

## Hillcrest's Guide to Information

Last Reviewed: 19<sup>th</sup> March 2020

At a glance – terms used in this document

Term Used	Explanation
FOISA	<p>The Freedom of Information (Scotland) Act 2002</p> <p><i>Places a duty on those organisations covered to proactively publish certain types of information, to respond to requests for information and to provide advice and assistance to those making requests for information.</i></p>
EIRs	<p>Environmental Information Regulations (Scotland) 2004</p> <p><i>Those organisations covered by EIRs have a duty to respond to requests for environmental information and actively disseminate environmental information.</i></p>
SIC	<p>The Scottish Information Commissioner</p> <p><i>The regulator responsible for ensuring that those bodies covered by FOISA and the EIRs comply with the terms of the legislation.</i></p>
MPS	<p>Model Publication Scheme</p> <p><i>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it).</i></p>
Guide to Information	<p><i>A guide that all organisations subject to FOISA must produce to help people access the information it makes available.</i></p>
Classes of Information	<p><i>Nine broad categories describing the types of information authorities should publish (if they hold it).</i></p>

## **Background**

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that Registered Social Landlords and certain connected bodies in Scotland must adopt and maintain a publication scheme. This must set out all of the information that we publish and how you can access it. Hillcrest has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#). This Guide to Information details what we publish and contains links to where you can find all of the information listed online.

## **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, to request information that we publish in a format other than online or to arrange a visit to our offices to view information, please contact:

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Hillcrest Homes  
1 Explorer Road  
Dundee  
DD2 1EG  
[informationgovernance@hillcrest.org.uk](mailto:informationgovernance@hillcrest.org.uk)  
0300 123 2640

## **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 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 and update individual documents (for example, our policy documents), we will only publish the current version to avoid confusion.

## **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, if any links are not working or if there is some information that you cannot find that you would like to access, please contact:

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1 Explorer Road  
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[informationgovernance@hillcrest.org.uk](mailto:informationgovernance@hillcrest.org.uk)  
0300 123 2640

## **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 FOISA 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 registered social landlords.

The details of all the information we hold under each of the classes are outlined below. Links to the information are provided when this information is available online.

Information we publish	Description
<b>Class 1 - About Hillcrest</b>	
<i>Information about Hillcrest, 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>	
<a href="#">Aims and Values</a>	Our aims, key values and vision
<a href="#">Areas of operation</a>	Our Find a Home page details the areas in which Hillcrest Homes provides social housing
<a href="#">Business Plan – Hillcrest Homes</a> Business Plan – Hillcrest Futures <a href="#">Business Plan – Hillcrest Maintenance</a>	The Business Plans for Hillcrest Homes, Hillcrest Futures and Hillcrest Maintenance for the years 2019-2022.  <i>A revised Business Plan for Hillcrest Futures is pending approval and will be published once approved</i>
<b>How to contact us</b>	
<a href="#">Contact Us – Hillcrest Homes</a> <a href="#">Contact Us – Hillcrest Futures</a> <a href="#">Contact Us – Hillcrest Maintenance</a>	Our telephone number, main office addresses, opening times (where applicable) and online forms for contacting Hillcrest Homes, Hillcrest Futures and Hillcrest Maintenance
<a href="#">Make a Complaint</a>	Full details of our complaints procedure and how to make a complaint
<a href="#">Unacceptable Actions Policy</a>	Our Policy to support our staff and ensure that Hillcrest is in a position to protect our staff and organisation as necessary
<b>Information relating to Freedom of Information</b>	
<a href="#">How to Make a FOI Request</a>	Full details of how to request information under the Freedom of Information legislation
<a href="#">Freedom of Information Policy</a> <a href="#">Freedom of Information Procedure</a>	Our Policy and Procedure in relation to how we comply with the Freedom of Information legislation
<b>About our Governing Body</b>	
<a href="#">Committee of Management – Hillcrest Homes</a> <a href="#">Board of Directors – Hillcrest Futures</a> <a href="#">Board of Directors – Hillcrest Maintenance</a>	Details of our Governing Body Members including when they became a governing body member, their professional biographies, office-bearing responsibilities and when they became an office bearer
<b>About our staff</b>	
<a href="#">Senior Team</a>	Details of our Senior Team including their contact details

