

Guide to Information

Available through the
Publication Scheme



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1. At a glance – terms used in this document

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

2. 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 the key information that we publish and how you can access it. This Guide to Information document is our publication scheme and contains links to where you can find all the information listed online.

Blackwood Homes and Care has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), which has been approved by the SIC.

3. 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 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	10p per A4 sheet
Print in colour	20p per A4 sheet
Memory Stick	50p
Posted document/ Memory Stick	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:

Freedom of Information
Blackwood Homes and Care
160 Dundee Street
Edinburgh
EH11 1DQ
Tel: 0131 317 7227
Email Us: foi@blackwoodgroup.org.uk

4. Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charges assume that we send the information by Royal Mail First Class.

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

5. Charges for information which is not available under the scheme

If you submit a request to us for information which is not available in this Guide, the charges will be based on the following calculations:

5.1 General information requests

There will be no charge for information requests which cost us £100 or less to process. Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

We are not obliged to respond to requests which will cost us over £600 to process. In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.

In the event that we decide to impose a charge we will issue you with notification of the charge (a fee notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge and make payment. The information will then be provided to you but if you decide not to proceed with the request there will be no charge to you.

5.2 Charges for Environmental information is provided under the EIRs rather than FOISA.

The rules for charging for environmental information are slightly different.

As with FOI we do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. However, charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage.

If we decide to impose a charge, we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on pre-payment of the charge.

If you decide not to proceed with the request there will be no charge to you. Charges are calculated based on the actual cost to Blackwood Homes and Care of providing the information:

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

5.3 Charges for requesting for your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request. We must provide a copy of the information free of charge.

However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests. The fee must be based on the administrative cost of providing the information. Further information on GDPR can be found on the Information Commissioner's Office website. [Click here to access](#).

6. Information that we cannot publish

Whilst we make most of the information we hold available but 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.

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

7. 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:

Freedom of Information
Blackwood Homes and Care
160 Dundee Street
Edinburgh
EH11 1DQ

Tel: 0131 317 7227

Email Us: foi@blackwoodgroup.org.uk

8. 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 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 detailed below.

Information	Where to access
Class 1 - About Blackwood Homes & Care <i>Information about Blackwood Homes & Care, 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	
Strategy & Business Plan 2015-2020 <ul style="list-style-type: none"> • Mission Statement • Vision • Values • Corporate Objectives • Area(s) of operation • Key activities; strategic/corporate plan(s) 	Strategy and Business Plan 2015-2020
Location and opening arrangements	
Contact us page: <ul style="list-style-type: none"> • Address • Telephone number & email address for general enquires • Opening times • General Contact arrangements • local/area office contact details 	https://www.blackwoodgroup.org.uk/contact-us
Contact details for making a complaint	https://www.blackwoodgroup.org.uk/feedback
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 4)
Contact details and advice on making an FOI request	https://www.blackwoodgroup.org.uk/freedom-of-information/
Freedom of Information policies and procedures	AVAILABLE FROM JANUARY 2019

Information	Where to access
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (See page 6)
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.blackwoodgroup.org.uk/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 	https://www.blackwoodgroup.org.uk/who-leads-blackwood Services Committee - Terms of Reference Audit & Performance Committee - Terms of Reference Board Learning & Development Policy Board Recruitment & Succession Policy
How to become part of the governing body	Board Recruitment & Succession Policy
About our staff	
List of senior management team, including professional biography and contact details	https://www.blackwoodgroup.org.uk/senior-management
Organisational structure	https://www.blackwoodgroup.org.uk/organisational-chart
Governance Documents and Corporate Policies	
Rules/Articles	Rules-Blackwood Homes and Care
Standing Orders	Standing Orders for the Board and Committees
Membership Policy	Membership Policy
Code of Conduct for Staff	Code of Conduct for Employees
Code of Conduct for Governing Body Members	Code of Conduct for Board Members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Entitlements, Payments & Benefits Policy Board Members Expenses Policy

