee Members (above)
Register of Interests	Available on-line (see Published Information section)
Equality, Diversity and Inclusion Policy	https://www.riversidescotland.org.uk/about- us/equality-diversity-and-inclusion/
Health, Safety and Environment Policy	Available on-line (see Published Information section)
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.riversidescotland.org.uk/about-us/who- we-are/
Assurance Statement	Available on-line (see Published Information section)
Annual Return on Charter Submission to SHR	Available on-line (see Published Information section)

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Financial Returns to SHR	Available on-line (see Published Information section)
Landlord Report	https://www.riversidescotland.org.uk/about-us/how- were-doing/annual-reports/
Internal and External Audit arrangements	Available on-line (see Published Information section)
Group Details	
Details of our parent and subsidiary organisations	Irvine Housing Association Limited (IHA) is a subsidiary of The Riverside Group Limited (TRGL). TRGL's parental status is achieved through IHA's Rules which provide for TRGL to have a Parental Share in IHA. The Parental Share gives additional powers to TRGL beyond those of any other shareholding member. The specific power, that creates the subsidiary status, is to appoint and dismiss the Board of IHA. The relationship between IHA and TRGL is further detailed in the Constitutional Partnership Agreement between the organisations which was made in October 2011. IHA has one subsidiary, Thistle Housing Services Limited (THSL). IHA is the only shareholder of THSL. THSL does not currently trade.
Key Partnerships	
Strategic agreements with other organisations	Common Allocations Policies with: North Ayrshire Council East Ayrshire Council Dumfries and Galloway
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.*	
How to use our services	
List of services provided	https://www.riversidescotland.org.uk/
How to report a repair	https://www.riversidescotland.org.uk /you-your- home/myriversideguide/

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Right to Repair information	https://www.riversidescotland.org.uk/you-your- home/improvement-repairs/when-will-i- get-a-repair/
How to apply for a house	https://www.riversidescotland.org.uk/find-a- home/rent-a-home/other-homes/
How to get information about tenancy support	https://www.riversidescotland.org.uk/you-your- home/money-advice/
How to make a complaint	https://www.riversidescotland.org.uk/contact-us/
How to speak to a housing officer	https://www.riversidescotland.org.uk/contact-us/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.riversidescotland.org.uk/your- neighbourhood/get-involved/
Policies and Procedures	
Aids and Adaptations Policy	Available on-line (see Published Information section)
Anti-Bribery and Corruption Policy	Available on-line (see Published Information section)
Anti-Social Behaviour Procedure	Available on-line (see Published Information section)
Asbestos Safety Management Policy	Available on-line (see Published Information section)
Common Allocations Policies: - North Ayrshire - SEARCH - Homes 4D&G	https://www.riversidescotland.org.uk/find-a- home/rent-a-home/other-homes/
Customer Care and Complaints Policy	Available on-line (see Published Information section)
Customer Involvement Policy	Available on-line (see Published Information section)
Data Protection and Privacy Policy Statement	Available on-line (see Published Information section)
Donations Policy	Available on-line (see Published Information section)

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Equality, Diversity and Inclusion Policy	https://www.riversidescotland.org.uk/about- us/equality-diversity-
Electrical Safety Management Policy	Available on-line (see Published Information section)
Fire Safety Management Policy	Available on-line (see Published Information section)
Freedom of Information and Environmental Information Policy	Available on-line (see Published Information section)
Heating and Ventilation Policy	Available on-line (see Published Information section)
Health, Safety and Environment Policy	Available on-line (see Published Information section)
Income Collection Procedure	Available on-line (see Published Information section)
Water Hygiene Management Policy	Available on-line (see Published Information section)
Lift Safety Management Policy	Available on-line (see Published Information section)
Procurement Policy	Available on-line (see Published Information section)
Property Factoring Policy	Available on-line (see Published Information section)
Rent Setting Policy	Available on-line (see Published Information section)
Repairs and Maintenance Policy	Available on-line (see Published Information section)
Risk Management Policy	Available on-line (see Published Information section)
Unacceptable Behaviour Policy	Available on-line (see Published Information section)
Void Management Policy	Available on-line (see Published Information section)
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.*	
Board Meetings	
Board meeting minutes	https://www.riversidescotland.org.uk/about-us/board-minutes-and-information/history/
Board meeting reports/papers	Available on-line (see Published Information section)
Board agendas	Available on-line (see Published Information section)

