

## 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:

<b>Format</b>	<b>Charge</b>
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](mailto: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.<sup>1</sup>

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.

<b>Information</b>	<b>Where to access</b>
<b>Class 1 - About Melville Housing Association</b> <i>Information about Melville. Who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
<b>Descriptions of who we are</b>	
Mission Statement	This can be found on our website at <a href="https://melville.org.uk/about-us/mission-statement/">https://melville.org.uk/about-us/mission-statement/</a>
Vision	Details of our strategic vision can be found in our current five-year plan. This can be found on our website at <a href="https://melville.org.uk/about-us/our-five-year-plan/">https://melville.org.uk/about-us/our-five-year-plan/</a>
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 <a href="https://melville.org.uk/about-us/our-housing/">https://melville.org.uk/about-us/our-housing/</a>
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).
<b>Location and opening arrangements</b>	
Address	This can be found on our website at <a href="https://melville.org.uk/contact-us/">https://melville.org.uk/contact-us/</a>
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	This can be found on our website at <a href="https://melville.org.uk/contact-us/">https://melville.org.uk/contact-us/</a>
Opening times	This can be found on our website at <a href="https://melville.org.uk/contact-us/">https://melville.org.uk/contact-us/</a>
General contact arrangements	This can be found on our website at <a href="https://melville.org.uk/contact-us/">https://melville.org.uk/contact-us/</a>
Contact details for making a complaint	This can be found on our website at <a href="https://melville.org.uk/contact-us/making-a-complaint/">https://melville.org.uk/contact-us/making-a-complaint/</a>

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

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

<b>Information</b>	<b>Where to access</b>
Code of Conduct for Staff	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
Code of Conduct for Governing Body Members	This can be found on our website at <a href="https://melville.org.uk/about-us/the-melville-board/">https://melville.org.uk/about-us/the-melville-board/</a>
Entitlements, Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
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 <a href="https://www.melville.org.uk/download-documents/">https://www.melville.org.uk/download-documents/</a>
Health and Safety Policy	This can be found in our staff handbook <a href="https://www.melville.org.uk/download-documents/">https://www.melville.org.uk/download-documents/</a>
Sustainability Policy	No information currently held under this category
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	This can be found on our website at <a href="https://melville.org.uk/about-us/performance/">https://melville.org.uk/about-us/performance/</a>
Assurance Statement	This can be found on our website at <a href="https://melville.org.uk/about-us/the-melville-board/annual-assurance-statement/">https://melville.org.uk/about-us/the-melville-board/annual-assurance-statement/</a>
Annual Return on Charter Submission to SHR	This can be found on our website at <a href="https://melville.org.uk/about-us/performance/">https://melville.org.uk/about-us/performance/</a>
Financial Returns to SHR	These can be found on our website at <a href="https://melville.org.uk/about-us/performance/annual-accounts/">https://melville.org.uk/about-us/performance/annual-accounts/</a>
Charter report to tenants	This can be found on our website at <a href="https://melville.org.uk/about-us/performance/tenant-report/">https://melville.org.uk/about-us/performance/tenant-report/</a>
Internal and External Audit arrangements	This information can be found in our annual accounts published on our website at <a href="https://melville.org.uk/about-us/performance/annual-accounts/">https://melville.org.uk/about-us/performance/annual-accounts/</a>
<b>Group Details</b>	
Details of our subsidiaries/parent organisation	This can be found on our website at <a href="https://www.melville.org.uk/renting-from-us/mid-market-rent-2/ironmills/">https://www.melville.org.uk/renting-from-us/mid-market-rent-2/ironmills/</a>
<b>Key Partnerships</b>	
Strategic agreements with other organisations	No information currently held under this category

Information	Where to access
<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	Details of all the services we provide are available on our website <a href="http://www.melville.org.uk">www.melville.org.uk</a>
How to report a repair	This can be found on our website at <a href="https://melville.org.uk/your-home/repairs/">https://melville.org.uk/your-home/repairs/</a>
Right to Repair information	This can be found on our website at <a href="https://melville.org.uk/your-home/repairs/right-to-repair/">https://melville.org.uk/your-home/repairs/right-to-repair/</a>
How to apply for a house	This can be found on our website at <a href="https://melville.org.uk/renting-from-us/applying-for-a-house/">https://melville.org.uk/renting-from-us/applying-for-a-house/</a>
How to get information about tenancy support	This can be found on our website at <a href="https://melville.org.uk/advice-and-benefits/advice-services/tenancy-support/">https://melville.org.uk/advice-and-benefits/advice-services/tenancy-support/</a>
How to make a complaint	This can be found on our website at <a href="https://melville.org.uk/contact-us/making-a-complaint/">https://melville.org.uk/contact-us/making-a-complaint/</a>
How to speak to a housing officer	This can be found on our website at <a href="https://melville.org.uk/your-home/our-housing-officers/">https://melville.org.uk/your-home/our-housing-officers/</a>
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 <a href="https://melville.org.uk/your-home/have-your-say/">https://melville.org.uk/your-home/have-your-say/</a>
<b>Policies and Procedures</b>	
Allocations Policy	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
Adaptations Policy	No information currently held under this category
Anti-Social Behaviour Policy	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
Asbestos Management Policy	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
Arrears Management Policy	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
Asset Management Policy (including stock condition information)	No information held under this category
Customer Care Policy	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>