Information	Where to access
Register of Interests	NOT APPLICABLE
Equalities Policy	Equality, Diversity and Inclusion Policy
Health and Safety Policy	Health & Safety Policy Health & Safety Performance Monitoring Health & Safety Wellbeing Plan 2019-2020
Sustainability Policy	Business Continuity Policy
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Blackwood Homes and Care Engagement Plan 2019-20
SHR Assurance Statement	Annual Assurance Statement
Annual Return on Charter Submission to SHR	Annual Return to Charter
Financial Returns to SHR	PLEASE CONTACT US IF YOU WOULD LIKE TO DISCUSS
Charter report to tenants	Annual Customer Report 2017-18
Internal and External Audit arrangements	https://www.blackwoodgroup.org.uk/internal-and-external-audit-arrangements
Group Details	
Details of our subsidiary	https://www.blackwoodgroup.org.uk/m/btc
Key Partnerships	
Strategic agreements with other organisations	NOT APPLICABLE
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	Housing & Asset Service to our Tenants Care Service to our customers and tenants
How to report a repair	Call 03457 125865 https://www.blackwoodgroup.org.uk/report-a-repair
Right to Repair information	https://www.blackwoodgroup.org.uk/repair-responsibilities
How to apply for a house	https://www.blackwoodgroup.org.uk/find-your-home
How to get information about tenancy support	https://www.blackwoodgroup.org.uk/living-in-your-home

Information	Where to access
How to make a complaint	https://www.blackwoodgroup.org.uk/feedback
How to speak to a housing officer	https://www.blackwoodgroup.org.uk/housing-officers
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Customer Engagement Plan 2018-2021
Policies and Procedures	
Allocations Policy	Allocations Policy
Adaptations Policy	Adaptations Policy
Anti-Social Behaviour Policy	Anti-Social Behaviour Policy
Asbestos Management Policy	Asbestos Management Policy
Arrears Management Policy	Rental Income Policy
Asset Management Policy (including stock condition information)	Asset Management Strategy 2013-2043
Customer Care Policy	Adult Support & Protection Policy and Procedure Child Protection Policy and Procedures
Data Protection Policy	Data Protection Policy
Environmental Information Regulations Policy (EIR)	NOT APPLICABLE
Equality and Diversity Policy	Equality, Diversity and Inclusion Policy
Estate Management Policy	Estate Management Policy
Health and Safety Policy and procedures	Health & Safety Policy Accident and Incident Reporting Policy Control of Substances Hazardous to Health (COSHH) Procedure Display Screen Equipment Electricity at Work Policy & Procedure Fire Safety Policy First Aid at Work Food Safety & Hygiene Policy Gas Safety Policy Hot Work Procedure

Information	Where to access
	Lifting Operations and Lifting Equipment (LOLER) Procedure Lone Working Policy Mobility Scooter & Power Wheelchair Policy Moving & Handling Policy Moving & Handling Procedure Personal Protective Equipment Provision and use of Work Equipment (PUWER) Guide for Maintenance, Examination and Inspection (Systems and Equipment) Workplace (Health Safety and Welfare) Procedure Workplace Health and Wellbeing Policy
Legionnaires Inspection/Prevention Policy	Legionella Management Policy
Procurement Policy	Procurement of Works, Services and Supply Policy Procurement Strategy 2019/2020
Risk Management Policy	General Risk Assessment Procedure
Rent Setting Policy	Rent & Service Charge Policy
Repairs Policy	Reactive Maintenance Policy
Environmental Policy Statement	Environmental Policy Statement
Tenant Engagement Policy	Customer Engagement Plan 2018-2021
Tenancy Sustainment Policy	NOT YET AVAILABLE – OUT FOR CONSULTATION
Internal procedures relating to above (where available)	WILL BE AVAILABLE WITHIN THE NEXT 6 MONTHS
<p>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></p>	
<p>Governing Body Meetings</p>	
Governing body meeting minutes	https://www.blackwoodgroup.org.uk/board-minutes-and-papers
Governing body meeting reports/papers	https://www.blackwoodgroup.org.uk/board-minutes-and-papers

