

# Guide to information

Available through the Publication Scheme



[www.abbeyfield-scotland.com](http://www.abbeyfield-scotland.com)

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## 1. At a glance – terms used in this document

Term used	Explanation
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>

## 2. 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.

Abbeyfield Scotland Ltd has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS), and this Guide has been approved by the SIC.

## 3. 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 in black and white	10p per A4 sheet
Print in colour	20p per A4 sheet
Memory stick	50p
Posted document/Memory stick	Cost of postage incurred

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:

Freedom of Information  
Abbeyfield Scotland Ltd  
14 New Mart Road  
Edinburgh  
EH14 1RL

Tel: 0131 225 7801

Email: [dp@abbeyfield-scotland.com](mailto:dp@abbeyfield-scotland.com)

## 4. Postage costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

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.

## 5. 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:

### 5.1. 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 but if you decide not to proceed with the request there will be no charge to you.

### 5.2. Charges for Environmental Information is provided under the EIRs rather than FOISA

The rules for charging for environmental information are slightly different.

As with FOI we do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage.

If we decide to impose a charge, we will issue you with notification of the charge and how it has been calculated. 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. Charges are calculated based on the actual cost to Abbeyfield Scotland of providing the information:

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will 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.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

### 5.3. Charges for requesting your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request. We must provide a copy of the information free of charge.

However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests. The fee must be based on the administrative cost of providing the information.

Further information on the GDPR can be found on the Information Commissioner's Office website. [Click here to access.](#)

## 6. 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.

## 7. 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.

## 8. 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

## 9. 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:

Freedom of Information  
Abbeyfield Scotland Ltd  
14 New Mart Road  
Edinburgh  
EH14 1RL

Tel: 0131 225 7801

Email: [dp@abbeyfield-scotland.com](mailto:dp@abbeyfield-scotland.com)

## 10. 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.

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
<p><b>Class 1 - About Abbeyfield Scotland Ltd</b> <i>Information about Abbeyfield Scotland Ltd, who we are, where to find us, how to contact us, how we are managed and our external relations.</i></p>	
<p><b>Descriptions of who we are</b></p>	
<ul style="list-style-type: none"> <li>• Mission statement</li> <li>• Vision</li> <li>• Values</li> <li>• Corporate objectives</li> <li>• Area(s) of operation</li> <li>• Key activities; strategic/corporate plan(s)</li> <li>• Business plan (or summary)</li> </ul>	<p><a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/ASL-Business-Strategy-and-Outline-Plan.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/ASL-Business-Strategy-and-Outline-Plan.pdf</a></p>
<p>Customer Code/charter</p>	<p>Not applicable</p>
<p><b>Location and opening arrangements</b></p>	
<ul style="list-style-type: none"> <li>• Address</li> <li>• Telephone number and e-mail address for general enquiries</li> <li>• Opening times</li> <li>• General contact arrangements</li> <li>• Local/area office contact details</li> <li>• Contact details for making a complaint</li> </ul>	<p><a href="https://www.abbeyfield-scotland.com/contact-us/">https://www.abbeyfield-scotland.com/contact-us/</a></p>
<p><b>Information relating to Freedom of Information</b></p>	
<p>Publication Scheme and Guide to Information</p>	<p>This document</p>
<p>Charging schedule for published information</p>	<p>This document (see Page 4)</p>
<p>Contact details and advice on making an FOI request</p>	<p><a href="https://www.abbeyfield-scotland.com/abbeyfield-resources/">https://www.abbeyfield-scotland.com/abbeyfield-resources/</a></p> <p>Click on 'Freedom of Information'.</p>
<p>Freedom of Information policies and procedures</p>	<p><a href="https://www.abbeyfield-scotland.com/abbeyfield-resources/">https://www.abbeyfield-scotland.com/abbeyfield-resources/</a></p> <p>Click on 'Freedom of Information'.</p> <p>Currently under review, please <a href="#">contact us</a> if you would like to discuss.</p>