<b>Information</b>	<b>Where to access</b>
Data Protection Policy	This can be found on our website at <a href="https://melville.org.uk/privacy/">https://melville.org.uk/privacy/</a>
Equality and Diversity Policy	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
Estate Management Policy	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
Health and Safety Policy and procedures	This can be found in our staff handbook <a href="https://www.melville.org.uk/download-documents/">https://www.melville.org.uk/download-documents/</a>
Legionnaires Inspection/Prevention Policy	Currently under development
Procurement Policy	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
Risk Management Policy	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
Rent Setting Policy	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
Repairs Policy	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
Tenant Engagement Policy	Currently under development
Tenancy Sustainment Policy	Currently under development
<b>Class 3 – How we take decisions and what we have decided</b> <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
<b>Governing Body Meetings</b>	
Governing body meeting minutes	These can be found on our website at <a href="https://melville.org.uk/about-us/the-melville-board/board-meetings/">https://melville.org.uk/about-us/the-melville-board/board-meetings/</a>
Governing body meeting reports/papers	To come
Governing body agendas	To come
<b>Consultation and Participation</b>	
Tenant Participation Strategy	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	The findings of our most recent rent consultations with tenants can be found on our website at <a href="https://www.melville.org.uk/your-home/struggling-with-money/setting-rents/">https://www.melville.org.uk/your-home/struggling-with-money/setting-rents/</a>  Findings of a recent consultation into how homes are allocated in Midlothian can be found on our website at <a href="https://www.melville.org.uk/uploads/2019-04-04-14-15-46-Councilallocationpolicyco-">https://www.melville.org.uk/uploads/2019-04-04-14-15-46-Councilallocationpolicyco-</a>

Information	Where to access
	<a href="#">10885.pdf</a>
<b>Class 4 – What we spend and how we spend it</b> <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>	
<b>Information about our accounts and budgets</b>	
Description of funding sources	This can be found on our website at <a href="https://melville.org.uk/about-us/performance/annual-accounts/">https://melville.org.uk/about-us/performance/annual-accounts/</a>
Audited accounts	These can be found on our website at <a href="https://melville.org.uk/about-us/performance/annual-accounts/">https://melville.org.uk/about-us/performance/annual-accounts/</a>
Budget policies and procedures	Currently under development
Budget allocation to key service areas	These can be found on our website at <a href="https://melville.org.uk/about-us/performance/annual-accounts/">https://melville.org.uk/about-us/performance/annual-accounts/</a>
<b>Our programme of work and projects</b>	
<b>Brief details of any project funding</b> and how it's being spent	No information held under this category
<b>Capital works programme/plans</b> information (annual programme figure)	This can be found on our website at <a href="https://melville.org.uk/about-us/performance/annual-accounts/">https://melville.org.uk/about-us/performance/annual-accounts/</a>
<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
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 <a href="https://www.melville.org.uk/download-documents/">https://www.melville.org.uk/download-documents/</a>
General information about staff pension scheme	This can be found in our staff handbook <a href="https://www.melville.org.uk/download-documents/">https://www.melville.org.uk/download-documents/</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	This can be found in our staff handbook <a href="https://www.melville.org.uk/download-documents/">https://www.melville.org.uk/download-documents/</a>
Staffing structure	This can be found on our website at <a href="https://melville.org.uk/about-us/our-people/">https://melville.org.uk/about-us/our-people/</a>



<b>Information</b>	<b>Where to access</b>
Human resources policies, covering: <ul style="list-style-type: none"> <li>• recruitment</li> <li>• performance management</li> <li>• pensions</li> <li>• discipline</li> <li>• grievance</li> <li>• staff development</li> </ul>	This can be found in our staff handbook <a href="https://www.melville.org.uk/download-documents/">https://www.melville.org.uk/download-documents/</a>
Summary of professional organisations/trade bodies of which we are a member	This can be found on our website at <a href="https://melville.org.uk/about-us/">https://melville.org.uk/about-us/</a>
<b>Physical Resources</b>	
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 <a href="https://melville.org.uk/about-us/our-five-year-plan/">https://melville.org.uk/about-us/our-five-year-plan/</a>
Estate development plans	This can be found on our website at <a href="https://melville.org.uk/about-us/our-five-year-plan/">https://melville.org.uk/about-us/our-five-year-plan/</a>
<b>Information Resources</b>	
Records management policy and records management plan, including records retention schedule	This can be found on our website at <a href="https://melville.org.uk/privacy/">https://melville.org.uk/privacy/</a>
Data protection or privacy policy	This can be found on our website at <a href="https://melville.org.uk/privacy/">https://melville.org.uk/privacy/</a>
<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>	To come
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	This can be found on our website at <a href="https://www.melville.org.uk/download-documents/">https://www.melville.org.uk/download-documents/</a>
Information about regulated procurement contracts awarded (value, scope, duration)	To come
<b>Our Procurement</b>	
Procurement Policy and procedures	This can be found on our website at <a href="https://melville.org.uk/download-documents/">https://melville.org.uk/download-documents/</a>
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

Information	Where to access
Links to procurement information we publish on Public Contracts Scotland website	To come
<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	No information held under this category
ARC report to tenants	This can be found on our website at <a href="https://melville.org.uk/about-us/performance/">https://melville.org.uk/about-us/performance/</a>
Performance Standards/indicators	This can be found on our website at <a href="https://melville.org.uk/about-us/performance/">https://melville.org.uk/about-us/performance/</a>
Benchmarking information	This can be found on our website at <a href="https://melville.org.uk/about-us/performance/">https://melville.org.uk/about-us/performance/</a>
Complaints policy, guidance and forms	This can be found on our website at <a href="https://melville.org.uk/contact-us/making-a-complaint/">https://melville.org.uk/contact-us/making-a-complaint/</a>
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 <a href="https://melville.org.uk/about-us/performance/satisfaction-figures/">https://melville.org.uk/about-us/performance/satisfaction-figures/</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 Melville Housing Association 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 Melville Housing Association	Not applicable