KINGDOM

Support & Care

Guide to information

HAPPY TO **TRANSLATE**

KINGDOM SUPPORT AND CARE GUIDE TO INFORMATION

Kingdom Support and Care CIC (KSC) is a Community Interest Company, a private company limited by shares and a wholly owned subsidiary of KHA. The company was created to ensure that the care and support services previously provided by KHA, continued to be delivered in the most effective way and to increase the viability of the service in the longer term.

Kingdom Support and Care (KSC) supports around 260 people throughout Fife and Falkirk, providing high quality and personalised support and care designed to meet individual needs and desired outcomes.

We provide support to people with a range of needs in their own homes, including those with: learning disability, autistic spectrum disorder, complex needs, mental health issues, age related needs, homelessness, drug and alcohol addictions..

Our aim is to support people to have a safe and secure home, to live as independently as possible in their own home, to live as full a life as possible and to be part of their local community.

We provide flexible, responsive and person centered support which assists people to live their lives as they wish and to enable them to meet their desired outcomes.

We put people at the heart of planning their support and listen closely to:

- help you to work out what support you need.
- help you to plan and organise your support.
- provide the direct support you need in a flexible way which meets your needs and desired outcomes.

We support people's right to be in control of their own lives and the right to make informed choices about their lives, including the opportunity for new experiences.

We provide services to a high professional standard as set out in the National Care Standards. We have our own internal quality control system and we are inspected regularly by Care Inspectorate achieving grades of good and excellent throughout all of our services.

We believe that great support leads to great lives.

More information about Kingdom can be found on our [website.](#)

At a glance – terms used in this document

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002 *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.*
EIRs	Environmental Information Regulations (Scotland) 2004 *Those organisations covered by EIRs have a duty to respond to requests for environmental information*

SIC	The Scottish Information Commissioner *Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.*
MPS	Model Publication Scheme *Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)*
Guide to Information	*A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available*
Classes of Information	*Nine broad categories describing the types of information authorities should publish (if they hold it).*

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.

Kingdom Support and Care 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.

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	5p per A4 sheet
Print in colour	10p per A4 sheet
CD Rom	50p per disc
Posted document/CD Rom	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:

Calum Kippen
calumkippen@kha.scot

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.

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:

Calum Kippen
Kingdom Housing Association
Saltire Centre, Pentland Court
Glenrothes
KY6 2DA

calumkippen@kha.scot

01592 631 661

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 Kingdom Support and Care *Information about Kingdom Support and Care, 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	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/11/Kingdom-Mission-Statement.pdf
Vision	https://kingdomsupportandcare.scot/who-we-are/our-values/
Values	https://kingdomsupportandcare.scot/who-we-are/our-values/
Corporate Objectives	https://kingdomsupportandcare.scot/#
Area(s) of operation	https://kingdomsupportandcare.scot/what-we-do/assertive-outreach-service/ https://kingdomsupportandcare.scot/what-we-do/locations/
Key activities; strategic/corporate plan(s)	https://kingdomsupportandcare.scot/
Business Plan (or summary)	https://www.kingdomhousing.org.uk/wp-content/uploads/2023/07/Summary-Corporate-Plan-2023-2028-October-2023.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2023/07/Corporate-Plan-2023-2028-October.pdf
Customer Code/Charter Code of Conduct for Staff	https://www.kingdomhousing.org.uk/wp-content/uploads/2023/11/Code-of-Conduct-Staff-1.pdf
Location and opening arrangements	
Address	https://kingdomsupportandcare.scot/get-in-touch/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://kingdomsupportandcare.scot/get-in-touch/
Opening times	https://kingdomsupportandcare.scot/get-in-touch/
General contact arrangements	https://kingdomsupportandcare.scot/get-in-touch/
Local/area office contact details	https://kingdomsupportandcare.scot/get-in-touch/
Contact details for making a complaint	https://kingdomsupportandcare.scot/get-in-touch/ https://www.kingdomhousing.org.uk/performance/complaints-comments-compensation/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT

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[1] *In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.*

Charging Schedule for Published Information	THIS DOCUMENT (See Page 3)
Contact details and advice on making an FOI request	https://www.kingdomhousing.org.uk/performance/freedom-of-information/
Freedom of Information policies and procedures	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Freedom-of-Information-and-Environmental-Information-Policy.pdf
Charging Schedule for environmental information provided in response to requests made under EIRs	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Freedom-of-Information-and-Environmental-Information-Policy.pdf Same as above charges on page 3 for Freedom of Information requests.
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	https://kingdomsupportandcare.scot/who-we-are/management-board/ Remits are available on request.
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	https://www.kingdomhousing.org.uk/wp-content/uploads/2023/07/Corporate-Plan-2023-2028-October.pdf
How to become part of the governing body	https://www.kingdomhousing.org.uk/get-involved/become-a-member-2-2/
About our staff	
List of senior management team, including professional biography and contact details	https://www.kingdomhousing.org.uk/people/executive-management-team/
Organisational structure	https://www.kingdomhousing.org.uk/wp-content/uploads/2023/11/KG-Management-Structure.pdf

Governance Documents and Corporate Policies	
Rules/Articles	Available on request
Standing Orders	Not Applicable
Membership Policy	Not Applicable
Code of Conduct for Staff	https://www.kingdomhousing.org.uk/wp-content/uploads/2023/11/Code-of-Conduct-Staff-1.pdf
Code of Conduct for Governing Body Members	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/10/Code-of-Conduct-Board-Members-1.pdf
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.kingdomhousing.org.uk/wp-content/uploads/2021/09/Entitlements-Payments-and-Benefits-Policy.pdf
Register of Interests	Available on request
Equalities Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2022/08/Diversity-Inclusion-Policy.pdf
Health and Safety Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Health-Safety-Policy.pdf
Sustainability Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/10/Sustainability-Policy.docx-3.pdf
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Not Applicable
Assurance Statement	Not Applicable
Annual Return on Charter Submission to SHR	Not Applicable.
Financial Returns to SHR	Not Applicable
Charter report to tenants	Not Applicable
Internal and External Audit arrangements	https://www.kingdomhousing.org.uk/performance/auditors/
Group Details	
Details of our subsidiaries/parent organisation	https://www.kingdomhousing.org.uk/about-us/kingdom-housing-association/ - Parent https://www.kingdomhousing.org.uk/about-us/initiatives/ - Subsidiary https://www.kingdomhousing.org.uk/about-us/kingdom-support-care/ - Subsidiary
Key Partnerships	

Strategic agreements with other organisations	Available on request.

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	https://kingdomsupportandcare.scot/# "What We Do"
How to report a repair	Not applicable.
Right to Repair information	Not applicable.
How to apply for a house	Not applicable.
How to get information about tenancy support	Not applicable.
How to make a complaint	https://www.kingdomhousing.org.uk/performance/complaints-comments-compensation/complaints/
How to speak to a housing officer	Not applicable.
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Not applicable.

Policies and Procedures

Allocations Policy	Not applicable.
Adaptations Policy	Not applicable.
Anti-Social Behaviour Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Anti-Social-Behaviour-Policy-1.pdf
Asbestos Management Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Asbestos.pdf
Arrears Management Policy	Not applicable.
Asset Management Strategy	Not applicable.
Customer Care Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2022/08/Diversity-Inclusion-Policy.pdf
Privacy Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2023/11/Privacy-Policy.pdf

