

Guide to information available through the Publication Scheme

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available
- tell the public how to access the information and what it might cost.

The Scottish Housing Regulator has adopted the [Model Publication Scheme](#) produced by the Scottish Information Commissioner.

The purpose of this Guide to Information is to:

- allow you to see what information we currently publish (and where relevant, what we do not publish under each class)
- state what charges may be applied
- explain how you can find the information easily
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published

Availability and formats

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this). We will also make information available in alternative formats where reasonably practicable, to support accessibility needs.

Exempt information

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we may remove or redact the information before publication but we will explain why.

Copyright

Where the Scottish Housing Regulator holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- it is copied or reproduced accurately
- it is not used in a misleading context, and
- the source of the material is identified

The material on our website is subject to Crown copyright protection unless otherwise indicated.

Where the Scottish Housing Regulator does not hold the copyright in information we publish, we will make this clear.

We also publish information under The Open Government License. You may re-use this information (excluding logos) free of charge in any format or medium under the terms of [The Open Government License](#).

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

Charges

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 e.g., photocopying and postage, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

Requests for multiple print-outs of material on the web-site or for multiple hard copies may attract a charge for the cost of printing and/or photocopying and the postage costs of sending the information by first class post. Where charges are to be applied for multiple print-outs and/or photocopies, these will be charged at 10p per A4 side of paper.

In the event a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

Postage costs will be recharged at the rate we paid to send the information to you.

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.

Please note that this charging schedule does not apply to our commercial publications (see Class 8 below). These items are offered for sale through retail outlets such as book shops, academic journal websites or museum shops and their price reflects a 'market value' which may include the cost of production.

Keeping this guide up to date

We review this Guide to Information regularly (at least annually) to ensure it remains accurate, up to date and reflects the information we publish.

Contact us

You can contact us for assistance with any aspect of this publication scheme:

The Scottish Housing Regulator
5th Floor
220 High Street
Glasgow G4 0QW

Email: shr@shr.gov.scot
Telephone: 0141 242 5642

We are committed to making as much information available as possible. If you cannot find what you are looking for in this Guide, please contact us and we will be happy to help. We will also advise you how to complain if you are dissatisfied with any aspect of this publication scheme.

You may also make a request for information under freedom of information legislation.

The classes of information that we publish

We publish information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

CLASS 1: About the Scottish Housing Regulator

Class Description: Information about the Scottish Housing Regulator, who we are, where to find us, how to contact us, how we are managed and our external relations

[Details of Board: biographies, register of interests, any special responsibilities, register of gifts and hospitality](#)

[Board governance](#) at this page you can find information on our Board's standing orders, operational delegation of statutory powers, Audit and Risk Assurance Committee (ARAC) terms of reference, our most recent assurance map, our Board's code of conduct, gender equality of our Board and our framework agreement between Scottish Ministers and the Scottish Housing Regulator.

[Details of Management Team](#)

[Contact details](#)

[Our Approach to Freedom of Information \(FOI\)](#)

[How to complain about us](#)

[Regulatory Framework](#) at this page you can also follow a link to an external website containing the Housing (Scotland) Act 2010 which is the legislation that sets our statutory objective, functions, duties and powers.

[How we work with other organisations](#)

[Our Strategy](#)

CLASS 2: How we deliver our function and services

Class Description: Information about our work, our strategy and policies for delivering functions and services and information for our service users.

[Our Regulatory Framework](#)

[How to complain about a social landlord](#)

[Statutory guidance for social landlords in Scotland](#) all mandatory guidance for social landlords is published on this webpage.

[Advisory guidance for social landlords in Scotland](#) this section of our website is where our advice and guidance for social landlords is published.