Information	Where to access
Charging schedule for environmental information provided in response to requests made under EIRs	This document (see Page 6)
<b>About our Governing Body</b>	
List of Governing Body Members <ul style="list-style-type: none"> <li>• Names</li> <li>• When they became a governing body member</li> <li>• Professional biographical details</li> <li>• Office-bearing responsibilities</li> <li>• When they became an office-bearer</li> </ul>	<a href="https://www.abbeyfield-scotland.com/why-abbeyfield/">https://www.abbeyfield-scotland.com/why-abbeyfield/</a>  Click on 'Board Members'.
Description of the role of the Governing Body <ul style="list-style-type: none"> <li>• Governance structure chart (including sub-committees and working groups);</li> <li>• Remits for governing body and any sub-committees</li> </ul>	Under review, please <a href="#">contact us</a> if you would like to discuss.
How to become part of the governing body	Please <a href="#">contact us</a> if you would like to discuss.
<b>About our staff</b>	
List of senior management team, including professional biography and contact details	<a href="https://www.abbeyfield-scotland.com/why-abbeyfield/">https://www.abbeyfield-scotland.com/why-abbeyfield/</a>  Click on 'Management Team'.
Organisational structure	<a href="https://www.abbeyfield-scotland.com/why-abbeyfield/">https://www.abbeyfield-scotland.com/why-abbeyfield/</a>  Click on 'Organisational chart'.
<b>Governance documents and corporate policies</b>	
Rules/articles	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2017/12/ASL-Rules.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2017/12/ASL-Rules.pdf</a>
Standing orders	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Standing-Orders-and-Delegated-Authorities.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Standing-Orders-and-Delegated-Authorities.pdf</a>
Membership policy	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2017/12/ASL-Membership-Policy.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2017/12/ASL-Membership-Policy.pdf</a>

Information	Where to access
Code of conduct for staff	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2016/10/staff-code-of-conduct-eb150318.docx">https://www.abbeyfield-scotland.com/wp-content/uploads/2016/10/staff-code-of-conduct-eb150318.docx</a>
Code of conduct for governing body members	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2016/10/Code-of-Conduct-for-Board-members.docx">https://www.abbeyfield-scotland.com/wp-content/uploads/2016/10/Code-of-Conduct-for-Board-members.docx</a>
Entitlements, payments and benefits policy (or equivalent, including arrangements for payments for expenses and subsistence)	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/07/entitlements-payments-and-benefits-policy-eb150318.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/07/entitlements-payments-and-benefits-policy-eb150318.pdf</a>
Register of interests	Please <a href="#">contact us</a> if you would like to discuss.
Equalities policy	Under review, please <a href="#">contact us</a> if you would like to discuss.
Health and safety policy	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Health-and-Safety-at-Work-Policy.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Health-and-Safety-at-Work-Policy.pdf</a>
Sustainability policy	Please <a href="#">contact us</a> if you would like to discuss.
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/06/Scottish-Housing-Regulator-Engagement-Plan-1.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/06/Scottish-Housing-Regulator-Engagement-Plan-1.pdf</a>
Assurance statement	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/10/Assurance-statement-2019-1.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/10/Assurance-statement-2019-1.pdf</a>
Annual return on charter submission to SHR	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Annual-Return-on-Charter-ARC-2018-19.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Annual-Return-on-Charter-ARC-2018-19.pdf</a>
Financial returns to SHR	Please <a href="#">contact us</a> if you would like to discuss.
Charter report to tenants	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/08/2018-2019-QUESTIONNAIRE-FINAL-RESULT.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/08/2018-2019-QUESTIONNAIRE-FINAL-RESULT.pdf</a>
Internal and external audit arrangements	<a href="https://www.abbeyfield-scotland.com/abbeyfield-resources/">https://www.abbeyfield-scotland.com/abbeyfield-resources/</a>

