



GUIDE TO INFORMATION

Last Reviewed: November 2019

GLOSSARY

TERM:	EXPLANATION:
FOISA	<p>Freedom of Information (Scotland) Act 2002</p> <p>Places a duty on those organisation 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.</p>
EIRs	<p>Environmental Information Regulations (Scotland) 2004</p> <p>Those organisations covered by EIRs have a duty to respond to requests for environmental information</p>
SIC	<p>Scottish Information Commissioner</p> <p>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation</p>
MPS	<p>Model Publication Scheme</p> <p>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if held)</p>
Guide to Information	<p>A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available.</p>
Classes of information	<p>Nine broad categories describing the types of information authorities should publish (if held)</p>

BACKGROUND

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all Housing Associations in Scotland must produce and maintain a publication scheme. This must detail all 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 the information listed online.

Eildon Housing Association have adopted the Scottish Information Commissioners (SIC) Model Publication Scheme which can be viewed [here](#) or on the Scottish Information Commissioners website – <http://www.itspublicknowledge.info>.

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 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 of any costs before we send 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 (A4)	5p
Print in colour (A4)	11p
Print in black and white (A3)	8p
Print in colour (A3)	14p
CD Rom	£1
USB	£3
Posted document	Cost of postage incurred

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

Data & Information Officer
Eildon Housing Association
The Weaving Shed
Dunsdale Road
Selkirk
TD7 5EB

or InfoRequests@eildon.org.uk

INFORMATION THAT WE MAKE AVAILABLE TO YOU

Under the Model Publication Scheme (MPS), the information that 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 the information we hold under each of the classes that apply to us, and hyperlinks to access this information when available online, are outlined below.

Class 1: About Eildon Housing Association		
Information about us: who we are, where to find us, how to contact us, how we are managed and our external relations		
Description of who we are		
Mission Statement	5 Year Strategy	https://www.eildon.org.uk/library/65/company-information-performance/5446/5-year-strategy-2019-20-2024-25.pdf
Our vision	5 Year Strategy	https://www.eildon.org.uk/library/65/company-information-performance/5446/5-year-strategy-2019-20-2024-25.pdf
Our values	'About Us' Webpage	https://www.eildon.org.uk/about/
Corporate Objectives	5 Year Strategy	https://www.eildon.org.uk/library/65/company-information-performance/5446/5-year-strategy-2019-20-2024-25.pdf
Area(s) of Operation	5 Year Strategy	https://www.eildon.org.uk/library/65/company-information-performance/5446/5-year-strategy-2019-20-2024-25.pdf
Key activities; strategic / corporate plan(s)	5 Year Strategy	https://www.eildon.org.uk/library/65/company-information-performance/5446/5-year-strategy-2019-20-2024-25.pdf
5 Year Strategy	5 Year Strategy	https://www.eildon.org.uk/library/65/company-information-performance/5446/5-year-strategy-2019-20-2024-25.pdf
Customer Service Standards	Customer Service Standards	https://www.eildon.org.uk/library/67/customer-service-involvement/6045/customer-services-leaflet.pdf

Location and Opening Arrangements		
Our address	'Contact Us' Webpage	https://www.eildon.org.uk/contact-us/
General enquiry contact details	'Contact Us' Webpage	https://www.eildon.org.uk/contact-us/
Opening Times	'Contact Us' Webpage	https://www.eildon.org.uk/contact-us/
Office contact details	'Contact Us' Webpage	https://www.eildon.org.uk/contact-us/
Contact details for making a complaint	'Contact Us' Webpage	https://www.eildon.org.uk/contact-us/

Information relating to Freedom of Information		
Publication Scheme & Guide to Information	Guide to Information	https://www.eildon.org.uk/access-to-information
Charging schedule for Published Information	Guide to Information (Page 2)	https://www.eildon.org.uk/library/65/company-information-performance/6292/guide-to-information.pdf
Contact details and advice on making an FOI request	This document	https://www.eildon.org.uk/access-to-information
Freedom of Information & Environmental Information Policy	Freedom of Information & Environmental Information Policy	https://www.eildon.org.uk/library/65/company-information-performance/6293/freedom-of-information-and-environmental-information-policy.pdf
Charging schedule for Environmental Information provided in response to requests made under EIRs	Charging Schedule	https://www.eildon.org.uk/library/65/company-information-performance/6291/charging-schedule.pdf

About our Governing Body		
List of Board Members	'Meet our Board' Webpage	https://www.eildon.org.uk/about/who-is-who-at-eildon/meet-our-board/
Role of the Board	Annual Accounts (Page 6)	https://www.eildon.org.uk/library/71/annual-report-accounts/5942/eildon-annual-accounts-2018-19.pdf
How to become part of the Board	'Join the Board' webpage	https://www.eildon.org.uk/about/who-is-who-at-eildon/join-the-board/

