KEY HOUSING ASSOCIATION LTD GUIDE TO INFORMATION

LAST REVIEWED: 26/01/21

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).*

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.

Key Housing Association Ltd 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.

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:

foi@key.org.uk

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 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.

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

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:

Key Housing Association

70 Renton Street

Glasgow

G4 0HT

foi@key.org.uk

0141-342-1890

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.[1]

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 Key Housing Association *Information about 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, Vision and Values	https://www.key.org.uk/key-housing/
Corporate Objectives	https://www.key.org.uk/key-housing/who-we-are/
Area(s) of operation	https://www.key.org.uk/key-housing/who-we-are/
Key activities; strategic/corporate plan(s)	https://www.key.org.uk/key-housing/who-we-are/
Business Plan (or summary)	https://www.key.org.uk/key-housing/who-we-are/
Location and opening arrangements	
Address	https://www.key.org.uk/key-housing/contact-key-housing/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://www.key.org.uk/key-housing/contact-key-housing/
opening times	https://www.key.org.uk/key-housing/contact-key-housing/
General contact arrangements	https://www.key.org.uk/key-housing/contact-key-housing/
local/area office contact details	https://www.key.org.uk/key-housing/contact-key-housing/
Contact details for making a complaint	https://www.key.org.uk/key-housing/complaints/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	https://www.key.org.uk/freedom-of-information/
Charging Schedule for Published Information	Available on request
Contact details and advice on making an FOI request	https://www.key.org.uk/freedom-of-information/
Freedom of Information policies and procedures	https://www.key.org.uk/freedom-of-information/
Policy and Charging Schedule for environmental information provided in	https://www.key.org.uk/freedom-of-information/

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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
response to requests made under EIRs	
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://www.key.org.uk/about-us/our-board/board-members/
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://www.key.org.uk/about-us/our-board/governance-documents/
How to become part of the governing body	https://www.key.org.uk/key-housing/get-involved/membership/
About our staff	
List of senior management team, including professional biography and contact details	https://www.key.org.uk/about-us/our-people/
Organisational structure	https://www.key.org.uk/key-housing/who-we-are/
Governance Documents and Corporate Policies	
Rules/Articles	https://www.key.org.uk/about-us/our-board/governance-documents/
Standing Orders	https://www.key.org.uk/about-us/our-board/governance-documents/
Membership Policy	https://www.key.org.uk/key-housing/get-involved/membership/
Code of Conduct for Staff	https://www.key.org.uk/key-housing/who-we-are/housing-policies/
Code of Conduct for Governing Body Members	https://www.key.org.uk/about-us/our-board/governance-documents/
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.key.org.uk/about-us/our-board/governance-documents/
Register of Interests	https://www.key.org.uk/about-us/our-board/governance-documents/
Equal Opportunities (Equalities) Policy	https://www.key.org.uk/key-housing/who-we-are/housing-policies/
Health and Safety Policy	https://www.key.org.uk/key-housing/who-we-are/housing-policies/

Information	Where to access
Sustainability Policy	https://www.key.org.uk/key-housing/who-we-are/housing-policies/
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.key.org.uk/key-housing/our-performance/
Assurance Statement	https://www.key.org.uk/key-housing/our-performance/
Annual Return on Charter Submission to SHR	https://www.key.org.uk/key-housing/our-performance/
Financial Returns to SHR	https://www.key.org.uk/about-us/our-board/governance-documents/
Charter report to tenants	https://www.key.org.uk/key-housing/our-performance/
Internal and External Audit arrangements	https://www.key.org.uk/about-us/our-board/governance-documents/
Group Details	
Details of our subsidiaries	https://www.key.org.uk/about-us/ https://www.key.org.uk/community-lifestyles/
Key Partnerships	
Strategic agreements with other organisations	https://www.key.org.uk/about-us/partnership-with-tag/
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.key.org.uk/key-housing/
How to report a repair	https://www.key.org.uk/key-housing/maintenance-repairs/repairs/
Right to Repair information	https://www.key.org.uk/key-housing/maintenance-repairs/repairs/right-to-repair-scheme/
How to apply for a house	https://www.key.org.uk/key-housing/allocations-housing-solutions/
How to get information about tenancy support	https://www.key.org.uk/key-support/
How to make a complaint	https://www.key.org.uk/key-housing/complaints/
How to speak to a housing officer	https://www.key.org.uk/key-housing/who-we-are/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.key.org.uk/key-housing/get-involved/
Policies and Procedures	

