
Freedom of Information, Publication Scheme and Data Protection Policy

Version 4 August 2018

Freedom of Information, Publication Scheme and Data Protection Policy

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Rykneld Homes Limited

Freedom of Information, Publication Scheme and Data Protection Policy

1. Introduction

Rykneld Homes Ltd (RHL) is a not for profit organisation managing Council homes on behalf of North East Derbyshire District Council (NEDDC) and a Registered Provider (4608) regulated by Homes England.

Rykneld Homes is an open organisation that actively encourages the involvement of its customers and stakeholders to improve and shape the future of its services. This openness and transparency is reflected in the Publication Scheme, which is intended to provide routine information about the Company, its Policies and decision making in a readily and easily accessible way.

2. The Publication Scheme

A Publication Scheme is a guide to the categories of information that the Company routinely make available. Information can be made available in many forms and is not limited to information produced on paper, for example, the RHL website www.rykneldhomes.org.uk.

The RHL Publication Scheme has seven categories of information, these are:

- (1) **Who we are and what we do** – How we operate, how decisions are made, who sits on the Board, how we're organised, how we provide services etc. This information can be found on the '[About Us](#)' pages on the RHL website.
- (2) **What we spend and how we spend it** – Our annual budget, investment programmes, value for money, Business Plans etc. This information can be found on the '[Financial Information](#)' pages on the RHL website.
- (3) **What our priorities are and how we are doing** – How good are our services? How we'll improve etc. This information can be found on the '[Performance](#)' pages on the RHL website.
- (4) **How we make decisions** – Agendas, reports, minutes of the Board etc. This information can be found on '[The Board](#)' pages on the RHL website.
- (5) **Our Policies** – This includes key information such as managing properties, community involvement, equality, collecting rent. See the list below for the numerous Policies available on request or by searching the RHL website.
- (6) **The Services we offer** – Advice and guidance on [repairs](#), [managing estates](#), [rehousing](#), [anti-social behaviour](#), [standards](#), [complaints](#), [translations](#) pages on the RHL website.

- (7) Tenant Involvement and Communication** – Tenant and Resident Groups, newsletters, handbook, leaflets, Involvement Agreement etc. This information can be found on the '[Get Involved](#)' and '[News](#)' pages of the RHL website.

The information provided under this Scheme may be in edited form to remove information that should not be made publicly available, for example, personal information about identifiable individuals, information that would damage the commercial interests of ourselves or our Contractors, or information provided to us in confidence.

As outlined above, our Publication Scheme consists of categories of information that are targeted particularly at service users and those who are interested in the work of RHL. Information will be routinely published and updated on the RHL website www.rykneldhomes.org.uk.

This Publication Scheme complies with the model Publication Scheme produced by the Information Commissioners Office (ICO), which outlines the categories of information any Authority should make available.

Some items may appear in more than one category of information. This is to make it easily accessible to the public searching the website for information. All information in the Scheme is current information, such as existing Policies and Board meeting minutes and agendas cover a 12-month period.

Our approach in determining the (categories of) information has been to include as much information as possible, particularly information that is likely to be of interest to the public e.g. decision-making meetings. Below are the seven categories, each containing detailed information on:

(1) [Who we are and what we do](#)

Information about the Company, its rules, Constitution, structure, Board Members and Business objectives. Documents/information available includes:

- Annual Report
- Memorandum and Articles of Association
- Business Plan
- Meet the Board
- Board Papers
- Board Member recruitment
- Board and Sub-Board Meetings.

(2) [What we spend and how we spend it](#)

Information about our budget, the financial aspects of running a Company, including details of how we control and spend our money. Documents/information available includes:

- Annual Budget (within the Business Plan)
- Business Plan
- Financial Statements
- Financial Regulations and Contract Procedure Rules.

(3) [What our priorities are and how we are doing](#)

Information about how well the Company is performing, what we are doing well and plans for how we can improve. Documents/information available includes:

- Compliments, Comments and Complaints
- Customer Satisfaction Survey
- Case Studies
- Performance Statistics (Comprehensive Performance Reports).

(4) [How we make Decisions](#)

Agendas and Minutes of meetings where decisions are made and Reports that are presented to our Board meetings over the last 12 months.

