



SCOTTISH VETERANS RESIDENCES GUIDE TO INFORMATION

LAST REVIEWED: 27 August 2019

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.

Scottish Veterans' Residences 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 is 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, 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
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:

Scottish Veterans' Residences

53 Canongate, Edinburgh, EH8 8BS

0131 556 0091 info@svronline.org

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 meetings, 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:

Scottish Veterans' Residences

53 Canongate, Edinburgh, EH8 8BS

0131 556 0091

info@svronline.org

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 Local Authorities 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 SCOTTISH VETERANS' RESIDENCES	
<i>Information about Scottish Veterans' Residences, 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	http://www.svronline.org/upfiles/SVRStrategy.pdf
Vision	http://www.svronline.org/upfiles/SVRStrategy.pdf
Values	http://www.svronline.org/upfiles/SVRStrategy.pdf
Corporate Objectives	http://www.svronline.org/upfiles/SVRStrategy.pdf
Area(s) of operation	http://www.svronline.org/upfiles/SVRStrategy.pdf
Key activities; strategic/corporate plan(s)	http://www.svronline.org/upfiles/SVRStrategy.pdf
Business Plan (or summary)	Under Review
Location and opening arrangements	
Address	https://www.svronline.org/contact.php
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://www.svronline.org/contact.php
opening times	https://www.svronline.org/contact.php
General contact arrangements	https://www.svronline.org/contact.php
local/area office contact details	https://www.svronline.org/contact.php
Contact details for making a complaint	https://www.svronline.org/contact.php
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	Guide To Information
Charging Schedule for Published Information	THIS DOCUMENT (See Appendix 1)

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

Information	Where to access
Contact details and advice on making an FOI request	https://www.svronline.org/foi.php?ptest=true
Freedom of Information policies and procedures	http://www.svronline.org/upfiles/FreedomofInformationandEnvironmentalInformationPolicy.pdf
Charging Schedule for environmental information provided in response to requests made under EIRs	
About our Governing Body	
<p>List of Governing Body Members</p> <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 	http://www.svronline.org/upfiles/20191018_GOVERNINGBODYMEMBERSPROFILES.pdf
<p>Description of the role of the Governing Body</p> <ul style="list-style-type: none"> • governance structure chart (including sub-committees and working groups); • remit for governing body and any sub-committees 	http://www.svronline.org/upfiles/20191003_GovernanceStructureChart.pdf
How to become part of the governing body	http://www.svronline.org/upfiles/20191004_GoverningBodyMembershipPolicy.pdf
About our staff	
List of senior management team, including professional	https://www.svronline.org/whoweare.php CEO DCEO HER

Information	Where to access
biography and contact details	COMPANY SECRETARY BIO RESIDENCE MANAGER WHITEFOORD HOUSE RESIDENCE MANAGER BELLROCK CLOSE RESIDENCE MANAGER ROSENDAEL
Organisational structure	http://www.svronline.org/upfiles/20191003-OrganisationChart.pdf
Governance Documents and Corporate Policies	
Rules/Articles	http://www.svronline.org/upfiles/2003ModelRules.pdf
Standing Orders	Information Not Held
Membership Policy	http://www.svronline.org/upfiles/20191004_GoverningBodyMembershipPolicy.pdf
Code of Conduct for Staff	http://www.svronline.org/upfiles/EmployeeHandbookV3May2018.pdf
Code of Conduct for Governing Body Members	http://www.svronline.org/upfiles/20191004_CodeofConductforGoverningBodyMembers.pdf
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	http://www.svronline.org/upfiles/EmployeeHandbookV3May2018.pdf
Register of Interests	http://www.svronline.org/upfiles/20191003_RegisterofInterests.pdf
Equalities Policy	http://www.svronline.org/upfiles/EmployeeHandbookV3May2018.pdf
Health and Safety Policy	http://www.svronline.org/upfiles/SVHAHealthandSafetyGeneralPolicyRiskAssessmentSVROct19Version.pdf
Sustainability Policy	http://www.svronline.org/upfiles/30SustainabilityPolicy.pdf
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator (SHR)	http://www.svronline.org/upfiles/2018EngtLetter.pdf
Annual Assurance Statement to SHR	http://www.svronline.org/upfiles/20191023_AAS_SVR_Unsigned.pdf
Annual Return on Charter Submission to SHR	https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=1B347F70-CFA9-E311-93F1-005056B555E6
Financial Returns to SHR	https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=1B347F70-CFA9-E311-93F1-005056B555E6
Charter report to tenants	http://www.svronline.org/upfiles/SVRTenantReport17-18.pdf

