

DUMFRIES AND GALLOWAY HOUSING PARTNERSHIP LTD. GUIDE TO INFORMATION



GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME

The Freedom of Information (Scotland) Act 2002 (the Act) now requires Registered Social Landlords to produce and maintain a publication scheme. Dumfries and Galloway Housing Partnership (DGHP) is under a legal obligation to:

- ❖ publish the classes of information that they make routinely available
- ❖ tell the public how to access the information and what it might cost.

DGHP has adopted the Model Publication Scheme (MPS) produced and approved by the Scottish Information Commissioner in May 2017.

You can see this scheme on the Commissioner's website at www.itspublicknowledge.info/MPS or by contacting us at the address below.

The purpose of this Guide to Information is to:

- ❖ allow you to see what information is available (and what is not available) in relation to each class
 - ❖ state what charges may be applied
 - ❖ explain how you can find the information easily
 - ❖ provide contact details for enquiries and to get help with accessing the information
 - ❖ explain how to request information we hold that has not been published
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Availability and formats

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this).

Exempt information

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we may remove or redact the information before publication, but we will explain why.

Copyright and re-use

Where DGHP holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- ❖ it is copied or reproduced accurately
- ❖ it is not used in a misleading context, and
- ❖ the source of the material is identified

Where DGHP does not hold the copyright in information we publish, we will make this clear. Requests for published information to be re-used will be considered on a case by case basis in line with the Re-Use of Public Sector Information Regulations 2015.

Charges

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 e.g., photocopying and postage, 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 sheet of paper is shown below:

<p><u>Black and white photocopying</u></p> <p>A4 10p</p> <p>A3 15p</p> <p><u>Colour photocopying</u></p> <p>A4 30p</p> <p>A3 40p</p>
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Information provided on CD-Rom/DVD will be charged at £1.00 per disc.

Postage costs will be recharged at the rate we pay to send the information to you.

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 any other costs on to you in relation to our published information.

Contact us

You can contact us for assistance with any aspect of this publication scheme:

DGHP, Grierson House, The Crichton, Bankend Road, Dumfries DG1 4ZS

Tel: 0800 011 3447

foi@dghp.org.uk

We will also be pleased to advise you how to ask for information that we do not publish, or how to complain if you are dissatisfied with any aspect of this publication scheme.

Terms used

FOISA The Freedom of Information (Scotland) Act 2002

EIRs The Environmental Information (Scotland) Regulations 2004

MPS Model Publication Scheme - a standard framework for authorities to publish information under FOISA, approved by the Scottish Information Commissioner

Guide to Information A guide that every public authority 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 must publish (if they hold it)

The classes of information that we publish

We publish information that we hold within the following classes. Once information is published under a class, we will continue to make it available for the current financial year. DGHP has a document retention policy that governs how long documents are stored for. We will keep the information published within this scheme in accordance with that policy.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

❖ **Class 1- About Dumfries and Galloway Housing Partnership (DGHP):**

- Information about DGHP, who we are, where to find us, how to contact us, how we are managed and our external relations.

- ❖ **Class 2 - How we deliver our functions and services:**
 - Information about our work, our strategy and policies for delivering functions and services and information for our service users.

 - ❖ **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.

 - ❖ **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 been spent).

 - ❖ **Class 5 - How we manage our human, physical and information resources:**
 - Information about how we manage the human, physical and information resources of DGHP.

 - ❖ **Class 6 - How we procure goods and services from external providers:**
 - Information about how we procure goods and services, and our contracts with external providers.

 - ❖ **Class 7 - How we are performing:**
 - Information about how we perform as an organisation, and how well we deliver our functions and services.

 - ❖ **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.

 - ❖ **Class 9 - Our open data:**
 - Open data made available by the authority as described by the Scottish Government's Open Data Resource Pack and available under an open licence.
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CLASS 1 – ABOUT DGHP

- Who we are, where to find us, what do we do, how to contact us, how we are managed and our external relations.

<p>Company Name, address and contact details for all our offices including our opening times.</p>	<p>https://www.dghp.org.uk/contact-dghp/</p>
<p>What we do</p>	<p>https://www.dghp.org.uk/about/</p>
<p>About our Board of Management and its members</p>	<p>https://www.dghp.org.uk/about/our-board/</p>
<p>Organisational Structure – roles and responsibilities of The Executive Management Team</p>	<p>Structure Chart</p> <p>Our Management Team</p>
<p>Information about making a complaint to the organisation</p> <p>Information about contacting us to make suggestions or compliments</p> <p>Getting in touch with our customer service centre</p>	<p>https://www.dghp.org.uk/customer-service/complaints/</p> <p>https://www.dghp.org.uk/have-your-say/compliments-suggestions/</p> <p>https://www.dghp.org.uk/contact-dghp/</p>
<p>Accountability Relationships including reports to Regulators:</p> <p>Scottish Housing Regulator</p> <ul style="list-style-type: none"> • Engagement Plan • Annual Assurance Statement <p>Scottish Information Commissioner</p> <p>Care Inspectorate</p> <p>Scottish Public Services Ombudsman</p>	<p>www.shr.gov.uk</p> <p>SHR DGHP Engagement Plan Assurance Statement</p> <p>www.ico.org.uk</p> <p>www.careinspectorate.com</p> <p>www.spsso.org.uk</p>
<p>Internal and External Audit Arrangements</p>	<p>DGHP has internal and external auditors. Copies of internal audit reports are available on request. Details of who our auditors are can be found within the Annual Accounts, published each year.</p> <p>The External Auditors review our accounts each year and they prepare a statement that is published within the annual accounts. These can be viewed here:</p> <p>https://www.dghp.org.uk/about/downloads/</p>