(5) Our Policies

Why and how we work in a particular way. Documents available:

- Allocations Policy – Choice Based Lettings (NEDDC)
- Anti-Social Behaviour Policy
- Adaptations Policy and Procedure
- Complaints Policy
- Confidential Reporting Policy and Guidance (Whistleblowing Policy)
- Communications Strategy
- Customer Care Strategy
- Domestic Abuse Policy
- Equality and Diversity Policy and Impact Assessments
- Freedom of Information, Publication Scheme and Data Protection
- Financial Inclusion Strategy
- Garage Letting Policy
- Gas Safety Policy and Procedures
- Health and Safety Policy
- Leasehold Management Strategy
- Mediation Policy
- Racial Harassment and Hate Crime Incidents Policy.

(6) The Services we offer

Basic information about the main services that we offer and how to access them available from the website includes:

- Anti-Social Behaviour
- Find a Home
- Buying your Home
- Shared Ownership
- Compliments, Comments and Complaints
- Estate Management
- Homelessness and Housing Advice
- How to Contact Us
- Independent Living Service

- Leaseholder Services
- Repairing and Maintaining your Home
- Service Standards
- Translations.

(7) Tenant Involvement and Communication

Information about various publications available to tenants, telling them about the service and how to get involved. Documents/information available includes:

- Annual Report
- Your Rykneld Newsletter
- Get Involved
- Service Information Leaflets available in Area Housing Offices
- Tenant and Resident Groups.

3. Obtaining Information

Information covered by this Publication Scheme will, wherever possible, be published on our website and will be in plain language, where possible. Additionally, a hard copy of all information included in this Scheme can be obtained by writing to the Head of Business Development at Pioneer House, Mill Lane, Wingerworth, or by visiting our local Area Housing Offices/One Stop Shops during normal business hours Monday to Friday:

- Clay Cross Area Office, Market Street, Clay Cross, Chesterfield, S45 9JE
- Dronfield One Stop Shop, Dronfield Sports Centre, Civic Centre, Dronfield, Derbyshire, S18 1PD
- Killamarsh Area Office, Stanley Street, Killamarsh, Derbyshire, S21 1EL
- North Wingfield One Stop Shop, Whiteleas Avenue, North Wingfield, Chesterfield, S42 5PW.

Information is available in a range of formats i.e. translated into different languages; large print, Braille, audio CD, e-mail, hard copy and via the website.

4. Charges

Information published on our website can be downloaded free of charge. We reserve the right to make a reasonable charge to cover the cost of providing copies or repeated copies of information in this scheme, where this is required to avoid unnecessary expense to ourselves. Where we intend to make a charge for the supply of information we will notify you of it before sending the information.

5. Freedom of Information

The Freedom of Information Act gives you a general right to look at all types of recorded information held by RHL – except personal information that is covered by the Data Protection Act 2018 and General Data Protection Regulation (GDPR). It also excludes commercially sensitive information and information that might prejudice the safety or security of RHL.

Any information which is not available on our website may be requested under the provisions of the Freedom of Information Act 2000. Requests must be sent in writing to the Head of Business Development or by E-mail to contactus@rykneldhomes.org.uk.

6. Data Protection

Rykneld Homes will use necessary personal and sensitive information collected by and submitted to RHL for the purposes of providing homes and associated services – refer to **Appendix 1 – Privacy Notice** for further information.

As an individual, you have a right under the Data Protection Act 2018 and GDPR to ask us what information or data we hold about you. This is called a Subject Access Request. Before we release it, we will ask you to prove your identity. We will accept the following items as suitable proof of your identification:

- Utility Bill
- Passport
- Driving Licence
- Bus Pass, if issued by NEDDC
- Identity Card - i.e. Police, Armed Forces, etc.

Please describe the information you wish to see in as much detail as possible to help us to respond quickly. It is helpful to say how you want the information to be sent to you, for example, by email, a photocopy or printout, or you want to inspect the record in person. You should note that we will not provide you with information or data about other people.

Once we receive a request and have proof of identity and payment, we will acknowledge the request promptly. We will then provide the information within 30 days, but we aim to respond sooner, wherever possible. If it is likely we will exceed this time limit, we will tell you the reasons for delay and give an estimated date for our response.

7. Contact Information and Company Details

The Head of Business Development is responsible for monitoring the implementation and effectiveness of the Publication Scheme and is the registered Data Protection Officer for RHL.

If you have any queries, comments or suggestions in relation to the Publication Scheme or Data Protection, please contact the Head of Business Development whose contact details are given below. Alternatively, you can contact any of our local Housing Offices/One Stop Shops directly and make your request.