Information	Where to access
	Click on 'Audit arrangements'.
<b>Group details</b>	
Details of our subsidiary	<a href="https://www.crandeen.scot/">https://www.crandeen.scot/</a>
<b>Key partnerships</b>	
Strategic agreements with other organisations	Not applicable
<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>How to use our services</b>	
List of services provided	<a href="https://www.abbeyfield-scotland.com/abbeyfieldcareandsupport/">https://www.abbeyfield-scotland.com/abbeyfieldcareandsupport/</a>
How to report a repair	<a href="https://www.abbeyfield-scotland.com/contact-us/">https://www.abbeyfield-scotland.com/contact-us/</a> Click on 'Repairs'.
Right to repair information	<a href="https://www.abbeyfield-scotland.com/contact-us/">https://www.abbeyfield-scotland.com/contact-us/</a> Click on 'Repairs'.
How to apply for a house	<a href="https://www.abbeyfield-scotland.com/">https://www.abbeyfield-scotland.com/</a> Click on 'See all accommodation'.
How to get information about tenancy support	<a href="https://www.abbeyfield-scotland.com/abbeyfieldcareandsupport/">https://www.abbeyfield-scotland.com/abbeyfieldcareandsupport/</a>
How to make a complaint	<a href="https://www.abbeyfield-scotland.com/abbeyfield-resources">https://www.abbeyfield-scotland.com/abbeyfield-resources</a> Click on 'Complaints'.
How to speak to a housing officer	<a href="https://www.abbeyfield-scotland.com/contact-us/">https://www.abbeyfield-scotland.com/contact-us/</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/What-you-can-expect-from-us-The-Abbeyfield-Experience.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/What-you-can-expect-from-us-The-Abbeyfield-Experience.pdf</a>

Information	Where to access
<b>Policies and procedures</b>	
Allocations policy Adaptations policy Anti-social behaviour policy Asbestos management policy Arrears management policy Asset management policy (including stock condition information) Customer care policy Data protection policy Equality and diversity policy Estate management policy Health and safety policy and procedures Legionnaires inspection/prevention policy Procurement policy Risk management policy Rent setting policy Repairs policy Sustainability policy Tenant engagement policy Tenancy sustainment policy	We are in the process of updating our website to include a comprehensive section on policies.  In the meantime, please <a href="#">contact us</a> if you would like to discuss.
Internal procedures relating to above (where available)	Please <a href="#">contact us</a> if you would like to discuss.
<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>	
<b>Governing body meetings</b>	
Governing body meeting minutes	<a href="https://www.abbeyfield-scotland.com/abbeyfield-resources/">https://www.abbeyfield-scotland.com/abbeyfield-resources/</a>  Click on ‘Minutes of Board Meetings’.
Governing body meeting reports/papers	Please <a href="#">contact us</a> if you would like to discuss.
Governing body agendas	Please <a href="#">contact us</a> if you would like to discuss.
<b>Consultation and participation</b>	
Tenant participation strategy	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Resident-Participation-Strategy.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Resident-Participation-Strategy.pdf</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	Please <a href="#">contact us</a> if you would like to discuss.

Information	Where to access
<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>	
Description of funding sources	Not applicable
Audited accounts	<a href="https://www.abbeyfield-scotland.com/abbeyfield-resources/">https://www.abbeyfield-scotland.com/abbeyfield-resources/</a>  Click on 'Annual Accounts'.
Budget policies and procedures	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Standing-Orders-and-Delegated-Authorities.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Standing-Orders-and-Delegated-Authorities.pdf</a>
Budget allocation to key service areas	Not applicable
<b>Our programme of work and projects</b>	
Brief details of any project funding and how it's being spent	Not applicable
Capital works programme/plans information (annual programme figure)	Not applicable
<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/07/entitlements-payments-and-benefits-policy-eb150318.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/07/entitlements-payments-and-benefits-policy-eb150318.pdf</a>
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Please <a href="#">contact us</a> if you would like to discuss.
Board member remuneration other than expenses	Please <a href="#">contact us</a> if you would like to discuss.
Pay and grading structure (levels of pay rather than individual salaries)	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Salary-and-grading-structure-2019-20.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Salary-and-grading-structure-2019-20.pdf</a>
General information about staff pension scheme	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/ASL-Pension-scheme.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/ASL-Pension-scheme.pdf</a>