Information we publish	Description
<a href="#">Hillcrest Futures</a>	Details of the senior staff within Hillcrest Futures
<b>Governance Documents and Corporate Policies</b>	
<a href="#">The Rules of Hillcrest Homes</a>	The Rules by which Hillcrest Homes must operate
<a href="#">Standing Orders</a>	The Standing Orders enabling the Association's members to establish procedures for the management of the Association by the Committee of Management on the members' behalf. This also includes the remits of the Committee of Management, the Audit and General Purposes Sub-committee and the Operations Sub-committee
<a href="#">Financial Regulations</a>	Our Regulations setting out the financial management and control of all the companies within Hillcrest. This also includes details about our internal and external audit arrangements.
<a href="#">Articles of Association – Hillcrest Futures</a> <a href="#">Articles of Association – Hillcrest Maintenance</a>	The Articles of Association for both Hillcrest Futures and Hillcrest Maintenance
<a href="#">Board Membership Policy</a>	Our Policy setting out how we will secure people with the attributes to serve on our Committee of Management. This also includes details of how to become a Committee Member
<a href="#">Shareholding Membership Policy</a>	Our Policy in relation to members of Hillcrest Homes
<a href="#">National Involvement Network's Charter of Involvement</a>	Hillcrest Futures has signed up to the Charter of Involvement and it can be accessed through the ARC Scotland website
<a href="#">Code of Conduct for Staff</a>	The Model Code of Conduct of the SFHA which Hillcrest have adopted for staff
<a href="#">Code of Conduct for Governing Body Members</a>	The Model Code of Conduct of the SFHA which Hillcrest have adopted for governing body members
Entitlements, Payments and Benefits Policy	Our Policy in relation to the acceptance or provision of gifts and hospitality

Information we publish	Description
	<i>This document is currently under review</i>
<a href="#">Register of Interests</a>	A register of the interests that have been declared by our governing body members
Equality, Inclusion and Diversity Policy	Our Policy in relation to how we comply with Equalities legislation  <i>This document is currently under review</i>
<a href="#">Health and Safety Policy</a> <a href="#">Fire Safety</a> <a href="#">Electrical Safety</a> <a href="#">Machine Safety</a> <a href="#">Workplace Conditions</a> <a href="#">Safety Inspections and Audits</a> <a href="#">Safety Records</a> <a href="#">Letter Bombs</a> <a href="#">Gas Safety</a> <a href="#">Lifts and Lifting Equipment</a> <a href="#">Work at Height</a> <a href="#">Scaffolds</a> <a href="#">Food Hygiene</a> <a href="#">Fire Risk Assessment</a> <a href="#">Control of Contractors</a> <a href="#">Water Management and Legionella</a> <a href="#">Bacteria Control</a> <a href="#">Risk Assessments</a> <a href="#">First Aid</a> <a href="#">Accidents and Incident Reporting</a> <a href="#">Violence at Work</a> <a href="#">Information, Instruction and Training</a> <a href="#">Control of Substances Hazardous to Health</a> <a href="#">Control of Noise at Work</a> <a href="#">Display Screen Equipment</a> <a href="#">Smoking</a> <a href="#">Blood, Body Fluids and Sharps</a> <a href="#">New and Expectant Mothers</a> <a href="#">Young Persons Safety</a> <a href="#">Radiation</a> <a href="#">Lone Working</a> <a href="#">Cycling at Work Guidance</a> <a href="#">Manual Handling/Lifting</a>	Our Policy and Procedures in relation to how we comply with Health and Safety legislation

Information we publish	Description
<a href="#">Personal Protective Equipment</a> <a href="#">Moving and Handling of People</a> <a href="#">Infection Control</a> <a href="#">Inoculations</a> <a href="#">Managing the Risk of Scalding</a>	
<a href="#">Environmental and Sustainability Policy</a>	Our Policy in relation to our performance in all areas of our business with regards to environmental, social and economic sustainability
<b>Relationship with Regulators</b>	
<a href="#">Engagement Plan</a>	Our Engagement Plan with the Scottish Housing Regulator
<a href="#">Assurance Statement</a>	Our Assurance Statement to the Scottish Housing Regulator
<a href="#">Annual Return on the Charter</a>	Our submission to the Scottish Housing Regulator (SHR) to allow the SHR to build a profile of Hillcrest Homes as a landlord and of the wider housing sector
<a href="#">Financial Statements Return 2018/19</a> Financial Projections and Assumptions 2018/19 <a href="#">Loan Portfolio Submission 2018/19</a>	Our Financial Returns to the Scottish Housing Regulator for 2018/19  <i>Our Financial Projections and Assumptions 2018/19 are available on request</i>
<b>Organisation Details</b>	
<a href="#">Our Subsidiaries</a>	Details of the various companies within Hillcrest
<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>Our Services – Social Housing</b>	
<a href="#">Our Services</a>	A list of the various services provided by Hillcrest Homes
<a href="#">Insurance</a>	Information about the need for tenants to take out contents insurance on their home
<a href="#">Domestic Abuse Support</a>	Information about domestic abuse and what you can do if you are a victim
<a href="#">Energy Advice</a>	Information about our free energy advice service