Telephone: 01246 217670
E-mail: contactus@rykneldhomes.org.uk

Company Details:

Rykneld Homes Ltd
Pioneer House
Mill Lane
Wingerworth
Chesterfield
S42 6NG

Telephone: 01246 217670
Text: 07800 002425
E-mail: contactus@rykneldhomes.org.uk
Website: www.rykneldhomes.org.uk

Rykneld Homes Privacy Notice

Rykneld Homes Limited (RHL) will use necessary personal and sensitive information collected by and submitted to RHL for the purposes of providing homes and associated services.

The lawful basis for RHL to process the majority of information it holds is contractual. The contract is the Tenancy Agreement and the requirement to provide the services it describes.

Rykneld Homes is regulated by Homes England.

Your information will only be disclosed to other parties to assist RHL carry out and provide services as a landlord to support customers to sustain their tenancies.

Your information will be retained for a specified period to enable any further related services to be delivered to you or to allow you or RHL to deal with any follow up issues.

1. Statement of Intent

Rykneld Homes is committed to fulfil all its obligations under the Data Protection Act 2018 and General Data Protection Regulation 2018. Individuals are assured RHL will treat personal data with all due care. The organisation will, as far as practicable, ensure all customers are aware of the way in which their information is held, used, and disclosed and whether the recipients are internal or external to RHL. Furthermore, the processing within the organisation will be fair and lawful and individuals will not be misled to the uses of their data.

2. Why does Rykneld Homes hold personal information?

Rykneld Homes securely retains personal information so that it can deliver to its customers the services they require, and to maintain a record of those services. Rykneld Homes also needs to collect, process and keep data in relation to its statutory duties.

3. What types of information does Rykneld Homes hold?

Rykneld Homes collects, holds and uses information which relates to you. The information may be about your family, such as details of your next of kin and about people who live with you, including your children.

The list below gives you an idea of the type of information we hold. This is not a complete list as this will depend on your needs and the services we provide to you.

We may hold, use, and share (process):

- Details about you and your children, including name, date of birth, address, identification documents provided to us, photographic ID, and employment details.
- Details about your home, household and your housing needs and Tenancy Agreement.
- Rent and service charge information, including details of any arrears.
- Financial information, including any credit checks, income details, bank details, credit/debit card, Housing Benefit information and any guarantor details.
- References received about you (e.g. from your employer or previous landlord).
- Medical information and emergency contact details, next of kin and any advocate.
- Information about any accidents or incidents which involve you or your home.
- Information about any complaints made by you or which relate to you.
- Information about your care/support needs, care/support you receive and your support worker.
- Telephone recordings (where you are told about this).
- Your forwarding address after you leave our accommodation.
- We carry out Customer Satisfaction Surveys to help us to monitor our performance and to improve our services to our customers.

4. We also collect, hold and use information which is sensitive

This may be about you and your household, including children who live with you.

This information is about any:

- Physical and/or mental health needs (including details of any disabilities and medication).
- Equality and diversity information, including, racial or ethnic origin, religious beliefs, political opinions and sexual orientation.
- Details of any criminal records, arrest records, offences and legal proceedings.
- We may apply markers to your information (for example, in relation to your vulnerability or health status) to enable us to tailor and deliver services to you.

5. How do we get the Information?

You may provide the information to us at different times, in different ways. This could be when you apply for housing or when you enter into a tenancy. You may also provide us with information when you contact us with any queries or when you talk to staff.

In other cases, information is provided to us by a third party. This could include organisations who work on our behalf, such as a managing agent or contractor and other organisations and bodies we work with such as the Department for Work and Pensions (DWP) your care and support provider, Local Authority departments, the Police and voluntary agencies such as the Citizen's Advice Bureau. We may also receive information from a previous landlord, your bank, employer, a family member, advocate, Local Councillor and MP.

6. How do we use your Information?

We use the information about you and the people who live with you (including any sensitive information) for a number of reasons. We have listed these below to give you an idea of what this includes:

- To process your housing application, verify your application and make decisions on your housing (including financial and needs assessments).
- To retain your details on a waiting list or priority list, where appropriate.
- To look at your housing needs and monitor any changes to these needs.
- To set up your Tenancy Agreement and provide services to you and to deal with any issues arising from your tenancy (which may include taking legal action).
- To make financial arrangements related to your home, such as to enable automatic rent payment through direct debit or Housing Benefit payments.
- To set up arrangements relating to your home, such as informing the Local Authority/DWP departments of your tenancy arrangements for Council Tax and Housing Benefit/Universal Credit purposes.
- To help other people or companies to provide services or utilities to your home or to contact you. This may include where they need to contact you when you move to set up payments or about any unpaid bills while you live at your home and/or after you leave your home.
- To investigate and address complaints, accidents or incidents and prevent reoccurrences.
- To provide information to our staff to enable them to provide services to you to meet your needs and to train and protect them, where necessary.
- To deal with any medical or other emergencies and to carry out your wishes or requirements, such as any religious or cultural wishes.