About our Staff		
Executive Team	'Eildon Executive Team' webpage	https://www.eildon.org.uk/about/who-is-who-at-eildon/eildon-executive-team/
Operational Managers	'Operational Managers' webpage	https://www.eildon.org.uk/about/who-is-who-at-eildon/operational-managers/
Organisational Structure	Staff Structure	https://www.eildon.org.uk/library/66/work-with-us/1045/staff-structure.pdf

Governance Documents and Corporate Policies		
Model Rules	Model Rules	https://www.eildon.org.uk/library/72/policies/6243/model-rules.pdf
Standing Orders	Standing Orders	https://www.eildon.org.uk/library/72/policies/6244/standing-orders.pdf
Membership of the Association Policy	Membership Policy	https://www.eildon.org.uk/library/72/policies/6239/membership-of-the-association-policy.pdf
Code of Conduct for Staff	Code of Conduct for Staff	https://www.eildon.org.uk/library/72/policies/6241/code-of-conduct-for-staff-members.pdf
Code of Conduct for Board Members	Code of Conduct for Board Members	https://www.eildon.org.uk/library/72/policies/6240/code-of-conduct-for-board-members.pdf
Equality & Diversity Policy	Equality & Diversity Policy	https://www.eildon.org.uk/library/72/policies/6238/equality-and-diversity-policy.pdf
Health & Safety Policy	Health & Safety Policy Statement of Intent	https://www.eildon.org.uk/library/72/policies/6242/health-and-safety-policy-statement-of-intent.pdf
Sustainability Policy	Sustainability Policy	https://www.eildon.org.uk/library/72/policies/3375/sustainability-policy.pdf

Relationship with Regulators		
Engagement plan with Scottish Housing Regulator	SHR website	https://directory.scottishhousingregulator.gov.uk/2019%20Documents/Eildon%20Housing%20Association%20Ltd%20EP.pdf
Annual Assurance Statement	Assurance Statement	https://directory.scottishhousingregulator.gov.uk/2019%20Documents/Eildon%20Housing%20Association%20Ltd%20Annual%20Assurance%20Statement.pdf
Annual Return on Charter Submission to SHR	Annual Return	https://directory.scottishhousingregulator.gov.uk/Pages/LandlordSummary.aspx?LATOZNameQS=C7E83758-CFA9-E311-93F1-005056B555E6
Performance Report	Performance Report	https://www.eildon.org.uk/library/71/annual-report-accounts/6236/eildon-performance-report-18-19.pdf
Internal External Audit Arrangements	Annual Accounts (Page 5)	https://www.eildon.org.uk/library/71/annual-report-accounts/6236/eildon-performance-report-18-19.pdf
Care Inspectorate: Sheltered & Very Sheltered Housing	Care Inspectorate Website	https://www.careinspectorate.com/index.php/care-services?detail=CS2004056796&q=EildonHousing&fq=!(ServiceStatus:\$Cancelled\$)&message=&spatial_d=&spatial_pt=
Care Inspectorate: Station Avenue Outreach	Care Inspectorate Website	https://www.careinspectorate.com/index.php/care-services?detail=CS2004056798&q=EildonHousing&fq=!(ServiceStatus:\$Cancelled\$)&message=&spatial_d=&spatial_pt=
Care Inspectorate: Station Avenue Outreach – Care at Home	Care Inspectorate Website	https://www.careinspectorate.com/index.php/care-services?detail=CS2004081135&q=EildonHousing&fq=!(ServiceStatus:\$Cancelled\$)&message=&spatial_d=&spatial_pt=

Group Details		
Details of Subsidiaries	Annual Accounts (Page 6)	https://www.eildon.org.uk/library/71/annual-report-accounts/5942/eildon-annual-accounts-2018-19.pdf

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

Tenant Handbook	Tenant Handbook	https://www.eildon.org.uk/my-eildon/your-home/tenant-handbook/
How to report a repair	'Report a Repair' webpage	https://www.eildon.org.uk/my-eildon/repairs-maintenance/report-a-repair/
Right to Repair information	Repairs & Maintenance Policy (Page 7)	https://www.eildon.org.uk/library/72/policies/6248/repairs-and-maintenance-policy.pdf
How to apply for a house	'Homes for Rent' webpage	https://www.eildon.org.uk/find-rental-home/homes-for-rent/
How to get information about tenancy support	'Rent & Money Matters' webpage	https://www.eildon.org.uk/my-eildon/rent-money-matters/
How to make complaint	'Contact Us' webpage	https://www.eildon.org.uk/contact-us/
Contact your Housing Officer & Maintenance Officer	'Your Housing Contacts' webpage	https://www.eildon.org.uk/my-eildon/your-home/housing-contacts/
How we consult with Customers	'Get Involved' webpage	https://www.eildon.org.uk/my-eildon/your-home/get-involved/
Covid-19 FAQs	'News & Events' Webpage	https://www.eildon.org.uk/2020/04/covid-19-faqs/

