

## Guide to Information

Available through the  
Publication Scheme



[www.blackwoodgroup.org.uk](http://www.blackwoodgroup.org.uk)

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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](mailto: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](mailto: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
<p><b>Class 1 - About Blackwood Homes &amp; Care</b>  <i>Information about Blackwood Homes &amp; Care, who we are, where to find us, how to contact us, how we are managed and our external relations.</i></p>	
<p><b>Descriptions of who we are</b></p>	
<p>Strategy &amp; Business Plan 2015-2020</p> <ul style="list-style-type: none"> <li>• Mission Statement</li> <li>• Vision</li> <li>• Values</li> <li>• Corporate Objectives</li> <li>• Area(s) of operation</li> <li>• Key activities; strategic/corporate plan(s)</li> </ul>	<p><a href="#">Strategy and Business Plan 2015-2020</a></p>
<p><b>Location and opening arrangements</b></p>	
<p>Contact us page:</p> <ul style="list-style-type: none"> <li>• Address</li> <li>• Telephone number &amp; email address for general enquires</li> <li>• Opening times</li> <li>• General Contact arrangements</li> <li>• local/area office contact details</li> </ul>	<p><a href="https://www.blackwoodgroup.org.uk/contact-us">https://www.blackwoodgroup.org.uk/contact-us</a></p>
<p>Contact details for making a complaint</p>	<p><a href="https://www.blackwoodgroup.org.uk/feedback">https://www.blackwoodgroup.org.uk/feedback</a></p>
<p><b>Information relating to Freedom of Information</b></p>	
<p>Publication Scheme and Guide to Information</p>	<p>THIS DOCUMENT</p>
<p>Charging Schedule for Published Information</p>	<p>THIS DOCUMENT (See Page 4)</p>
<p>Contact details and advice on making an FOI request</p>	<p><a href="https://www.blackwoodgroup.org.uk/freedom-of-information/">https://www.blackwoodgroup.org.uk/freedom-of-information/</a></p>
<p>Freedom of Information policies and procedures</p>	<p><a href="#">Openess &amp; Confidentiality Policy</a></p>

Information	Where to access
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (See page 6)
<b>About our Governing Body</b>	
List of Governing Body Members <ul style="list-style-type: none"> <li>Names</li> <li>when they became a governing body member</li> <li>Professional biographical details</li> <li>office-bearing responsibilities</li> <li>when they became an office-bearer</li> </ul>	<a href="https://www.blackwoodgroup.org.uk/board-members">https://www.blackwoodgroup.org.uk/board-members</a>
Description of the role of the Governing Body <ul style="list-style-type: none"> <li>governance structure chart (including sub-committees and working groups);</li> <li>remits for governing body and any sub-committees</li> </ul>	<a href="https://www.blackwoodgroup.org.uk/who-leads-blackwood">https://www.blackwoodgroup.org.uk/who-leads-blackwood</a> <a href="#">Services Committee - Terms of Reference</a> <a href="#">Audit &amp; Performance Committee - Terms of Reference</a> <a href="#">Board Learning &amp; Development Policy</a> <a href="#">Board Recruitment &amp; Succession Policy</a>
How to become part of the governing body	<a href="#">Board Recruitment &amp; Succession Policy</a>
<b>About our staff</b>	
List of senior management team, including professional biography and contact details	<a href="https://www.blackwoodgroup.org.uk/senior-management">https://www.blackwoodgroup.org.uk/senior-management</a>
Organisational structure	<a href="https://www.blackwoodgroup.org.uk/organisational-chart">https://www.blackwoodgroup.org.uk/organisational-chart</a>
<b>Governance Documents and Corporate Policies</b>	
Rules/Articles	<a href="#">Rules-Blackwood Homes and Care</a>
Standing Orders	<a href="#">Standing Orders for the Board and Committees</a>
Membership Policy	<a href="#">Membership Policy</a>
Code of Conduct for Staff	<a href="#">Code of Conduct for Employees</a>
Code of Conduct for Governing Body Members	<a href="#">Code of Conduct for Board Members</a>
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	<a href="#">Entitlements, Payments &amp; Benefits Policy</a> <a href="#">Board Members Expenses Policy</a>

