

GUIDE TO INFORMATION

EFFECTIVE DATE:

DECEMBER 2025



hebridean housing
partnership

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BACKGROUND

- 1.1 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.
- 1.2 Hebridean Housing Partnership 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

- 2.1 All of the information listed is available on our website (unless stated) and completely free to access online or at our premises. 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).
- 2.2 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.
- 2.3 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 single A4 sheet
Print in colour	30p per single A4 sheet
USB	£1.00
Posted document/USB	Cost of postage incurred + costs of print.

- 2.4 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:

Data Protection Officer dataprotection@hebrideanhousing.co.uk 03001230773

INFORMATION WE CANNOT PUBLISH

- 3.1 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 minutes, it could reveal personal details about an individual and publishing it would result in 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 THE ITEM BE PUBLISHED

- 4.1 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

- 5.1 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; and
 - 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:

DATA PROTECTION OFFICER

CREED COURT

GLEANN SEILEACH BUSINESS PARK

WILLOWGLEN ROAD

STORNOWAY

ISLE OF LEWIS

HS1 2QP

dataprotection@hebrideanhousing.co.uk

0300 123 0773

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 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 HEBRIDEAN HOUSING PARTNERSHIP (HHP) INFORMATION ABOUT HHP - WHO WE ARE, WHERE TO FIND US, HOW TO CONTACT US, HOW WE ARE MANAGED AND OUR EXTERNAL RELATIONS.	
DESCRIPTIONS OF WHO WE ARE	
Mission Statement	http://www.hebrideanhousing.co.uk/about/ Business Plans – Hebridean Housing Partnership
Vision	Business Plans – Hebridean Housing Partnership
Values	Business Plans – Hebridean Housing Partnership
Corporate Objectives	Business Plans – Hebridean Housing Partnership
Area(s) of operation	Executive Team Executive Office Customer Services Finance Corporate Resources Property Services Development Housing Services
Key activities; strategic/corporate plan(s)	Business Plans – Hebridean Housing Partnership

LOCATION AND OPENING ARRANGEMENTS		
Address	Creed Court Gleann Seileach Business Park Willowglen Road Stornoway Isle of Lewis HS1 2QP Our services can also be accessed via CNES Offices in Tarbert, Isle of Harris and Castlebay, Isle of Barra	Winfield Way Balivanich Isle of Benbecula HS7 5LH
Telephone number and e-mail address for general enquiries	0300 123 0773 info@hebrideanhousing.co.uk	
Opening Times	9.00 am – 5.00pm Monday to Friday (Closed Public Holidays)	
General contact arrangements	0300 123 0773	
local/area office contact details	info@hebrideanhousing.co.uk	
Contact details for making a complaint	0300 123 0773 info@hebrideanhousing.co.uk Complaint Form Guidance Note	

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	https://www.hebrideanhousing.co.uk/freedom-of-information/
Freedom of Information policies and procedures	https://www.hebrideanhousing.co.uk/freedom-of-information/
Charging Schedule for environmental information provided in response to requests made under EIRs	See Page 2 of this document

ABOUT OUR GOVERNING BODY	
List of Governing Body Members - Names - when they became a governing body member - Professional biographical details - office-bearing responsibilities - when they became an office-bearer	http://www.hebrideanhousing.co.uk/about/ Board Membership Register available to view at our offices and on request.
Description of the role of the Governing Body - governance structure chart (including sub-committees and working groups); - remits for governing body and any sub-committees	http://www.hebrideanhousing.co.uk/about/ Standing Orders
How to become part of the governing body	https://www.hebrideanhousing.co.uk/membership/

ABOUT OUR STAFF	
List of senior management team, including professional biography and contact details	http://www.hebrideanhousing.co.uk/about/
Organisational structure	http://www.hebrideanhousing.co.uk/about/

GOVERNANCE DOCUMENTS AND CORPORATE POLICIES	
Rules/Articles	Constitutional Documents
Standing Orders	Constitutional Documents
Membership Policy	Membership
Code of Conduct for Staff	Code of Conduct for Staff
Code of Conduct for Governing Body Members	Code of Conduct for Members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Entitlements Payments & Benefits Policy
Register of Interests	Available to view at our offices during normal opening hours
Equalities Policy	Equalities & Diversity Policy
Health and Safety Policy	Health & Safety Policy