Strategic Agreements with Other Bodies	Antisocial Behaviour Strategy Common Housing Register
FOI – model publication scheme - charging scheme	FOI Policy Data Protection Policy FOI Webpage GDPR Document Retention Policy
Business Plan and performance reports	https://www.dghp.org.uk/about/downloads/
Articles of Association and Standing Orders	Articles of Association Standing Orders
Governance Policies, codes of conduct etc.	Equality and Diversity Code of Conduct Entitlements Payments and Benefits Whistleblowing Complaints Handling Procedure
How the Authority is Run: Board of Management Minutes	Board Meeting Minutes

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.

Overview of DGHP services	https://www.dghp.org.uk/about/what-we-do/
How to report a repair	https://www.dghp.org.uk/repairs/
Right to repair information	https://www.dghp.org.uk/tenant-services/repairs/right-to-repair/
How to apply for a house	https://www.dghp.org.uk/tenant-services/property-letting/applying-for-housing/
How to apply to end your tenancy	https://www.dghp.org.uk/tenant-services/property-letting/ending-your-tenancy/
How to get information about tenancy support and our supported accommodation	https://www.dghp.org.uk/tenant-services/supported-housing/
How to report Antisocial Behaviour issues	https://www.dghp.org.uk/tenant-services/antisocial-behaviour/
How to make a complaint or give us a compliment	https://www.dghp.org.uk/customer-service/complaints/
How to speak to DGHP	https://www.dghp.org.uk/have-your-say/compliments-suggestions/ https://mobile.dghp.org.uk/ssp/?p=login https://www.dghp.org.uk/contact-dghp/
How we consult with tenants about new services	https://www.dghp.org.uk/getting-involved/
Policies and procedures	Allocations policy Adaptations policy Anti-social behaviour policy Asbestos Management Policy Arrears Policy Estate Management Policy Health and Safety Policy Part 1 Health and Safety Policy Part 2 Repairs Policy

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	https://www.dghp.org.uk/board-meeting-minutes/
Tenant Participation Strategy	https://www.dghp.org.uk/getting-involved/community-participation/
Tenant Scrutiny Panel	https://www.dghp.org.uk/getting-involved/community-participation/
Registered tenant organisations	https://www.dghp.org.uk/getting-involved/community-participation/
Tenant consultation reports	https://www.dghp.org.uk/have-your-say/current-consultations/
Tenant Surveys	https://www.dghp.org.uk/have-your-say/surveys/

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 been spent.)

Description of our funding sources	https://www.dghp.org.uk/about/business-plan/
Audited accounts	https://www.dghp.org.uk/about/downloads/
Budget Policies and Procedures	Procurement Policy Financial Regulations
Budget Allocation to key service areas	See Annual Accounts
New Build works	https://www.dghp.org.uk/investment/development/
Capital Works programme	https://www.dghp.org.uk/investment/investment-and-regeneration/
Expenses policies and procedures	Entitlements Payments and Benefits policy
Senior Staff and Governing body expenses at category level	EMT/Board of Management Expenses
Pay and Grading structure	Remuneration policy COSLA Annual Pay scale
General Information about staff Pension Scheme	See Annual Accounts
Aids and adaptations works	https://www.dghp.org.uk/investment/aids-and-adaptations/

CLASS 5 – HOW WE MANAGE OUR HUMAN, PHYSICAL INFORMATION AND RESOURCES

- Information about how we manage the human, physical and information resources of DGHP.

Staffing Structure	Staffing Structure
Human resources policies	Recruitment Policy Disciplinary Policy Equality and Diversity Policy Salary setting Policy Whistleblowing Grievance
Trade Union Recognition agreement	This information is published internally and is available on request.
External bodies that we are a member of	Investors in People (IIP) Housemark The Law Society Accounts
Management of our physical resources	Asset disposal policy
Information resources	Document Retention Policy GDPR FOI webpage GDPR policy
Data Protection privacy statements	GDPR policy

CLASS 6 – HOW WE PROCURE OUR GOODS AND SERVICES FROM EXTERNAL PROVIDERS

- Information about how we procure our goods and services, and our contracts with external providers.

Procurement Policy Procurement Strategy	https://www.dghp.org.uk/contract-opportunities/
List of contracts that have gone through a formal tendering process including name of supplier, period of contract and value	https://www.dghp.org.uk/contract-opportunities/ DGHP's contracts register See Public Contracts Scotland website

CLASS 7 – HOW WE ARE PERFORMING

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

<p>Performance Indicators and our performance against them</p>	<p>ARC returns / tenant report card</p> <p>Tenant Scrutiny reports – see section within Downloads</p> <p>https://www.dghp.org.uk/have-your-say/</p> <p>https://www.dghp.org.uk/have-your-say/complaints-guidance/</p> <p>See Annual Reports – https://www.dghp.org.uk/about/downloads/</p>
<p>External reports</p>	<p>ICO website</p> <p>SPSO website</p> <p>Care Commission website</p> <p>First-Tier Tribunal website</p> <p>SHR website</p>

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 DGHP.

CLASS 9 – OUR OPEN DATA

- Open Data made available to us under the Scottish Government's Open Data Resource Pack and available under Open license

This class does not apply to DGHP.