

HANOVER (SCOTLAND) HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: 30 October 2019

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.

Hanover (Scotland) Housing Association has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS).

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 in this guide are summarised below.

Format	Charge
Online	Free
View at our office	Free
Print in black and white	10p per A4 sheet
Print in colour	45p per A4 sheet
CD Rom	25p per disk
Posted document/CD Rom	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:

Adam Curry
Director of Organisational Services
Hanover (Scotland) Housing Association
95 McDonald Road
Edinburgh
EH7 4NS

Telephone: 0131 557 7415

Email: Freedomofinformation@hanover.scot

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:

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The Information that we make available to you

Under the Model Publication Scheme (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.

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 Hanover (Scotland) Housing Association	
Information about Hanover (Scotland) 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	
Mission Statement	https://www.hanover.scot/why-hanover/
Values	https://www.hanover.scot/why-hanover/
Corporate Objectives	https://www.hanover.scot/why-hanover/
Area(s) of operation	https://www.hanover.scot/about-us/
Key activities; strategic/corporate plan(s)	https://www.hanover.scot/wp-content/uploads/2019/10/Business-Plan-2019-22-Year1.pdf https://www.hanover.scot/wp-content/uploads/2019/09/Hanover-Housing-Association-Annual-Report-2019.pdf
Business Plan (or summary)	https://www.hanover.scot/wp-content/uploads/2019/10/Business-Plan-2019-22-Year1.pdf

Customer Code/Charter	https://www.hanover.scot/wp-content/uploads/2019/08/Customer-Service-Standards-Leaflet-2019-Draft-v3.pdf
Location and opening arrangements	
Address	https://www.hanover.scot/contact/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://www.hanover.scot/contact/
Opening times	https://www.hanover.scot/contact/
General contact arrangements	https://www.hanover.scot/contact/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See page 2)
Contact details and advice on making an FOI	https://www.hanover.scot/publications/access-to-information/
Freedom of Information	https://www.hanover.scot/publications/access-to-information/

policies and procedures	
Charging Schedule for environmental information provided in response to requests made under EIRs	https://www.hanover.scot/publications/access-to-information/
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 	https://www.hanover.scot/about-us/meet-the-team/
Description of the role of the Governing Body	https://www.hanover.scot/about-us/meet-the-team/

<ul style="list-style-type: none"> • governance structure chart (including sub-committees and working groups); • remits for governing body and any subcommittees 	
How to become part of the governing body	https://www.hanover.scot/about-us/meet-the-team/
About our Staff	
List of senior management team, including professional biography and contact details	https://www.hanover.scot/about-us/meet-the-team/
Organisational Structure	https://www.hanover.scot/wp-content/uploads/2019/10/Departmental-and-Staff-Structure-interim.pdf
Governance Documents and Corporate Policies	
Rules/Articles	http://thehub/Library/Governance/_layouts/15/WopiFrame.aspx?sourcedoc=/Library/Governance/Rules%20of%20the%20Association/Rules%20(FCA%20approved%2013%20Nov15).doc&action=default
Standing Orders	
Membership Policy	https://www.hanover.scot/wp-content/uploads/2015/12/Membership-application-form.pdf

Code of Conduct for Staff	For more information on this, please contact communications@hanover.scot
Code of Conduct for Governing Body Members	For more information on this, please contact communications@hanover.scot
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.hanover.scot/wp-content/uploads/2014/10/valuing_our_staff_-_employee_benefits.pdf
Register of Interests	Any person may inspect the Register of Interests at the Association's main office (95 McDonald Road, Edinburgh EH7 4NS) by request which the Association will make available within seven days of any request.
Equalities Policy	https://www.hanover.scot/wp-content/uploads/2016/03/Equalities-Strategy.pdf https://www.hanover.scot/work-with-us/
Health and Safety Policy	https://www.hanover.scot/wp-content/uploads/2015/01/HSW_Statement_of_Intent1.pdf
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.hanover.scot/wp-content/uploads/2019/09/Hanover-Scotland-Housing-Association-Engagement-Plan-for-the-website.pdf
Assurance Statement	To follow

Annual Return on Charter Submission to SHR	https://directory.scottishhousingregulator.gov.uk/Pages/LandlordSummary.aspx?LAtoZNameQS=F537885E-CFA9-E311-93F1-005056B555E6 https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=F537885E-CFA9-E311-93F1-005056B555E6
Financial Returns to SHR	https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=F537885E-CFA9-E311-93F1-005056B555E6
Charter report to tenants	https://www.hanover.scot/wp-content/uploads/2019/09/Hanover-Housing-Association-Report-Card-2019.pdf
Internal and External Audit arrangements	For more information on this, please contact communications@hanover.scot
Group Details	
Details of our subsidiaries/parent organisation	Not applicable
Key partnerships	
Strategic agreements with other organisations	Home for You is Home For You is the housing application system we run with Bield and Trust Housing Associations. https://www.homeforyou.org.uk/
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.hanover.scot/about-us/ https://www.hanover.scot/wp-content/uploads/2015/03/Hanover_Guide-to-services_8pp_Copy3.pdf
How to report a repair	https://www.hanover.scot/residents-area/

