Freedom of Information – Guide to Information

Information	Where to access
Class 1 - About DPHA *Information about DPHA, 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	3 Year Business Plan
Vision	3 Year Business Plan
Values	3 Year Business Plan
Corporate Objectives	3 Year Business Plan
Area(s) of operation	3 Year Business Plan
Key activities; strategic/corporate plan(s)	3 Year Business Plan
Business Plan (or summary)	3 Year Business Plan
Customer Code/Charter	Customer Service Standards
Location and opening arrangements	
Address	Contact us
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Contact us
Opening times	Contact us
General contact arrangements	Contact us
Local/area office contact details	Contact us
Contact details for making a complaint	Complaints
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	Freedom of Information
Charging Schedule for Published Information	Schedule of fees
Contact details and advice on making an FOI request	Freedom of Information
Freedom of Information policies and procedures	Freedom of Information Policy
Charging Schedule for environmental information provided in response to requests made under EIRs	Schedule of fees
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	Committee Committee 3 Year Business Plan Standing Orders Committee
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	3 Year Business Plan Standing Orders
How to become part of the governing body	

Information	Where to access
About our staff	
List of senior management team, including professional biography and contact details	3 Year Business Plan Staff
Organisational structure	3 Year Business Plan
Governance Documents and Corporate Policies	
Rules/Articles	Rules
Standing Orders	Standing Orders
Membership Policy	Membership Policy
Code of Conduct for Staff	Staff Code of Conduct
Code of Conduct for Governing Body Members	Committee Code of Conduct
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Payments Entitlements and Benefits Policy
Register of Interests	Available on request
Equalities Policy	Under Review
Health and Safety Policy	Health and Safety Control Manual
Sustainability Policy	Not currently available
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Engagement Plan
Assurance Statement	Assurance Statement
Annual Return on Charter Submission to SHR	ARC Return
Financial Returns to SHR	Available on request
Charter Report to tenants (Landlord Report)	Landlord Report
Internal and External Audit arrangements	3 Year Business Plan
Key Partnerships	
Strategic agreements with other organisations	Not applicable
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 Maintenance Care

Information	Where to access
	Factoring Wider Role
How to report a repair	Report a Repair
Right to Repair information	Right to repair
How to apply for a house	Applying for a house
How to get information about tenancy support	help with tenancy
How to make a complaint	Complaints
How to speak to a housing officer	Staff
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Not currently available
Policies and Procedures	
Allocations Policy	Allocations Policy
Adaptations Policy	Not currently available
Anti-Social Behaviour Policy	Anti-social behaviour policy
Asbestos Management Policy	Asbestos Policy
Arrears Management Policy	Arrears Management
Asset Management Policy (including stock condition information)	Not currently available
Customer Care Policy	Customer Service Standards
Data Protection Policy	Not currently available
Environmental Information Regulations Policy (EIR)	Combined with FOI Policy
Equality and Diversity Policy	Not currently available
Estate Management Policy	Estate Management Policy
Health and Safety Policy and procedures	Health and Safety Control Manual
Legionnaires Inspection/Prevention Policy	Legionella Policy
Procurement Policy	Procurement Policy

Information	Where to access
Risk Management Policy	Risk Management Policy
Rent Setting Policy	Not currently available
Repairs Policy	Not currently available
Sustainability Policy	Not currently available
Tenant Engagement Policy	Not currently available
Tenancy Sustainment Policy	Tenancy Sustainment Policy
Internal procedures relating to above (where available)	Not currently available

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	Not currently available
Governing body meeting reports/papers	Available on request
Governing body agendas	Not currently available

Consultation and Participation

Tenant Participation Strategy	Tenant Participation
Consultation reports noting the outcome of any recent consultations with tenants/others	Not currently available

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	3 Year Business Plan
Audited accounts	Financial-downloads
Budget policies and procedures	Finance Regulations Finance Procedures
Budget allocation to key service areas	Not Available

Our programme of work and projects

Brief details of any project funding and how it's being spent	Not Applicable
Capital works programme/plans information (annual programme figure)	3 Year Business Plan

Spending relating to Staff and Governing Body

Expenses policies and procedures	Staff - Staff Expenses Policy

Information	Where to access
	MC - Committee Expenses Policy
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Available on request
Board member remuneration other than expenses	Not Applicable
Pay and grading structure (levels of pay rather than individual salaries)	EVH Salary Grades
General information about staff pension scheme	Pensions Policy
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	Not Available
Staffing structure	3 Year Business Plan
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records	Recruitment Policy Not currently available Not currently available Not currently available Pensions Policy Disciplinary Policy Grievance Policy Governance Policies Retention schedule
Internal procedures relating to the above (where available)	Not available
Trade Union information	Unite Union info to be added to Add to staff
Summary of professional organisations/trade bodies of which we are a member	Logos are displayed on home page
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Not currently available
General description of our land and property holdings	Not currently available

Information	Where to access
Estate development plans	Not currently available
Information Resources	
Records management policy and records management plan, including records retention schedule	[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	Not currently available
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	[List of contractors-consultants](#)
Information about regulated procurement contracts awarded (value, scope, duration)	Not currently available
Our Procurement	
Procurement Policy and procedures	[Procurement Policy](#)
Information on how to tender for work and invitations to tender	Procurement page
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Not currently available
Links to procurement information we publish on Public Contracts Scotland website	[Procurement page](#)
Framework Agreements	Not currently available
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	[Annual Reports](#)
ARC report to tenants	[Annual Reports](#)
Performance Standards/indicators	Performance

Information	Where to access
Benchmarking information	Performance
Complaints policy, guidance and forms	Not currently available
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Annual Reports

Class 8 – Our commercial publications
Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal

This class does not apply to **Dalmuir Park Housing Association** as we do not produce any publications for sale.	

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 **Dalmuir Park Housing Association**	