Information	Where to access
Register of Interests	NOT APPLICABLE
Equalities Policy	<a href="#">Equality, Diversity and Inclusion Policy</a>
Health and Safety Policy	<a href="#">Health &amp; Safety Policy</a> <a href="#">Health &amp; Safety Performance Monitoring</a> <a href="#">Health &amp; Safety Wellbeing Plan 2019-2020</a>
Sustainability Policy	<a href="#">Business Continuity Policy</a>
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	<a href="#">Blackwood Homes and Care Engagement Plan 2019-20</a>
SHR Assurance Statement	<a href="#">Annual Assurance Statement</a>
Annual Return on Charter Submission to SHR	<a href="#">Annual Return to Charter</a>
Financial Returns to SHR	PLEASE <a href="#">CONTACT US</a> IF YOU WOULD LIKE TO DISCUSS
Charter report to tenants	<a href="#">Annual Customer Report 2018-19</a>
Internal and External Audit arrangements	<a href="https://www.blackwoodgroup.org.uk/internal-and-external-audit-arrangements">https://www.blackwoodgroup.org.uk/internal-and-external-audit-arrangements</a>
<b>Group Details</b>	
Details of our subsidiary	<a href="https://www.blackwoodgroup.org.uk/m/btc">https://www.blackwoodgroup.org.uk/m/btc</a>
<b>Key Partnerships</b>	
Strategic agreements with other organisations	NOT APPLICABLE
<b>Class 2 – How we deliver our functions and services</b> <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
<b>How to use our services</b>	
List of services provided	<a href="#">Housing &amp; Asset Service to our Tenants</a> <a href="#">Care Service to our customers and tenants</a>
How to report a repair	Call <b>03457 125865</b> <a href="https://www.blackwoodgroup.org.uk/report-a-repair">https://www.blackwoodgroup.org.uk/report-a-repair</a>
Right to Repair information	<a href="https://www.blackwoodgroup.org.uk/repair-responsibilities">https://www.blackwoodgroup.org.uk/repair-responsibilities</a>
How to apply for a house	<a href="https://www.blackwoodgroup.org.uk/find-your-home">https://www.blackwoodgroup.org.uk/find-your-home</a>
How to get information about tenancy support	<a href="https://www.blackwoodgroup.org.uk/living-in-your-home">https://www.blackwoodgroup.org.uk/living-in-your-home</a>

Information	Where to access
How to make a complaint	<a href="https://www.blackwoodgroup.org.uk/feedback">https://www.blackwoodgroup.org.uk/feedback</a>
How to speak to a housing officer	<a href="https://www.blackwoodgroup.org.uk/housing-officers">https://www.blackwoodgroup.org.uk/housing-officers</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<a href="#">Customer Engagement Plan 2018-2021</a>
Policies and Procedures	
Allocations Policy	<a href="#">Allocations Policy</a>
Adaptations Policy	<a href="#">Adaptations Policy</a>
Anti-Social Behaviour Policy	<a href="#">Anti-Social Behaviour Policy</a>
Asbestos Management Policy	<a href="#">Asbestos Management Policy</a>
Arrears Management Policy	<a href="#">Rental Income Policy</a>
Asset Management Policy (including stock condition information)	<a href="#">Asset Management Strategy 2013-2043</a>
Customer Care Policy	<a href="#">Adult Support &amp; Protection Policy and Procedure</a> <a href="#">Child Protection Policy and Procedures</a>
Data Protection Policy	<a href="#">Data Protection Policy</a>
Environmental Information Regulations Policy (EIR)	PLEASE SEE LINKED OPENNESS AND CONFIDENTIALITY POLICY IN CLASS 1, PAGE 9
Equality and Diversity Policy	<a href="#">Equality, Diversity and Inclusion Policy</a>
Estate Management Policy	<a href="#">Estate Management Policy</a>
Health and Safety Policy and procedures	PLEASE SEE LINKED Health & Safety Policy IN CLASS 1, PAGE 11 <a href="#">Accident and Incident Reporting Policy</a> <a href="#">Control of Substances Hazardous to Health (COSHH) Procedure</a> <a href="#">Display Screen Equipment</a> <a href="#">Electricity at Work Policy &amp; Procedure</a> <a href="#">Fire Safety Policy</a> <a href="#">First Aid at Work</a> <a href="#">Food Safety &amp; Hygiene Policy</a> <a href="#">Gas Safety Policy</a>

