Guide to Information

Terms used in this document

Term used	Explanation
The Commissioner	The Scottish Information Commissioner
FOISA	The Freedom of Information (Scotland) Act 2002
EIRs	Environmental Information (Scotland) Regulations 2004
Model Publication Scheme	A standard framework for authorities to publish information under FOISA, approved by the Scottish Information Commissioner
MPS	Model Publication Scheme
Guide to Information	A guide that every public authority adopting the MPS must produce to help people access the information that the authority makes available
MPS Principles	The six key principles with which all authorities adopting the MPS must comply
Classes of information	Nine broad categories describing the types of information authorities must publish (if the information is held)

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.

Ark has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS), and this Guide has been approved by the SIC.

Formats other than on line

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, 20p per A3 sheet
Print in colour	20p per A4 sheet, 40p per A3 sheet
CD Rom	50p
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:

foi@arkha.org.uk 0131 447 9027

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 of Management or Sub-Committee 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: foi@arkha.org.uk 0131 447 9027

The information 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.

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.

Class 1 - About Ark, Information about Ark, who we are, where to find us, how to contact us, how we are managed, and our external relations.	
Description of who we are	Our vision, mission and values
	Our corporate objectives
	Our areas of operation
	Our business plan
	Our tenants handbook can be found here
Location and Opening Arrangements	Address, telephone number and email address for general enquiries
	Opening Times
	Housing Team Details
	Contact details for making a complaint
Information relating to Freedom of Information	This document is our Publication Scheme and Guide to Information
	This document provides information on charging
	Contact details and advice on making an FOI request
	Freedom of Information and EIR Policy
	Freedom of Information Procedure
	Charging schedule for environmental information provided in response to requests under the EIRs
About our Governing Body	Board of Management Members
	Information on the role of the Governing Body, Governance structure and Sub-Committees
	information on Board of Management and Sub-Committee remits
	How to Become Part of the Governing Body
About Our Staff	Our Executive Team
	Our Leadership Team
	Our Organisational chart

Governance Documents and Corporate Policies	Our Rules
	Our Standing Orders
	Our Membership Policy
	Our Code of Conduct for staff
	Our Code of Conduct for Governing Body Members
	Our Entitlements Payments and Benefits Policy
	Our Expenses Policy can be accessed here
	Our Equality Policy
	Our Health and Safety Policy
	Our Sustainability Policy
Relationships with Regulators	Our Legal and Regulatory Framework
Group details	Our subsidiary Ark Services Ltd
	Our subsidiary Ark Commercial Investment

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	Information on our Housing Services
	Information on our Care and Support services
	How to Report a Repair
	Repairs and Maintenance Responsibilities information
	Right to Repair information
	How to Apply for a House
	How to Get Information about Tenancy Support
	How to Make a Complaint
	How to Speak to a Housing Officer
	How we Consult with Tenants and Other Customers to inform and improve service delivery and develop new services
Policies and procedures	All ARK Policies and Procedures can be accessed from this page
	Housing Policies & Procedures
	Asset Management Policies and Procedures
	Allocations Policy
	Landlord Responsibilities Policy
	Control of Asbestos Procedure
	Rent Collection Policy
	Data Protection Policy
	Equality and Diversity Policy
	Estate Management Procedure
	Health and Safety Policy and procedures
	Legionella and Water Hygiene Management Procedure
	Procurement of Goods and Services Policy
	Risk Management Policy

	Rent Charging Policy
	Right to Repair Procedure
	Reactive Repairs Procedure
	Rechargeable Repairs Procedure
	Sustainability and Environmental Policy
	Tenant Consultation and Participation Policy
	Sustaining Tenancies 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	Board of Management Meeting Minutes
	Please email accesstoinfo@arkha.org.uk if there are any reports or papers you wish to view
	Board of Management Agendas
Consultation and Participation	Our Tenan8t Consultation and Participation Policy
	Information in relation to our recent consultations
	Our Tenant and Supported Person Scrutiny Panel

Class 4 - What we spend and how we spend it, Information about our strategy for, and management of, financial resource	
Information about our accounts and budgets	Information on our funding sources can be accessed in our audited accounts
	Ark's most recent budget summary report can be accessed here
	Ark's Finance Policies and Procedures can be accessed here
Our programme of works and projects	New Developments
	Capital Works Programmes/Plans Information
Spending relating to staff and governing body	Our Expenses and Allowances Policy
	Information on Senior Staff/ Governing Body Members' expenses
	Information on our pay and grading structure for Care and Support
	Information on our pay and grading structure for Head Office roles can be accessed here
	General Information about Investments and Staff Pension Scheme

Class 5 - How we manage our human, physical and information resources-Information about how we manage the human, physical and information resources of the authority.	
Human Resources	ARK's People and Organisational Development Strategy is currently under development. For further information contact Michael Catlin, Head of People and Organisational Development
	Our Staffing Structure, as set out in our organisational chart, can be accessed here
	Our Human Resources Policies, Procedures and Guidelines
	Our Collective Agreement with Unite the Union
	Summary of Professional Organisations/ Trade Bodies of which we are a member
Physical Resources	Asset Management Strategy under Development, for further details please contact Head of Asset Management
	Our most recent report on compliance with the Scottish Housing Quality Standard
	Our most recent report on compliance with the Energy Efficiency Standard for Social Housing
	Information provided to the Scottish Housing Regulator in relation to our land and property holdings
	We are currently working on development proposals in Penicuik and Livingston. For further details please contact Head of Asset Management
Information Resources	Ark's Retention of Documents Procedure
	General Privacy Notice
	Privacy Notice – Supported Person
	Privacy Notice – Board Member
	Privacy Notice – Employees
	Privacy Notice – Housing Applicants and Tenants
	Privacy Notice - Ark Services Ltd
	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
	Information about our regulated Procurement Contracts awarded
	Our Procurement of Goods and Services policy
	Our Prices, Quotations and Tenders Procedure
	Register of contracts awarded, which have gone through formal tendering, including name of supplier, period of contract and value

Our procurement	[Information in relation to ARK as a buyer on the Public Contracts Scotland website can be accessed here](#)

Class 7 - How we are performing- Information about how we perform as an organisation, and how well we deliver our functions and services.	
How we are performing	[Our audited accounts](#)
	[Our submissions to the Scottish Housing Regulator](#)
	[Our Annual Report of the Scottish Social Housing Charter in easy-read format](#)
	[Ark's SHR Landlord Report](#)
	[Ark's Complaints Policy](#)
	[Contact details for making a complaint](#)
	[Complaint update reports](#)
	Our Tenant and Supported Person Scrutiny Group reports via our quarterly newsletter, and this can be accessed [here](#)

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 ARK Housing Association Ltd as we do not produce any publications for sale

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.
This Class does not apply to ARK Housing Association Ltd