RELATIONSHIP WITH REGULATORS			
Engagement plan with Scottish Housing Regulator	SHR Engagement Plan		
Assurance Statement	Annual Assurance Statement		
Annual Return on Charter Submission to SHR	Scottish Housing Regulator - Hebridean Housing Partnership		
Financial Returns to SHR	Scottish Housing Regulator - Hebridean Housing Partnership		
Charter report to tenants	Annual Tenant Report		
Internal and External Audit arrangements	<table> <tr> <td><u>Internal Auditor</u> Wylie + Bisset 168 Bath Street Glasgow G2 4TP</td><td><u>External Auditor</u> CT: Audit 61 Dublin Street Edinburgh EH3 6NL</td></tr> </table>	<u>Internal Auditor</u> Wylie + Bisset 168 Bath Street Glasgow G2 4TP	<u>External Auditor</u> CT: Audit 61 Dublin Street Edinburgh EH3 6NL
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GROUP DETAILS	
Details of our subsidiaries/parent organisation	HHP Community Housing Ltd Creed Court, Gleann Seileach Business Park Willowglen Road Stornoway Isle of Lewis HS1 2QP Registered No: SC379412 (Scotland)
KEY PARTNERSHIPS	
Strategic agreements with other organisations	Outer Hebrides Community Planning Partnership

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	
List of services provided	Housing Services Customer Services Factoring Services Development Investment Reactive Repairs
How to report a repair	Reporting a Repair Repairs & Maintenance Overview
Right to Repair information	Right to Repair Information
How to apply for a house	Become a Tenant
How to get information about tenancy support	http://www.hebrideanhousing.co.uk/
How to speak to a housing officer	Please call 0300 123 0773 to speak to a Housing Officer
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Tenant Participation Strategy 2020-24
How to make a complaint	Complaining About Our Service

POLICIES AND PROCEDURES	
Allocations Policy	Allocations Policy
Anti-Social Behaviour Policy	Estate Management Policy
Arrears Management Policy	Rent Arrears Policy
Asset Management Policy (including stock condition information)	Asset Management Strategy
Data Protection Policy	Openness & Confidentiality Policy
Equality and Diversity Policy	Equality & Diversity Policy
Estate Management Policy	Estate Management Policy
Health and Safety Policy and procedures	Health & Safety Policy
Legionnaires Inspection/Prevention Policy	Water Safety & Legionella Policy
Procurement Policy	Procurement Policy
Risk Management Policy	Risk Management Policy
Rent Setting Policy	Rent & Services Charges Policy
Repairs Policy	Repairs & Maintenance 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	
Governing body meeting minutes	Board Meetings & Governance
Governing body meeting reports/papers	
Governing body agendas	

CONSULTATION AND PARTICIPATION	
Tenant Participation Strategy	Tenant Participation Strategy Consultation
Consultation reports noting the outcome of any recent consultations with tenants/others	Consultations
Tenant Scrutiny Panel composition	No current scrutiny panels open.
Registered Tenant Organisations	https://www.hebrideanhousing.co.uk/registered-tenants-organisations/

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	Available on request
Audited accounts	Annual Reports
Budget allocation to key service areas	Annual Budgets approved at February Board meetings. Board Meetings & Governance
OUR PROGRAMME OF WORK AND PROJECTS	
Brief details of any project funding and how it's being spent	Board Meetings & Governance
Capital works programme/plans information (annual programme figure)	Board Meetings & Governance
SPENDING RELATING TO STAFF AND GOVERNING BODY	
Expenses policies and procedures	Members Expenses Policy Staff Expenses Policy
Governing body member expenses at category level e.g. travel, subsistence and accommodation	Board Meetings & Governance Board Member Expenses are reported to June Board meetings.

Board member remuneration other than expenses	Board Members do not receive any remuneration
Pay and grading structure	Available on request
General information about staff pension scheme	We have 'admitted bodies' status with the Highland Pension Fund Highland Pension Fund

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	Workforce Strategy
Staffing structure	http://www.hebrideanhousing.co.uk/about/
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records	Recruitment Policy Corporate Payroll Policy

Trade Union information	We have a Signed Recognition Agreement with Unison https://www.unison.org.uk/
Summary of professional organisations / trade bodies of which we are a member	Scottish Housing Regulator Chartered Institute of Housing (Scotland) Scottish Federation of Housing Associations (SFHA) Scotland's Housing Network (SHN) TPAS (Scotland)

PHYSICAL RESOURCES	
Management of our land and property assets, including environmental and sustainability reports	Available on request
General description of our land and property holdings	Available on request
Estate development plans	Estate Management Policy
INFORMATION RESOURCES	
Records management policy and records management plan, including records retention schedule	Data Retention Schedule
Data protection or privacy policy	Privacy 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 who carry out: responsive repairs landscape maintenance planned/ cyclical maintenance	Entitlements, Payments & Benefits Policy Appendix B
List of suppliers and contractors used by organisation	Entitlements, Payments & Benefits Policy Appendix B
Information about regulated procurement contracts awarded (value, scope, duration)	Tender Information
OUR PROCUREMENT	
Procurement Policy and procedures	Procurement Strategy
Information on how to tender for work and invitations to tender	Tender Information
Register of contracts awarded which have gone through formal tendering,	Contracts Register

including name of supplier, period of contract and value	
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland - HHP Public Procurement Information to Contractors
Framework Agreements	Available on Request