Information we publish	Description
<a href="#">Get Involved</a>	Information about how you can get involved. This page also includes information about Hillcrest Action for Residents and Tenants (HART) our Tenant Scrutiny Panel
<a href="#">Helping Older People Engage (HOPE)</a>	Information about our free service for people over 55 who are living in Dundee
<a href="#">Make a Change</a>	Information about how to advise us of a change in your circumstances including information about: <ul style="list-style-type: none"> <li>• applications for mutual exchange</li> <li>• applications for a lodger</li> <li>• applications for a tenancy change</li> <li>• applications for consent to sub-let</li> <li>• a change of household composition</li> <li>• applications to keep a pet</li> </ul>
<a href="#">Money and Benefit Advice</a>	Information about how our Tenancy Sustainment team can help you with the financial aspects of starting and maintaining your tenancy
<a href="#">Paying your Rent</a>	Information about how to pay your rent
<a href="#">Report a Repair</a>	Full details of how to report a repair including: <ul style="list-style-type: none"> <li>• our repairs categories and response times</li> <li>• what happens when you report a repair</li> <li>• your right to repair</li> <li>• types of repair</li> </ul>
<a href="#">Tenancy Support</a>	Full details of our tenancy support service
<a href="#">Universal Credit</a>	Information about Universal Credit
<a href="#">Find a Home</a>	Information about how to apply for a home through the Common Housing Register
<b>Our Services – Care and Support</b>	
<a href="#">Get Support</a>	Details about how to get support in relation to homecare, learning disabilities, autism, student support, alcohol and substance misuse and self-directed support. Also find out about added value activities
Service Brochures	Each of the services run by Hillcrest Futures produces a brochure with full details about the



Information we publish	Description
	<p>service</p> <p><i>These brochures are available on request</i></p>
Service Improvement Plans	<p>Each of the services run by Hillcrest Futures has an improvement plan in place</p> <p><i>These plans are available on request</i></p>
<b>Our Services – Maintenance</b>	
<a href="#">Maintenance</a>	Details of the services provided by Hillcrest Maintenance
<b>Strategies, Policies and Procedures</b>	
<a href="#">Welfare Reform Strategy</a>	Our Strategy setting out how we will work to mitigate the impact of Welfare Reform
<a href="#">Fuel Poverty Strategy</a>	Our Strategy setting out how we will seek to minimise the impact of fuel poverty on our tenants
<a href="#">Allocations Policy</a>	Our Policy setting out Hillcrest Homes’ commitment to an open, transparent and accountable allocations process which complies with the law and reflects regulatory and best practice requirements
<a href="#">Anti-Social Behaviour Policy</a>	Our Policy in respect of anti-social behaviour and how we will provide a framework within which incidents of anti-social behaviour will be dealt with
Asbestos Management Policy	<p>Our Policy outlining how Hillcrest plans to fulfil its duties under the Health and Safety at Work Act 1974 and the Control of Asbestos Regulations 2012 (CAR 2012)</p> <p><i>This document is currently under review</i></p>
<a href="#">Income Management Policy</a>	Our Policy setting out how Hillcrest Homes will apply common principles and take a clear and consistent approach to the management of arrears and the collection of income for all services

