

## 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.

## 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](http://www.rykneldhomes.org.uk). This Publication Scheme complies with the model Publication Scheme produced by the Information Commissioners Office (ICO), As a wholly owned Local Authority Company, this scheme outlines the categories of information that Authorities are required to make available by the Freedom of Information legislation.

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 '[Key Documents](#)' 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** – 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. Please see the [RHL website](#).
- (6) **The Services we offer** – Advice and guidance on [repairs](#), [managing estates](#), [rehousing](#), [anti-social behaviour](#), [standards](#), [complaints](#), translation functionality at the bottom of each page of the RHL website.
- (7) **Tenant Involvement and Communication** – Tenant and Resident Groups, newsletters, service leaflets, events 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 customers 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](http://www.rykneldhomes.org.uk).

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. Below are the seven categories, each containing detailed information on:

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

Information about the Company, its Board Members, senior management team and Business objectives. Documents/information available includes:

- [Annual Report](#)
- [Codes of Governance and Conduct](#)
- [Business Plan](#)
- [Rykneld Homes - About Us - Rykneld Homes](#)

**(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](#)

**(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](#)
- [Annual Tenant Satisfaction Measure](#)
- [Business Plan](#)
- [Quarterly Performance Reports](#)

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

Agendas of Board meetings are published in advance on the website. Minutes of meetings where decisions are made and Reports that are presented to our Board meetings over the last 12 months are available on request.

## (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 Policy](#)
- [Domestic Abuse Policy](#)
- [Electrical Safety Policy](#)
- [Equality and Diversity Policy and Impact Assessments](#)
- [Fraud Policy](#)
- [Freedom of Information, Publication Scheme and Data Protection](#)
- [Financial Inclusion Strategy](#)
- [Gas Safety Policy and Procedures](#)
- [Leasehold Handbook.](#)

## (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](#)
- [Right to Buy and Leasehold](#)
- [Shared Ownership](#)
- [Compliments, Comments and Complaints](#)
- [Estate Management](#)
- [Homelessness and Housing Advice](#)
- [How to Contact Us](#)
- [Repairing and Maintaining your Home](#)
- Translations – functionality at the bottom of each page of the RHL website.

## (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](#)
- [Tenant and Resident Groups.](#)

## Freedom of Information (FOI)

The Freedom of Information Act gives you a general right to look at all types of recorded information held by RHL. Please note, the FOI Act defines categories of information that are not available, these are:

- [Section 21 – information already reasonably accessible](#)
- [Section 22 – information intended for future publication](#)
- [Section 22A – research information](#)
- [Sections 23 and 24 – security bodies and national security](#)
- [Sections 26 to 29](#)
- [Sections 30 and 31 – investigations and prejudice to law enforcement](#)
- [Section 32 – court records](#)
- [Section 33 – prejudice to audit functions](#)
- [Section 34 – parliamentary privilege](#)
- [Sections 35 and 36 – government policy and prejudice to the effective conduct of public affairs](#)
- [Section 37 – communications with the royal family and the granting of honours](#)
- [Section 38 – endangering health and safety](#)
- [Section 39 – environmental information](#)
- [Section 40\(1\) – personal information of the requester](#)
- [Section 40\(2\) – Personal information](#)
- [Section 41 – confidentiality](#)
- [Section 42 – legal professional privilege](#)
- [Section 43 – trade secrets and prejudice to commercial interests](#)
- [Section 44 – prohibitions on disclosure](#)

If the information you have requested falls into one of these categories we will let you know.

Information which is not available on our website may be requested under the provisions of the Freedom of Information Act 2000 or Social Tenants Access Information Requirements (STAIRs) for Registered Provider tenants of RHL. Requests must be sent in writing to the Head of Business Development or by E-mail to: [contactus@rykneldhomes.org.uk](mailto:contactus@rykneldhomes.org.uk).

## 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.

Please note that if your request for information is found to be manifestly excessive or manifestly unfounded as defined in the Data Protection Act, RHL will inform you why the information will not be supplied. For more information about this please visit: [When can we refuse to comply with a request? | ICO](#)

Once we receive a request and have proof of identity and payment, we will acknowledge the request promptly.

The Data Use and Access Act 2025 has introduced a “stop the clock” rule, allowing organisations to pause the response time if they need more information from the requester. Organisations need to make reasonable and proportionate searches when responding to requests. This means we will write you and ask you to be as specific as possible for the information you require. For example narrowing the scope of the search down to a year or a specific area of service. Once you have responded then the clock on the response time recommences. The response time for the information is n 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.

## Charges for Information

Information published on our website can be downloaded free of charge. For the majority of information we provide under the FOI or Data Protection Act there will be no charge. However, we reserve the right to make a reasonable charge or refuse requests that are manifestly excessive or unfounded as defined by under the Data Protection Act or require more than the 18 hours of the staff time limit defined under the FOI Act.

Where we intend to make a charge for the supply of information we will notify you of it before sending the information.

- Charges will be made for – photocopying, printing, postage and any other costs involved in transferring the information to the customer;
- Equipment and supplies (e.g. discs, envelopes or USB devices); and
- Staff time for locating, retrieving and extracting the information – this is charged at £25 per hour
- Repeated requests for information or excessive demands, such as three in a six month period, may be charged at the above rates.

## 1. Requesting Information

Information covered by this Publication Scheme will, wherever possible, be published on our website. We can make information in a range of formats i.e. translated into different languages; large print, Braille, e-mail and hard copy.

For Requests for information under the Data Protection Act and Freedom of Information Act you can:

- Email us at [contactus@rykneldhomes.org.uk](mailto:contactus@rykneldhomes.org.uk) (please include your address if relevant)
- Call our Contact Centre on 01246 217670 – Monday to Friday 8am - 4pm
- Write to us or visit our office at Rykneld Homes Ltd, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG - Monday to Friday 9am - 5pm ContactUs.

## 2. Data Protection Officer

If you have any queries, comments or suggestions in relation to the Publication Scheme, Data Protection or Freedom of Information, please contact the Head of Business Development, the registered Data Protection Officer for RHL.

### Company Details

Rykneld Homes Ltd  
2013 Mill Lane  
Wingerworth  
Chesterfield  
S42 6NG

Telephone: 01246 217670

E-mail: [contactus@rykneldhomes.org.uk](mailto:contactus@rykneldhomes.org.uk)

Website: [www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk)

## Appendix 1

### 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  
2013 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.

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March 2024

<b>Title:</b>	Freedom of Information, Publication Scheme and Data Protection Policy
<b>Author(s):</b>	Head of Business Development
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<b>Review to be Carried out by:</b>	Head of Business Development

## NO ENGLISH? NO PROBLEM

If you require this publication  
in large print or braille  
please call us on

**01246 217670**

**RykneId**  
HOMES  
at the heart of communities



### Język polski

W RykneId Homes zależy nam na dostarczaniu doskonałej jakości usług naszym lokatorom, dzierżawcom i mieszkańcom. Aby porozmawiać z nami po polsku zadzwoń pod numer

**01482 971724**



### For all other languages

**01246 217670**