Environmental Information Regulations Policy (EIR)	Not applicable.
Diversity and Inclusion Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2023/11/Privacy-Policy.pdf
Estate Management Policy	Not applicable.
Health and Safety Policy and procedures	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Health-Safety-Policy.pdf
Legionnaires Inspection/Prevention Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Legionella-Management-Scheme.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Legionella.pdf
Procurement Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/Procurement-Policy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2023/10/Annual-Report-2023.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/Procurement-Strategy-Updated-2022.pdf
Risk Management Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2021/04/Risk-Management-Policy.docx-1.pdf
Rent Setting Policy	Not applicable.
Repairs Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/07/Reactive-Maintenance-Policy.pdf
Sustainability Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/10/Sustainability-Policy.docx-3.pdf
Tenant Engagement Policy	Not applicable.
Tenant Management Policy	Not applicable.
Internal procedures relating to above (where available)	Not 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	Available on request
Governing body meeting reports/papers	Available on request
Governing body agendas	Available on request
Consultation and Participation	
Tenant Participation Strategy	Not applicable.

Consultation reports noting the outcome of any recent consultations with tenants/others	Not applicable.
Tenant Scrutiny Panel composition	Not applicable.
Registered Tenant Organisations	Not applicable

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	Kingdom Support and Care receives its revenue funding from Fife Council and Falkirk Council.
Audited accounts	https://www.kingdomhousing.org.uk/wp-content/uploads/2023/12/05-Appendix-5-KSC-Audited-Accounts-for-the-year-ended-31-March-2023.pdf
Budget policies and procedures	https://www.kingdomhousing.org.uk/wp-content/uploads/2023/11/Budget-Preparation-Guidance-2023-24.pdf
Budget allocation to key service areas	https://www.kingdomhousing.org.uk/wp-content/uploads/2024/01/KSC-Budget-23-24.pdf

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)	Not applicable.

Spending relating to Staff and Governing Body

Expenses policies and procedures Payments Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Payments-Policy.pdf
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)	
General information about staff pension scheme	Not applicable.

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	https://www.kingdomhousing.org.uk/wp-content/uploads/2023/07/Corporate-Plan-2023-2028-October.pdf
Staffing structure	https://www.kingdomhousing.org.uk/people/executive-management-team/ Full organisational structure available on request.
Human resources policies, covering: ● recruitment Employee Resourcing Policy ● performance management ● salary and grading ● promotion ● pensions ● discipline ● grievance ● staff development ● Maintenance and retention of staff records	https://www.kingdomhousing.org.uk/wp-content/uploads/2024/01/KSC-Salary-Values-Web-View-2023.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2023/11/Disciplinary-Policy.docx.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2024/01/KSC-Learning-Development-Policy-1.pdf
Internal procedures relating to the above (where available)	Available on request
Trade Union information	Not applicable.
Summary of professional organisations/trade bodies of which we are a member	CCPS (Coalition of Care Providers Scotland) - http://www.ccpscotland.org/

Physical Resources

Management of our land and property assets, including environmental/sustainability reports	Not applicable.
General description of our land and property holdings	Not applicable.
Estate development plans	Not applicable.

Information Resources	
Records management policy and records management plan, including records retention schedule	Available on request
Data protection or privacy policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2023/11/Privacy-Policy.pdf

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	https://www.kingdomhousing.org.uk/performance/procurement/
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://www.kingdomhousing.org.uk/wp-content/uploads/2023/11/Active-Suppliers-_-Subcontractors-November-2023-SupplierItemsActivesupplieritems-3-1.pdf
Information about regulated procurement contracts awarded (value, scope, duration)	Not applicable.

Our Procurement	
Procurement Policy and procedures	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/Procurement-Policy.pdf
Information on how to tender for work and invitations to tender	Not applicable.
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Not applicable.
Links to procurement information we publish on Public Contracts Scotland website	Not applicable.
Framework Agreement	Not applicable.

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.kingdomhousing.org.uk/wp-content/uploads/2023/10/Annual-Report-2023.pdf
ARC report to tenants	Not applicable.
Performance Standards/indicators	
Benchmarking information	Not applicable.
Complaints policy, guidance and forms	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/05/Compliments-and-Complaints-Policy.pdf
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	
Tenant scrutiny reports	Not applicable.

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 **Kingdom Support and Care** 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 **Kingdom Support and Care**	Not applicable