Information we publish	Description
Property Maintenance Policy	<p>Our Policy to ensure the provision of good quality housing to people in need and to ensure all property assets are maintained to a high standard and continue to meet the demands and aspirations of customers</p> <p><i>This document is currently under review</i></p>
<a href="#">Estate Management Policy</a>	Our Policy in relation to the management of our rented, shared ownership and mixed tenure developments
<a href="#">Voids Policy</a>	Our Policy to ensure that empty properties are let in an efficient, cost effective and fair fashion
<a href="#">Domestic Abuse Policy</a>	Our Policy detailing the steps we will take to support tenants who are victims of domestic abuse
<a href="#">Risk Management Policy</a>	Our Policy and Procedure addressing strategic or major risk management within Hillcrest
Tenants' Handbook	<p>Our handbook for tenants</p> <p><i>This document is currently under review</i></p>
Vision Statement	<p>Our Policy summarising the aims and objectives of Hillcrest Futures</p> <p><i>This Policy is currently under review</i></p>
<p><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></p>	
<p><b>Governing Body Meetings</b></p>	
<a href="#">Governing Body Papers</a>	<p>The agenda, papers and minutes for the meetings of our governing body. We will publish the papers of our:</p> <ul style="list-style-type: none"> <li>• Committee of Management</li> <li>• Audit and General Purposes Sub-committee</li> <li>• Operations Sub-committee</li> <li>• Hillcrest Futures Board</li> <li>• Hillcrest Maintenance Board</li> </ul> <p>The papers can be filtered using the options on the left-hand side of the page</p>

Information we publish	Description
<b>Consultation and Participation</b>	
<a href="#">Tenant Participation Strategy</a>	Our Tenant Participation Strategy setting out how tenants and other customers can take part in our decision making and how they can influence decisions about housing services, housing policies and procedures and housing conditions
<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>	
<a href="#">Statutory Accounts – 2018/19</a>	Hillcrest’s statutory accounts which include sections on: <ul style="list-style-type: none"> <li>• Members, Executives and Advisers</li> <li>• Report of the Committee of Management</li> <li>• Strategic Report</li> <li>• Statement of the Committee’s Responsibilities</li> <li>• Report of the Auditors</li> <li>• Report of the Auditors on Corporate Governance Matters</li> <li>• Statements of Comprehensive Income</li> <li>• Statements of Financial Position</li> <li>• Statements of Changes in Reserves</li> <li>• Statements of Cash Flows</li> <li>• Notes of Financial Statements</li> </ul>
<a href="#">Budget Holder Roles and Responsibilities</a>	Our Procedure covering: <ul style="list-style-type: none"> <li>• the allocation of budgets to budget holders</li> <li>• budget setting</li> <li>• quarterly management accounts</li> <li>• authorisation limits</li> </ul>
<b>Our programme of work and projects</b>	
<a href="#">Developments</a>	Details in relation to our current development programme
<b>Spending relating to Staff and Governing Body</b>	

Information we publish	Description
<a href="#">Mileage, Subsistence and Other Expenses Policy</a>	Our Policy and Procedure in relation to the payment of staff expenses
<a href="#">Governing Body Member Expenses</a> <a href="#">Senior Staff Expenses</a>	The expenses of our governing body members and senior staff members for 2018/19 broken down at category level
<a href="#">Pay and Grading Structure</a>	Our pay bandings for each grade of staff within Hillcrest Homes, Hillcrest Futures and Hillcrest Maintenance
<b>Class 5 – How we manage our resources</b> Information about how we manage our human, physical and information resources	
<b>Human resources</b>	
<a href="#">Staffing Structure</a>	The staffing structure for Hillcrest
<a href="#">Trade Union Agreement</a>	The Recognition and Procedural Agreement between Hillcrest Maintenance and Unite the Union
<a href="#">Bullying and Harassment</a> <a href="#">Attendance Management</a> <a href="#">Disciplinary</a> <a href="#">Grievance</a> <a href="#">Learning and Development</a> <a href="#">Removal and Relocation</a> <a href="#">Retirement</a> <a href="#">Recruitment and Selection</a> <a href="#">Leave and Special Leave</a> <a href="#">Maternity and Adoption</a> <a href="#">Flexible Working</a> <a href="#">Redundancy</a> <a href="#">Disclosure</a> <a href="#">Information and Consultation</a> <a href="#">Flexitime</a> <a href="#">Childcare Voucher</a> <a href="#">Alcohol and Substance Misuse</a> <a href="#">Stress Management</a> <a href="#">Secondment</a> <a href="#">Exit Questionnaire</a> <a href="#">Staff Code of Conduct</a> <a href="#">Probationary Contracts</a> <a href="#">Shared Parental Leave</a>	Our Policies and Procedures relating to our HR function  <i>One document is currently under review</i>

