

MELVILLE HOUSING ASSOCIATION GUIDE TO INFORMATION UPDATED: AUGUST 2021

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.

Melville 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, 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	20p per A4 sheet
USB memory stick	£5
Posted document/USB memory stick	Cost of postage incurred

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 minutes of Board meetings, it could reveal personal details about an individual. This would be a breach of Data Protection legislation were we 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 would like to request information that we publish in a format other than online, have a query about any of this information, can't find something you would like to access or if you'd like to arrange a visit to our office to view information, please contact:

Dan Hughes
Communications Manager
dhughes@melville.org.uk
0131 561 6466

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 Melville Housing Association <i>Information about Melville. 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	This can be found on our website at https://www.melville.org.uk/about-us/
Vision	Details of our strategic vision can be found in our current five-year plan. This can be found on our website at https://www.melville.org.uk/about-us/our-five-year-plan/
Values	Our organisation values can also be found in our five-year plan (see link above).
Corporate Objectives	These are also in our five-year plan (see link above).
Area(s) of operation	This can be found on our website at https://www.melville.org.uk/about-us/our-housing/
Key activities; strategic/corporate plan(s)	Details in our five-year plan (see link above).
Business Plan (or summary)	Our corporate strategy is our business plan (see link above).
Location and opening arrangements	
Address	This can be found on our website at https://www.melville.org.uk/contact-us/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	This can be found on our website at https://www.melville.org.uk/contact-us/
Opening times	This can be found on our website at https://www.melville.org.uk/contact-us/
General contact arrangements	This can be found on our website at https://www.melville.org.uk/contact-us/
Contact details for making a complaint	This can be found on our website at https://www.melville.org.uk/contact-us/making-a-complaint/

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

Information	Where to access
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 request	This can be found on our website at https://www.melville.org.uk/about-us/freedom-of-information/how-to-make-an-foi-request/
Freedom of Information policies and procedures	This can be found on our website at https://www.melville.org.uk/download-documents/
Charging Schedule for environmental information provided in response to requests made under EIRs	This can be found on our website at https://www.melville.org.uk/about-us/freedom-of-information/environmental-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 	This can be found on our website at https://www.melville.org.uk/about-us/the-melville-board/
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 	All of this information can be found on our website at https://www.melville.org.uk/about-us/the-melville-board/
How to become part of the governing body	This can be found on our website at https://www.melville.org.uk/about-us/the-melville-board/
About our staff	
List of senior management team, including professional biography and contact details	This can be found on our website at https://www.melville.org.uk/about-us/our-people/
Organisational structure	This can be found on our website at https://www.melville.org.uk/about-us/our-people/
Governance Documents and Corporate Policies	
Rules/Articles	This can be found on our website at https://www.melville.org.uk/about-us/the-melville-board/
Standing Orders	This can be found on our website at https://www.melville.org.uk/about-us/the-melville-board/
Membership Policy	This can be found on our website at https://www.melville.org.uk/download-

Information	Where to access
	documents/
Code of Conduct for Staff	This can be found on our website at https://www.melville.org.uk/download-documents/
Code of Conduct for Governing Body Members	This can be found on our website at https://www.melville.org.uk/about-us/the-melville-board/
Entitlements, Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	This can be found on our website at https://www.melville.org.uk/download-documents/
Register of Interests	This information is not currently available on our website – please contact us.
Equalities Policy	This can be found in our staff handbook https://www.melville.org.uk/download-documents/
Health and Safety Policy	This can be found in our staff handbook https://www.melville.org.uk/download-documents/
Sustainability Policy	No information currently held under this category
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	This can be found on our website at https://www.melville.org.uk/about-us/performance/
Assurance Statement	This can be found on our website at https://www.melville.org.uk/about-us/the-melville-board/annual-assurance-statement/
Annual Return on Charter Submission to SHR	This can be found on our website at https://www.melville.org.uk/about-us/performance/
Financial Returns to SHR	These can be found on our website at https://www.melville.org.uk/about-us/performance/annual-accounts/
Charter report to tenants	This can be found on our website at https://www.melville.org.uk/about-us/performance/tenant-report/
Internal and External Audit arrangements	This information can be found in our annual accounts published on our website at https://www.melville.org.uk/about-us/performance/annual-accounts/
Group Details	
Details of our subsidiaries/parent organisation	This can be found on our website at

Information	Where to access
	https://www.melville.org.uk/renting-from-us/mid-market-rent-2/ironmills/
Key Partnerships	
Strategic agreements with other organisations	No information currently held under this category
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	Details of all the services we provide are available on our website www.melville.org.uk
How to report a repair	This can be found on our website at https://www.melville.org.uk/your-home/repairs/
Right to Repair information	This can be found on our website at https://www.melville.org.uk/your-home/repairs/right-to-repair/
How to apply for a house	This can be found on our website at https://www.melville.org.uk/renting-from-us/applying-for-a-house/
How to get information about tenancy support	This can be found on our website at https://www.melville.org.uk/advice-and-benefits/advice-services/tenancy-support/
How to make a complaint	This can be found on our website at https://www.melville.org.uk/contact-us/making-a-complaint/
How to speak to a housing officer	This can be found on our website at https://www.melville.org.uk/your-home/our-housing-officers/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	This can be found on our website at https://www.melville.org.uk/your-home/have-your-say/
Policies and Procedures	
Allocations Policy	This can be found on our website at https://www.melville.org.uk/download-documents/
Adaptations Policy	No information currently held under this category
Acceptable Behaviour (Anti-Social Behaviour) Policy	This can be found on our website at https://www.melville.org.uk/download-documents/
Asbestos Management Policy	This can be found on our website at https://www.melville.org.uk/download-documents/