Right to Repair information	https://www.hanover.scot/residents-area/
How to apply for a house	https://www.hanover.scot/looking-for-housing/ https://www.homeforyou.org.uk/
How to get information about tenancy support	
How to make a complaint	https://www.hanover.scot/wp-content/uploads/2018/12/2018-Complaints-Leaflet-Final-Draft.pdf
How to speak to a housing officer	https://www.hanover.scot/contact/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.hanover.scot/wp-content/uploads/2016/12/Customer-Engagement-strategy-2.pdf https://www.hanover.scot/wp-content/uploads/2017/06/Getting-Involved-Customer-Involvement-FINA-L.pdf
Policies and Procedures	
Allocations Policy	
Adaptations Policy	
Anti-Social Behaviour Policy	
Asbestos Management Policy	https://www.hanover.scot/publication/health-and-safety-policy/

Arrears Management Policy	
Asset Management Policy (including stock condition information)	https://www.hanover.scot/publication/asset-management...ategy-2016-2020/
Customer Care Policy	
Data Protection Policy	https://www.hanover.scot/wp-content/uploads/2019/10/Data-Protection-Policy.pdf
Environmental Information Regulations Policy (EIR)	https://www.hanover.scot/publications/access-to-information/
Equality and Diversity Policy	https://www.hanover.scot/wp-content/uploads/2016/03/Equalities-Strategy.pdf
Estate Management Policy	
Health and Safety Policy and procedures	https://www.hanover.scot/publication/health-and-safety-policy/
Legionnaires Inspection/Prevention Policy	https://www.hanover.scot/publication/health-and-safety-policy/
Procurement Policy	https://www.hanover.scot/wp-content/uploads/2016/08/Procurement-Strategy-2016-19.pdf
Risk Management Policy	https://www.hanover.scot/publication/health-and-safety-policy/

Rent Setting Policy	
Repairs Policy	
Sustainability Policy	
Tenant Engagement Policy	https://www.hanover.scot/wp-content/uploads/2016/12/Customer-Engagement-strategy-2.pdf
Tenancy Sustainment Policy	
Internal procedures relating to above (where available)	
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.hanover.scot/publications/
Governing body agendas	https://www.hanover.scot/publications/
Consultation and Participation	
Tenant Participation Strategy	https://www.hanover.scot/wp-content/uploads/2016/12/Customer-Engagement-strategy-2.pdf https://www.hanover.scot/wp-content/uploads/2017/06/Getting-Involved-Customer-Involvement-FINA-L.pdf
Consultation reports noting the outcome of any recent consultations	

with tenants/others	
Tenant Scrutiny Panel composition	To follow
Registered Tenant Organisations	https://www.hanover.scot/wp-content/uploads/2019/10/Registered-Tenant-Organisations-171019.pdf
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.hanover.scot/wp-content/uploads/2019/08/Financial-Statements-to-March-2019.pdf https://www.hanover.scot/wp-content/uploads/2019/09/Hanover-Housing-Association-Annual-Report-2019.pdf
Audited accounts	https://www.hanover.scot/wp-content/uploads/2019/08/Financial-Statements-to-March-2019.pdf
Budget policies and procedures	
Budget allocation to key service areas	
Our programme of work and projects	
Brief details of any project funding and how it's being spent	https://www.hanover.scot/wp-content/uploads/2019/09/Hanover-Housing-Association-Annual-Report-2019.pdf
Capital works programme/plans information (annual	https://www.hanover.scot/wp-content/uploads/2019/09/Hanover-Housing-Association-Annual-Report-2019.pdf

programme figure)	
Spending relating to Staff and Governing Body	
Expenses policies and procedures	
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	
Board member remuneration other than expenses	N/A
Pay and grading structure (levels of pay rather than individual salaries)	
General information about staff pension scheme	
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	
Staffing structure	https://www.hanover.scot/wp-content/uploads/2019/10/Departmental-and-Staff-Structure-interim.pdf
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 	
Internal procedures relating to the above (where available)	
Trade Union information	
Summary of professional organisations/tr	

ade bodies of which we are a member	
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://www.hanover.scot/publication/asset-management...rategy-2016-2020/
General description of our land and property holdings	https://www.hanover.scot/publication/asset-management...rategy-2016-2020/
Estate development plans	https://www.hanover.scot/publication/asset-management...rategy-2016-2020/
Information Resources	
Records management policy and records management plan, including records retention schedule	https://www.hanover.scot/publication/data-retention-policy/
Data protection or privacy policy	https://www.hanover.scot/privacy-and-cookies/
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 	
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	
Information about regulated procurement contracts awarded (value, scope, duration)	https://www.hanover.scot/wp-content/uploads/2018/08/Annual-Procurement-Report-2017-2018.pdf
Our Procurement	
Procurement Policy and procedures	https://www.hanover.scot/wp-content/uploads/2018/08/Annual-Procurement-Report-2017-2018.pdf
Information on how to tender	

for work and invitations to tender	
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	
Links to procurement information we publish on Public Contracts Scotland website	
Framework Agreements	
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.hanover.scot/wp-content/uploads/2019/09/Hanover-Housing-Association-Annual-Report-2019.pdf
ARC report to tenants	https://www.hanover.scot/wp-content/uploads/2019/09/Hanover-Housing-Association-Report-Card-2019.pdf
Performance Standards/indicators	https://www.hanover.scot/wp-content/uploads/2019/09/Hanover-Housing-Association-Report-Card-2019.pdf

Benchmarking information	https://www.hanover.scot/wp-content/uploads/2019/09/Hanover-Housing-Association-Report-Card-2019.pdf
Complaints policy, guidance and forms	https://www.hanover.scot/making-a-complaint/ https://www.hanover.scot/wp-content/uploads/2018/12/2018-Complaints-Leaflet-Final-Draft.pdf
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	
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 Hanover (Scotland) 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 Hanover (Scotland) Housing Association	Not Applicable