[Challenging regulatory decisions: reviews and appeals](#)

[Outcome of appeals and challenges of our regulatory decisions](#)

[Our response targets](#)

[How we work with other organisations](#)

[The main reasons for our engagement with social landlords](#)

[The risks we will focus on in our risk assessments](#)

[National Reports about the performance of Scotland's social housing sector](#)

[Statutory intervention reports](#)

[Statistical information about social landlords' performance](#)

[Our engagement plans: Our engagement plans describe our work with social landlords. We publish an engagement plan for every social landlord in Scotland](#)

[How we involve tenants and service users in our work](#)

[About the National Panel of tenants and service users](#)

[How we monitor and assess the Scottish Social Housing Charter](#)

[Information on serious concerns](#)

[The Register of social landlords](#)

[Registering as a social landlord – guidance and forms](#)

[speeches and presentations](#)

[Our Approach to Equalities](#)

[Our Strategy](#)

[Our Annual Report and Accounts](#)

CLASS 3: How we take decisions and what we have decided

Class Description: Information about the decisions we take, how we make decisions and how we involve others

[Our Regulatory Framework](#)

[Scottish Housing Regulator Board meetings minutes](#)

[Audit and Risk Assurance Committee minutes](#)

[Consultation where the Regulator is directing a transfer of assets](#)

[How we include tenants and service users in our work](#)

[Directory of Social Landlords including our reports on each landlord](#)

CLASS 4: What we spend and how we spend it

Class Description: 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.

[Our Annual Report and Accounts](#)

[Our annual statement of compliance with the Public Services Reform Act](#)

[Our Strategy](#)

[Pay and grading structure \(external link to Scottish Government Salary data\)](#)

CLASS 5: How we manage our human, physical and information resources

Class Description: Information about how we manage the human, physical and information resources The Scottish Housing Regulator

[Our Annual Report and Accounts](#)

[Scottish Housing Regulator contracts register](#)

Statement on physical resource management: SHR uses the Scottish Government IT network, IT hardware and IT support on a shared services basis. SHR leases office space from an agency of the Scottish Government, Social Security Scotland.

[Biodiversity report](#)

[External link to Climate Change Report \(links to Sustainable Scotland Network website\)](#)

[The Framework Agreement between the Scottish Housing Regulator and the Scottish Government](#)

[Our Equalities Statement](#)

[Civil Service People Survey Results](#)

Statement on human resource management: SHR staff are employed as Civil Servants. SHR staff have the same terms and conditions as staff within the Scottish Government. SHR HR and payroll functions are carried out by the Scottish Government Directorate for People on a shared service basis. Further information can be found at <http://www.work-for-scotland.org/> and <https://www.gov.scot/about/how-government-is-run/> and further policies on human resources management in the Scottish Government may be available by contacting the Scottish Government.

[Freedom of information](#)

[Data protection policy](#)

[Privacy Statement](#)

[Cookies Information](#)

[Our people](#)

CLASS 6: How we procure goods and services from external providers

Class Description: Information about how we procure goods and services, and our contracts with external providers

[SHR Contract Register](#)

[SHR contract information on Public Contracts Scotland](#) (input Scottish Housing Regulator in 'buying organisation' field and check box to include archived notices)

[Collaborative procurement contracts directory](#)

CLASS 7: How we are performing

Class Description: Information about how the Scottish Housing Regulator performs as an organisation, and how well it delivers its functions and services

[Our Annual Report](#)

CLASS 8: Our commercial publications

Class Description: 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.

[If information is not listed under this class, we do not currently publish material in this area.](#)

Not applicable.

CLASS 9: Our open data

Class Description: Open data made available by the authority as described by the Scottish Government's Open Data Resource Pack and available under an open licence.

[SHR datasets and reports](#) This page gives access to all our published data and other useful reports. This data is a combination of CSV (comma-separated values) files and Excel spreadsheets.

Each year Registered Social Landlords (RSLs) in Scotland send us:

- selected information from the annual audited financial statements (AFS)

All social landlord in Scotland send us:

- information on their performance against standards and outcomes of the Scottish Social Housing Charter (Charter data)
- information to allow us to monitor compliance with the Energy Efficiency Standard for Social Housing (ESSH).

You can download all of this published data along with a glossary of the terms used.