

FREEDOM OF INFORMATION ACT 2000

PUBLICATION SCHEME

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Introduction

In implementing the Freedom of Information Act 2000 Six Town Housing promotes an understanding of the work undertaken within the organisation, to foster a spirit of trust with the public and other organisations. We achieve this by promoting transparency in the way we make decisions and by providing clear information about our policies and processes through our publication scheme. We deal with individual requests for information courteously and promptly and provide advice and assistance necessary.

What is Freedom of Information?

The Freedom of Information Act 2000 gives a general right of access to all types of recorded information held by public authorities. It lists exemptions from that right and places a number of obligations on public authorities.

The Act came into force in two stages:

- The first stage was in February 2003 when Bury Council (who were managing the homes that Six Town Housing now manage) adopted a publication scheme.
- The second stage came into force in January 2005. Any person making a request to a public authority for information must be informed whether the public authority holds the information and supplied with that information. This is subject to a number of exemptions listed in the Act.

What is a Publication Scheme?

A publication scheme is a guide to the classes of information that Six Town Housing publishes or intends to publish routinely. The term published is broad and is not limited to information produced in paper forms. As far as the Freedom of Information Act 2000 is concerned, information made publicly available has been published. Therefore, information on Six Town Housing's website is as much part of the Publication Scheme as printed documents.

What are Classes of Information?

A requirement of the Act is to specify classes of information that Six Town Housing will publish within its publication scheme.

The Information Commissioner issued a 'Model Publication Scheme' and from 1 January 2009 Six Town Housing has adopted the 'Model Scheme'.

The Model Scheme contains 7 classes of information and these are as follows:

- Who we are and what we do

- What we spend and how we spend it
- What our priorities are and how we are doing
- How we make decisions
- Our policies and procedures
- Lists and registers
- The service we offer

Examples of the type of information available are given below under the Guide to Information.

By adopting the Information Commissioner's 'Model Scheme' Six Town Housing is committed to the following:

- To proactively publish information (including environmental information which is held by it and contained within each class).
- To provide a means by which the Authority can ensure the public are aware of the sorts of information Six Town Housing has committed to make readily available, how they can access it and whether they will have to pay for it.
- To review and update the information on a regular basis and in accordance with The Association of Greater Manchester Authorities Publication Scheme Review Guidance.

How will I Request Additional Information not Covered by this Scheme?

Six Town Housing includes as much information in this publication scheme as it can, however, if you cannot find what you are looking for you can make a request for information.

The Act is retrospective and information requests can be for information created before the Act came fully into force in 2005. However, where any information comes within an exempt category under the Freedom of Information Act 2000 or other relevant legislation, it will be published with the exempt material deleted.

Will I be Charged for Information?

Material which is published and accessed on the website can be downloaded free of charge. Some information may only be available in hard copy and some will only be available for inspection. Charges may be made for information subject to a legal charging regime. Charges under the publication scheme may be made for actual disbursements such as:

- Photocopying
- Printing
- Postage
- The cost directly incurred as a result of viewing the information.

Any charges will be in accordance with the organisation's stated policy.

Who do I contact?

For information concerning the scheme or if you wish to make a request for other information you can contact the following employee:

Danny Lansley - Governance and Compliance Lead

In writing: Six Town Housing, Knowsley Place, Angouleme Way, Bury, BL9 0EL

Via email: enquiries@sixtownhousing.org

Via telephone: 0161686 8000

Making a Complaint, Suggestion or Compliment

If you are not satisfied with Six Town Housing's response to a request for information you can make a complaint in the following ways:

In writing: Six Town Housing, Knowsley Place, Angouleme Way, Bury, BL9 0EL

Via email: enquiries@sixtownhousing.org

Via telephone: 0161686 8000

If after going through Six Town Housing's formal complaint and appeals system you are still not satisfied then the Freedom of Information Act 2000 makes provision for you to complain directly to the Information Commissioner's Office (ICO):

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

[Http://www.ico.org.uk](http://www.ico.org.uk)

If you have any suggestions or compliments, we need to know so that we can improve our service to you this can be done:

Via our website: <http://www.sixtownhousing.org/contact-us>

In writing: Six Town Housing, Knowsley Place, Angouleme Way, Bury, BL9 0EL

Via email: enquiries@sixtownhousing.org

Via telephone: 0161686 8000

Advice and Assistance

If you need help to make a request for information you may contact the following employee:

Danny Lansley - Governance and Compliance Lead

In writing: Six Town Housing, Knowsley Place, Angouleme Way, Bury, BL9 0EL

Via email: enquiries@sixtownhousing.org

Via telephone: 0161686 8000

Reviewing and Maintaining the Scheme

The Freedom of Information Act 2000 states that a publication scheme should be reviewed from time to time. Six Town Housing is responsible for reviewing and maintaining this guide to information and the data it contains. Material will be updated and any outdated information will be removed. This guide and operation of the scheme will be reviewed annually with The Association of Greater Manchester Authorities Publication Scheme Review Guidance.

Copyright

Reproducing material supplied under this publication scheme without the express permission of the Six Town Housing may be an infringement of copyright. Requests for permission should be addressed to the Governance and Compliance Lead (contact details above).

Guide to Information

Six Town Housing's website (www.sixtownhousing.org) provides a sitemap on which you can see all of the pages that contribute to our website. In addition there is a search facility. The guide below is intended to assist you by giving some examples of the type of information which we routinely make available. Where a document is indicated within this guidance it is likely to be the current version. Clicking on those items in blue will take you directly to them on our website. Other documents are available in paper format.

Information Class	Description	Examples
Who we are and what we do	Organisational information, locations and contacts, governance arrangements	Articles of Association
		Standing Orders
		Six Town Housing Board
		Organisational Structure
		Code of Conduct for Board members
		Location and Opening Times of Six Town Housing Offices
		Annual Delivery Plan
What we spend and how we spend it	Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.	Financial Statements
		Financial regulations
		Capital Programme Information
		Business Plan
What are our priorities and how we are doing.	Strategy and performance information, plans, assessments, inspections and reviews.	Forward to Excellence 2011-15
		Monthly performance information
		Annual Report
How we make decisions	Policy proposals and decisions, consultations	Minutes of Board meetings
		Tenant Satisfaction Survey Outcomes
		Committee Structure
		Board Forward Plan

Information Class	Description	Examples
Strategies, policies procedures and frameworks	Current written protocols for delivering our functions and responsibilities	Strategies, policies and procedures for recruiting and employing staff - Equality and Diversity Framework
		Strategies, policies and procedures for customer service and tenancy matters - Better Neighbourhoods Strategy - Eyes Wide Open - Tenancy Agreement - Comments, Complaints and Suggestions - Service Standards
		Record management and personal data policies - Data Protection Policy - Data Sharing Agreement Anti-Social Behaviour
		Strategies and policies for tenant involvement - Tenant and Leaseholder Engagement Framework - Tenants and Residents Associations
		Lists and registers
The services we offer	Advice and guidance, booklets and leaflets, transactions and media releases. A description of services offered.	The website contains an A-Z list of services which we provide