Information	Where to access
<p><b>Class 5 – How we manage our resources</b> Information about how we manage our human, physical and information resources.</p>	
<p><b>Human resources</b></p>	
<p>Strategy and management of human resources</p>	<p><a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/ASL-Business-Strategy-and-Outline-Plan.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/ASL-Business-Strategy-and-Outline-Plan.pdf</a></p>
<p>Staffing structure</p>	<p><a href="https://www.abbeyfield-scotland.com/why-abbeyfield/">https://www.abbeyfield-scotland.com/why-abbeyfield/</a>  Click on 'Organisational chart'.</p>
<p>Human resources policies, covering:</p> <ul style="list-style-type: none"> <li>• recruitment</li> <li>• performance management</li> <li>• salary and grading</li> <li>• promotion</li> <li>• pensions</li> <li>• discipline</li> <li>• grievance</li> <li>• staff development</li> <li>• Maintenance and retention of staff records</li> </ul>	<p>We are in the process of updating our website to include a comprehensive section on policies.</p> <p>In the meantime, please <a href="#">contact us</a> if you would like to discuss.</p>
<p>Internal procedures relating to the above (where available)</p>	<p>Please <a href="#">contact us</a> if you would like to discuss.</p>
<p>Trade union information</p>	<p>We do not have a recognised trade union.</p>
<p>Summary of professional organisations/trade bodies of which we are a member</p>	<p>Please <a href="#">contact us</a> if you would like to discuss.</p>
<p><b>Physical resources</b></p>	
<p>Management of our land and property assets, including environmental/sustainability reports</p>	<p>Please <a href="#">contact us</a> if you would like to discuss.</p>
<p>General description of our land and property holdings</p>	<p>Please <a href="#">contact us</a> if you would like to discuss.</p>
<p>Estate development plans</p>	<p>Not applicable.</p>

<b>Information resources</b>	
Records management policy and records management plan, including records retention schedule	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/07/data-retention-policy-jjm150719.docx">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/07/data-retention-policy-jjm150719.docx</a>  Click on 'Data Protection'.
Data protection or privacy policy	<a href="http://89.145.103.204/~abbeyfield/wp-content/uploads/2016/09/Data-Protection-Policy.docx">http://89.145.103.204/~abbeyfield/wp-content/uploads/2016/09/Data-Protection-Policy.docx</a>  Click on 'Data Protection'.
<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>	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> <li>• responsive repairs</li> <li>• landscape maintenance</li> <li>• planned/cyclical maintenance</li> </ul>	Please <a href="#">contact us</a> if you would like to discuss.
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Please <a href="#">contact us</a> if you would like to discuss.
Information about regulated procurement contracts awarded (value, scope, duration)	Please <a href="#">contact us</a> if you would like to discuss.
<b>Our procurement</b>	
Procurement policy and procedures	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2016/10/Procurement-Policy-Procedure.doc">https://www.abbeyfield-scotland.com/wp-content/uploads/2016/10/Procurement-Policy-Procedure.doc</a>  <a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2018/04/Procurement-procedure-CD-18.01.2017-002.docx">https://www.abbeyfield-scotland.com/wp-content/uploads/2018/04/Procurement-procedure-CD-18.01.2017-002.docx</a>
Information on how to tender for work and invitations to tender	Please <a href="#">contact us</a> if you would like to discuss.
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Please <a href="#">contact us</a> if you would like to discuss.

Links to procurement information we publish on Public Contracts Scotland website	<a href="https://www.publiccontractsscotland.gov.uk/">https://www.publiccontractsscotland.gov.uk/</a>
Framework agreements	Please <a href="#">contact us</a> if you would like to discuss.
<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.	
Annual report	<a href="https://www.abbeyfield-scotland.com/abbeyfield-resources">https://www.abbeyfield-scotland.com/abbeyfield-resources</a>  Click on ‘Annual and Performance Reports’.
ARC report to tenants	<a href="https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Annual-Return-on-Charter-ARC-2018-19.pdf">https://www.abbeyfield-scotland.com/wp-content/uploads/2019/11/Annual-Return-on-Charter-ARC-2018-19.pdf</a>
Performance standards/indicators	<a href="https://www.careinspectorate.com/index.php/care-services">https://www.careinspectorate.com/index.php/care-services</a>  Click on ‘Find Care’ and search for CS Number: CS2008172855
Benchmarking information	<a href="https://directory.scottishhousingregulator.gov.uk">https://directory.scottishhousingregulator.gov.uk</a>  Click on ‘Search all social landlords’ and look up Abbeyfield Scotland Ltd.
Complaints policy, guidance and forms	<a href="https://www.abbeyfield-scotland.com/contact-us/">https://www.abbeyfield-scotland.com/contact-us/</a>  Click on ‘Complaints’.
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Please <a href="#">contact us</a> if you would like to discuss.
Tenant scrutiny reports	Not applicable
<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 Abbeyfield Scotland Ltd 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 Abbeyfield Scotland Ltd

Not applicable