Information	Where to access
Governing body agendas	https://www.blackwoodgroup.org.uk/board-minutes-and-papers
Consultation and Participation	
Tenant Participation Strategy	Customer Engagement Plan 2018-2021
Consultation reports noting the outcome of any recent consultations with tenants/others	PLEASE CONTACT US IF YOU WOULD LIKE TO DISCUSS
Tenant Scrutiny Panel composition	https://www.blackwoodgroup.org.uk/team-blackwood
Registered Tenant Organisations	https://www.blackwoodgroup.org.uk/team-blackwood
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	Funding Sources
Audited accounts	Blackwood Statutory Accounts
Budget policies and procedures	Financial Standing Orders
Budget allocation to key service areas	NOT APPLICABLE
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Funding Sources
Capital works programme /plans information (annual programme figure)	PLEASE CONTACT US IF YOU WOULD LIKE TO DISCUSS
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Employee Travel & Expenses Policy
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Board Member Expenses Policy
Board member remuneration and other than expenses	Board Member Remuneration & Other Expenses
Pay and grading structure (levels of pay rather than individual salaries)	Blackwood Salary Structure and Pay Bands
	PLEASE NOTE A NEW VERSION WILL BE AVAILABLE BY DECEMBER 2019
General information about staff pension scheme	Blackwood Pension Scheme

Information	Where to access
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	People Strategy 2018 - 2020
Staffing structure	Organisational Chart
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management (see Disciplinary Policy) • salary and grading • promotion (see section 7 Recruitment Policy on Succession Planning) • pensions and auto enrollment (see section 8 of the employment terms and conditions) • discipline • grievance • staff development • Maintenance and retention of staff records (see appendix 4 of the data protection policy) 	Recruitment Policy Grievance Disputes Policy Salary Bands and Grading Disciplinary Policy & Procedure Acting Up Additional Responsibility and Secondment Policy Adoption Policy Alcohol & Substance Misuse Policy Bullying & Harassment Policy Compassionate Leave Policy Driving Safely at Work Policy Emergency Time off for Dependents Policy Learning & Development Policy Maternity Policy Parental Leave Policy Paternity Leave Policy Redundancy Policy Shared Parental Leave Policy Sick Pay Scheme Sickness Absence Management Policy Smoke Free Policy Whistleblowing Policy Flexible Working Policy Holidays and Leave Policy Home Working Policy
Internal procedures relating to the above (where available)	PLEASE CONTACT US IF YOU WOULD LIKE TO DISCUSS
Trade Union information	We have a collective agreement with UNITE. If you would like to request more information, please contact us.
Summary of professional organisations/trade bodies of which we are a member	Professional Organisation Membership - 2019/20

Information	Where to access
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Empty Homes & Decoration Policy Environmental Policy Statement Planned and Cyclical Maintenance Policy Reactive Maintenance Policy Decant Policy
General description of our land and property holdings	NOT APPLICABLE
Estate development plans	NOT APPLICABLE
Information Resources	
Records management policy and records management plan, including records retention schedule	PLEASE SEE DATA PROTECTION POLICY LINKED BELOW
Data protection or privacy policy	Data Protection 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 	Key Contractors
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Suppliers List
Information about regulated procurement contracts awarded (value, scope, duration)	Procurement Register
Our Procurement	
Procurement Policy and procedures	Procurement Policy
Information on how to tender for work and invitations to tender	PLEASE SEE PROCUREMENT POLICY LINKED ABOVE

Information	Where to access
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Procurement Register
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk
Framework Agreements	NOT APPLICABLE
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	Annual Customer Report 2018-19
ARC report to tenants	Our ARC REPORT IS INCLUDED IN THE ANNUAL REPORT
Performance Standards/indicators	PLEASE CONTACT US IF YOU WOULD LIKE TO DISCUSS
Benchmarking information	https://directory.scottishhousingregulator.gov.uk/pages/Landlord%20search.aspx
Complaints policy, guidance and forms	https://www.blackwoodgroup.org.uk/feedback Complaints Policy
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	PLEASE CONTACT US IF YOU WOULD LIKE TO DISCUSS
Tenant scrutiny reports	Team Blackwood Scrutiny of Outcome 6 Report Blackwood Repairs Right First Time - September 2019
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 Blackwood Homes & Care 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 Blackwood Homes & Care	NOT APPLICABLE