Policies & Procedures		
Allocations Policy	Allocations Policy	https://www.eildon.org.uk/library/72/policies/1020/allocation-policy.pdf
Responding to Neighbour Nuisance & ASB Policy	Responding to Neighbour Nuisance & ASB Policy	https://www.eildon.org.uk/library/72/policies/1022/responding-to-nuisance-neighbours-anti-social-behaviour-policy.pdf
Asbestos Safety Information	Asbestos Safety Information	https://www.eildon.org.uk/library/69/tenancy-information/1049/asbestos-safety-information.pdf
Rent Management (Arrears) Policy	Rent Management (Arrears) Policy	https://www.eildon.org.uk/library/72/policies/6247/rent-management-arrears-policy.pdf
Privacy Policy	Privacy Policy	https://www.eildon.org.uk/library/72/policies/3986/privacy-policy.pdf
Environmental Information Regulations (EIR) Policy	Charging Schedule	https://www.eildon.org.uk/library/65/company-information-performance/6291/charging-schedule.pdf
Equality & Diversity Policy	Equality & Diversity Policy	https://www.eildon.org.uk/library/72/policies/6238/equality-and-diversity-policy.pdf
Estate Management Policy	Estate Management Policy	https://www.eildon.org.uk/library/72/policies/6245/estate-management-policy.pdf
Health & Safety Policy	Health & Safety Policy Statement of Intent	https://www.eildon.org.uk/library/72/policies/6242/health-and-safety-policy-statement-of-intent.pdf
Procurement Policy	Procurement Policy	https://www.eildon.org.uk/library/72/policies/6246/procurement-policy.pdf
Risk Management Policy	Risk Management Strategy	https://www.eildon.org.uk/library/72/policies/6250/risk-management-strategy-2.pdf On
Rent Setting Policy	Rent Setting Policy	https://www.eildon.org.uk/library/72/policies/1021/rent-setting-policy.pdf
Repairs Policy	Repairs & Maintenance Policy	https://www.eildon.org.uk/library/72/policies/6248/repairs-and-maintenance-policy.pdf
Sustainability Policy	Sustainability Policy	https://www.eildon.org.uk/library/72/policies/3375/sustainability-policy.pdf
Better As One – Customer Engagement Strategy	Better As One – Customer Engagement Strategy	https://www.eildon.org.uk/library/67/customer-service-involvement/3409/better-as-one-customer-engagement-strategy-201718-to-201920.pdf

Tenancy Sustainment Policy	Rent Management (Arrears) Policy	https://www.eildon.org.uk/library/72/policies/6247/rent-management-arrears-policy.pdf
Pets Policy	Pets Policy	https://www.eildon.org.uk/library/72/policies/5290/pets-policy.pdf

Procedures relating to the above policies are available on request.

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	Currently available on request. Will be published online post November 2019.
Board Meeting Papers	
Board Meeting Agendas	

Consultation and Participation

Customer Participation Strategy	Better As One – Customer Engagement Strategy	https://www.eildon.org.uk/library/67/customer-service-involvement/3409/better-as-one-customer-engagement-strategy-201718-to-201920.pdf
Customer Scrutiny Panel Composition	Better As One – Customer Engagement Strategy	https://www.eildon.org.uk/library/67/customer-service-involvement/3409/better-as-one-customer-engagement-strategy-201718-to-201920.pdf
Registered Tenant Organisations	'Get Involved' Webpage	https://www.eildon.org.uk/my-eildon/your-home/get-involved/

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	Annual Accounts	https://www.eildon.org.uk/library/71/annual-report-accounts/5942/eildon-annual-accounts-2018-19.pdf
Audited Accounts	Annual Accounts	https://www.eildon.org.uk/library/71/annual-report-accounts/5942/eildon-annual-accounts-2018-19.pdf
Budget Policies & Procedures	Annual Accounts	https://www.eildon.org.uk/library/71/annual-report-accounts/5942/eildon-annual-accounts-2018-19.pdf
Budget allocation to key service areas	Annual Accounts	https://www.eildon.org.uk/library/71/annual-report-accounts/5942/eildon-annual-accounts-2018-19.pdf