Information	Where to access
Internal and External Audit arrangements	Under Review
Most Recent Care Inspectorate Reports	Bellrock Close, Glasgow Rosendael, Broughty Ferry Whitefoord House, Edinburgh
Key Partnerships	
Strategic agreements with other organisations	Information Not Held
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	Information can be found in the relevant Resident’s Handbook: http://www.svronline.org/upfiles/WhitefoordHouseHandbook.pdf http://www.svronline.org/upfiles/BellrockCloseHandbook.pdf http://www.svronline.org/upfiles/RosendaelHandbookAug2018.pdf
How to report a repair	http://www.svronline.org/upfiles/SVRNewModelScottishSecureTenancy-SVROct19Version.pdf
Right to Repair information	http://www.svronline.org/upfiles/SVRNewModelScottishSecureTenancy-SVROct19Version.pdf
How to apply for accommodation/housing	For secure tenancies http://www.svronline.org/upfiles/6AllocationsPolicy-SVROct19Version.pdf For Housing Support service referrals
How to get information about support	Information can be found in the relevant Resident’s Handbook: http://www.svronline.org/upfiles/WhitefoordHouseHandbook.pdf http://www.svronline.org/upfiles/BellrockCloseHandbook.pdf http://www.svronline.org/upfiles/RosendaelHandbookAug2018.pdf
How to make a complaint	http://www.svronline.org/upfiles/ComplaintsLeaflet.pdf
How to speak to a support worker	Information can be found in the relevant Resident’s Handbook: http://www.svronline.org/upfiles/WhitefoordHouseHandbook.pdf http://www.svronline.org/upfiles/BellrockCloseHandbook.pdf http://www.svronline.org/upfiles/RosendaelHandbookAug2018.pdf
How we consult with residents, tenants and other customers to inform and improve service delivery and develop new services	Information can be found in the relevant Resident’s Handbook: http://www.svronline.org/upfiles/WhitefoordHouseHandbook.pdf http://www.svronline.org/upfiles/BellrockCloseHandbook.pdf http://www.svronline.org/upfiles/RosendaelHandbookAug2018.pdf

Information	Where to access
Policies and Procedures	
Allocations Policy	http://www.svronline.org/upfiles/6AllocationsPolicy-SVROct19Version.pdf
Adaptations Policy	http://www.svronline.org/upfiles/MEDICALADAPTATIONSPOLICY.pdf
Anti-Social Behaviour Policy	http://www.svronline.org/upfiles/SVRNewModelScottishSecureTenancy-SVROct19Version.pdf
Asbestos Management Policy	http://www.svronline.org/upfiles/37AsbestosManagementPolicyFinalSVROct19Version.pdf
Arrears Management Policy	http://www.svronline.org/upfiles/ArrearsPolicySVROct19Version.pdf
Asset Management Policy (including stock condition information)	http://www.svronline.org/upfiles/MaintenancePolicy-SVROct19Version.pdf
Customer Care Policy	Under Review
Data Protection Policy	http://www.svronline.org/upfiles/DataProtectionPolicy.pdf
Equality and Diversity Policy	http://www.svronline.org/upfiles/EmployeeHandbookV3May2018.pdf
Estate Management Policy	http://www.svronline.org/upfiles/MaintenancePolicy-SVROct19Version.pdf
Health and Safety Policy and procedures	http://www.svronline.org/upfiles/HealthAndSafetyPolicy.pdf
Legionnaires Inspection/Prevention Policy	http://www.svronline.org/upfiles/LegionellaRiskManagementPlanSVROct19Version.pdf
Procurement Policy	Under Review
Risk Management Policy	http://www.svronline.org/upfiles/RiskManagementPolicy.pdf
Rent Setting Policy	http://www.svronline.org/upfiles/46RentSettingPolicy-SST.pdf
Repairs Policy	http://www.svronline.org/upfiles/MaintenancePolicy-SVROct19Version.pdf
Sustainability Policy	http://www.svronline.org/upfiles/30SustainabilityPolicy.pdf
Resident Participation Policy	Resident Participation Policy- Document Under Review http://www.svronline.org/upfiles/ResidentParticipationStrategy.pdf
Occupancy Sustainment Policy	Information can be found in the relevant Resident's Handbook: http://www.svronline.org/upfiles/WhitefoordHouseHandbook.pdf http://www.svronline.org/upfiles/BellrockCloseHandbook.pdf