Information	Where to access
Arrears Management Policy	This can be found on our website at https://www.melville.org.uk/download-documents/
Asset Management Policy (including stock condition information)	This can be found on our website at https://www.melville.org.uk/download-documents/
Customer Care Policy	This can be found on our website at https://www.melville.org.uk/download-documents/
Data Protection Policy	This can be found on our website at https://www.melville.org.uk/privacy/
Equality and Diversity Policy	This can be found on our website at https://www.melville.org.uk/download-documents/
Estate Management Policy	This can be found on our website at https://www.melville.org.uk/download-documents/
Health and Safety Policy and procedures	This can be found in our staff handbook https://www.melville.org.uk/download-documents/
Legionnaires/Legionella Inspection/Prevention Policy	This can be found on our website at https://www.melville.org.uk/download-documents/
Procurement Policy	This can be found on our website at https://www.melville.org.uk/download-documents/
Risk Management Policy	This can be found on our website at https://www.melville.org.uk/download-documents/
Rent Setting Policy	This can be found on our website at https://www.melville.org.uk/download-documents/
Reactive Maintenance (Repairs) Policy	This can be found on our website at https://www.melville.org.uk/download-documents/
Tenant Engagement Policy	Currently under development
Tenancy Sustainment Policy	Currently under development
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	These can be found on our website at https://www.melville.org.uk/about-us/the-melville-board/board-meetings/
Governing body meeting reports/papers	To come
Governing body agendas	To come
Consultation and Participation	
Tenant Participation Strategy	This can be found on our website at https://www.melville.org.uk/download-documents/
Consultation reports noting the outcome of any recent consultations with tenants/others	Findings of a recent consultations can be found on our website at https://www.melville.org.uk/news-and-jobs/tenant-consultations/
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	This can be found on our website at https://www.melville.org.uk/about-us/performance/annual-accounts/
Audited accounts	These can be found on our website at https://www.melville.org.uk/about-us/performance/annual-accounts/
Budget policies and procedures	Currently under development
Budget allocation to key service areas	These can be found on our website at https://www.melville.org.uk/about-us/performance/annual-accounts/
Our programme of work and projects	
Brief details of any project funding and how it's being spent	No information held under this category
Capital works programme/plans information (annual programme figure)	This can be found on our website at https://www.melville.org.uk/about-us/performance/annual-accounts/
Spending relating to Staff and Governing Body	
Expenses policies and procedures	This can be found on our website at https://www.melville.org.uk/about-us/the-melville-board/
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	To come
Pay and grading structure (levels of pay rather than individual salaries)	This can be found on our website at https://www.melville.org.uk/about-us/our-people/
General information about staff pension scheme	This can be found in our staff handbook https://www.melville.org.uk/download-

Information	Where to access
	documents/
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	This can be found on our website at https://www.melville.org.uk/about-us/our-people/
Staffing structure	This can be found on our website at https://www.melville.org.uk/about-us/our-people/
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management • pensions • discipline • grievance • staff development 	This information can all be found on our website at https://www.melville.org.uk/about-us/our-people/
Summary of professional organisations/trade bodies of which we are a member	This can be found on our website at https://www.melville.org.uk/about-us/
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	No information held under this category
General description of our land and property holdings	This can be found on our website at https://www.melville.org.uk/about-us/our-five-year-plan/
Estate development plans	This can be found on our website at https://www.melville.org.uk/about-us/our-five-year-plan/
Information Resources	
Records management policy and records management plan, including records retention schedule	This can be found on our website at https://www.melville.org.uk/privacy/
Data protection or privacy policy	This can be found on our website at https://www.melville.org.uk/privacy/
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 	To come
List of suppliers and contractors used by	This can be found on our website at

Information	Where to access
organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://www.melville.org.uk/download-documents/
Information about regulated procurement contracts awarded (value, scope, duration)	To come
Our Procurement	
Procurement Policy and procedures	This can be found on our website at https://www.melville.org.uk/download-documents/
Information on how to tender for work and invitations to tender	To come
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	To come
Links to procurement information we publish on Public Contracts Scotland website	To come
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	No information held under this category as we no longer produce an annual report. Our annual accounts can be found on our website at https://www.melville.org.uk/about-us/performance/annual-accounts/
ARC report to tenants	This can be found on our website at https://www.melville.org.uk/about-us/performance/
Performance Standards/indicators	This can be found on our website at https://www.melville.org.uk/about-us/performance/
Benchmarking information	This can be found on our website at https://www.melville.org.uk/about-us/performance/
Complaints policy, guidance and forms	This can be found on our website at https://www.melville.org.uk/contact-us/making-a-complaint/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	This can be found on our website at https://www.melville.org.uk/about-us/performance/satisfaction-figures/
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 Melville Housing	Not applicable

Information	Where to access
Association as we do not produce any publications for sale.	
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 Melville Housing Association	Not applicable