

THE ATRIUM GROUP - GUIDE TO INFORMATION

LAST REVIEWED: JANUARY 2025

At a glance – terms used in this document

Term Used	Explanation
The Atrium Group	Atrium Homes a charitable registered social landlord AND Atrium Initiatives Limited, a wholly owned subsidiary of Atrium Homes
FOISA	Freedom of Information (Scotland) Act 2002 <i>Places a duty on those organisations covered to proactively publish certain types of information; and to respond to requests for information; and to provide advice and assistance to those making requests for information.</i>
EIRs	Environmental Information Regulations (Scotland) 2004 <i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i>
SIC	The Scottish Information Commissioner <i>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.</i>
MPS	Model Publication Scheme <i>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).</i>

Background

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.

THE ATRIUM GROUP 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

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, 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.

Our charges for providing any information detailed in this guide are summarised below:

Format	Charge
Online	Free
View at our office	Free
Print	10p per A4 sheet 20p per A3 sheet
CD Rom	£1
Posted document/CD Rom	Cost of postage incurred

Charges for information which is not available under the scheme

If you submit a request to us for information which is not available in this Guide, the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500
- We are not obliged to respond to requests which will cost us over £600 to process
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you

- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

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:

**The Atrium Group
Atrium House
14 Central Avenue
Kilmarnock
KA1 4PS**

**Ph: 01563 528816
Email: info@atrium-homes.co.uk**

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 papers, 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 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

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, or if there is some information that you cannot find that you would like to access, please contact:

**The Atrium Group
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KA1 4PS**

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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 FOI 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 housing associations/co-operatives.¹

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.

Information	Where to access
Class 1 - About THE ATRIUM GROUP	
<i>Information about THE ATRIUM GROUP, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
Descriptions of who we are	
Mission Statement	https://www.atrium-homes.co.uk/about-vision/
Vision	https://www.atrium-homes.co.uk/about-vision/
Values	https://www.atrium-homes.co.uk/about-vision/
Corporate Objectives	https://www.atrium-homes.co.uk/about-vision/
Area(s) of operation	https://www.atrium-homes.co.uk/about-staff-services/
Key activities; strategic/corporate plan(s)	https://www.atrium-homes.co.uk/about-staff-services/
Business Plan (or summary)	Available on request
Location and opening arrangements	
Address	https://www.atrium-homes.co.uk/contact/
Telephone number and e- mail address for general enquiries (and dedicated lines where appropriate)	https://www.atrium-homes.co.uk/contact/
opening times	https://www.atrium-homes.co.uk/contact/
General contact arrangements	https://www.atrium-homes.co.uk/contact/
Contact details for making a complaint	https://www.atrium-homes.co.uk/contact-comments/
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	THIS DOCUMENT

Information	Where to access
Freedom of Information policies and procedures	https://www.atrium-homes.co.uk/resources/?cat=17
Charging Schedule for environmental information provided in response to requests made under EIRs	See pages 2-3 of this Guide to Information
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member Professional biographical details office-bearing responsibilities when they became an office-bearer 	Governing Body https://www.atrium-homes.co.uk/about-governing/ Remit for Governing Body https://www.atrium-homes.co.uk/resources/?cat=32
Description of the role of the Governing Body <ul style="list-style-type: none"> governance structure chart (including sub-committees and working groups); remits for governing body and any sub-committees 	https://www.atrium-homes.co.uk/about-governing/ https://www.atrium-homes.co.uk/resources/?cat=32
How to become part of the governing body	https://www.atrium-homes.co.uk/about-governing/
Application Pack	https://www.atrium-homes.co.uk/resources/?cat=32
About our staff	
List of senior management team, including professional biography and contact details	Executive Team https://www.atrium-homes.co.uk/about-team/
Organisational structure	https://www.atrium-homes.co.uk/about-staff-services/
Governance Documents and Corporate Policies	
Rules/Articles	https://www.atrium-homes.co.uk/resources/?cat=32
Standing Orders	https://www.atrium-homes.co.uk/resources/?cat=32
Membership Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Code of Conduct for Staff	https://www.atrium-homes.co.uk/resources/?cat=37

Information	Where to access
Code of Conduct for Governing Body Members	https://www.atrium-homes.co.uk/resources/?cat=32
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.atrium-homes.co.uk/resources/?cat=32
Register of Interests	AVAILABLE ON REQUEST
Equalities Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Health and Safety Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Sustainability Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.atrium-homes.co.uk/resources/?cat=32
Assurance Statement	https://www.atrium-homes.co.uk/resources/?cat=43
Annual Return on Charter Submission to SHR	https://www.atrium-homes.co.uk/resources/?cat=42
Financial Returns to SHR	https://www.atrium-homes.co.uk/resources/?cat=31
Charter report to tenants	https://www.atrium-homes.co.uk/resources/?cat=42
Internal and External Audit arrangements	https://www.atrium-homes.co.uk/work-with/
Group Details	
Details of our subsidiaries / parent organisation	https://www.atrium-homes.co.uk/resources/?cat=32 https://www.choice-places.co.uk/
Key Partnerships	
Strategic agreements with other organisations	East Ayrshire SEARCH (Common Housing Register) (east-ayrshire.gov.uk)
Class 2 – How we deliver our functions and services <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
How to use our services	
List of services provided	https://www.atrium-homes.co.uk/about-staff-services/
How to report a repair	https://www.atrium-homes.co.uk/report-repair/
Right to Repair information	https://www.atrium-homes.co.uk/repairs-right/