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Consultation and Participation	
Customer Involvement Strategy	Available on-line (see Published Information section)
Consultation reports noting the outcome of any recent consultations with tenants/others	Any consultation reports agreed in this quarter will be made available in the next quarterly update.
Customer Involvement Panel composition / information	Available on-line (see Published Information section)
Registered Tenant Organisations	Available on-line (see Published Information section)
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 about our accounts and budgets	
Description of funding sources	https://www.riversidescotland.org.uk/about-us/how- were-doing/financial-statements/
Audited accounts	https://www.riversidescotland.org.uk/about-us/how- were-doing/financial-statements/
Budget policies and procedures (Financial Regulations)	Available on-line (see Published Information section)
Budget allocation to key service areas	Available on-line (see Published Information section)
Our programme of work and projects	
Brief details of any project funding and how it's being spent	https://www.riversidescotland.org.uk /you-your- home/improvement-repairs/aids- adaptations/
Capital works programme/plans information (annual programme figure)	https://www.riversidescotland.org.uk /you-your- home/improvement-repairs/planned- repairs/

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Spending relating to Staff and Board	
Staff Expenses Policy	Available on-line (see Published Information section)
Code of Conduct for Board and Committee Members	https://www.riversidescotland.org.uk/about-us/board-minutes-and-information/history/
Senior staff / Board member expenses at category level e.g. travel, subsistence and accommodation	Available on-line (see Published Information section)
Board member remuneration other than expenses	We currently do not remunerate our Board members
Pay and grading structure (levels of pay rather than individual salaries)	Available on-line (see Published Information section)
General information about staff pension scheme	Riverside Scotland offers a defined contribution pension scheme to employees. This scheme is the The Legal and General Worksave Mastertrust operated by Legal and General Resources Limited. The contribution rates vary from the auto-enrolment rate of 3% by the employee and 5% by the employer, to 6% by the employee and a maximum of 12% by the employer.
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
People Policy	Available on-line (see Published Information section)
Organisational structure	Available on-line (see Published Information section)
Human resources policies and procedures, covering: • recruitment • performance management • salary and grading • discipline and grievance	Available on-line (see Published Information section)

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Trade Union information	Available on-line (see Published Information section)
Summary of professional organisations/trade bodies of which we are a member	Scottish Federation of Housing Associations Chartered Institute of Housing Rural and Islands Housing Association Forum Scottish Social Services Council Ayrshire Chamber of Commerce Disclosure Scotland Stonewall Scotland.
Physical Resources	
General description of our land and property holdings	https://www.riversidescotland.org.uk/about-us/who- we-are/
Information Resources	
Records management policy and records management plan, including records retention schedule	Available on-line (see Published Information section)
Data Protection and Privacy Policy Statement	Available on-line (see Published Information section)
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 about our key service delivery contractors who carry out: • responsive repairs • landscape maintenance • planned/cyclical maintenance	Available on-line (see Published Information section)
List of suppliers and contractors used by organisation (provided to staff under our Code of Conduct for Employees and Grant of Benefits)	Available on-line (see Published Information section)

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Information about regulated procurement contracts awarded (value, scope, duration)	Available on-line (see Published Information section)
Our Procurement	
Procurement Policy and procedures	Available on-line (see Published Information section)
Information on how to tender for work and invitations to tender	Available on-line (see Published Information section)
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Available on-line (see Published Information section)
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/Authority/Library_list.aspx
Framework Agreements	https://www.scottishprocurement.scot/
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://www.riversidescotland.org.uk/about-us/how- were-doing/annual-reports/
ARC report to tenants (Landlord Report)	https://www.riversidescotland.org.uk/about-us/how- were-doing/annual-reports/
Performance Standards/KPIs	Available on-line (see Published Information section)
Benchmarking information (included in Landlord Report)	https://www.riversidescotland.org.uk/about-us/how- were-doing/annual-reports/
Customer Care and Complaints policy	Available on-line (see Published Information section)

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual)	Available on-line (see Published Information section)
Tenant scrutiny reports	Available on-line (see Published Information section)
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 Riverside Scotland 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 Riverside Scotland	Not applicable