Information	Where to access
	<a href="#">Hot Work Procedure</a> <a href="#">Infection Control Policy</a> <a href="#">Lifting Operations and Lifting Equipment (LOLER) Procedure</a> <a href="#">Lone Working Policy</a> <a href="#">Mobility Scooter &amp; Power Wheelchair Policy</a> <a href="#">Moving &amp; Handling Policy</a> <a href="#">Moving &amp; Handling Procedure</a> <a href="#">Personal Protective Equipment</a> <a href="#">Provision and use of Work Equipment (PUWER)</a> <a href="#">Guide for Maintenance, Examination and Inspection (Systems and Equipment) Workplace (Health Safety and Welfare) Procedure</a> <a href="#">Workplace Health and Wellbeing Policy Review</a>
Legionnaires Inspection/Prevention Policy	<a href="#">Legionella Management Policy</a>
Procurement Policy	<a href="#">Procurement of Works, Services and Supply Policy</a>  Procurement Strategy 2020/2021
Risk Management Policy	<a href="#">General Risk Assessment Procedure</a>
Rent Setting Policy	<a href="#">Rent &amp; Service Charge Policy</a>
Repairs Policy	<a href="#">Reactive Maintenance Policy</a>
Environmental Policy Statement	<a href="#">Environmental Policy Statement</a>
Tenant Engagement Policy	PLEASE SEE LINKED CUSTOMER ENGAGEMENT PLAN 2018-2021 IN CLASS 2, PAGE 12
Tenancy Sustainment Policy	<a href="#">Tenancy Sustainment Policy.pdf</a>
Internal procedures relating to above (where available)	WILL BE AVAILABLE WITHIN THE NEXT 6 MONTHS

**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	<a href="https://www.blackwoodgroup.org.uk/board-minutes-and-papers">https://www.blackwoodgroup.org.uk/board-minutes-and-papers</a>
Governing body meeting reports/papers	<a href="https://www.blackwoodgroup.org.uk/board-minutes-and-papers">https://www.blackwoodgroup.org.uk/board-minutes-and-papers</a>
Governing body agendas	<a href="https://www.blackwoodgroup.org.uk/board-minutes-and-papers">https://www.blackwoodgroup.org.uk/board-minutes-and-papers</a>

**Consultation and Participation**

Tenant Participation Strategy	PLEASE SEE LINKED Customer Engagement Plan 2018-2021 IN CLASS 2, PAGE 12
Consultation reports noting the outcome of any recent consultations with tenants/others	PLEASE <a href="#">CONTACT US</a> IF YOU WOULD LIKE TO DISCUSS
Tenant Scrutiny Panel composition	<a href="https://www.blackwoodgroup.org.uk/team-blackwood">https://www.blackwoodgroup.org.uk/team-blackwood</a>
Registered Tenant Organisations	<a href="https://www.blackwoodgroup.org.uk/team-blackwood">https://www.blackwoodgroup.org.uk/team-blackwood</a>

**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	<a href="#">Funding Sources</a>
Audited accounts	<a href="#">Blackwood Statutory Accounts</a>
Budget policies and procedures	<a href="#">Financial Standing Orders</a>
Budget allocation to key service areas	NOT APPLICABLE

**Our programme of work and projects**

<b>Brief details of any project funding</b> and how it's being spent	PLEASE SEE LINK TO FUNDING SOURCES ABOVE
<b>Capital works programme/plans</b> information (annual programme figure)	PLEASE <a href="#">CONTACT US</a> IF YOU WOULD LIKE TO DISCUSS

**Spending relating to Staff and Governing Body**

Expenses policies and procedures	<a href="#">Employee Travel &amp; Expenses Policy</a>
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Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	<a href="#">Board Member Expenses Policy</a>
Board member remuneration and other than expenses	<a href="#">Board Member Remuneration &amp; Other Expenses</a>
Pay and grading structure (levels of pay rather than individual salaries)	<a href="#">Blackwood Salary Structure and Pay Bands</a>
General information about staff pension scheme	<a href="#">Blackwood Pension Scheme</a>
<b>Class 5 – How we manage our resources</b> Information about how we manage our human, physical and information resources	
<b>Human resources</b>	
Strategy and management of human resources	<a href="#">People Strategy 2018 - 2020</a>
Staffing structure	<a href="#">Organisational Chart</a>
Human resources policies, covering: <ul style="list-style-type: none"> <li>• recruitment</li> <li>• performance management (see Disciplinary Policy)</li> <li>• salary and grading</li> <li>• promotion (see section 7 Recruitment Policy on Succession Planning)</li> <li>• pensions and auto enrollment (see section 8 of the employment terms and conditions)</li> <li>• discipline</li> <li>• grievance</li> <li>• staff development</li> <li>• Maintenance and retention of staff records (see appendix 4 of the data protection policy)</li> </ul>	<a href="#">Recruitment Policy</a> <a href="#">Grievance Disputes Policy</a> PLEASE SEE LINKED BLACKWOOD SALARY STRUCTURE AND PAY BANDS IN CLASS 4, PAGE 15 <a href="#">Disciplinary Policy &amp; Procedure</a> <a href="#">Acting Up Additional Responsibility and Secondment Policy</a> <a href="#">Adoption Policy</a> <a href="#">Alcohol &amp; Substance Misuse Policy</a> <a href="#">Bullying &amp; Harassment Policy</a> <a href="#">Compassionate Leave Policy</a> <a href="#">Driving Safely at Work Policy</a> <a href="#">Emergency Time Off for Dependants Policy</a> <a href="#">Learning &amp; Development Policy</a> <a href="#">Maternity Policy</a> <a href="#">Parental Leave Policy</a> <a href="#">Paternity Leave Policy</a> <a href="#">Redundancy Policy</a> <a href="#">Shared Parental Leave Policy</a> <a href="#">Sick Pay Scheme Policy</a> <a href="#">Sickness Absence Management Policy</a> <a href="#">Smoke Free Policy</a> <a href="#">Whistleblowing Policy</a> <a href="#">Flexible Working Policy</a> <a href="#">Holidays and Leave Policy</a>