Spending relating to Staff & Governing Body

Board Member Expense Policy	Board member Expense Policy	https://www.eildon.org.uk/library/72/policies/6251/board-member-expense-policy.pdf
General information about staff pension scheme	Annual Accounts (Note 23)	https://www.eildon.org.uk/library/71/annual-report-accounts/5942/eildon-annual-accounts-2018-19.pdf

Class 5: How we manage our resources

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

Human Resources

Staffing Structure	Staff Structure	https://www.eildon.org.uk/library/66/work-with-us/1045/staff-structure.pdf
Staff Recruitment & Selection Policy	Staff Recruitment & Selection Policy	https://www.eildon.org.uk/library/72/policies/6254/staff-recruitment-and-selection-policy.pdf
Performance Management Policy	Performance Management Policy	https://www.eildon.org.uk/library/72/policies/6255/performance-management-review-policy.pdf
Resolution of Difficulties Policy	Resolution of Difficulties Policy	https://www.eildon.org.uk/library/72/policies/6252/resolution-of-difficulties-policy.pdf
Training & Development Policy	Training & Development Policy	https://www.eildon.org.uk/library/72/policies/6253/training-and-development-policy.pdf

Information Resources

Retention Schedule	Retention schedule	https://www.eildon.org.uk/library/72/policies/6256/retention-schedule.pdf
Privacy Policy	Privacy Policy	https://www.eildon.org.uk/library/72/policies/3986/privacy-policy.pdf
Customer Fair Processing Notice	Customer Fair Processing Notice	https://www.eildon.org.uk/library/72/policies/3987/customer-fair-processing-notices.pdf
Employment Fair Processing Notice	Employment Fair Processing Notice	https://www.eildon.org.uk/library/66/work-with-us/4219/employee-fair-processing-notice.pdf

Physical Resources

Management of our land and property assets, including environmental / sustainability reports	Available on request
General description of our land and property holdings	Available on request
Estate development plans	Available on request

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: <ul style="list-style-type: none"> • Responsive Repairs • Landscape maintenance • Planned / Cyclical Maintenance 	Contracts Register	https://www.eildon.org.uk/wpfd_file/contract-registers-2/
List of suppliers and contractors we use	Contracts Register	https://www.eildon.org.uk/wpfd_file/contract-registers-2/
Information about regulated procurement contracts awarded (value, scope, duration)	Contracts Register	https://www.eildon.org.uk/wpfd_file/contract-registers-2/
Procurement Strategy	Procurement Strategy	https://www.eildon.org.uk/wp-admin/admin-ajax.php?juwpfisadmin=false&action=wpfd&task=file.download&wpfd_category_id=65&wpfd_file_id=3628
Procurement Activity Annual Report	'Procurement Advice' webpage	https://www.eildon.org.uk/library/65/company-information-performance/5625/procurement-activity-annual-report.pdf

Our Procurement		
Procurement Strategy	Procurement Strategy	https://www.eildon.org.uk/wp-admin/admin-ajax.php?juwpcisadmin=false&action=wpfd&task=file.download&wpfd_category_id=65&wpfd_file_id=3628
Procurement Activity Annual Report	Procurement Activity Annual Report	https://www.eildon.org.uk/library/65/company-information-performance/5625/procurement-activity-annual-report.pdf
Information on how to tender for work and invitations to tender	'Procurement Advice' webpage	https://www.eildon.org.uk/about/procurement-advice/
Register of Contracts awarded through formal tendering	Contracts Register	https://www.eildon.org.uk/wpfd_file/contract-registers-2/
Information we publish on Public Contracts Scotland website	Public Contracts Scotland	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11283
Framework Agreements	Procurement Strategy	https://www.eildon.org.uk/wp-admin/admin-ajax.php?juwpcisadmin=false&action=wpfd&task=file.download&wpfd_category_id=65&wpfd_file_id=3628

Class 7: How we are performing

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

ARC report to Customer	Performance Report	https://www.eildon.org.uk/library/71/annual-report-accounts/6236/eildon-performance-report-18-19.pdf
Benchmarking Information	SHR: 'Compare your landlord'	https://portal.scottishhousingregulator.gov.uk/interactive_multiyear/Report.aspx?PSocialLandlord=C7E83758-CFA9-E311-93F1-005056B555E6&year=2018/2019
Customer Complaints Guidance	Customer Complaints Guidance	https://www.eildon.org.uk/library/67/customer-service-involvement/4994/customer-complaints-guide-2.pdf

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 Eildon Housing Association as we do not produce any publications for sale.

Class 9: Our Open Data

Open data made available by us under the Scottish Governments Open Data Resource Oack and made available under open licence.

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