- To act in someone's best interests such as where we have concerns about a person's health or welfare and may need to involve agencies such as Social Services or the Police.
- To ensure fair and equal access for all to our services.
- To help us compile information so that we can plan and improve the services we provide and personalise our customer services and meet our customers' needs.
- To work alongside other organisations who provide care/support to you and to deal with any issues arising about your care/support services.
- To meet any legal and regulatory requirements and show that we are meeting our obligations as your landlord (including allowing access to information when we are audited).
- To help us put together statistics to give to our regulator or other Government organisations.
- To provide information to you about RHL and changes to services, including through our newsletter.
- To provide references to third parties where we are asked to (such as to a new landlord).

7. Who do we share your Information with?

Sometimes when we use the information in the ways described above, we may need to share the information about you and the people you live with (including sensitive information) with other people, such as:

- Companies which provide services or utilities to your home (such as gas, electric or water) and the relevant Council Tax department. This may be while you are living at your home or after you leave your home and may include providing a copy of your Tenancy Agreement when you move in and providing a forwarding address when you leave. This information may be provided to enable the company to set up your payment arrangements and/or to pursue any unpaid bills.
- People who provide services on our behalf, such as a managing agent, contractors carrying out repairs or an alarm call centre and our volunteers
- A credit checking agency, your bank and mortgage company or other financial institutions and (where necessary) a debt collection and/or tracing agency.
- Government departments which provide funding for your housing or care/support services. In particular, we may be legally required to give information about any changes in your financial circumstances to the Council Housing Benefit department and DWP.
- A doctor, hospital, paramedic or health worker where you require medical attention and are unable to provide the information yourself.

- Your next of kin or other people acting on your behalf in an emergency and a member of your church or religious leader, where you have requested this.
- People or agencies who provide services to you or who work with us to provide services to you, such as your care/support provider.
- The bodies involved with your care/support such as the relevant Local Authority departments, or Social Services and any alarm call centre.
- Our regulator or other bodies which look at how we provide services as your landlord and other people where we are legally required to provide information to them.
- Our legal advisors, the Courts and the Police. This may include information about anti-social behaviour, which we may also share via a joint website accessed by landlords, the Police, Social Services and other bodies with the aim of reducing anti-social behaviour.
- Relevant Local Authority departments/DWP (including Housing Benefit, Council Tax, Elections, Adult Services etc).
- To relevant people and authorities such as the Police, adult and child protection and Social Services. This may include sharing information when we have concerns about a person's health or welfare or where there are investigations being carried out, such as sharing information in a case conference with such bodies and other parties involved (such as teachers, nurses, etc), or where we have concerns about possible criminal activity.
- Companies who process information on our behalf such as an external mailing company (who send out our newsletter) or providers of our information technology services or software.
- To another landlord or Housing Association where you are looking to move or exchange your property (e.g. where they request your details and/or a reference from us).

8. The Telecommunications (Lawful Business Practice) (Interception of Communications) Regulation 2000

All calls received into RHL and made from RHL may be recorded and used for business related purposes.

9. Emails and using our Website

Please note that your email messages sent via the internet may not be secure and could be intercepted and read by someone else. Please bear this in mind when deciding whether to include personal or sensitive information in any email messages you intend to send.

If you email us we may keep a record of your contact and your email address and the email for our record-keeping of the transaction.

We will record personal information if you:

- Subscribe to or apply for services that require personal information.
- Report a fault and give your details for us to respond.
- Contact us and leave your details for us to respond.

10. The use of your personal information by Rykneld Homes and Fraud Prevention Agencies

We may use fraud prevention agencies (FPA) to help us identify and prevent fraud. In so doing, we will provide current and previous names, addresses and dates of birth, of all parties, so if you are providing information about others, on a joint application, you must be sure that you have their agreement. If you give us false or inaccurate information and we identify fraud, details may be passed to FPAs and the DWP.