	<a href="#">Home Working Policy</a>
Internal procedures relating to the above (where available)	PLEASE <a href="#">CONTACT US</a> 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	<a href="#">Professional Organisation Membership - 2019/20</a>
<b>Physical Resources</b>	
Management of our land and property assets, including environmental/sustainability reports	<a href="#">Empty Homes &amp; Decoration Policy</a> PLEASE SEE LINKED ENVIRONMENTAL POLICY STATEMENT IN CLASS 2, PAGE 13 <a href="#">Planned and Cyclical Maintenance Policy</a> PLEASE SEE LINKED RACTIVE MAINTENANCE POLICY IN CLASS 2, PAGE 13 <a href="#">Decant Policy</a>
General description of our land and property holdings	NOT APPLICABLE
Estate development plans	NOT APPLICABLE
<b>Information Resources</b>	
Records management policy and records management plan, including records retention schedule	PLEASE SEE LINKED DATA PROTECTION POLICY IN CLASS 2, PAGE 12
Data protection or privacy policy	AS ABOVE, PLEASE SEE LINKED DATA PROTECTION POLICY IN CLASS 2, PAGE 12
<b>Class 6 - How we procure goods and services from external providers</b> Information about how we procure works, goods and services, and our contracts with external providers.	
<b>Our Contractors and suppliers</b>	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> <li>responsive repairs</li> <li>landscape maintenance</li> <li>planned/cyclical maintenance</li> </ul>	<a href="#">Key Contractors</a>



List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	<a href="#">Suppliers List</a>
Information about regulated procurement contracts awarded (value, scope, duration)	<a href="#">Procurement Register</a>
<b>Our Procurement</b>	
Procurement Policy and procedures	<a href="#">Procurement Policy</a>
Information on how to tender for work and invitations to tender	PLEASE SEE PROCUREMENT POLICY LINKED ABOVE
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	PLEASE SEE LINKED PROCUREMENT REGISTER ABOVE IN OUR CONTRACTORS AND SUPPLIERS
Links to procurement information we publish on Public Contracts Scotland website	<a href="https://www.publiccontractsscotland.gov.uk">https://www.publiccontractsscotland.gov.uk</a>
Framework Agreements	NOT APPLICABLE
<b>Class 7 – How we are performing</b> Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	PLEASE SEE LINKED ANNUAL CUSTOMER REPORT IN CLASS 1, PAGE 11
ARC report to tenants	Our ARC REPORT IS INCLUDED IN THE ANNUAL REPORT
Performance Standards/indicators	PLEASE <a href="#">CONTACT US</a> IF YOU WOULD LIKE TO DISCUSS
Benchmarking information	<a href="https://directory.scottishhousingregulator.gov.uk/pages/Landlord%20search.aspx">https://directory.scottishhousingregulator.gov.uk/pages/Landlord%20search.aspx</a>
Complaints policy, guidance and forms	<a href="https://www.blackwoodgroup.org.uk/feedback">https://www.blackwoodgroup.org.uk/feedback</a> <a href="#">Complaints Policy</a>
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	PLEASE <a href="#">CONTACT US</a> IF YOU WOULD LIKE TO DISCUSS
Tenant scrutiny reports	<a href="#">Team Blackwood Scrutiny of Outcome 6 Report</a>

	<a href="#">Blackwood Repairs Right First Time - September 2019</a>
<b>Class 8 – Our commercial publications</b> <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 Blackwood Homes & Care as we do not produce any publications for sale.	NOT APPLICABLE
<b>Class 9 – Our open data</b> Open data made available by us under the Scottish Government's <a href="#">Open Data Resource Pack</a> and available under open licence.	
This class does not apply to Blackwood Homes & Care	NOT APPLICABLE