Information	Where to access
How to apply for a house	https://www.atrium-homes.co.uk/finding-applying/
How to get information about tenancy support	https://www.atrium-homes.co.uk/your-home-money-advice/ https://www.atrium-homes.co.uk/cost-living/
How to make a complaint	https://www.atrium-homes.co.uk/contact-comments/
How to speak to a housing officer	https://www.atrium-homes.co.uk/contact/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.atrium-homes.co.uk/get-involved/
Policies and Procedures	
Allocations Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Adaptations Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Anti-Social Behaviour Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Asbestos Management Procedure	Available on request
Arrears Management Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Asset Management Procedure (including stock condition information)	Available on request
Customer Care Policy	n/a
Data Protection Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Equality and Diversity Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Estate Management Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Health and Safety Policy and procedures	https://www.atrium-homes.co.uk/resources/?cat=35
Legionnaires Inspection/Prevention Policy	n/a
Procurement Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Risk Management Policy	https://www.atrium-homes.co.uk/resources/?cat=35

Information	Where to access
Rent Setting Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Repairs Policy	https://www.atrium-homes.co.uk/resources/?cat=35
Tenant Engagement Policy	https://www.atrium-homes.co.uk/resources/?cat=38
Tenancy Sustainment Policy	n/a
Internal procedures relating to above (where available)	n/a
Class 3 – How we take decisions and what we have decided <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
Governing Body Meetings	
Governing body meeting minutes	https://www.atrium-homes.co.uk/resources/?cat=39
Governing body meeting reports/papers	AVAILABLE UPON REQUEST
Governing body agendas	AVAILABLE UPON REQUEST
Consultation and Participation	
Tenant Participation Strategy	https://www.atrium-homes.co.uk/resources/?cat=38
Consultation reports noting the outcome of any recent consultations with tenants/others	https://www.atrium-homes.co.uk/resources/?cat=38
Tenant Scrutiny Panel composition	https://www.atrium-homes.co.uk/get-involved/
Registered Tenant Organisations	https://www.atrium-homes.co.uk/resources/?cat=38
Class 4 – What we spend and how we spend it <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>	
Information about our accounts and budgets	
Description of funding sources	https://www.atrium-homes.co.uk/resources/?cat=31
Audited accounts	https://www.atrium-homes.co.uk/resources/?cat=31
Budget policies and procedures	https://www.atrium-homes.co.uk/resources/?cat=31
Budget allocation to key service areas	AVAILABLE UPON REQUEST

Information	Where to access
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Newsletters https://www.atrium-homes.co.uk/resources/?cat=34 Annual Reports https://www.atrium-homes.co.uk/resources/?cat=30
Capital works programme/plans information (annual programme figure)	https://www.atrium-homes.co.uk/your-home-investment/
Spending relating to Staff and Governing Body	
Expenses policies and procedures	https://www.atrium-homes.co.uk/resources/?cat=32
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	https://www.atrium-homes.co.uk/resources/?cat=35
Board member remuneration other than expenses	n/a
Pay and grading structure (levels of pay rather than individual salaries)	PayBandbyPostatforBoardApril19.pdf (atrium-homes.co.uk)
General information about staff pension scheme	AVAILABLE UPON REQUEST
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	n/a
Staffing structure	https://www.atrium-homes.co.uk/about-staff-services/

Information	Where to access
<p>Human resources policies, covering:</p> <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	<p>Human Resources https://www.atrium-homes.co.uk/resources/?cat=37</p> <p>Governance https://www.atrium-homes.co.uk/resources/?cat=32</p>
Internal procedures relating to the above (where available)	n/a
Trade Union information	n/a
Summary of professional organisations/trade bodies of which we are a member	https://www.sfha.co.uk/ https://www.evh.org.uk/ http://gwsf.org.uk/ http://www.scotlandshousingnetwork.org/ https://www.share.org.uk/
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	n/a
General description of our land and property holdings	https://www.atrium-homes.co.uk/resources/?cat=33
Estate development plans	n/a

Information Resources	
Information	Where to access
Records management policy and records management plan, including records retention schedule	https://www.atrium-homes.co.uk/resources/AtriumGroupFinalDataRetentionGuidelines.pdf Data-Retention-Policy--Schedule-May-2024.pdf (atrium-homes.co.uk)
Data protection or privacy policy	Staff: Atrium-Homes-Privacy-Notice-Employees-V3.0-review-1Feb24.pdf Board: Atrium-Homes-Privacy-Notice-Board-V2.0-2024.pdf Tenants: Atrium-Homes-Tenants-Privacy-Notice-V3.0-2024.pdf Website Users and Others: Privacy policy Atrium Homes (atrium-homes.co.uk)
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: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	https://www.atrium-homes.co.uk/work-with/
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://www.atrium-homes.co.uk/resources/?cat=36
Information about regulated procurement contracts Awarded (value, scope, duration)	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA19462 https://www.atrium-homes.co.uk/resources/?cat=36
Our Procurement	
Procurement Policy and procedures	https://www.atrium-homes.co.uk/resources/?cat=35
Information on how to tender for work and invitations to tender	https://www.supplierjourney.scot/

Information	Where to access
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://www.atrium-homes.co.uk/resources/?cat=36
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA19462
Framework Agreements	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA19462

Information	Where to access
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	https://www.atrium-homes.co.uk/resources/?cat=30
ARC report to tenants	https://www.atrium-homes.co.uk/resources/?cat=42 ARC report included in newsletters
Performance Standards/indicators	https://www.atrium-homes.co.uk/resources/?cat=30
Benchmarking information	https://www.housingregulator.gov.scot/landlord-performance/landlords/atrium-homes/
Complaints policy, guidance and forms	https://www.atrium-homes.co.uk/contact-comments/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Available upon request
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 THE ATRIUM GROUP 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 THE ATRIUM GROUP	Not applicable