Information	Where to access
	http://www.svronline.org/upfiles/RosendaelHandbookAug2018.pdf
Internal procedures relating to above (where available)	Information Not Held
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	
Governing body meeting minutes	http://www.svronline.org/upfiles/20190924SVRGBMMinutes6Sep19-FINAL.pdf
Governing body meeting reports/papers	http://www.svronline.org/upfiles/20190906_CEOReport.pdf
Governing body agendas	http://www.svronline.org/upfiles/20191004-GoverningBodyAgendafor6Sep19.pdf
Consultation and Participation	
Resident Participation Strategy	http://www.svronline.org/upfiles/ResidentParticipationStrategy.pdf
Consultation reports noting the outcome of any recent consultations with tenants/others	http://www.svronline.org/upfiles/TenantConsultationLetterSep19.pdf
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	http://www.svronline.org/upfiles/DescriptionofFundingSources.pdf
Audited accounts	SVR Annual Accounts SVHA Annual Accounts
Budget policies and procedures	Under Review
Budget allocation to key service areas	http://www.svronline.org/upfiles/Budget2019v1.pdf
Our programme of work and projects	
Brief details of any project funding and how it's being spent	http://www.svronline.org/upfiles/SVRProjectFunding2019.pdf
Capital works	Under Review

Information	Where to access
programme/plans information (annual programme figure)	
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Board Members Staff
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	http://www.svronline.org/upfiles/2019Q4Seniorstaffgoverningbodymemberexpenses.pdf
Board member remuneration other than expenses	Board Members are not remunerated
Pay and grading structure (levels of pay rather than individual salaries)	Under Review
General information about staff pension scheme	http://www.svronline.org/upfiles/EmployeeHandbookV3May2018.pdf
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	http://www.svronline.org/upfiles/EmployeeHandbookV3May2018.pdf
Staffing structure	http://www.svronline.org/upfiles/20191003-OrganisationChart.pdf
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development 	http://www.svronline.org/upfiles/EmployeeHandbookV3May2018.pdf

Information	Where to access
<ul style="list-style-type: none"> Maintenance and retention of staff records 	
Internal procedures relating to the above (where available)	http://www.svronline.org/upfiles/EmployeeHandbookV3May2018.pdf
Trade Union information	http://www.svronline.org/upfiles/EmployeeHandbookV3May2018.pdf
Summary of professional organisations/trade bodies of which we are a member	http://www.svronline.org/upfiles/SVRProfessionalmemberships.pdf
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	http://www.svronline.org/upfiles/MaintenancePolicy-SVROct19Version.pdf Energy Performance Certificates Whitefoord House Conditions Survey Rosendael Conditions Survey Gilmerton Conditions Survey Environmental Impact & Ecological Survey
General description of our land and property holdings	General Description of Land and Property Holding

Information	Where to access
Estate development plans	Under Review
Information Resources	
Records management policy and records management plan, including records retention schedule	http://www.svronline.org/upfiles/PrivacyPolicyAppendix2RetentionPeriods.pdf
Data protection or privacy policy	http://www.svronline.org/upfiles/DataProtectionPolicy.pdf
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 	List of Contractors & Sub-Contractors for Reactive & Cyclical Repairs http://www.svronline.org/upfiles/ListofLandscapeContractors.pdf List of Contractors & Sub-Contractors for Reactive & Cyclical Repairs
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	http://www.svronline.org/upfiles/20190903_GBMembers-CodeofConduct_AppendixB_ConflictofInterest.pdf
Information about regulated procurement contracts awarded (value, scope, duration)	https://www.publiccontractsscotland.gov.uk/search/Search_Auth_Profile.aspx?ID=AA15642
Our Procurement	
Procurement Policy and procedures	Under Review
Information on how to tender for work and invitations to tender	Under Review

Information	Where to access
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Under Review
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/search/Search_Auth_Profile.aspx?ID=AA15642
Framework Agreements	http://www.svronline.org/upfiles/ECCFrameworkContract.pdf
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	https://www.svronline.org/page.php?id=92
ARC report to tenants	http://www.svronline.org/upfiles/SVRTenantReport17-18.pdf
Performance Standards/indicators	Under Review
Benchmarking information	Under Review
Complaints policy, guidance and forms	http://www.svronline.org/upfiles/SVRComplaintsHandlingProcedure.pdf
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	
Latest Care Inspectorate Reports	Bellrock Close, Glasgow Rosendael, Broughty Ferry Whitefoord House, Edinburgh
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 Scottish Veterans Residences 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.	

Information	Where to access
This class does not apply to Scottish Veterans Residences	Not applicable

Appendix 1

Charging For Information

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises. We may charge for providing information to you, but we will charge you no more than it costs us to do so. We will always tell you what the cost is before providing the information to you. Our photocopying charge per side of paper is shown in the tables below:

Black and White Photocopying

Size of Paper	Pence per sheet
A4	10p
A3	20p

Colour Photocopying

Size of Paper	Pence per sheet
A4	20p
A3	40p

Alternative Formats

Format	Charge
Computer Discs	50p

Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending 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.

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:

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 fees 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. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

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

The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. 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 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 Edinburgh Leisure 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.

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.