Information we publish	Description
<p><a href="#">Performance at Work</a></p> <p><a href="#">Job Evaluation</a></p> <p><a href="#">Psychometric Testing</a></p> <p>Working Regulations Nightworker</p> <p><a href="#">Extreme Weather Emergency Situations</a></p> <p><a href="#">Mental Health and Wellbeing</a></p> <p><a href="#">Recognition and Reward</a></p> <p><a href="#">Personnel Files</a></p> <p><a href="#">Mediation</a></p> <p><a href="#">Social Media Policy</a></p> <p><a href="#">Paternity and Parental Leave</a></p> <p><a href="#">Buying and Selling Annual Leave</a></p> <p><a href="#">Volunteering</a></p> <p><a href="#">Work Experience and Placements</a></p> <p><a href="#">Domestic Abuse (Support to Employees)</a></p>	
<p><a href="#">SFHA</a></p> <p><a href="#">Dundee and Angus Chamber of Commerce</a></p> <p><a href="#">Edinburgh Chamber of Commerce</a></p> <p><a href="#">Scotland's Housing Network</a></p> <p><a href="#">HouseMark</a></p> <p><a href="#">Chartered Institute of Housing</a></p>	<p>Links to the websites of the professional organisations/trade bodies of which we are a member</p>
<b>Physical Resources</b>	
<p>Property Strategy</p>	<p>Our Strategy setting out a clear vision of how Hillcrest will manage its portfolio of properties</p> <p><i>This document is currently under review</i></p>
<p>Property Maintenance Policy</p>	<p>Our Policy to ensure the provision of good quality housing to people in need and to ensure all property assets are maintained to a high standard and continue to meet the demands and aspirations of customers</p> <p><i>This document is currently under review</i></p>
<p>Asbestos Management Policy</p>	<p>Our Policy outlining how Hillcrest plans to fulfil its duties under the Health and Safety at Work Act 1974 and the Control of Asbestos Regulations 2012 (CAR 2012)</p>

Information we publish	Description
	<i>This document is currently under review</i>
Leases and Protocols Policy	Our Policy when considering whether to enter into a Lease or a Support Provider Protocol  <i>This document is currently under review</i>
Partnering Policy	Our Policy in relation to the fostering of partnerships with contractors  <i>This document is currently under review</i>
<b>Information Resources</b>	
<a href="#">Records Management Policy</a> <a href="#">Records Management Procedure</a> <a href="#">Data and Record Archiving and Disposal Procedure</a> <a href="#">Records Retention Schedule</a>	Our Policy and Procedures in relation to how we store, access and dispose of data
<a href="#">Data Protection Policy</a> <a href="#">Data Protection Procedure</a> <a href="#">CCTV Procedure</a> <a href="#">Data Breach Management Procedure</a> <a href="#">Data Sharing Procedure</a>	Our Policy and Procedures in relation to how we process personal data
<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>	
<a href="#">Approved Contractors List</a>	Our list of the approved contractors used by Hillcrest
<b>Our Procurement</b>	
<a href="#">Procurement Strategy</a>	Our strategy setting out how we will direct our external expenditure on goods, services and works
<a href="#">Annual Procurement Report 2018/19</a> <a href="#">Annual Procurement Report 2017/18</a>	Our report on our performance and achievements in delivering our Procurement Strategy for 2018/19 and the previous financial year
<a href="#">Procurement Policy</a> <a href="#">Procurement Procedure</a>	Our Policy and Procedure in relation to how we procure services

Information we publish	Description
<a href="#">Tendering for Work</a>	Information about how we procure services and how you can tender for work
<a href="#">Register of Contracts</a>	Our register of the contracts we have awarded including the names of our suppliers and the value and duration of the contracts
<a href="#">Open Tenders</a>	A link to the Public Contracts Scotland page listing all invitations to tender over £50,000, including those of Hillcrest. Search for 'Hillcrest' under the 'Keywords' field to see our open tenders
<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	
<a href="#">Annual Report – 2018/19</a> <a href="#">Annual Report – 2017/18</a> <a href="#">Annual Report – 2016/17</a>	Our Annual Report for 2018/19 and the previous two financial years
<a href="#">Annual Performance Report 2018/19</a> <a href="#">Annual Performance Report 2017/18</a> <a href="#">Annual Performance Report 2016/17</a>	Our Annual Performance Report for the year 2018/19 and the previous two financial years. Also known as our Tenants' Report.
<a href="#">Duty of Candour Annual Report 2018/19</a>	Our Duty of Candour Annual Report for the year 2018/19
<a href="#">Complaints Policy</a> <a href="#">Complaints Handling Procedure</a> <a href="#">Complaints Procedure Booklet</a>	Hillcrest's Policy and Procedure in relation to complaints and a booklet describing our complaints procedure and how to make a complaint
<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 Hillcrest as we do not produce any publications for sale.	
<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 Hillcrest.	