CLASS 7 – HOW WE ARE PERFORMING INFORMATION ABOUT HOW WE PERFORM AS AN ORGANISATION, AND HOW WELL WE DELIVER OUR FUNCTIONS AND SERVICES																																																									
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Performance Standards/ Indicators	<table> <tr> <th>Key Performance Indicator</th><th>Target</th></tr> <tr> <td><u>Complaints</u></td><td></td></tr> <tr> <td>% of all cases responded to within timescale</td><td>100%</td></tr> <tr> <td><u>Repairs</u></td><td></td></tr> <tr> <td>Percentage of repairs completed within time</td><td>95%</td></tr> <tr> <td><u>Repairs Satisfaction</u></td><td></td></tr> <tr> <td>Overall Satisfaction</td><td>95%</td></tr> <tr> <td><u>Investment</u></td><td></td></tr> <tr> <td>Works completed on time</td><td>100%</td></tr> <tr> <td><u>Gas</u></td><td></td></tr> <tr> <td>% of houses with LGS1</td><td>100%</td></tr> <tr> <td>% of houses completed within 12 months</td><td>100%</td></tr> <tr> <td><u>Lettings</u></td><td></td></tr> <tr> <td>% of properties let within 4 weeks</td><td>70%</td></tr> <tr> <td><u>Tenant Satisfaction</u></td><td></td></tr> <tr> <td>Overall Satisfaction with Lettings</td><td>100%</td></tr> <tr> <td><u>Arrears</u></td><td></td></tr> <tr> <td>Gross Arrear as a % of rent due</td><td>2 %</td></tr> <tr> <td>% of Tenants Owing over £250 in Arrears</td><td>10%</td></tr> <tr> <td>% of Tenants Owing over £1,000 in Arrears</td><td>1%</td></tr> <tr> <td>Annual Rent Loss Due to Voids</td><td><0.8%</td></tr> <tr> <td>Monthly Rent Loss Due to Voids</td><td><0.8%</td></tr> <tr> <td><u>Board Control</u></td><td></td></tr> <tr> <td>% of Board Members at Board Meetings</td><td>85%</td></tr> <tr> <td>Attendance at Training Sessions in the last year</td><td>2</td></tr> <tr> <td><u>Governance General</u></td><td></td></tr> <tr> <td>% of Board Reports by Report Deadline</td><td>95%</td></tr> <tr> <td>New Members per Quarter</td><td>1 per Qtr</td></tr> </table>	Key Performance Indicator	Target	<u>Complaints</u>		% of all cases responded to within timescale	100%	<u>Repairs</u>		Percentage of repairs completed within time	95%	<u>Repairs Satisfaction</u>		Overall Satisfaction	95%	<u>Investment</u>		Works completed on time	100%	<u>Gas</u>		% of houses with LGS1	100%	% of houses completed within 12 months	100%	<u>Lettings</u>		% of properties let within 4 weeks	70%	<u>Tenant Satisfaction</u>		Overall Satisfaction with Lettings	100%	<u>Arrears</u>		Gross Arrear as a % of rent due	2 %	% of Tenants Owing over £250 in Arrears	10%	% of Tenants Owing over £1,000 in Arrears	1%	Annual Rent Loss Due to Voids	<0.8%	Monthly Rent Loss Due to Voids	<0.8%	<u>Board Control</u>		% of Board Members at Board Meetings	85%	Attendance at Training Sessions in the last year	2	<u>Governance General</u>		% of Board Reports by Report Deadline	95%	New Members per Quarter	1 per Qtr
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Complaints policy, guidance and forms	Complaining About our Service
Complaints reports or equivalent to show how complaints are handled and influence service delivery	12-month performance is included in ARC report Complaining About our Service
Tenant scrutiny reports	Under Review – no current scrutiny panels open

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 HHP 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.	
This class does not apply to HHP	Not applicable

INTERPRETATIONS & ABBREVIATIONS

The following interpretation and abbreviations are used in this document:

WORD	INTERPRETATION
<i>HHP or Partnership</i>	Hebridean Housing Partnership
<i>Board</i>	Means the Board of the Hebridean Housing Partnership
<i>Board Members</i>	All Members of the Board including co-opted Members
<i>FOISA</i>	Freedom of Information (Scotland) Act 2002
<i>EIR</i>	Environmental Information Regulations (Scotland) 2004
<i>SIC</i>	Scottish Information Commissioner
<i>MPS</i>	Model Publication Scheme (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).
All references to the masculine gender in this policy shall read as equally applicable to the feminine gender	



HHP is a registered society under the Co-operative and Community Benefit Societies Act 2014, Registered Number: 2644R(S), Registered Office: Creed Court, Gleann Seileach Business Park, Willowglen Road, Stornoway, Isle of Lewis HS1 2QP. It is a charity registered in Scotland, Charity Number: SCO35767, registered as Registered Social Landlord with the Scottish Housing Regulator, Registration Number: 359 and registered as a Property Factor, Registration Number PF000183

Email: info@hebrideanhousing.co.uk

Web: www.hebrideanhousing.co.uk

Phone: 0300 123 0773