



Guide to Information

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MANOR ESTATES HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: OCTOBER 2019

At a glance – terms used in this document

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

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.

Manor Estates Housing Association 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, 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.

The Association does not intend to charge for responding to FOI requests, however we may do so if the volume and nature of requests results in significant costs to the organisation. If we do charge in future, costs will be based on the following table:

Format	Charge
Online	Free
View at our office	Free
Print in black and white	10p per A4 sheet
Print in colour	20p per A4 sheet
Posted document	Cost of postage incurred

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:

foirequest@manorestates.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:

Manor Estates Housing Association

11 Washington Lane

Edinburgh

EH11 2HA

foirequest@manorestates.org.uk

0131 337 3222 or 0800 093 8823

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 Manor Estates Housing Association	
<i>Information about Manor Estates Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
Descriptions of who we are	
Mission Statement	Corporate Plan 2019/22
Vision	
Values	
Corporate Objectives	
Area(s) of operation	City of Edinburgh, South Queensferry, Fife
Key activities; strategic/corporate plan(s)	Provision of social housing and associated services Corporate Plan (link above)
Business Plan (or summary)	Corporate Plan (link above)
Customer Code/Charter	Customer Service Standards Code of Conduct (due for review April 2020)
Location and opening arrangements	
Address	11 Washington Lane Edinburgh EH11 2HA
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	0800 093 8823 or 0131 337 3222 foirequest@manorestates.org.uk
Opening times	Monday to Thursday 9.00 – 12.30 1.30 to 5.00 Friday 9.00 – 12.30 1.30 to 3.30
General contact arrangements	As above

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

Information	Where to access
Local/area office contact details	All at head office
Contact details for making a complaint	Complaints can be submitted to any member of staff click here to view our booklet. Complaints can also be made here
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 3)
Contact details and advice on making an FOI request	foirequest@manorestates.org.uk
Freedom of Information policies and procedures	Freedom of Information Policies and Procedures
Charging Schedule for environmental information provided in response to requests made under EIRs	See page 3
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> • Names • When they became a governing body member • Professional biographical details • Office-bearing responsibilities • When they became an office-bearer 	Board Members
Description of the role of the Governing Body <ul style="list-style-type: none"> • Governance structure chart (including sub-committees and working groups); • Remits for governing body and any sub-committees 	Standing Orders
How to become part of the governing body	Membership Policy Governance Policy Get Involved
About our staff	

Information	Where to access
List of senior management team, including professional biography and contact details	Senior Management
Organisational structure	Who we are Staff Structure
Governance Documents and Corporate Policies	
Rules/Articles	Rules
Standing Orders	Standing Orders
Membership Policy	Membership Policy
Code of Conduct for Staff	Staff Code of Conduct
Code of Conduct for Governing Body Members	Governing Body Code of Conduct
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Entitlements, Payments and Benefits Policy
Register of Interests	Currently held in paper format – available on request.
Equalities Policy	Equality and Diversity Policy
Health and Safety Policy	Health and Safety Policy
Sustainability Policy	Under review
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Engagement Plan
Assurance Statement	Assurance Statement
Annual Return on Charter Submission to SHR	Annual Charter
Financial Returns to SHR	On request
Charter report to tenants	Scottish Housing Regulator Landlord Details Landlord Report

Information	Where to access
Internal and External Audit arrangements	Internal Auditor Quinn Internal Audit External Auditor Scott-Moncrieff
Group Details	
Details of our subsidiaries/parent organisation	M.E.A.L – Manor Estates Associates Ltd
Key Partnerships	
Strategic agreements with other organisations	ARCHIE Edinburgh Affordable Housing Partnership Further information available on request
Class 2 – How we deliver our functions and services <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
How to use our services	
List of services provided	Services Provided
How to report a repair	Report a Repair
Right to Repair information	Right to Repair Information
How to apply for a house	How to Apply for a House
How to get information about tenancy support	Tenancy Support Information
How to make a complaint	Contact Us Complaints Booklet
How to speak to a housing officer	Contact Housing Officer
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Consultation Guidelines
Policies and Procedures	
Allocations Policy	Allocations Policy
Adaptations Policy	Adaptations Policy
Anti-Social Behaviour Policy	Antisocial Behaviour Policy

Information	Where to access
Asbestos Management Policy	Under review
Arrears Management Policy	Arrears Management Policy
Asset Management Policy (including stock condition information)	On request
Customer Care Policy	Customer Care Policy
Data Protection Policy	Privacy Policy
Equality and Diversity Policy	Equality and Diversity Policy
Estate Management Policy	Estate Management Policy
Health and Safety Policy and procedures	Health and Safety Policy
Legionnaires Inspection/Prevention Policy	On request
Procurement Policy	Procurement Policy
Risk Management Policy	Risk Management Strategy
Rent Setting Policy	Rent Setting Policy
Repairs Policy	Emergency Repairs Tenant Alterations Property Standard Policy Right to Repair Policy Medical Adaptations
Tenant Engagement Policy	Tenant Participation Currently under review
Internal procedures relating to above (where available)	On request
Class 3 – How we take decisions and what we have decided <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
Governing Body Meetings	

Information	Where to access
Governing body meeting minutes	Meeting Minutes
Governing body meeting reports/papers	On request
Governing body agendas	On request
Consultation and Participation	
Tenant Participation Strategy	Tenant Participation Framework Currently under review
Consultation reports noting the outcome of any recent consultations with tenants/others	Consultation Results
Registered Tenant Organisations	Sutherland Street Residents Association Further details available on request
Class 4 – What we spend and how we spend it <i>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).</i>	
Information about our accounts and budgets	
Description of funding sources	On request
Audited accounts	Audited Accounts
Budget policies and procedures	On request
Budget allocation to key service areas	On request
Our programme of work and projects	
Capital works programme/plans information (annual programme figure)	On request
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Financial Regulations
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	On request
Board member remuneration other than expenses	None

Information	Where to access
Pay and grading structure (levels of pay rather than individual salaries)	On request
General information about staff pension scheme	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	EVH Terms and Conditions
Staffing structure	Staff Structure
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	EVH Terms and Conditions Individual policies available on request
Trade Union information	Unite
Summary of professional organisations/ trade bodies of which we are a member	Employers in Voluntary Housing Scottish Federation of Housing Associations Chartered Institute of Housing
Physical Resources	
General description of our land and property holdings	Manor Estates Stock Map Manor Estates Housing Stock Guide
Information Resources	
Records management policy and records	

Information	Where to access
management plan, including records retention schedule	Document Retention Policy
Data protection or privacy policy	Privacy Policy
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 	On request
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	On request
Information about regulated procurement contracts awarded (value, scope, duration)	Public Contracts Scotland
Our Procurement	
Procurement Policy and procedures	Procurement Strategy
Information on how to tender for work and invitations to tender	Public Contracts Scotland
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Public Contracts Scotland
Links to procurement information we publish on Public Contracts Scotland website	Procurement Information
Framework Agreements	On request
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	

Information	Where to access
Annual Report	Annual Report
ARC report to tenants	Manor Estates Charter Landlord Report
Performance Standards/indicators	Performance Indicators
Benchmarking information	To be updated January 2020
Complaints policy, guidance and forms	Complaints Policy Complaints Booklet
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Performance Indicators
Tenant scrutiny reports	Not applicable
Class 8 – Our commercial publications <i>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</i>	
This class does not apply to Manor Estates 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 Manor Estates Housing Association	Not applicable