We will use the information provided to us by credit reference and fraud prevention agencies to help verify your identity, for the prevention and detection of fraud and/or money laundering, and to manage accounts. For example, if you do not make payments that you owe us; we will trace your whereabouts and recover debts.

We will only ever share your information if we are satisfied that our partners or suppliers have sufficient measures in place to protect your information.

11. How long do we keep your Information?

We will try to regularly check your information to make sure it is still up to date. If you think we need to update any of the information we hold, please let us know. We will keep your information for as long as it is relevant to the purposes set out above. We may, therefore, continue to hold information about you after you leave your home or no longer receive services from us, where this is still necessary. We may also be required to keep your information for legal reasons.

12. Accessing your Information

If you would like to access any of the information we hold about you, please write to:

The Data Protection Officer
Rykneld Homes Ltd
Pioneer House
Mill Lane
Wingerworth
Chesterfield
S42 6NG

The lawful basis for RHL to process the majority of information it holds is contractual. The contract is the Tenancy Agreement and the requirement to provide the services it describes.

If you believe that information we hold on you may not be accurate, then please let us know by contacting Customer Services as soon as possible, and we will ensure this is corrected.

If you do not believe we should be processing information about you, or you wish us to stop processing information about you, then you can inform RHL of this. Your concerns will be examined, and we will review this. We will take every step necessary to keep your information safe while we hold it and when we do not need it any more we will securely destroy it.

13. Changes to this Privacy Notice

We will continually review and update this Privacy Notice to reflect changes in our services and feedback from service users, as well as to comply with the changes in the law.

Title:	Freedom of Information, Publication Scheme and Data Protection Policy
Author(s):	Head of Business Development
Final Version №:	4
Status – Draft or Final:	Final
Date of this Review:	June-August 2018
Date Approved:	15 August 2018
Next Review Date:	August 2021
Review to be Carried out by:	Head of Business Development

No English? No problem

If you require this
publication in
large print, braille or on
audio CD please call us on
01246 217670

Rykneld
HOMES
at the heart of communities



☎ **01246 217670** (ENGLISH)

We care. We want all of our customers to be able to access all of our services. To talk to someone in English, ring this number.

You will not be charged for the TALKBACK service.

☎ **01430 457421** (CANTONESE) 廣東話

☎ **01430 457423** (MANDARIN) 國語

本市政府關心閣下，我們希望區內所有的市民都能夠使用我們所有的服務。請致電上列這一號碼，可用廣東話或國語和我們交談。

免費為你提供此項服務。

免费为你提供此项服务。

☎ **01430 457422** (ITALIAN)

Noi ci prendiamo cura di voi. Il nostro obiettivo è quello di dare a tutti i nostri clienti la possibilità di accedere ai nostri servizi. Per parlare in **italiano**, chiamate questo numero

Questo servizio è senza spese o commissioni

☎ **01430 457426** (URDU) اُردو

ہم احساس کرتے ہیں۔ ہم چاہتے ہیں کہ ہمارے صارفین ہماری تمام سروسز سے استفادہ حاصل کریں۔ اگر آپ کسی سے اُردو میں بات کرنا چاہیں تو اس ٹیلیفون نمبر پر رابطہ کریں اس سروس کو استعمال کرنے کے لیے آپ سے کوئی معاوضہ نہیں لیا جائے گا۔

☎ **01430 457424** (POLISH)

Dbamy o naszych klientów. Pragniemy, by wszyscy mogli skorzystać z całości oferowanych przez nas usług. Aby porozmawiać w języku **polskim**, wybierz ten numer telefonu.

Korzystanie z tej usługi jest bezpłatne.

☎ **01430 457425** (PUNJABI)

ਅਸੀਂ ਦੇਖ-ਭਾਲ ਕਰਦੇ ਹਾਂ। ਅਸੀਂ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਸਾਡੇ ਸਾਰੇ ਗਾਹਕ ਸਾਡੀਆਂ ਸਾਰੀਆਂ ਸੇਵਾਵਾਂ ਤੱਕ ਪਹੁੰਚ ਕਰ ਸਕਣ। ਕਿਸੇ ਨਾਲ ਪੰਜਾਬੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਵਾਸਤੇ, ਇਸ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

ਇਸ ਸੇਵਾ ਦੀ ਵਰਤੋਂ ਲਈ ਤੁਹਾਡੇ ਕੋਲੋਂ ਪੈਸੇ ਨਹੀਂ ਲਏ ਜਾਣਗੇ।

☎ **0800 731 7878** (OTHER LANGUAGES)