Information	Where to access
Allocations Policy	https://www.key.org.uk/key-housing/allocations-housing-solutions/
Adaptations Policy	https://www.key.org.uk/key-housing/living-in-your-home/
Anti-Social Behaviour Policy	https://www.key.org.uk/media/2040/b15-anti-social-behaviour-and-neighbour-nuisance-february-2017.pdf
Asbestos Management Policy	https://www.key.org.uk/key-housing/who-we-are/housing-policies/
Arrears Management Policy	https://www.key.org.uk/key-housing/rent/
Asset Management Policy (including stock condition information)	https://www.key.org.uk/key-housing/who-we-are/housing-policies/
Data Protection Policy	https://www.key.org.uk/privacy-policies/
Estate Management Policy	https://www.key.org.uk/key-housing/living-in-your-home/
Legionnaires Inspection/Prevention Policy	https://www.key.org.uk/key-housing/who-we-are/housing-policies/
Procurement Policy	https://www.key.org.uk/key-housing/who-we-are/housing-policies/
Risk Management Policy	https://www.key.org.uk/key-housing/who-we-are/housing-policies/
Rent Setting Policy	https://www.key.org.uk/media/2536/b2-rent-policy-january-2019.pdf
Repairs Policy	https://www.key.org.uk/key-housing/who-we-are/housing-policies/
Sustainability/Environmental Management Policy	https://www.key.org.uk/key-housing/who-we-are/housing-policies/
Tenant Engagement Policy	https://www.key.org.uk/key-housing/get-involved/

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://www.key.org.uk/about-us/our-board/minutes-meetings-agendas/
Governing body meeting agendas/papers	https://www.key.org.uk/about-us/our-board/minutes-meetings-agendas/

Consultation and Participation

Tenant Participation Strategy	https://www.key.org.uk/key-housing/who-we-are/
Consultation reports noting the outcome of any recent consultations with tenants/others	https://www.key.org.uk/key-housing/get-involved/surveys-consultation/
Tenant Advisory Panel composition	https://www.key.org.uk/key-housing/get-involved/my-home-group/

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

Information	Where to access
Audited accounts	https://www.key.org.uk/about-us/our-board/governance-documents/
Budget policies and procedures	https://www.key.org.uk/about-us/our-board/governance-documents/
Budget allocation to key service areas	https://www.key.org.uk/about-us/our-board/governance-documents/
Our programme of work and projects	
Brief details of any project funding and how it's being spent	None at present
Capital works programme/plans information (annual programme figure)	https://www.key.org.uk/key-housing/maintenance-repairs/planned-replacements/
Spending relating to Staff and Governing Body	
Expenses policies and procedures	https://www.key.org.uk/about-us/our-board/governance-documents/
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	https://www.key.org.uk/about-us/our-board/governance-documents/
Board member remuneration other than expenses	https://www.key.org.uk/about-us/our-board/board-members/
Pay and grading structure	Available on request
General information about staff pension scheme	Available on request
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	Available on request
Human resources policies, covering: - recruitment - performance management - salary and grading - pensions - discipline - grievance - staff development - support through illness - maintenance and retention of staff records	Available on request

Information	Where to access
Trade Union information	Available on request
Summary of professional organisations/trade bodies of which we are a member	https://www.key.org.uk/key-housing/who-we-are/our-partnerships/
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://www.key.org.uk/key-housing/who-we-are/
General description of our land and property holdings	https://www.key.org.uk/key-housing/who-we-are/
Estate development plans	None at present
Information Resources	
Records management policy and records management plan, including records retention schedule	This information can be found in our ICT and Data Protection policies. https://www.key.org.uk/privacy-policies/
Data protection or privacy policy	https://www.key.org.uk/privacy-policies/
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	https://www.key.org.uk/key-housing/maintenance-repairs/repairs/
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://www.key.org.uk/key-housing/who-we-are/our-partnerships/
Information about regulated procurement contracts awarded (value, scope, duration)	https://www.key.org.uk/key-housing/who-we-are/our-partnerships/
Our Procurement	
Procurement Policy and procedures	https://www.key.org.uk/key-housing/who-we-are/our-partnerships
Information on how to tender for work	https://www.key.org.uk/key-housing/who-we-are/our-

Information	Where to access
and invitations to tender	partnerships/
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://www.key.org.uk/key-housing/who-we-are/our-partnerships/
Links to procurement information we publish on Public Contracts Scotland website	https://www.key.org.uk/key-housing/who-we-are/our-partnerships/
Framework Agreements	https://www.key.org.uk/key-housing/who-we-are/our-partnerships/
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.key.org.uk/key-housing/our-performance/
ARC report to tenants	https://www.key.org.uk/key-housing/our-performance/
Performance Standards/indicators	https://www.key.org.uk/key-housing/our-performance/
Benchmarking information	https://www.key.org.uk/key-housing/our-performance/
Complaints policy, guidance and forms	https://www.key.org.uk/key-housing/complaints/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://www.key.org.uk/key-housing/our-performance/
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 Key Housing Association 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 Key Housing Association	Not applicable